

Directorate of Employment
Punjab State Council for Employment Generation and Training
(PSCEGT)

Tender Document For Automation Of Punjab State Council For Employment Generation And Training

PROCESSING OF LIVE REGISTERS, JOBSEEKER/EMPLOYER ONLINE ACCESS AND NECESSARY REPORTS

Last date/Time of submitting the tender - ___/___/___

Date/Time of Opening the Tender – ___/___/___

Cost of Tender Document – Rs. 5000/-

Earnest Money to be deposited - Rs. 50000/-

Sealed Techno-Commercial Quotations are invited from the eligible agencies/companies to undertake the following work:-

| Sl. No. | Description of Work | Estimated Cost | Expected Date of Completion |
|---------|---|----------------|-----------------------------|
| 1. | <p>Development of web-application for</p> <ul style="list-style-type: none"> • Online registration of Job Seekers by Punjab State Council for Employment Generation and Training • Online access to Employers for jobs online <p><u>Job Seeker should facilitate:</u></p> <ul style="list-style-type: none"> • Facility to Job Seeker for download and printing of (online) filled-in application in standard formats • Automated e-mails to every registered Job Seeker on successful registration • Registration process involving uploading of photographs and (or) scanned signatures. Checking and authentication of successfully registered Job Seeker by Punjab State Council for Employment Generation and Training • Online payment (if any) of application fees (payment gateway service provider to be decided by Punjab State Council for Employment Generation and Training). | | |
| 2. | The web-application need to be developed and thoroughly tested and validated before going online | | |
| 3 | Running the web-application mentioned in | | |

| | | | |
|--|---|--|--|
| | (1) on dedicated secure server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) throughout the year | | |
| | Company/Agency should provide proof of successfully running applications on web-servers for works of similar scale and scope. It would need to guarantee availability of the online registration site to Job Seeker During the registration period for more than 99% of Duration. | | |
| | Digitization of data (Live registers) for all those Job Seeker who apply offline in a format developed in point (1) stated above. | | |
| | Maintaining a master database of all Job Seeker registered through (1), (2) and (3) above, for use at any time During the admission process. | | |
| | Company/Agency would answer queries made by Job Seeker on the online registration for tasks handled by it on real time basis (maximum within 24 hours). | | |

The Tender document can be downloaded from the website www.pbemployment.gov.in

The Tender document can also be obtained from the Nodal Officer, **Department of Employment Generation and Training, S.C.O.46, 2nd floor Sector 17-E, Chandigarh.** _____ from _____ 2010 between 11.00 a.m to 4.30 p.m.

Sealed Quotations (containing financial and technical bids in separate covers) should reach the Sealed Box in the office of the Nodal Officer, **Department of Employment Generation and Training, S.C.O.46, 2nd floor, Sector 17-E, Chandigarh,** by _____ 2010 upto 12.00 noon and it will be opened on the same day at 2.00 p.m.

Directors or his representatives may attend the opening of tenders.

DETAILED REQUIREMENT

- a) Solution will be able to cater to each & every existing process of the Punjab Employment Exchange i.e.
 - a. **Completely matches NESM guidelines**
 - b. **Meeting the mandate** of Punjab Employment Exchange.
 - c. **Resumes Download:** For every vacancy 20 resumes will get downloaded
 - d. **Resume Blocking:** Resume will be blocked if not selected after submitting thrice for job opportunities.
 - e. **Re-activating Resumes:** The same resume will get active some specified period of blocking.

- b) **State of art Technology Solution with complete maintenance & hosting services.**

- c) **Promotion to international & national employers /job seekers traffic** on the web-site. (Detailed Plan needs to be submitted)

- d) **Payment Gateway:** In case required, Company/Agency will help in attaching the payment gateway with the solution.

- e) **Data Entry:** Company/Agency will take the responsibility of entering in the complete legacy data of resumes, employers, etc. The data entry will involve updation of about 4 lakhs live registers.

