

REQUEST FOR PROPOSAL [RFP]

Goa Electronics Ltd.
[GEL]

**RFP for Empanelment of Agencies for Data Entry
Services**

RFP No: - GEL/DES/RFP-28

Date: - 17/08/2019

Goa Electronics Limited (GEL)
Government of Goa

Request for Proposal [RFP]

For Empanelment of Agencies for Data Entry Services

TABLE OF CONTENTS

Sr. No	Title	Page No
1	ACRONYMS AND ABBREVIATION	3
2	RFP NOTICE	3
3	RFP DOCUMENT	4
4	OBJECTIVE	5
5	STAKEHOLDERS	5
6	SCOPE OF WORK	5
7	RFP OPENING AND EVALUATION	7
8	RFP TERMS & CONDITIONS	9
9	EMPANELLMENT TENURE	17
10	ELIGIBILITY CRITERIA/PRE-REQUISITES OF DEOs	17
11	SERVICE LEVEL AGREEMENT	19
	ANNEXURES	
A	ANNEXURE "A" (TECHNICAL BID FORMAT)	21
B	ANNEXURE "B" (LETTER OF UNDERTAKING)	24
C	ANNEXURE "C" (AUTHORIZATION LETTER FORMAT)	26
D	ANNEXURE "D" (COVERING LETTER FORMAT)	27
E	ANNEXURE "E" (CHECK LIST OF TECHNICAL BID)	28

1. ACRONYMS AND ABBREVIATION

DD	DEMAND DRAFT
FY	FINANCIAL YEAR
DEOs	DATA ENTRY OPERATORS
GEL	GOA ELECTRONICS LIMITED
RTGS	REAL TIME GROSS SETTLEMENT
SOW	SCOPE OF WORK
RFP	REQUEST FOR PROPOSAL
SLA	SERVICE LEVEL AGREEMENT

2. RFP NOTICE**GOA ELECTRONICS LIMITED (GEL)**

GEL invites RFP comprising of Technical Bids from bidders for “Empanelment of Agencies for Data Entry Services”. The RFP document for this may be downloaded from the websites www.tenderwizard.com, www.goaelectronics.co.in and www.etender.goa.gov.in

The RFP document containing “Technical bid” complete in all respect should be uploaded on www.etender.goa.gov.in on or before 10/09/2019 up to 3:00 PM which will be opened on 11/09/2019 at 04:00 PM in the presence of the bidders or their representatives who may like to be present at that time. The sale of RFP document will commence on the next date of publication of this RFP notice and will close on the date specified on the RFP document.

The Technical bids will be evaluated by the Technical Bid Evaluation Committee duly constituted by the GEL. Financial bids of the technically acceptable offers shall only be opened before the successful bidders and evaluated before awarding of the contract.

Goa Electronics Limited (GEL) reserves the right to reject all or any of the RFP without assigning any reason thereof. The RFP which is conditional/ incomplete/ belated/ without earnest money, processing fees, RFP fees; will not be entertained.

Chief Executive Officer
Goa Electronics Limited

3. RFP DOCUMENT

RFP No:GEL/DES/RFP-28

Dated:17/08/2019

Sr. No	Events	Date and Time
1	Uploading of the RFP Document	17/08/2019
2	Last date of submission of written queries for clarifications.	24/08/2019 up to 3:00PM
3	Last date of Online Submission of completed bid document	10/09/2019 up to 3:00PM
4	Opening of Technical Bid (In the conference hall of Goa Electronics Limited):	11/09/2019 at 04:00PM

Earnest Money Deposit: Rs 25,000 **Mode of Payment : ePayment Only**
 Cost of RFP Document: Rs 1000 (Non Refundable) **Mode of Payment : ePayment Only**
 Cost of RFP Processing Fee: Rs 1,500 (Non Refundable) **Mode of Payment : ePayment Only**

Mode of Payment towards RFP Document Fee , etender Processing Fee & Earnest Money Deposit (EMD) to be paid online through e-Payment mode via:

- i. National Electronic Fund Transfer (NEFT) / Real-Time Gross Settlement (RTGS) / Axis Bank Over-the counter (OTC). Bidder should download pre-printed Challan towards credit of ITG available on e-tender website and make its payment through any of their bank.
- ii. Internet Payment Gateway (Debit/ Credit Card of type VISA, MATERCARD or RuPay).
- iii. Net Banking: Payment can be made through the Internet Banking of Any Bank.

Note: Any Payments made through NEFT/RTGS/OTC will take 24 hours for its reconciliation. Hence the payments through NEFT/RTGS/OTC should be made at least TWO BANK WORKING DAYS in advance before any due date and upload the scanned copy of challans in to the e-tender website as a token of payment.

A copy of the completed Technical Bid documents (hard copy) should be submitted on or before 10th September 2019 up to 3:00 PM at the following address:

Chief Executive Officer
 Goa Electronics Limited
 Mezzanine floor, Block 'B' ,
 GEL House, Dr. Dada Vaidya Road,
 Panaji, Goa-403001
 Mail: revati@goelectronics.co.in

In case of any queries the same may be mailed to:

harish@goelectronics.co.in , revati@goelectronics.co.in

Mobile No: 9225905910

4. Objective

The purpose of this Request for Proposal (RFP) is to establish the fundamental requirements for identifying empanelled agencies to carry out data entry works in various Departments / Undertakings / Agencies / Corporations / Bodies / Institutions / PSUs under Government of Goa, for entering into a contractual relationship with a qualified respondent entity which is willing and able to meet the expectations of Goa Electronics Ltd.

5. Stakeholders

Goa Electronics Limited (GEL)

GEL will be the Monitoring Agency for the entire project. During the tenure of the Project GEL will monitor the execution of the project.

Selected Bidder

The selected bidder shall provide DEOs in various Departments / Undertakings / Agencies / Corporations/Bodies/Institutions/PSUs under Government of Goa.

6. Scope of Work

The broad scope of the work includes the following:

(1) The bidder will be responsible for providing DEOs as per the requirement to the various Client locations - Private and Government Departments / Undertakings / Agencies / Corporations / Bodies / Institutions / PSUs in India.

(2) The Data Entry Operator work in office includes:

(a) Data entry of any data of letter/records/documents and record keeping, editing of existing database.

(b) Proof reading of new database/records/documents thoroughly to ensure not more than 1% error in database.

(d) Storage and backup of database.

(e) Report generation & office record maintenance.

(3) Data Entry Work will be carried out as per the instruction of Officer-In charge of 'User Department' / GEL and as per the Government Standards.

- (4) Empanelled Agency shall enter the readable/available data into the database in Multilanguage i.e. in English, Marathi or Konkani based on the availability of actual data.
- (5) Empanelled Agency shall incorporate the amendments/corrections into the database as suggested by the Officer-In charge of 'User Department' / GEL.
- (6) Empanelled Agency shall incorporate the final corrections into the database and replace the pages bearing incorrect records.
- (7) Empanelled Agency shall deliver the final registers and soft copy of the data to the 'User Department' /GEL.
- (8) Empanelled Agency have to use infrastructure like Hardware, Software, office- space etc., provided by 'User Department' /GEL to do data entry work or may have to provide all this as the case may be.
- (9) Empanelled Agency will also ensure safety and safe return of the documents. Any leakage of the secret data of the 'User Department' in general public may result in strict department action by the authority/GEL against the Empanelled Agency.
- (10) Empanelled Agency shall conduct the quality checks and verify the completeness and accuracy of the data. Subsequently, the 'User Department' /GEL will verify the data provided by Empanelled Agency before uploading the same to the production environment. However, GEL at its will may conduct random checks & validation of the data to ensure that the data entry operators deployed by the empanelled agency are performing their duties satisfactory as per defined scope of work.
- (11) Empanelled Agency shall provide all assistance to GEL/User Department to enable verification of data entry work being carried out.
- (12) Empanelled Agency shall be a single point of contact with GEL/User Department, and shall be solely responsible for the execution and delivery of the work/Service.
- (13) 'User Department' /GEL will exercise full control over the activities awarded to the Empanelled Agency and the Empanelled Agency will have to ensure the adherence of the time schedule as well as meeting the Government Standards. 'User Department' /GEL reserves the right to cross verify all the activities/reports/services at any point of time.
- (14) The exact scope of work, deliverables, milestones and timelines will be mutually decided upon later at an appropriate time looking to the requirements of the project. However, the decision of the 'User Department' /GEL, in this regard, shall be final and binding upon the Empanelled Agency.

7. RFP Opening and Evaluation

Technical Bid Opening

The Technical Bid will be opened on the date and time as specified in the RFP schedule in the presence of those Bidders, who choose to be present against production of an authorization letter from the Bidding authority. A maximum of one representative for each Bidder would be allowed to attend the RFP opening.

RFP Validity

- a. The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of opening of the RFP.
- b. The Successful Bidders should keep the price firm during the period of Contract including the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than Increase in duties/taxes payable to the Governments of India within the stipulated delivery period.
- a. In circumstances, GEL solicit the Bidders to extend the validity, the Bidder should extend price validity and Bid security validity.

Initial Scrutiny

Initial RFP scrutiny will be conducted and incomplete details as given below may be treated as non-responsive.