- f) **Computer Hardware Infrastructure Creation:** Building Hardware Infrastructure at various locations, as desired by the authorities.

- g) **Vocational Training:** Trends in job will enable us also to share the need & demand of various vocational training programs.

- h) **Reports:** Company/Agency would enable the management in downloading any sort of information/report from the software.

For Employment Exchange Automation:

- Meeting the mandate of Punjab Employment Exchange
- State of art Technology Solution with complete maintenance & hosting services from Company/Agency attached with branding & marketing efforts.
- Promotion of visitor's/job seekers traffic on the web-site
- Management of multilevel, multi-location HR teams from various departments having multiple logins for the database and/or job postings

For Job Seekers:

- Ability to register with the employment exchange and auto issuance of the registration number i.e NCO Code, without missing the seniority & earlier registration.
- search for Jobs by location, category and keywords
- Create a application/resume especially designed to meet organization's needs and manage the applications
- Ability to prepare & Store covering letters for Employers job postings
- Ability to set up a job search agent that notifies the job seeker regarding the availability of a suitable opening.

Prospective Government Client:

- Ability to configure job descriptions as per various departments
- Ability to post jobs instantly on the official site
- Auto Screening of responses automatically as they come
- Ability to match Government Recruitment procedures
- Private database to store all the incoming resumes for future references and ability to search through the database just like one searches on recruitment portals.
- Ability to auto-respond to job seekers
- Ability to receive resume through pre-defined application format

For Punjab Employment Exchange

- Looking at the trend of Job Opportunities & define the vocational courses for the register youth.
- Monitoring the central Database in terms of
 - Total No. of Registration
 - Frequencies of National Job Postings
 - Frequencies of International Job Postings
 - Gender Ration
 - Region wise applicant analysis

- Education wise analysis
 - Stream/specialization wise analysis
- Experience wise analysis
 - Part time/Full time analysis
 - Year of Experience Analysis

Scope of Work

1. Development of web-application for online registration by Job Seeker at any point of time. The web-application apart from registering Job Seeker should facilitate:
 - Online payment of application fees (payment gateway service provider to be decided by Punjab State Council for Employment Generation and Training).
 - Facility to Job Seeker for download and printing of (online) filled-in application in standard formats
 - Automated e-mails to every registered Job Seeker on successful registration, receipt of application fee (online and offline with Demand Draft) and dispatch of admit cards.
 - Registration process involving uploading of photographs and (or) scanned signatures.
 - Checking and authentication of successfully registered Job Seeker by Punjab State Council for Employment Generation and Training
 - The web-application need to be developed and thoroughly tested and validated before going online
2. Running the web-application mentioned in (1) on dedicated server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) throughout the year.
3. Company/Agency should provide proof of successfully running applications on web-servers for works of similar scale and scope and a single online presence with more than 2 Million unique visitors a month.
4. It would need to guarantee availability of the online registration site to Job Seeker during the registration period for more than 98% of Duration.
5. Augmentation of data on payment of application fees through offline modes for all those registered Job Seeker who do not opt for online payment.

Digitization of data for all those Job Seeker who apply offline in a format developed in point (1) stated above (optional, Punjab State Council for Employment Generation and Training

6. may choose not to offer this option to Job Seeker).
7. Maintaining a master database of all Job Seeker registered through (1), (2) and (3) above, for use at any time during the admission process.
8. Company/Agency would answer queries made by Job Seeker on the online registration for tasks handled by it on real time basis (maximum within 24 hours)

1. CONDITIONS:

Tenders to be submitted should strictly conform to the specifications as defined under the scope of work (as defined in point 1 above) failing which it will be liable to be rejected.