If RFPs are;

- a. Received without EMD amount.
- b. Found with suppression of details
- c. Incomplete information, subjective, conditional offers.
- d. Submitted without supporting documents as per the Eligibility Criteria.
- e. Non-compliance of any of the clauses stipulated in the RFP.

All responsive RFPs will be considered for further evaluation. The decision of GEL will be final in this regard.

Clarifications by GEL

Wherever deemed necessary, GEL may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the RFP or price quoted. During the course of Technical Bid evaluation, GEL may seek additional information or historical documents for verification to facilitate decision making.

RFP Evaluation

- **Suppression of facts and misleading information**

- i. During the Bid evaluation, if any suppression or misrepresentation is brought to notice, GEL shall have the right to reject the RFP and if after selection, the contract will be terminated as the case may be. The rejection/ termination will be without prejudice to the rights of GEL to initiate any other action and without any compensation to the Bidder and the EMD / Security Deposit, as the case may be, shall be forfeited.
- ii. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility are found suppressed or erased, GEL shall have the right to seek the correct facts and figures or reject such RFPs.
- iii. It is up to the Bidders to submit the full copies of the proof documents to meet out the criteria. Otherwise, GEL at its discretion may or may not consider such documents. The RFP calls for full copies of documents to prove the Bidder's experience and capacity to undertake the project.

- **Technical Bid Evaluation**

- i. A Technical Committee will examine the Technical Bids (Eligibility Criteria) given in the RFP document. The evaluation will be conducted based on the support documents submitted by the Bidders. The documents which do not meet the eligibility Criteria in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible Bidders alone will be considered for further evaluation.
- ii. Technically Qualified bidders may be asked to give a presentation/ Demonstration on the understanding of the whole project and the plan of execution to the technical committee at a suitable date and time which will be informed at the appropriate time.
- iii. For those Bidders who have already worked or working with GEL, their previous performance in GEL would be considered for selection. If any unsatisfactory

performances of those Bidders are found, GEL reserves the right to reject their RFP. The unsatisfactory performance is defined as

- a. Non responsiveness after getting the Purchase order
- b. Delay in the supply, installation of the ordered items etc.
- c. Lack of communication about the delay in deliveries, Installation etc.,
- d. Non adherence to set procedures of operations.

Negotiations

Negotiations will be conducted with the Successful Bidders for improvement in the Scope of Work, Specification, and further reduction in price and in the advancement of the delivery schedule.

Award of Contract

- a. The contract will be awarded to the bidder who qualifies in Technical Bid.
- b. No dispute can be raised by any bidder who's RFP has been rejected and no claims will be entertained or paid on this account.

GEL reserves the right to:

- i. Negotiate with the Bidder whose offer is the lowest evaluated price for further reduction of prices.
- ii. Modify, reduce or increase the quantity requirements.
- iii. Change the locations from time to time based upon the requirements.
- iv. If the performance of the DEOs is not as per the Schedule, then GEL reserves the right to reallocate the work to other Bidders.
- v. GEL reserves its right to withhold any amount for the deficiency in the service.
- vi. GEL reserves the right to reject all or any RFP submitted by any bidder without assigning any reason. GEL also reserves the right to cancel the RFP process at any time prior to signing the contract and GEL will have no liability for above mentioned actions.

8. RFP Terms and Conditions:

- i. The bidders are required to get registered with www.tenderwizard.com/GOA. The bidder must have valid digital signature to submit the RFP.

- ii. RFP documents should be downloaded from websites www.tenderwizard.com and www.etender.goa.gov.in as per the dates mentioned in the RFP.
- iii. The bidders should use the electronic mode of RFP using the website www.etender.goa.gov.in to submit his best possible quote.
- iv. Late submission will not be entertained and will not be permitted by the e-tendering System.
- v. Last minute submission should be avoided. As such GEL will not be responsible for any failures in submission of RFP.
- vi. Incomplete or conditional RFPs will be summarily rejected.
- vii. The bidder shall bear all costs associated with the preparation and submission of its Proposal and GEL in no case will be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.
- viii. RFP shall be uploaded separately through the e-tendering System as per the prescribed formats only. Failure to comply with these requirements may result in the RFP being rejected.
- ix. The RFP fees shall not be refunded even if the RFP is not submitted.
- x. The **Technical Bid will comprise of Annexure A, [Technical Bid Format (Eligibility Criteria)]** which need to be strictly uploaded to the e-tendering website mentioned. Additionally, a hard copy of Technical Bid mentioned in the Technical Bid Format needs to be submitted to the address of the CEO - Goa Electronics Limited, as mentioned in the RFP. The hard copy of the technical bid shall be placed in single envelope super scripted as **“Technical Bid towards RFP No.GEL/DES/RFP-28 for Empanelment of Data Entry Services”** to be submitted at the O/o Goa Electronics Limited on or before the RFP submission date. If the RFP opening day happens to be holiday, the same will be accepted and opened on the next working day.
- xi. The person signing the RFP form (or any other document forming part of the contract) on behalf of the bidder, shall be deemed to warranty that he/she has the authority to sign such documents and if, on inquiry it appears that the person so signing had no authority to do so, GEL may without prejudice to other civil and criminal remedies against the contract, hold the signatory liable for all costs and damages.
- xii. In addition to the online submission of the RFP, hard copy of the Technical Bid is to be submitted to GEL.