2. ELIGIBILITY/TECHNICAL REQUIREMENTS OF BIDDERS:

- A. The bidders should satisfy following conditions as pre-requisites for submission of bids:
1. The bidder must have independently handled at least two assignments for a minimum of 50,000 applications covering the entire scope of work. The bidders should be a Government Agency or an Agency registered as private or public limited company and should have minimum experience of 2 years of selection-processing jobs.
 2. The bidder should have a minimum total gross turnover of at least Rs. 50 Crores each in last two years in computerized processing job or related activities.
 3. The bidder must have independently handled at least two assignments for a minimum of 50,000 applications covering the entire scope of work as specified hereinafter in the tender document in last 3 financial years.
 4. The bidder must have minimum of 400 confirmed employees on its rolls presently.
- B. The bidder has to furnish the following information along with the supporting/required documents as an essential part of technical bid in the sealed envelope super scribed "**Technical Bid**".
1. Detailed business profile along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience.
 2. Companies/Agencies are required to give evidence of having successfully undertaken similar projects.
 3. Certificates are to be enclosed from organizations which had employed the Company/Agency for Development of software for processing selection/related purposes.
 4. Certificates are to be enclosed from organizations which had employed the firm for ONLINE Forms processing.
 5. Audited balance sheet of the last two years along with certificate of incorporation and also certificate of commencement of business in the case of Public Limited Company.
 6. Details of selection agencies whose jobs completed in the last three years along with satisfactory performance report.
 7. Proof of handling at least two complete activities of selection/examination data processing as detailed in scope of work for a minimum of 50,000 candidates for a single assignment in last 2 years.
 8. Agencies/Companies shall also submit detailed note explaining the scope of work understood by it/him and which shall be executed by it.
 9. The Company/Agency shall furnish copy of Income Tax Return of the company for the last three years up to including assessment year 2009-2010.
 10. Detailed lists/procedures of quality control, which the Companies/Agencies proposes to conduct during the execution of work.

In addition, the bidder needs to fill Performa for technical bid (given in Annexure II) and submit it along the technical bid within the sealed envelope.

3. FINANCIAL BID:

The financial bid should contain following:

1. Cost of printing envelopes and other necessary materials facilitating the task of conducting an All India Entrance Test.
2. Costs including preparation of colour admit cards, colour printing of each test center list of roll numbers, processing of online and offline forms and preparation of reports.
3. Cost-of developing web application necessary for facilitating online registration and all incidental work arising there from (as defined under the scope of work).
4. An Undertaking to the effect that all necessary information reports needed by Punjab State Council for Employment Generation and Training at different stages in the desired formats (paper as well as computerized) shall be provided within 4 days of request at no additional costs.
5. In addition, the bidder needs to fill Performa for financial bid (given in Annexure I) and submit it along the technical bid within the sealed envelope.
6. **DEMONSTRATION OF TECHNICAL EXPERTISE:** The Company/Agency will be required to demonstrate the technical capabilities at the place and time determined by the Punjab State Council for Employment Generation and Training at their own expenses.
7. **THE PENALTY CLAUSE:** Company/Agency has to complete the work as per the prescribed schedule and strictly in accordance with the terms and conditions of the Tender failing which the Punjab State Council for Employment Generation and Training without prejudice to any other right or remedy available may recover any such amount suffered as loss from the Company/Agency as ascertained/assessed by this office as liquidation damages and not by way of penalty to be imposed, separately at the rate of 5% per day of delay on the total value of work order subject to a maximum of 25% of the total value of work order, provided if any loss or delay has been caused due to any reasons beyond the control of any of the parties (Force Majeure). The Director Employment Exchange, shall have the sole discretion to waive off such loss or penalty as he deems fit, provided further that the Agency/Companies shall explain in writing the reasons which caused such delay or loss within 5 days from the date of delay or incurrance of such loss. This clause should be read along with the clause-12.
8. Printed terms and conditions of the bidder will not be considered as forming part of the tenders. In case terms and conditions of the work order applicable to this invitation to quotation are not acceptable to any tenderer, he should clearly specify deviation in his tender Punjab State Council for Employment Generation and Training, reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the tender with such deviations.
9. Hypothetical and conditional quotations will not be entertained. In addition, Agency/company shall strictly adhere to the quality of work to be carried out at specified in the tender document failing which Punjab State Council for Employment Generation and Training, shall be authorized to cancel the work order.
10. The estimated quantum of work would be around 50,000 application forms. This is only an indication however actual number of applications may vary as per actual.
11. Agency/Company should be able to integrate data received online through internet registration into the database of candidates before final processing.
12. Agency/Company may also quote (Optional) for on-line registration of candidates on "per candidate" basis. In this case the Company needs to demonstrate its technical ability and experience.

13. Firms/Companies shall be required to provide zero error certificates in respect of data captured and outputs.
14. Successful Agency/Company will be required to provide and unite the systems at Punjab State Council for Employment Generation and Training as and when required and start operation thereafter immediately. A minimum notice of 5 days shall be given by Punjab State Council for Employment Generation and Training Punjab for commencement of given task/work order.
15. Agency/Company needs to process the data on daily basis. The processed data (in the required format) along with reports/lists after all the Test admission forms are scanned need to be submitted to the Punjab State Council for Employment Generation and Training within 5 days after the last date for submission of the forms.
16. Agency/Company which is awarded the work order should not use the data base generated for any other purposes other than those specified by the Punjab State Council for Employment Generation and Training Punjab. The Punjab State Council for Employment Generation and Training has the exclusive right to the data-base.
17. Agency/Company should ensure highest security of all online transactions and data transfers that would happen through the web application developed on the web server maintained by it. The Agency/company need to have secure back up of all data captured During the registration process and would be held responsible for loss of any data handled by it.
18. Punjab State Council for Employment Generation and Training, will have exclusive right to the online application package and other computer programs developed (including the source code) for sorting of data.
19. The Agency/Company shall not sub-contract or assign all or any part of the work to any third party.
20. Rates quoted shall remain firm till the completion of work.
21. Agency/Company would be required to sign an agreement on a stamp paper of an appropriate value.
22. Period of Contract: The one year period of contract will commence from the date of signing of the contract.
23. The Agency/Company will be required to process the online and offline forms of particular year as per the total number authorized by the Punjab State Council for Employment Generation and Training CHANDIGARH premises or otherwise.
24. The decision of this office in regard to the acceptance or otherwise of the bids will be final and binding.
25. Firms/Companies short-listed by the Punjab State Council for Employment Generation and Training
26. Firm/Company should demonstrate their ability to handle the tasks and are required to demonstrate at their own expense before the opening of financial bids.
27. Finally selected Agency/Company will have to demonstrate a trial run well before the final exercise. (At least three weeks before).

28. Technical & Financial bids should be kept & sealed in separate envelopes & super scribed "Development and running of web application, processing of captured data, generation of admit cards and necessary reports". The sealed cover should contain the following:
- Confirmation of understanding of the technical specifications of the works as defined in the Annexure-I proposed to be executed by the firms.
 - Firms/Companies shall also submit detailed note explaining the scope of work as understood by it/him and which shall be executed by it/him.
 - Detailed list/procedures of test, which the firm proposes to conduct on completion of work.
 - The financial bids of only those bidders will be opened who are found technically eligible as per clause no.2.
29. Except as otherwise provided, all materials, i.e. Application pack containing Printed Test Admission Forms, Final Reports, etc. will have to be delivered at the Office of The Dean, Punjab State Council for Employment Generation and Training.
30. Agency/Company should keep the execution of the entire project confidential till its completion.
31. The entire work is of a time bound nature, and the company will have to execute work as per the following schedules.
- Development, testing and validation of web-application: 30 days
 - Hosting web application on web server and simultaneous digitization of offline forms: online basis
 - Authentication of all registered Job Seeker with the help of Punjab State Council for Employment Generation and Training
 - administration:
32. All the generated reports and software (required for leading to the finalization of lists for the admissions to various programmes of Punjab State Council for Employment Generation and Training) have to be submitted in Hard Copy and Soft Copy on CD-ROM or otherwise as specified.
33. Any clarification/doubt may be addressed or personally discussed, if need be, from the office of the Dean, Punjab State Council for Employment Generation and Training, Punjab, before submitting the bids.