The proposal submitted by the Bidder shall comprise the following documents:

- 1) All documents as per the Technical Bid Format of this RFP.
- 2) All sections in the Technical Bid should be adequately flagged and numbered.

- xiii. In the event of the Bidder engaging in any corrupt or fraudulent practices during the RFP process, by the judgment of GEL, will be rejected. For the purpose of this clause:
“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a GEL official in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome. “Fraudulent Practice” means a misrepresentation of facts in order to influence selection process to the detriment of GEL .
- xiv. Any dispute, arising out of this RFP will be under the jurisdiction of Goa Court.
- xv. GEL would in no way be responsible for any issues, litigations, or legal implications arising if at all due to use of any pirated software by the Bidder. The complete onus and responsibility of any such consequences would be on the Bidder.
- xvi. Any Conditions may be modified as per need and requirement and will be incorporated in the RFP.
- xvii. The bidder should be fully and completely responsible to GEL for all the deliveries and deliverables.
- xviii. The information contained within this RFP is both proprietary and confidential to the GEL. Bidder shall not duplicate or distribute this RFP document to any individual or company, unless the said individual or company is directly involved in the completion of Agencies response. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the RFP and no claims whatsoever will be entertained by GEL . Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the bidder to appraise themselves.

Instructions:

- a. The bidders are expected to examine all instructions, forms, terms and other information in the RFP. Failure to furnish all information required as mentioned in the RFP or submission of a proposal not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in rejection of the RFP.
- b. It will be imperative for each Bidder(s) to familiarize himself / themselves with the prevailing legal situations for the execution of contract. GEL shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the RFPs.
- c. The Bidder shall be deemed to have satisfied himself fully before Bidding as to the correctness and sufficiency of his RFP for the contract.

xix. **Amendments to the RFP**

- a. Before closing of the RFP, clarifications and amendments, if any, will be notified in the websites mentioned earlier. The Bidders should periodically check for the amendments or corrigendum or information in the websites till the closing date of this RFP. GEL will not make any individual communication and will in no way be responsible for any ignorance pleaded by the Bidders.
- b. Before the closing of the RFP, GEL may amend the RFP document as per requirements or wherever feel such amendments are absolutely necessary.
- c. Amendments may also be given in response to the queries by the prospective Bidders.
- d. Such amendments will be notified in the websites mentioned in the RFP schedule.
- e. GEL at its discretion may or may not extend the due date and time for the submission of RFPs on account of amendments.
- f. GEL is not responsible for any misinterpretation of the provisions of this RFP document on account of the Bidders' failure to update the RFP documents on changes announced through the website.

xx. **Contacting RFP Inviting Authority**

- a. Bidders shall not make any attempts to establish unsolicited and unauthorized contact with the RFP Inviting Authority or RFP Scrutiny Committee or RFP Accepting Authority after the opening of the RFP and prior to the notification of the Award and any attempt

by any Bidder to bring extraneous pressures on the RFP Accepting Authority and / or the Officials of GEL shall be the sufficient reason to disqualify the Bidder.

- b. Notwithstanding anything mentioned above, the RFP Inviting Authority or the RFP Accepting Authority may seek bonafide clarifications from Bidders relating to the RFPs submitted by them during the evaluation of RFPs.

xxi. **Force Majeure:**

Neither GEL nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes or contingencies beyond their reasonable control such as:

- a. Any act of God such as lightning, earthquake, landslide, etc or other events of natural disaster of rare severity.
- b. Meteorites or objects falling from aircraft or other aerial devices, travelling at high speeds.
- c. Act of war (whether declared or undeclared), threat of war, invasion, armed conflict or act of foreign enemy.

xxii. **Arbitration**

- a. Any dispute or difference whatsoever arising between the parties to the Agreement out of or relating to the construction, meaning, scope, operation or effect of the Agreement or validity of the breach thereof, which cannot be resolved through negotiation process, shall be referred to a sole Arbitrator to be appointed by the GEL. The Arbitration shall be held in GOA, India and the language shall be English only.
- b. Subject to the above, will be under the jurisdiction of Goa Court.

xxiii. **Execution of Work**

a. Acceptance of RFP and Withdrawals

The final acceptance of the RFP is entirely vested with GEL who reserves the right to accept or reject any or all of the RFPs in full or in parts without assigning any reasons whatsoever. The GEL may also reject all the RFPs for reasons such as change in Scope, Specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstance. After acceptance of the RFP by GEL, the Successful Bidder shall have no right to withdraw his RFP or claim higher price.

b. Letter of Acceptance (LOA)

After acceptance of the RFP by GEL , a Letter of Acceptance (LOA) will be issued to the Successful Bidder(s) by GEL .

c. Payment of Security Deposit (SD)

- i. The Successful Bidders will be required to remit the Security Deposit (SD) of Rs. 25,000/- (Rupees Twenty Five Thousand only) by way of e_Payment. The SD shall be paid within 7 days from the date of issue of Letter of Acceptance (LOA) by GEL .
- ii. The Security Deposit will be forfeited if the Successful Bidder withdraws the RFP during the period of RFP validity specified in the RFP or if the Bidder fails to sign the contract.

d. Refund of EMD

The EMD amount paid by the successful bidder will be adjusted towards Security Deposit payable by them. If the successful bidder submits Security Deposit for the stipulated value in full by way of Bank Guarantee, the EMD will be refunded. The EMD amount of the Unsuccessful Bidder will be refunded after finalization and issue of Firm Work Order to the successful bidder.

e. Release of SD

The Security Deposit will be refunded to the successful bidder on completion of entire project subject to satisfaction of GEL after getting the completion certificate from the concerned agencies. The Security Deposit held by GEL till it is refunded to the Successful Bidder will not earn any interest thereof.

f. Forfeiture of EMD and SD

- i. If the Successful Bidder fails to remit the SD, the EMD remitted by them will be forfeited to GEL and the RFP will be held void.
- ii. If the successful bidder fails to act upon to the RFP conditions or backs out from the contract or does not meet the job as per Terms and Conditions of the RFP/contract, the SD will also be forfeited to GEL .

- **Termination for default**

GEL may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 7 days, sent to the Successful bidder, terminate the contract and call for forfeiture of SD in whole or part,

1. if the successful bidder fails to deliver any or all of the Services within the time period(s) specified in the Contract, or fails to deliver Services as per the Delivery Schedule or within any extension thereof granted by GEL

(or)

2. if the successful bidder fails to perform any of the obligation(s) under the contract/work order.

(or)

3. if the successful bidder, in the judgement of GEL, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.

- **Termination for Insolvency**

GEL may at any time terminate the Contract by giving written notice with a notice period of 7 days to the successful bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to GEL .

- g. Execution of Work Order:** The Successful bidder should nominate and intimate GEL , an Accounts Manager for Single Point of Contact (SPOC), who should be responsible for effective delivery of work complying with all terms and conditions. The successful bidder should ensure that the Accounts Manager fully familiarizes with the RFP Conditions, Scope of Work and deliverables.

- h. Assigning of RFP whole or in part:** The successful bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. The Bidder should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the prior written consent of GEL .

i. Other Conditions

- i. The final decision would be based on the technical capacity of the Bidder.
- ii. GEL reserves the right to reject any or all the RFPs without assigning any reasons, to relax or waive any of the Conditions stipulated in the terms and conditions of RFP as deemed necessary in the best interests of GEL for good and sufficient reasons.
- iii. The price bids will be called for each project from the empanelled agency/agencies and L1 or all that match L1 will be given the project for execution.

xxiv. Penalty Clause /Liquidated Damage

(i) The Empanelled agency shall perform its obligations under the agreement entered into with the GEL, in a professional manner. In event of delay or unsatisfactory completion of work, GEL would identify the reason and if found responsible, the Empanelled agency would be levied penalty.

(ii) In case the empanelled agency fails to start the work / provide required DEOs within agreed period, due to reasons solely and entirely attributable to the Empanelled agency and not in any way attributable to GEL / 'User Department', then a penalty of Rs.1,000/- per day and part thereof shall be imposed upon the empanelled agency.

(iii) If any of the activity specified in Scope of Work, is not completed as per the agreed time schedule, due to reasons solely and entirely attributable to the Empanelled agency and not in any way attributable to GEL /'User Department', a penalty of Rs. 5,000/- per day and part thereof, shall be imposed upon the empanelled agency.

(iv) If the delay adversely affects the data entry work, the performance security will be forfeited and other legal action would be initiated as per terms and conditions of contract. The GEL may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the Empanelled agency.

(v) Exclusive Project wise Service Level Agreement will be worked out with each empanelled Agency at the time of work allotment.

xxv. Blacklisting

The empanelled agency may be blacklisted on following grounds apart from other legal proceedings:

- (i) If the work done by the empanelled agency is found to be below the satisfaction level and below standard.
- (ii) If at any time, inquiry revealed that the empanelled agency has engaged in corrupt and fraudulent practices in executing a work.
- (iii) If any time, it is found that the persons deployed by the empanelled agency has engaged in keeping the confidential data in his/her custody.
- (iv) In case the persons deployed by the empanelled agency for data entry work commits any act/ omission/ commission which amounts to misconduct/ indiscipline/ incompetence/ security risks.
- (v) Not adhering to Standards of Practice/ Procedures of the Project.
- (vi) If empanelled agency fails to provide DEOs in stipulated time.
- (vii) If DEOs leave the job without 15 days prior notice.
- (viii) If any misconduct on part of DEOs is noticed.
- (ix) If replacement of DEOs is not done effectively and timely.

9. Empanellment Tenure

The empanellment tenure granted to the selected agency/agencies is proposed to be for a period of 3 years. The period may be extended further based on the performance of the empanelled agency. However, GEL reserves the right to alter the empanellment tenure at any time giving notice to the selected agency/agencies.

10. Eligibility Criteria/Pre-requisites of DEOs:

- a) He/She should be at least 12th Standard pass (10+2) and completed a minimum 18 years of age, with diploma/certificate (six months or more duration course) in Computer Applications from a reputed institute.
- b) He/She should have at least one year experience in related clerical or data entry work.
- c) He/She should be conversant with the working of Computers and various computer applications including MS word, MS excel & MS Power Point.
- d) He/She should have minimum typing speed of 40 words per minute in English.
- e) He/She should possess a speed of not less than 8000 key depressions per hour for Data Entry Work.
- f) His/Her antecedents should have been got verified by the empanelled agency from the local police authorities.

- g) He/She should possess other skills such as reading comprehension; verbal and written communication; knowledge of clerical and administrative techniques, business principles, and customer service principles; critical-thinking and active listening skills; good near vision acuity and finger dexterity. The proof in form of his/her medical certificate should be enclosed.
- h) In case the persons deployed by the empanelled agency for data entry work commits any act/omission/commission which amounts to misconduct / indiscipline / incompetence /security risks, the empanelled agency will be liable to take appropriate disciplinary/legal action against such persons, including their removal from site of work, if required by the User Department/GEL.
- i) The persons deployed shall be required to report for work during office hours of the concerned User Department/GEL as notified by State Government.
- j) The persons deployed should not reveal the official nature of work to outsiders and must maintain confidentiality.
- k) It will be the responsibility of the empanelled agency to meet transportation, food, medical or any other requirements in respect of the persons deployed by it and User Department/GEL will have no liability in this regard.
- l) The persons deployed by the empanelled agency in the User Department shall not have any claims of Master and Servant relationship nor have any principal and agent relationship with or against the User Department/GEL. They shall in no case be entitled for claiming regularization/employment in the User Department on the basis of service rendered through the empanelled agency/contractor.

11. Service level Agreement:

Sr No	Deliverable as per RFP	Timeline	SLA	
			Condition	Penalty
1	Providing DEOs	For Date "D" on which Order for providing DEOs is placed by GEL with the empanelled Agency T = D+05 days	For Delay > T	Rs. 1,000.00 per day
			For delay >T+10	GEL reserves the right to issue order to other qualified bidders who are empanelled
2	Non-Completion of work as per agreed time schedule	T = D+5 days	For Delay > T upto 05 days	Rs. 5,000.00 per day
			For delay >T+5 days	Security Deposit shall be forfeited and work order shall be issued to other qualified bidders who are empanelled
3	Error in data entry		For lesser than or equal to 1%	Warning to be issued to the DEOs
			For greater than 1% or equal to 3%	20% of the Project Value and respective DEO to be replaced
			For greater than 3 %	25% of the Project Value + Security Deposit shall be forfeited and work order shall be issued to other qualified bidders who are empanelled

4	Complaints received from User Dept./ GEL to be attended within 48 hours		For greater than 48 hours and lesser than or equal to 96 hours	Salary of 5 days
			For greater than 96 hours	Security Deposit shall be forfeited and work order shall be issued to other qualified bidders who are empanelled
5	DEOs leaving job		For less than one month notice	Two months Salary shall be deducted from the empanelled agency
6	Termination of DEO by GEL		15 days prior notice to the empanelled agency	
7	Cash mishandling by DEOs		Once	Rs. 15,000.00 + Cash amount that is reported as mishandled.
			More than once	Rs. 15,000.00 + Cash amount that is reported as mishandled, registration of FIR and termination from service
8	Absenteeism/ Leave		Prior approval not taken from GEL/User department	For 1 day absentism/leave, penalty of 5 days salary deduction
				For more than 2 days absentism / leave, penalty of one month salary deduction and termination from services

Annexure "A"**TECHNICAL BID FORMAT**

- a. The Bidder has to ensure that all documents as mentioned below in this section are submitted to the department in response to the RFP.
- b. Bidder is expected to examine all instructions, forms, terms, and requirements in the RFP document. Failure to furnish all information required or submitting an RFP not substantially responsive to the RFP document in every respect may result in the rejection of the RFP. All the proposals will have to be submitted in hard bound form with all pages numbered. It should also have an index giving page wise information of below documents. GEL reserve the right to reject the incomplete bids.

Following are the criteria which will be adopted to select the bidders.

Sr. No.	Qualification Criteria	Supporting Documents
1.	The Bidder should submit the RFP payments in the form of ePayment mode only, NEFT/RTGS/OTC Challan copy must be scanned and uploaded to the e-tendering website within the period of RFP submission and the originals to be deposited in the office of GEL, Panaji on or before the RFP submission date.	Mode of payment towards RFP Document Fee (TDF), eRFP Processing FEE (TPF) & Earnest Money Deposit (EMD) to be paid online through e-Payment mode via: <ol style="list-style-type: none"> i. National Electronic Fund Transfer (NEFT) / Real-Time Gross Settlement (RTGS) / Axis Bank Over-the-counter (OTC). RFPPer requires download pre-printed Challan towards credit of ITG available on e-RFP website and make its payment through any of their Bank. ii. Internet Payment Gateway (Debit/ Credit Card of type VISA, MASTERCARD or RuPay. iii. Net Banking: Payment can be made through the Internet Banking of Any Bank.

		Note: Any Payments made through NEFT/RTGS/OTC will take 24 hours for its reconciliation. Hence the payments through NEFT/RTGS/OTC should be made at least TWO BANK WORKING DAYS in advance before any due date and upload the scanned copy of challans in the e-RFP website as a token of payment.
2.	The Bidder should be a Company registered in India under the Indian Companies Act 1956 or a Registered Partnership Firm or a Sole Proprietary Firm. In the case of registered partnership firm all partners shall be liable, jointly or severally during the bidding process and during the currency of the contract period in accordance with the terms of contract. The bid shall be signed so as to legally bind all partners, jointly and severally.	a) Copy of the Certificate of Incorporation. b) In case the Bidder is a Registered Partnership Firm, they should produce the copy of Registered Partnership Deed. c) In case the Bidder is a Sole Proprietary Firm, they should produce the copy of GST Registration. d) Document / Certificate of Registration
3.	The person signing the RFP shall be deemed that he has the authority to sign the RFP on behalf of the said company.	Letter of Authority to be attached.
4.	The Bidder should have completed atleast 1 project of data entry works in the last 2 years with cumulative Project value not less than 2 lakhs.	Copy of the work Order under execution or awarded.
5.	The Bidder should have completed atleast 1 data entry works in the	Copy of the work Order under execution or awarded.

	Government or Semi-Government / PSU sector in last 2 years.	
6.	The Bidder should have an minimum turnover of Rs. 5 Lakhs for each year in last 2 financial years - 2017-18 & 2018-19.	Audited Financial statement for the last 2 financial years - 2017-18 & 2018-19 (Provisional signed by Auditors).
7.	The bidder should have a local presence, fully functional Office in Goa for atleast last 2 years.	Attach copy of any 2 of the following property tax bill/ Electricity bill / Telephone Bill / G.S.T. -C.S.T. registration / lease agreement etc.
8.	The Bidder should also give the acceptance of the Terms and Conditions as mentioned in the document.	Letter of Undertaking has to be given.
9.	The bidder should not have any of their contracts terminated or blacklisted in the last three years by any State or Central Government / PSU/ BFSI/ Private Sector.	Affidavit duly notarized to be submitted

ANNEXURE "B"

Letter of Undertaking

To
The Chief Executive Officer,
Goa Electronics Limited,
GEL House, Mezzanine Floor,
Panaji, Goa-403001

Sir,

Sub: Undertaking of acceptance of the Terms and Conditions as mentioned in the RFP

Ref: RFP No. _____ dated _____

I/We _____ have gone through the Terms and Conditions and Scope of Work and will abide by them.

I/We _____ hereby confirm that our Company was not blacklisted by any State Government/ Central Government/ State or Central Public Sector Undertakings during the last two years. We also hereby confirm that our EMD/ Security Deposit were not forfeited by any State Government / Central Government / State or Central Public Sector Undertakings during the last two years due to our non-performance, non-compliance with the conditions etc.

I/We _____ hereby declare that all the particulars furnished by us in this RFP are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this RFP and also are liable for any penal action that may arise due to the above.

I/We _____ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

In case of violation of any of the conditions above, I/We _____ understand that I/ We are liable to be blacklisted.

Yours faithfully,

For _____

Signature

Name:

Designation:

Note:

- 1) Declaration in the company's letter head should be submitted as per the format given above.
- 2) If the bidding firm has been blacklisted earlier on before 31.03.2018, by any State Government / Central Government / State or Central Public Sector Undertakings, in such case the details should be provided.

ANNEXURE "C"

Authorization Letter Format

(To be presented by the authorized person at the time of Technical/Commercial Bid Opening in their Official letterhead)

Ref No:

To,
The Chief Executive Officer,
Goa Electronics Limited,
Mezzanine floor, Block 'B',
GEL House, Dr. Dada Vaidya Road,
Panaji, Goa-403001

Dear Madam,

SUB: Authorization Letter for attending the Bid Opening

This has reference to your above for the RFP so specified

Mr. /Miss. / Mrs. _____ is hereby authorized to attend the bid opening of the above RFP on behalf of me / our organization.

The specimen signature is attested

Specimen Signature of Representative

Signature of Authorizing

Name & Designation of Authorizing Authority

ANNEXURE "D"
Covering Letter Format

To,
The Chief Executive Officer,
Goa Electronics Limited,
Mezzanine floor, Block 'B',
GEL House, Dr. Dada Vaidya Road,
Panaji, Goa-403001

Dear Madam,

RFP Ref: _____

Dated: _____

Having examined the RFP document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to participate in the RFP in conformity with the said RFP in accordance with the schedule of rates indicated in the commercial offer made part of this offer.

If our offer is accepted, we undertake to work as specified in the offer document.

If our offer is accepted, we undertake to abide by all the rules and regulations as prescribed and changed from time to time during the RFP period.

I/We also undertake that we will not resort to illegality in the work and any illegality found we are liable for any action of the Department. We also undertake that we will be paying the revenue share as quoted from time to time.

Default in payment if any our RFP may be terminated.

We are aware that it is discretionary of the Goa Electronics Limited for accepting or rejecting the RFP. We accept all the instructions, Terms and Conditions in the RFP.

Dated _____

Signature _____

Name of the company with seal / individual



GOA ELECTRONICS LIMITED

A Subsidiary of EDC Ltd. (A Government of Goa Undertaking)

Ground Floor, "Shrama Shakti Bhavan", Patto Plaza, EDC Complex, Panaji - Goa 403 001
Tel: 2437248. Fax: 2437220. Website: www.goaelectronics.co.in
© 2015 Goa Electronics Limited

Annexure "E" - Check List of Technical Bid

E-Tender RFP No: - GEL/DES/RFP-28

Dated: - 17/08/2019

Name of work: Request for Proposal For Empanelment of Agencies for Data Entry Services

		Name of the Bidder	
Sr. No.	Name of the Item	Compliance (Yes / No)	Remarks
1	The Bidder should submit the RFP payments in the form of ePayment mode only, NEFT/RTGS/OTC Challan copy must be scanned and uploaded to the e-tendering website within the period of RFP submission and the originals to be deposited in the office of GEL, Panaji on or before the RFP submission date. (Document Fee (TDF), eRFP Processing FEE (TPF) & Earnest Money Deposit (EMD))		
2	The Bidder should be a Company registered in India under the Indian Companies Act 1956 or a Registered Partnership Firm or a Sole Proprietary Firm. In the case of registered partnership firm all partners shall be liable, jointly or severally during the bidding process and during the currency of the contract period in accordance with the terms of contract. The bid shall be signed so as to legally bind all partners, jointly and severally.		
3	The person signing the RFP shall be deemed that he has the authority to sign the RFP on behalf of the said company.		
4	The Bidder should have completed atleast 1 project of data entry works in the last 2 years with cumulative		

	Project value not less than 2 lakhs.		
5	The Bidder should have completed at least 1 data entry works in the Government or Semi-Government / PSU sector in last 2 years.		
6	The Bidder should have a minimum turnover of Rs. 5 Lakhs for each year in last 2 financial years - 2017-18 & 2018-19.		
7	The bidder should have a local presence, fully functional Office in Goa for at least last 2 years.		
8	The Bidder should also give the acceptance of the Terms and Conditions as mentioned in the document.		
9	The bidder should not have any of their contracts terminated or blacklisted in the last three years by any State or Central Government / PSU/ BFSI/ Private Sector.		