JOB Numbers (expected) Quoted Rates

| SI. No. | Description of Work | Estimated Cost | Expected Date of Completion |
|----------------|---|-----------------------|------------------------------------|
| 1. | <p>Development of web-application for online registration by Job Seeker to various programs of Punjab State Council for Employment Generation and Training</p> <p>The web-application apart from registering Job Seeker should facilitate:</p> <p>Online payment of application fees (payment gateway service provider to be decided by Punjab State Council for Employment Generation and Training</p> | | |

| | | | |
|----|--|--|--|
| | <ul style="list-style-type: none"> • Facility to Job Seeker for download and printing of (online) filled-in application in standard formats • Automated e-mails to every registered Job Seeker on successful registration, receipt of application fee (online and offline with Demand Draft) etc. and printing of admit cards. • Registration process involving uploading of photographs and (or) scanned signatures. • Checking and authentication of successfully registered Job Seeker by Punjab State Council for Employment Generation and Training | | |
| 2. | The web-application need to be developed and thoroughly tested and validated before going online | | |
| 3 | Running the web-application mentioned in (1) on dedicated secure server(s) with high reliability and adequate capacity (should be able to handle large volume of online traffic) for period of approximately 6 weeks (for registration to the two tests to be conducted by Punjab State Council for Employment Generation and Training | | |
| 4 | Company/Agency should provide proof of successfully running applications on web-servers for works of similar scale and scope. It would need to guarantee availability of the online registration site to Job Seeker During the registration period for more than 98% of Duration. | | |
| 5 | Digitization of data for all those Job Seeker who apply offline in a format developed in point (1) stated above. | | |
| 6 | Maintaining a master database of all Job Seeker registered through (1), (2) and (3) above, for use at any time During the admission process. | | |
| 7 | Company/Agency would answer queries made by Job Seeker on the online registration for tasks handled by it on real time basis (maximum within 24 hours). | | |

NAME OF AGENCY:

Signature: (with Seal)

ADDRESS:

E-mail:

Tel:

Fax:

Mobile:

Performa for Technical Bid

NAME OF AGENCY:

ADDRESS:

E-mail: **Tel:** **Fax:** **Mobile:**

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Criteria Give details (with proof)

1. Have you independently handled at least two assignments for a minimum of 50,000 applications covering the entire scope of work?
2. Agency should have the experience of automation of employment exchanges.
3. Are you a Government Agency or an Agency registered as private or public limited company having minimum experience of 3 years of selection-processing jobs?
4. Is your minimum total gross turnover at least Rs. 50 crore each in last two years in computerized processing job or related activities?
5. Do you have a minimum of 400 confirmed employees?
6. Detailed business profile along with space and organizational structure showing details of professional, technical and other manpower with their qualifications and experience
7. Firms/Agencies are required to give evidence of having successfully undertaken similar projects (web-based online solutions, online registration on secure servers etc.)
8. Audited balance sheet of the last two years along with certificate of incorporation and also certificate of commencement of business in the case of Public Limited Company
9. Details of selection agencies whose *jobs completed* in the last three years along with satisfactory performance report
10. Proof of handling at least two complete activities of selection/examination data processing as detailed in scope of work for a minimum of 50,000 candidates for a single assignment in last 2 years.
11. Firms/Companies shall also submit detailed note explaining the *scope of work* understood by it/him and which shall be executed by it
12. *Income Tax Return* of the company for the last three years up to including assessment year 2009-2010
13. Detailed lists/procedures of *quality control*, which the company proposes to conduct during the execution of work

NAME OF AGENCY:

Signature: (with Seal)

ADDRESS:

E-mail:

Tel:

Fax:s

Mobile: