



## Tender for Software Development for the Mukhya Mantri Tirth Yatra Scheme

Reference number: PSeGS/Tirth-Yatra/2025/1

Punjab State e-Governance Society  
O/o Department of Good Governance and Information Technology,  
Government of Punjab  
Plot D-241, Industrial Area, Phase – 8B,  
Sector – 74, SAS Nagar – 160071

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## 1. Notice inviting tender

**Punjab State e-Governance Society**

**O/o Department of Good Governance and Information Technology,**

**Government of Punjab**

**Tender Reference Number: PSeGS/ Tirth-Yatra/2025/1**

PSeGS (Punjab State e-Governance Society) on behalf of Punjab Tirth Yatra Samiti invites online bids for the appointment of Service Provider for Software Development for the Mukhya Mantri Tirth Yatra Scheme. Closing date and time is 13-10-2025 at 03.00 PM. For details log on to <https://dit.punjab.gov.in/> and <https://eproc.punjab.gov.in/>.

## 2. Document control sheet

SN	Particulars	Details
1.	Document reference number	PSeGS/ Tirth-Yatra/2025/1
2.	Date & time for the start of sale of e-tender	26-09-2025 17:00 Hrs
3.	Date and time for submission of queries through email	05-10-2025 up to 15:30 Hrs
4.	Date and time for pre-bid meeting	06-10-2025 12:00 Hrs
5.	Last Date and Time for submission of bids	13-10-2025 up to 15:00 Hrs
6.	Date and time of opening of pre-qualification bids	14-10-2025 up to 11:00 Hrs
7.	Date of opening of Technical & financial bids	To be intimated later
8.	Address For Communication and venue for pre-bid meeting	Punjab State e-Governance Society O/o Department of Good Governance and Information Technology, Plot D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali – 160071
9.	Cost of tender document (online payment)	Rs. 2,000/- (Rs. Two Thousand Only)
10.	Earnest Money Deposit (EMD) through online mode	Rs. 1,50,000/- (Rs. One Lakh Fifty Thousand Only)
11.	Contact details	Name: Naina Sharma Mobile: 78889 36903 Email: <a href="mailto:naina.sharma01@punjab.gov.in">naina.sharma01@punjab.gov.in</a>
12.	Website for RFP reference	<a href="https://dit.punjab.gov.in/">https://dit.punjab.gov.in/</a> and <a href="https://eproc.punjab.gov.in/">https://eproc.punjab.gov.in/</a>
13.	Method of Selection	Quality and Cost Based Selection (QCBS) (60:40)

*Note: All corrigendum / addendums / clarifications regarding this tender shall be posted on the above mentioned websites only. No other communication or advertisement will be given.*

### 3. Definitions

- 3.1. Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:
- 3.1.1. “Bid” means proposal submitted by bidders in response to this tender issued by Client for selection of “Service Provider”.
  - 3.1.2. “Bidder” means a firm / company / business entity who submits a bid in response to this tender.
  - 3.1.3. “Client / PSeGS” means Punjab State e-Governance Society on behalf of Punjab Tirth Yatra Samiti.
  - 3.1.4. “Committee” means the committee constituted by the Client for evaluation of bids.
  - 3.1.5. “Contract” refers to the contract entered between Client and the Service Provider.
  - 3.1.6. “Day” refers to a calendar day except mentioned otherwise.
  - 3.1.7. “EMD” means “Earnest Money Deposit”.
  - 3.1.8. “ePBG” means “Electronic Performance Bank Guarantee”.
  - 3.1.9. “Go-Live” means when the code is moved from the test environment to the production environment.
  - 3.1.10. “IPR” means “Intellectual Property Rights”.
  - 3.1.11. “KT” means Knowledge Transfer.
  - 3.1.12. “SDC” refers to the State Data Center of Punjab. The Service Provider shall be required to host the application on the hosting infrastructure provided by the Client in SDC.
  - 3.1.13. “Service Provider” means the firm / company / business entity, selected through competitive tendering process in pursuance of this tender, for Software Development, Operations and Maintenance of the Portal.
  - 3.1.14. “Similar work” means development, operations and maintenance of software.
  - 3.1.15. “SLA” refers to “Service Level Agreement”.

## 4. Instructions to bidders

### 4.1. Bid evaluation process

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

- 4.1.1.1. Pre-qualification/Eligibility criteria
- 4.1.1.2. Technical evaluation
- 4.1.1.3. Financial bids evaluation

4.1.2. During the process of evaluation of the pre-qualification and financial bids, the Client may, at its discretion, ask bidders for clarifications on their bids. Pre-qualified and financial bidders are required to respond within the prescribed time frame given for submission of such clarification otherwise the Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.

### 4.2. Pre-qualification/Minimum Eligibility criteria

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

4.2.2. The eligibility criteria are given as below:-

SN	Minimum Eligibility Criteria	Supporting documents
1.	Bidder should be either: <ul style="list-style-type: none"> <li>• A company registered under the Indian Companies Act, 2013 OR</li> <li>• A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008</li> </ul>	Any relevant document to prove that the bidder is a legal entity like Certificate of Incorporation, Certificate of Registration, etc.
2.	The bidder should be in operation for at least the last five years as on 31.08.2025 and should have successfully completed "Similar Work" in government / large private organizations during the	1. For completed projects: <ul style="list-style-type: none"> <li>a. Work order confirming year, cost and similar work.</li> <li>b. Completion certificate / Satisfactory</li> </ul>

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SN	Minimum Eligibility Criteria	Supporting documents
	<p>last five years ending 31.08.2025 as per following details: -</p> <p>A. One similar work costing not less than the amount equal to Rs. 60 Lakhs OR</p> <p>B. Two similar works each costing not less than the amount equal to Rs. 45 Lakhs each. OR</p> <p>C. Three similar works costing not less than the amount equal to Rs. 30 Lakhs each.</p>	<p>Client certificate/ Self-Certificate of Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN, confirming year and cost of similar work.</p> <p>2. For projects in progress in which minimum 1 year has been completed:</p> <p>a. Work order confirming year, cost and similar work.</p> <p>b. Satisfactory Client certificate/ Phase Client Certificate / Invoice Copy/ Self-Certificate of Completion along with certified document from the Statutory Auditor/CA with CA's Registration Number/ Seal and UDIN or any other relevant proof mentioning work order details, completion of at least 1 year of activity issued by the client along with cost for the duration for which the work has been done and CA certificate specifying payment received.</p>
3.	<p>The bidder should have a minimum annual average turnover of Rs. 3 crores, in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24.</p>	<p>Audited Financial Statements with Certificate from statutory auditors clearly certifying the turnover requirements OR CA certificate clearly certifying the turnover requirements</p>
4.	<p>The bidder's net worth should be positive in at least</p>	<p>CA certificate clearly certifying the net-</p>

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SN	Minimum Eligibility Criteria	Supporting documents
	three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24.	worth.
5.	The bidder should be ISO 9001 and at least CMMi3 certified which should be valid on the date of submission.	Self-certified copy of certification.
6.	<p>The bidder shall submit the undertaking that the bidder :-</p> <p>A. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and should not be blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.</p> <p>B. Has not ever been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p>C. And their directors, partners and officers not have been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.</p>	Self-Certified letter as per Annexure 10.3.
7.	The responding firm must have a minimum number of 50 IT Staff of technically qualified personnel having minimum qualification of B.E/B.Tech./MCA or having 3 or more years of work experience in the	Certificate from HR Department / Company secretary for number of technically qualified professionals employed by the company

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SN	Minimum Eligibility Criteria	Supporting documents
	domain of application development/systems integration, as on 31 <sup>st</sup> March, 2025 on its roll.	
8.	The bidder should have a valid GST registration certificate and PAN in the name of the bidder.	Self-certified copy of relevant valid certificates
9.	The bidder must ensure to deposit the tender document fees and EMD	Any relevant proof

*Note: All the above mentioned documents have to be scanned and uploaded.*

4.2.3. Bidders registered as a startup with Department of Industries & Commerce, Government of Punjab as per chapter 16.1 of Detailed Scheme & Operational Guidelines, 2018 of Industrial and Business Development Policy 2017, issued by Department of Industries & Commerce, Government of Punjab, shall be exempted from eligibility criteria mentioned at Sr. No. 2 & 3 in the above table. Registered startups are required to submit the self-attested copy of the registration in order to avail the relaxations.

4.2.4. The bid should be submitted as per below format only:-

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

### 4.3. Technical Evaluation

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

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

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SN	Criteria	Max Marks	Supporting Document Required
1	<p><b>Organizational Financial Strength</b></p> <p>Average Annual Turnover in any three of the last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23, and 2023-24.</p> <ul style="list-style-type: none"> <li>• More than or equal to Rs. 3 Crore but less than Rs.5 Crore : <b>10 Marks</b></li> <li>• More than or equal to Rs. 5 Crore but less than Rs. 10 Crore : <b>15 Marks</b></li> <li>• More than or equal to Rs. 10 Crore: <b>20 Marks</b></li> </ul>	<b>20</b>	<p>Audited Financial Statements</p> <p style="text-align: center;">WITH</p> <p>Certificate from statutory auditors clearly certifying the turnover requirements</p> <p style="text-align: center;">OR</p> <p>CA certificate clearly certifying the turnover requirements</p>
2	<p><b>Past Experience</b></p> <p>The bidder should have executed or in the process of executing the “Similar Work” of minimum value Rs. 60 Lakhs in Government / large private organizations during the last five years as on 31.08.2025.</p> <p>The maximum mark for each project is 5 marks, subject to a maximum of 25 Marks</p>	<b>25</b>	<ol style="list-style-type: none"> <li>1. For completed projects: <ol style="list-style-type: none"> <li>a. Work order confirming year, cost and similar work</li> <li>b. Completion Certificate/ Satisfactory Client certificate/ Self-Certificate of Completion along with certified document from the Statutory Auditor/CA with CA’s Registration Number/ Seal and UDIN, confirming year and cost of similar work.</li> </ol> </li> <li>2. For projects in progress in which minimum 1 year has been completed: <ol style="list-style-type: none"> <li>a. Work order confirming year and cost of similar work</li> <li>b. Satisfactory Client Certificate/ Self-Certificate of Completion along with certified document from the Statutory Auditor/CA with CA’s Registration Number/ Seal and UDIN, mentioning</li> </ol> </li> </ol>

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SN	Criteria	Max Marks	Supporting Document Required
			work order details along with completion of at least 1 year of activity and the cost for the duration for which the work has been done.
3	<p><b>Technical Manpower (B.E. / B.Tech. / BBA / BCA / B.Sc. or higher) on the rolls of the bidder:</b></p> <ul style="list-style-type: none"> <li>• More than 50 and less than 100 : <b>03 Marks</b></li> <li>• 100 or above and less than 150 : <b>05 Marks</b></li> <li>• Above 150 : <b>10 Marks</b></li> </ul>	<b>10</b>	Self-Certification by the Bidder
4	<p><b>Net worth:</b></p> <p>The bidder has a positive net worth in the minimum number of years out of last five financial years i.e. 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24:</p> <ul style="list-style-type: none"> <li>• any three FYs : <b>7 Marks</b></li> <li>• more than three FYs : <b>10 Marks</b></li> </ul>	<b>5</b>	CA certificate clearly certifying the net-worth
5	<p><b>Technical Presentation</b></p> <p>Technical Presentation will be evaluated on the following parameters:</p> <ul style="list-style-type: none"> <li>• Understanding of the project (2 marks)</li> <li>• Demonstration of similar experience executed in past (max. 3 marks- 1 mark for each project)</li> <li>• Technical Architecture, Approach &amp; methodology (3 mark)</li> <li>• Project Governance, Project Team and Resource Planning (2 mark)</li> </ul>	<b>10</b>	

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SN	Criteria	Max Marks	Supporting Document Required
6	<p><b>Proof of Concept Demonstration</b></p> <p><b>Marking criteria:</b></p> <p><b>1. Registration Module (5 Marks)</b></p> <ul style="list-style-type: none"> <li>● Ease of filling registration form for 50+ age group -1</li> <li>● OCR-based data extraction- 3</li> <li>● Age validation &amp; unique ID generation- 1</li> </ul> <p><b>2. Trip Management (13 Marks)</b></p> <ul style="list-style-type: none"> <li>● Trip creation, bus assignment -2</li> <li>● Transport, accommodation, meals planning -3</li> <li>● QR-based check-in - 1</li> <li>● GPS tracking, bulk messaging- 2</li> <li>● Event logging - 1</li> <li>● Feedback, reporting dashboards - 2</li> <li>● Vendor payments, audit reports - 2</li> </ul> <p><b>3. User Experience &amp; Interface (6 Marks)</b></p> <ul style="list-style-type: none"> <li>● Mobile app UI/UX quality - 3</li> <li>● Accessibility and responsiveness - 1</li> <li>● Ease of navigation - 1</li> <li>● Multilingual support (Punjabi/English) - 1</li> </ul> <p><b>4. Innovation &amp; Value Addition (6 Marks)</b></p> <ul style="list-style-type: none"> <li>● Any additional features beyond scope (e.g., AI-based analytics, chatbot support)-3</li> <li>● Smart use of technology (e.g., biometric check-in, offline mode) - 3</li> </ul>	30	<p>To be evaluated from the Demonstration of Proof Concept Application to the TEC based on understanding and demonstration of each point of POC covered.</p> <p><b>Problem Statement:</b> The end-to-end pilgrimage management process — from citizen registration to trip execution and post-trip reporting.</p>
<b>Total</b>		<b>100</b>	

4.3.3. Only those Bidders whose PoC is cleared (more than 18 marks out of 30) and absolute technical score is 60 or more shall be considered by the Client for further evaluation i.e. Financial bid evaluation.

4.3.4. Note: Only one-time clarifications shall be sought from the bidders regarding any discrepancy of the documents submitted as part of the Technical Bid. The Client shall award marks based on documents submitted and the decision of the Client regarding the marks awarded shall be final and binding on the bidders. It shall be the sole responsibility of the bidder to submit all supporting documents as mentioned in the above table at the time of bid submission.

#### 4.4. Earnest Money Deposit (EMD)

4.4.1. The bidder shall furnish EMD through online mode, as part of the Eligibility Criteria, as per detail provided in the Document Control sheet.

4.4.2. EMD of the successful bidder will be released after the successful bidder signs the final contract and furnishes the Electronic Performance Bank Guarantee (ePBG) as performance security.

4.4.3. EMD of all unsuccessful bidders would be refunded by Client as promptly as possible after signing of the contract with the successful bidder.

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

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

4.4.5.1. Bidder withdraws its bid during the validity period specified in the tender.

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

4.4.5.3. In case of a successful bidder, the said bidder fails to sign the Contract; or furnish Electronic Performance Bank Guarantee.

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

#### 4.5. Clarification on tender document

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

SN	Tender Clause No.	Pg. No.	Tender Clause detail	Amendment Sought / Suggestion	Justification
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...	...	...	...	...	...
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#### 4.6. Preparation of bid

- 4.6.1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at bidder's own risk and may be liable for rejection.
- 4.6.2. The demonstration of the existing portal will be provided in the pre bid meeting so that the bidders can have a clear understanding of the actual quantum of work involved, before submitting the bid. Once the bid is submitted, it will be presumed that the bidder has seen and understood the complete Scope of Work.
- 4.6.3. The bid shall be uploaded on the [www.eproc.punjab.gov.in](http://www.eproc.punjab.gov.in) website by the bidder or duly authorized person(s) to bind the bidder to the contract.
- 4.6.4. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
- 4.6.5. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
- 4.6.6. The bids submitted by a consortium of companies / firms or any subcontractors will be rejected.
- 4.6.7. All correspondences between the bidders and Client shall be written in the English language.
- 4.6.8. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by Client on the basis of this tender.
- 4.6.9. Failure to comply with the below requirements shall lead to the bid rejection
  - 4.6.9.1. Comply with all requirements as set out within this tender.
  - 4.6.9.2. Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.

- 4.6.9.3. Submission of all supporting documentations specified in this tender, corrigendum or any addendum issued.

#### 4.7. Deviations

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

#### 4.8. Validity of bids

- 4.8.1. Bids shall remain valid till 180 days from the date of submission of bids. Client reserves the right to reject a proposal valid for a shorter period as non-responsive.
- 4.8.2. If required, Client may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its bid.
- 4.8.3. Client reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
- 4.8.4. Client may, at its own discretion, extend the date for submission of proposals.

#### 4.9. Amendment to the tender document

- 4.9.1. Amendments / corrigendums / addendums / clarifications necessitated due to any reasons, shall be made available on the website only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website to amend their bids incorporating the amendments so communicated through the website.

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

#### 4.10. Bid opening

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

4.10.2. The bids submitted will be opened at time & date as specified in the document control sheet by the Committee or any other officer authorized by the Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.

#### 4.11. Financial bid format and evaluation

Development cost of Software solution	
Main Head	Total Cost (in Rs. incl GST)
Financial charges for design, development, UAT and hosting on SDC	
<b>Total</b>	

*Note: All costs must be mentioned including GST.*

4.11.1. Financial bids would be opened for only those bidders, who qualify all the Technical Evaluation Criteria as mentioned in this document on the prescribed date in the presence of bidder's representatives, who may wish to be present.

4.11.2. The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 60% weightage on technical score and 40% weightage on financial score. Calculation shall be done as follows:

4.11.2.1. Financial score shall be calculated as:

Financial score =  $100 * (\text{financial proposal of lowest bidder} / \text{financial proposal of bidder under consideration})$

4.11.2.2. Composite score shall be calculated as:

Composite score =  $(\text{Technical score} \times 0.60) + (\text{Financial score} \times 0.40)$

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

- 4.11.2.3. The bidder whose Composite score is highest shall be ranked at first number (R1) and will be considered as the successful Bidder for signing of contract. The Bidder with the second highest composite score shall be considered as R2 bidder and so on.
- 4.11.2.4. If the R1 bidder is unable to provide the services in full or in part, the work order with the R1 bidder shall be canceled, the EMD and / or ePBG of the R1 bidder shall be forfeited and the Client reserves the right to take appropriate action against the Service Provider in accordance with the provisions of the Punjab Transparency in Public Procurement Act, 2019, the Punjab Transparency in Public Procurement Rules, 2022, and any subsequent amendments thereto.
- 4.11.3. In case the composite score of two or more bidders is the same, then the bidder having higher technical marks will be declared as the R1 bidder or the successful bidder. In case of a further tie between the technical scores, the bidder with the higher annual turnover for the FY 2023-24 shall be declared as the R1 or the successful bidder.
- 4.11.4. Failure to abide by the tender conditions may result in forfeiture of EMD & ePBG/ PBG.
- 4.11.5. Any conditional financial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- 4.11.6. The bidders quoting zero or negative charges in the financial bid will be treated as non-responsive and their EMD shall be forfeited.
- 4.11.7. Errors & Rectification:
  - 4.11.7.1. If there is a discrepancy between words and figures of the cost, the amount in figures will prevail.
  - 4.11.7.2. If the bidder doesn't accept the correction of error(s) as specified, their bid will be rejected.

#### 4.12. Disqualifications

- 4.12.1. Client may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:
- 4.12.1.1. Made misleading or false representations in the forms, statements and attachments submitted in bid documents. The EMD of the bidder will be forfeited in such cases.
  - 4.12.1.2. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
  - 4.12.1.3. Failed to provide clarifications related thereto, when sought;
  - 4.12.1.4. Submitted more than one bid (directly / indirectly);
  - 4.12.1.5. Declared ineligible by the Government of India / State / UT Government for corrupt and fraudulent practices or blacklisted.
  - 4.12.1.6. Submitted a bid with price adjustment/variation provision.
  - 4.12.1.7. Documents are not submitted as specified in the tender document.
  - 4.12.1.8. Suppressed any details related to bid.
  - 4.12.1.9. Submitted incomplete information, subjective, conditional offers and partial offers submitted.
  - 4.12.1.10. Submitted bid with lesser validity period.
  - 4.12.1.11. Any non-adherence/non-compliance to applicable tender content.

#### 4.13. Issue of Letter of Intent (Lol)

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

#### 4.14. Performance security

- 4.14.1. The successful bidder shall furnish performance security to Client valuing @ 5% of the value of the contract within 15 days of release of Lol in the form of NEFT / DD / ePBG.

- 4.14.2. The Unique Identification Number (UIN) and email id of PSeGS for generation of ePBG through the NeSL portal is **AAATP9562E** and [ceo.psegs@punjab.gov.in](mailto:ceo.psegs@punjab.gov.in) respectively.

*Note: In case the partner bank of the successful bidder is not onboarded on the NeSL platform, then, the successful bidder may submit PBG instead of ePBG.*

- 4.14.3. ePBG shall remain valid for a period of 180 (one hundred eighty) days beyond the expiry of the contract. Whenever the contract is extended, the Service Provider will have to extend the validity of ePBG proportionately. If more items are brought under the contract, the concerned ePBG will have to be increased proportionately whenever the increase in required ePBG is more than one lakh rupees.
- 4.14.4. In case the successful bidder fails to submit performance security within the time stipulated, Client at its discretion may cancel the award of contract to the successful bidder without giving any notice and the EMD of the concerned bidder will be forfeited.
- 4.14.5. The Service Provider will not be entitled for any interest on the performance security submitted.
- 4.14.6. The Client shall forfeit the performance security in full or in part in the following cases:
- 4.14.6.1. When the terms and conditions of contract are breached/ infringed.
  - 4.14.6.2. When the contract is being terminated due to non-performance of the Service Provider.
  - 4.14.6.3. The Clients incur any loss due to Service Provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

#### 4.15. Signing of contract

- 4.15.1. The successful bidder shall sign the contract with Client within 15 days of the issuance of Lol. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

#### 4.16. Fraud and corrupt / malpractices

- 4.16.1. All the bidders must observe the highest standards of ethics during the process of selection of Service Provider and during the performance and execution of contract.
- 4.16.2. For this purpose, definitions of the terms are set forth as follows:
  - 4.16.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Client or its personnel in contract executions.
  - 4.16.2.2. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Client of the benefits of free and open competition.
  - 4.16.2.3. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.
  - 4.16.2.4. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 4.16.3. Client will reject a proposal for award, if it determines that the bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.
- 4.16.4. Client will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

### 5. General Contract Conditions

#### 5.1. Standards of performance

- 5.1.1. The Service Provider shall deliver the services and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Service Provider shall always

act in respect of any matter relating to this contract as a faithful Service Provider to the Client. The Service Provider shall always support and safeguard the legitimate interests of the Client, in any dealings with a third party. The Service Provider shall conform to the standards laid down in the tender in totality.

## 5.2. Confidentiality

- 5.2.1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Service Provider and/ or the Client to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
- 5.2.2. The Service Provider shall ensure that while providing services, all the details and information is kept confidential.
- 5.2.3. During the execution of the project except with the prior written consent of the Client, the Service Provider or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.
- 5.2.4. The Service Provider will maintain the confidentiality of the data stored on the computer systems of the Service Provider / resources deployed for this work. The Service Provider will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Client has the right to take legal action against the firm.

## 5.3. Termination of contract for default

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

#### 5.4. Termination of contract for insolvency, dissolution etc.

- 5.4.1. The Client may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to Client. In such a case, the provisions under the Exit Management clause shall apply.

#### 5.5. Termination for convenience

- 5.5.1. The Client reserves the right to terminate, by prior written 2 months' notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for Client's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. In such a case, the provisions under the Exit Management clause shall apply.

#### 5.6. Force Majeure

- 5.6.1. The ePBG/PBG of the Service Provider shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 5.6.2. For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.
- 5.6.3. If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by Client in writing, the Service Provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all

reasonable alternative means for performance not prevented by the Force Majeure event.

## 5.7. Resolution of disputes

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

5.7.1.1. Amicable Settlement: Either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

5.7.1.2. Arbitration: In case dispute arising between the Client and the Service Provider, which has not been settled amicably, the Service Provider can request the Client to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. Such disputes shall be referred to the Arbitrator which shall be appointed by Hon'ble Punjab and Haryana High Court. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings will be held at Mohali. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the client and the Service Provider. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

## 5.8. Legal Jurisdiction

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

## 5.9. Limitation of Liability

- 5.9.1. In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.

## 5.10. Amendment to the contract

- 5.10.1. The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

## 6. Scope of Work

The Mukhya Mantri Tirth Yatra Scheme aims to facilitate pilgrimage for eligible citizens. The existing manual process is inefficient and prone to errors. To streamline operations and improve service delivery, a new, integrated software system is required. This project is critical to improving the scheme's transparency, efficiency, and overall service quality for pilgrims.

### 6.1. Detailed Scope of work

The primary objective is to develop a user-friendly, secure, and scalable software system that digitizes the entire pilgrimage process, including:

- **Registration:**
  - Online application for individuals aged 50+ capturing personal details, contact info, ID proof/Aadhaar (if provided), preferred destination(s), and data retrieval from uploaded document through OCR. Automated age validation and unique registration ID generation.
  - Admin workflow for application review/approve/reject with automated SMS/e-mail status notifications.
  - Search & filter, master data management, and secure storage of applicant data.
- **Trip Management:**
  - Create/schedule pilgrimage trips with itinerary, start/end dates, traveler assignment to buses.
  - Transport submodule: bus details, driver/conductor profiles, amenities checklists.
  - Accommodation & meals planning, including dietary preferences and day wise menus.
- **On-Trip Management:**
  - Boarding & attendance via mobile app/handheld with QR code checking.
  - Realtime bus GPS tracking, optional CCTV logs reference and bulk messaging to travelers for updates/emergencies.
  - Event logging for satsang/kirtan/community meals/historical site visits.
- **Post-Trip & Reporting:** Prasad/souvenir distribution checklist, traveler feedback, and comprehensive dashboards & reports (registrations, completed trips, attendance, bus wise lists, feedback summary). Archiving of trip data post completion.

- **Financial Management:** A module for managing vendor profiles, processing payments, tracking budgets, and generating financial reports for audit and transparency purposes.

The selected company will be responsible for the following tasks:

- **Requirement Analysis:** Conduct a detailed review of the provided "Functional Requirement Specification" document and, if necessary, hold a single discovery workshop with key stakeholders to clarify any requirements.
- **System Design & Architecture:** Design a robust, scalable, and secure system architecture that supports all functional requirements and is optimized for the one-month timeline. This includes database design and a plan for cloud hosting.
- **Development:** The bidder will develop both a comprehensive web-based application and a separate mobile application. All specified modules and features must be implemented, ensuring the code is well-documented, clean, and bug-free. The development must adhere to modern coding standards and best practices.
- **Testing:** Conduct a comprehensive testing phase, including unit testing, integration testing, and a dedicated User Acceptance Testing (UAT) period with government officials to ensure all features function as expected.
- **Deployment:** Deploy the finished application to a production environment, ensuring minimal disruption. This includes setting up the database, server infrastructure, and a Continuous Integration/Continuous Deployment (CI/CD) pipeline for future updates.
- **Training:** Provide a 'Train the Trainer' session for key government personnel to enable them to onboard other officials and manage the system effectively.
- **Documentation:** Deliver a complete set of documentation, including a technical document detailing the system architecture and a user manual for officials managing the system.
- **Maintenance & Support:** Provide a dedicated support team for a post-deployment period of 5 months, offering bug fixes and technical support to ensure the system's stability.
- Brief Functional Requirement Specification is attached at Annexure-A. Final FRS to be prepared by successful bidder in consultation with Client.

## 6.2. Deliverables

The company must deliver the following within the one-month project timeline:

- A fully functional, tested, and deployed software application accessible through Web and Mobile.
- The complete, well-commented source code, including all assets, scripts, and libraries.

- Comprehensive system and user documentation in a digital format.
- A one-day training session for key personnel.

### 6.3. Technical Requirements

- **Platform:** The bidder must develop and deploy both a comprehensive web-based application and a separate mobile application. The web application will serve as the primary administrative and public-facing platform, while the mobile application will be specifically for the On-Trip Management module to facilitate real-time tracking and attendance.
- **Technology Stack:** Proponents must propose a modern, robust, and scalable technology stack that is suitable for a rapid development cycle. Experience with cloud-based services (e.g., Google Cloud Platform, Amazon Web Services) is highly preferred.
- **Security:** The system must be designed with a "security-first" approach. This includes data encryption at rest and in transit, robust authentication and authorization mechanisms, and adherence to data privacy regulations.
- **Scalability:** The architecture must be scalable to handle a potential high volume of registrations and trips in the future without significant performance degradation.
- **Hosting:** Web application at State Data Centre (SDC) and play store credentials shall be provided by the client for hosting the mobile app.
- **Open Standards/Open APIs** in line with MeitY policies to facilitate interoperability and future reuse; adoption of Open-Source Software without vendor lock in.
- The Service Provider, at its own cost, shall provide the security audit certificate of the complete solution from a CERT-In empanelled agency prior to Go-Live.

### 6.4. Project Timelines & Deliverables & Payment terms

- 6.4.1. The Service Provider shall be responsible for adhering to the following timelines for Software Development and Maintenance. However, the Client reserves the right to relax timelines and any of the penalties levied on the Service Provider on submission of the justified reasons by the Service Provider in writing:

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SN	Activity	Deliverable	Timelines	Payment to be released
1.	Signing of Contract	-	T1	
2.	Design & Development of portal	Design, Development, Security Audit, Training and hosting of portal	T2: T1 + 30 days	56% of the total contract value
3.	O&M Period	Bug fixation & maintenance report	T3: T2 + 11 months	4% of the total contract value shall be released on monthly basis

Note:

- *If the delay is caused on the client's end, the timelines for the project will be adjusted accordingly.*
- *The timeline for Change Request is subject to relaxation by the Client for valid justifications submitted in writing by the Service Provider*

6.5. Outsourcing / subletting

- 6.5.1. No part of the contract shall be outsourced by the Service Provider. Non-adherence to the same shall attract penal action against the Service Provider

6.6. Contract period

- 6.6.1. This contract shall be valid for a period of 6 months initially from the date of signing of the contract.

6.7. Exit Management

- 6.7.1. On expiry or premature termination of the contract / work order, the Successful Bidder shall handover the complete source code, database backup, login credentials, design documents, latest API documents and project technical

documentation, updated user manuals, etc to the client, failing which appropriate action shall be taken against the Successful Bidder including blacklisting.

## 6.8. Intellectual Property Rights

- 6.8.1. The work done by the Service Provider i.e. Software Development, database backup/schema, creatives, designs, documents, source code, etc. shall be Intellectual Property of the Client.
- 6.8.2. The Service Provider will not have the right to use/reproduce the portal / software solution in whatsoever manner during or after the end of the contract.
- 6.8.3. Database is the exclusive property of Client and the same shall not be used/shared by Service Provider in any manner.

## 7. SLA and Penalties

### 7.1. General

7.1.1. The SLA and penalties are as under:

SN	Activity	Target / Service Level	Penalty for delays beyond target level
1.	Submission of ePBG	15 days from the issue of Lol	Rs. 200/- per day
2.	Signing of the contract	15 days from the issue of Lol	Rs. 200/- per day
3.	Implementation of the project as per the project timelines & deliverables	As per Clause 6.5	Rs. 500/- per day per activity
4.	Support Services	Refer to clause 7.2	As per clause 7.2
5.	Solution Availability	Refer to clause 7.3	As per clause 7.3
6.	Complete knowledge transfer and handover of source code, database backup / schema, creatives, designs or any other material related to the project	Within 2 weeks of exit or as mentioned in this document	Rs. 1,000/- per day. The Service Provider may also be blacklisted if the delay is beyond one month.
7.	1. Security incident 2. Misuse of data 3. Loss of data 4. Adherence to the security compliances and guidelines issued by MeitY & CERT-In	The Service Provider shall ensure data security and there shall be no unauthorized usage of Government data in any manner without prior written permission from the Client	Rs. 10,000 per instance along with a letter of warning
8.	Ensure that updated admin access credentials of Cloud, Database, code	-	Rs. 5,000 per instance. Quarterly payments to be

SN	Activity	Target / Service Level	Penalty for delays beyond target level
	repository, all dashboards etc. are shared as and when requested by theClient		released only after verifying the admin access.
9.	Any non-compliance of the contract which is not covered above.	As mentioned in this document	Penalty of Rs. 1,000/- on each repeated instance for the same non-compliance. A letter of warning on the five consecutive instances.

7.1.2. The maximum penalty shall be 20% of the monthly invoice value subject to solution availability of  $\geq 99.99\%$  for that month as per clause 7.3.6. After this limit is reached, a letter of warning shall be issued and the Client reserves the right to terminate the contract for default.

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

## 7.2. Support Services

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

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Support Category	Criteria	Maximum Response Time	Maximum Resolution time	Penalty	
Critical	The portal cannot be used for normal business activities.	15 Minutes	1 Hour	Response Time > 15 Minutes OR Resolution Time > 1 Hour	<p><b>Response time:</b> 0.1% of the monthly invoice value for every 15 minutes of delay beyond the timelines.</p> <p><b>Resolution time:</b> 0.5% of the monthly invoice value for every 1 hour of delay beyond the timelines.</p>
High	There is a problem with a part of the portal, which impacts Client's decision making. No viable workaround is available. There is a likelihood of financial loss	30 Minutes	2 Hours	Response Time > 30 Minutes OR Resolution Time > 2 Hour	<p><b>Response time:</b> 0.1% of the monthly invoice value for every 30 minutes of delay beyond the timelines.</p> <p><b>Resolution time:</b> 0.5% of the monthly invoice value for every 2 hours of delay beyond the timelines.</p>
Medium	The efficiency of users is being impacted but has a viable workaround.	1 Hour	12 Hours	Response Time > 1 Hour OR Resolution Time > 12 Hours	<p><b>Response time:</b> 0.05% of the monthly invoice value for every 4 hours of delay beyond the timelines.</p> <p><b>Resolution time:</b> 0.25% of the monthly invoice value for every 12 hours of delay beyond the timelines.</p>

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Support Category	Criteria	Maximum Response Time	Maximum Resolution time	Penalty	
Low	A fault, which has no particular impact on processing of normal business activities.	1 Hour	24 Hours	Response Time > 1 Hour OR Resolution Time > 24 hours	<p><b>Response time:</b> 0.05% of the monthly invoice value for every 8 hours of delay beyond the timelines.</p> <p><b>Resolution time:</b> 0.25% of the monthly invoice value for every 24 hours of delay beyond the timelines.</p>

- 7.2.2. “Response Time” shall mean the time taken after the incident has been reported at the concerned reporting center in resolving (diagnosing, troubleshooting and fixing) or escalating to the second level, getting the confirmatory details about the same and conveying the same to the end user, the services related troubles during the first level escalation.
- 7.2.3. “Resolution time” the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.
- 7.2.4. Support Services report shall be provided by the Service Provider on a monthly basis before the 7th of the next month w.r.t. priority wise, which indicates the number of issues resolved beyond the given timeline.
- 7.2.5. The Service Provider shall be responsible to provide 24 \* 7 incident resolution support as per the aforementioned table. Any delay in response or resolution shall be liable for penalty as per the table.

### 7.3. Solution Availability

- 7.3.1. % Monthly Availability =  $\left[ \frac{\text{Actual Uptime}}{\text{Total No. of Hours in a Month-Scheduled Downtime hours}} \right] \times 100$

- 7.3.2. "Actual Uptime" means the aggregate number of hours in any month during which the complete solution is available for use (measured 24 x 7).
- 7.3.3. The below table shows the expected performance from the core services including performance criteria and service level agreements pertaining to the availability of services and activities required from the Service Provider during the operations of the complete solution.
- 7.3.4. Actual uptime shall be taken from the complete solution availability report submitted by the Service Provider using automated reporting tools.
- 7.3.5. The Service Provider shall take prior approval for scheduled downtime from the client in writing.
- 7.3.6. Penalties for non-adherence to timelines shall be as under:

<b>Software Uptime</b>	<b>Penalty</b>
Actual Uptime >= 99.99%	No penalty shall be imposed
Actual Uptime >= 99.9% to <99.99%	5% of that particular month
Actual Uptime >=99.75 to <99.9%	10% of that particular month
Actual Uptime < 99.75%	No payment shall be made for that quarter.

- 7.3.7. Complete Solution Availability report (captured using automated tools) shall be submitted by the Service Provider to the Client on monthly basis before the 7<sup>th</sup> of the next month.

## 8. Payment terms

### 8.1. General

- 8.1.1. Payment to the Service Provider shall be made in Indian Rupees through account payee cheque / NEFT / RTGS.
- 8.1.2. Payments regarding Operations and Maintenance shall be released on monthly basis.
- 8.1.3. Payments shall be subject to deductions and penalties of any amount for which the Service Provider is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.
- 8.1.4. The decision of the Client pertaining to the quality and quantity of works / services performed by the Service Provider will be final and acceptable to the Service Provider besides being binding. It shall be the responsibility of the Service Provider to rectify the deficiencies so pointed out without any extra payment.
- 8.1.5. All taxes, duties and any statutory levies etc. payable by the Service Provider during the contract tenure shall be the sole responsibility of the Service Provider.
- 8.1.6. The payment against Scope of Work not delivered and / or Services not rendered shall be withheld until the services are delivered and verified by Client. Such deductions shall be separate from penalties and shall not be included in the penalty cap, if defined in the tender / contract.
- 8.1.7. The invoice should be in English language and Punjab based.

### 8.2. Prices

- 8.2.1. The rates quoted in the financial bid shall be inclusive of all taxes. However, the taxes shall be paid as applicable from time to time.
- 8.2.2. The prices shall remain fixed for the complete contractual period. No price change request will be accepted after opening of the bids and during the validity of the contract.

- 8.2.3. In the financial bid format, the bidder must quote prices of all items. If the bidder fails to quote the price of any of the line items, then the price of that particular item shall be assumed to be zero.

## 9. Bid formats

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

### 9.1. Covering letter

Bid Reference No. : PSeGS/Tirth-Yatra/2025/1

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

To

Member Secretary,  
Punjab State e-Governance Society,  
O/o Department of Good Governance and Information Technology  
Plot No. D-241, Industrial Area, Sector - 74,  
Sahibzada Ajit Singh Nagar,  
Punjab-160071

#### **Sub: Submission of bid for <Mention tender title>**

Dear Sir,

1. We, the undersigned, have carefully examined the above referenced tender and submit our bid in full conformity with the said tender.
2. We have read all the provisions of tender & corrigendum and confirm that these are acceptable to us.
3. We further declare that additional conditions, deviations, if any, found in our bid shall not be given effect to.
4. We agree to abide by this bid, consisting of this letter and financial bid, and all attachments, till 180 days from the date of submission of bids as stipulated in the tender and any additional documents submitted, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

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6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any bid you receive, not to give reason for rejection of any bid and that you will not reimburse any expenses incurred by us in bidding.
8. We declare that this is our sole participation in this tender bid and we are not participating / co-participating through any of the other related parties or channels.
9. We have not been blacklisted or barred by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
10. Tender document cost and EMD has been paid online and the details are as below:-  
[Insert the details as applicable].
11. Our details have been filled below:-

SN	Particulars	Details
1.	Name of the bidder	
2.	Address with telephone numbers, email, etc	
3.	Date of incorporation and/or commencement of business	
4.	Registration Number	
5.	PAN Number	
6.	GST Registration Number	
7.	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the bidder with power of attorney.	
8.	Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details must include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i>	

Tender for Software Development for the Mukhya Mantri Tirth Yatra Scheme

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12. Details of Similar Works that are in progress or have been completed (Proofs attached) :-

SN	Name of the Service Contract	Name of the Client	Number of persons deployed	Value of Contract	Contract start date	Contract completion date

Signature

Full Name

In the capacity of

Duly authorized to sign Proposal for and on behalf of

Date.....

Place.....

[\*: Strike off whichever is not applicable]

## 9.2. Format for Electronic Performance Bank Guarantee (e-PBG)

To

Member Secretary,  
Punjab State e-Governance Society,  
O/o Department of Good Governance and Information Technology  
Plot No. D-241, Industrial Area, Sector - 74,  
Sahibzada Ajit Singh Nagar,  
Punjab-160071

Whereas, <<name of the Service Provider and address>> (hereinafter called “Service Provider”) has undertaken, in pursuance of RFP No: / Contract no. **PSeGS/Tirth-Yatra/2025/1** dated. <<insert date>> to provide Software Development for the Mukhya Mantri Tirth Yatra Scheme to Punjab State e Governance Society (hereinafter called “the beneficiary”)

And whereas it has been stipulated in the said contract that the applicant shall furnish you with an irrevocable and unconditional electronic performance bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<address of the local office>> have agreed to give the Client such an electronic performance bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, upto a total of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written/online demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

Notwithstanding anything contained herein:

1. Our liability under this electronic performance bank guarantee shall not exceed Rs <<Insert Value>> (Rupees <<insert value in words>> only).
2. This electronic performance bank guarantee shall be valid up to <<insert expiry date>>.
3. It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this electronic performance bank guarantee that we receive a valid written claim or demand for payment under this electronic performance bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

### 9.3. Format for Undertaking

[On the letterhead of the organization]

No.

Date:

To,

Member Secretary,  
Punjab State e-Governance Society,  
O/o Department of Good Governance & Information Technology  
Plot No. D-241, Industrial Area, Sector - 74,  
Sahibzada Ajit Singh Nagar,  
Punjab-160071

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

Ref: Your Bid Ref. No.: <xxx> dated <xxx>

Dear Sir/ Madam,

We confirm that our company or firm, <Name\_of\_the\_company/firm>, is as on the date of submission of this bid: -

- A. Has not been ever under a declaration of ineligibility for corrupt or fraudulent practices and has not been blacklisted by any State Govt. / Central Govt. / Board, Corporations and Government Societies / PSU for any reason.
- B. Has not ever been insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by court or judicial officer, not have its business activities suspended and has not been the subject of legal proceedings for any of the foregoing reasons.
- C. And our directors, partners and officers have not been convicted of any criminal offense related to their professional conduct or the making of false statements or misrepresentations as to their qualifications within a period of three years as on date of submission of bid or not have been otherwise disqualified pursuant to debarment proceedings.

Tender for Software Development for the Mukhya Mantri Tirth Yatra Scheme

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Yours Sincerely,

Authorized Signature [In full and initials]:

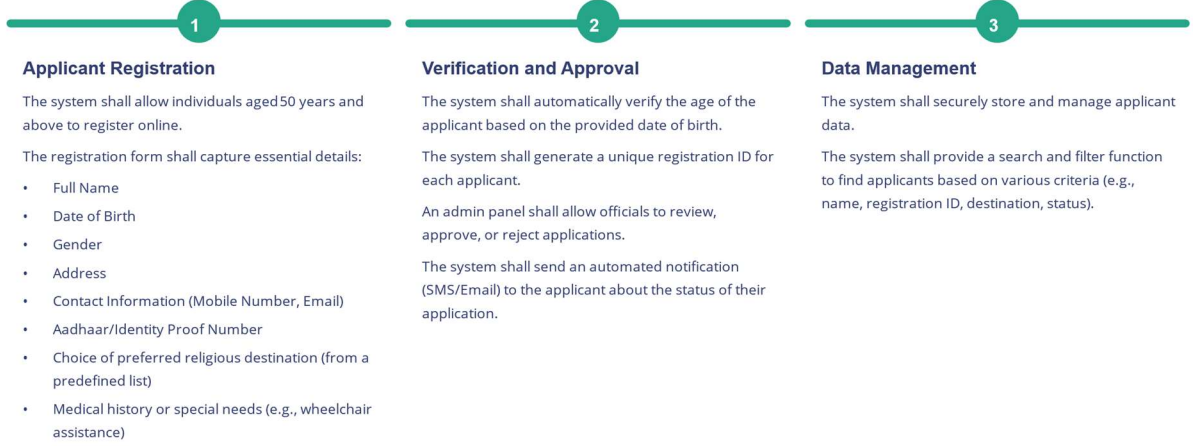
Name and Title of Signatory:

Name of Firm:

Address

Annexure-A

## Registration Module



This module is the entry point for all applicants and is designed to be user-friendly and efficient. The form will be intuitive and easy to fill, with clear instructions for each field. Crucially, the age requirement (50+) will be automatically validated to prevent ineligible registrations. This step is a critical filter. The collection of identity proof (like Aadhaar) is essential for authenticating the applicant and for record-keeping.

## Registration Module - Detailed Features

### Verification Process

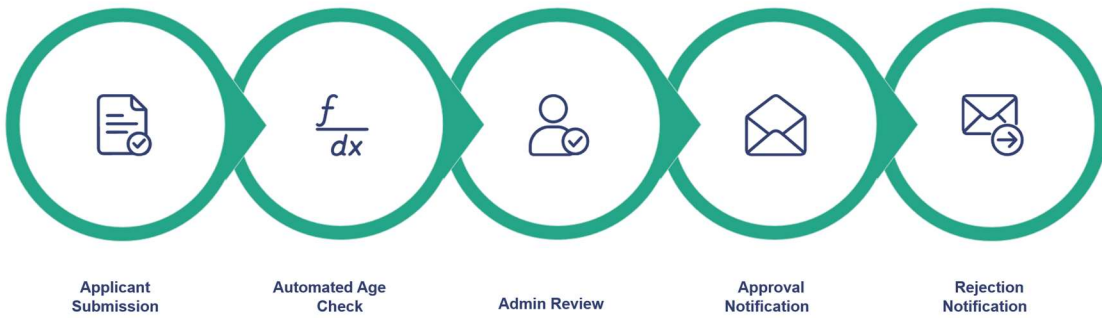
Once an applicant submits their details, the system will perform an automated check. For example, it will calculate the applicant's age from their date of birth. A unique registration ID is generated for each applicant, which serves as their primary identifier throughout the process. This ID can be used for tracking, communication, and future inquiries.

The administrative panel will be a dedicated interface for government officials to review applications. They will have the power to approve or reject based on defined criteria (e.g., eligibility, document completeness).

### Data Management Capabilities

This is the backend of the registration module. The system will use a robust database to store all applicant information. The "search and filter" function is a powerful tool for administrators.

They can quickly find specific applicants or generate lists based on various criteria, such as all applicants from a particular city, all those who chose a specific destination, or all applications awaiting review. This functionality is essential for effective planning and reporting.



The automated notifications are a key feature for user experience, keeping applicants informed in real-time about their application status, thereby reducing the need for manual inquiries. The "choice of preferred destination" feature allows

## Trip Management Module



### Trip Planning & Scheduling

The system shall allow administrators to create and schedule new pilgrimage trips.

Trip details shall include:

- Trip Name
- Destination(s)
- Start and End Dates
- List of travelers assigned to the trip

### Transportation Management

The system shall allow for the assignment of travelers to specific buses.

For each bus, the system shall capture and display:

- Bus Registration Number
- Driver Details (Name, Contact Number, License)
- Conductor Details (Name, Contact Number)
- A checklist for bus amenities

### Accommodation & Meals

The system shall track accommodation details for each trip.

The system shall allow for the scheduling and management of all meals for each day of the trip.

It should include options for vegetarian and other dietary preferences if required.

This module is the backbone of the entire operation, handling the logistical and organizational aspects of each pilgrimage. The system will provide a graphical interface or a form where officials can define a new trip. This includes assigning a name (e.g., "Shri Anandpur Sahib & Amritsar Yatra Batch 1"), specifying the exact destinations in the itinerary, and setting the start and end dates.

The system will then allow administrators to assign a specific number of approved travelers to this trip, based on bus capacity and other logistical factors. This component focuses on the ground reality of the journey. For each trip, the system will create a submodule for transportation. The checklist for bus amenities is a key quality control feature. Officials can ensure that each bus is equipped with functional AC, working CCTV cameras, and is in a clean state before the journey begins.

## Trip Management - Accommodation and Meals



### Accommodation Arrangements

This feature streamlines the process of lodging. For each trip, administrators can input the name of the hotel or dharamshala, the address, and room allocation details. This information can then be easily shared with the ground staff and the travelers, eliminating confusion and ensuring a smooth check-in process at each location.

### Meal Planning

This is a crucial element for traveler satisfaction. The system will allow officials to plan and record meals for each day. It can include setting a menu and noting dietary restrictions if needed. This feature ensures that the catering is well-organized and that all travelers are provided with timely and appropriate meals.

Meal Type	Timing	Menu Options	Dietary Preferences
Breakfast	7:00 AM - 8:30 AM	Paratha, Curd, Fruit	Vegetarian, Diabeticfriendly
Lunch	12:30 PM - 2:00 PM	Rice, Dal, Sabzi, Roti	Vegetarian, Lowsalt
Dinner	7:00 PM - 8:30 PM	Khichdi, Sabzi, Roti, Sweet	Vegetarian, Glutenfree

## On -Trip Management Module



### Boarding & Attendance

The system shall enable officials to mark the attendance of travelers at the time of boarding the bus.

A mobile application or a tablet interface should facilitate this process, possibly using a QR code for quick check-in.

### Event Management

The system shall include a feature to log the occurrence of spiritual discourses (satsang) and devotional singing (kirtan) sessions.



### Real -time Monitoring

The system shall integrate with GPS tracking for each bus to monitor its realtime location and progress.

The system shall log and store information from CCTV cameras within the buses for security purposes.

### Communication

The system shall allow for sending bulk notifications (SMS) to travelers with realtime updates about the journey, schedule changes, or emergencies.

This module is designed for realtime management and is likely to be a mobile application used by the tour managers or official accompanying the group. The system will allow officials to electronically mark who has boarded the bus. A mobile app with a QR code scanner would be highly efficient. Each approved traveler could be issued a QR code (via SMS or email) which they can present at boarding.

This system provides an accurate, real-time attendance report, which is critical for safety and accountability. It quickly identifies no-shows and prevents unauthorized boarding. Integration with GPS tracking systems in the buses allows officials at a central command center to monitor the location of pilgrimage groups. This helps in case of emergencies, delays, or route deviations. The ability to send bulk SMS messages is essential for on-the-go communication.

## On -Trip Management - Security and Events

### Security Monitoring

This is a vital safety and security feature. The system should also log footage from the CCTV cameras on the buses, providing a record for security and dispute resolution if needed. This ensures that all travelers are safe throughout their journey and any incidents can be properly documented and addressed.

- The real-time GPS tracking allows administrators to:
- Monitor the current location of all buses
  - Track adherence to planned routes
  - Estimate arrival times at destinations
  - Respond quickly to any emergencies or delays

### Spiritual Event Management

This is a feature to document the cultural and spiritual aspects of the journey. Officials can log the timings and locations of the spiritual discourses and devotional singing sessions. This data can be used to showcase the success of the program's cultural objectives in future reports.



## Post -Trip & Reporting Module



### Prasad & Souvenir Distribution

The system shall include a checklist or a feature to log the distribution of prasad and souvenirs to each traveler at the end of the pilgrimage.



### Feedback & Reporting

The system shall enable travelers to submit feedback on their journey.

The system shall generate comprehensive reports for administrators, including:

- Number of registered applicants
- Number of completed trips
- Number of travelers who completed the pilgrimage
- Bus-wise passenger lists and attendance reports
- Feedback summary reports



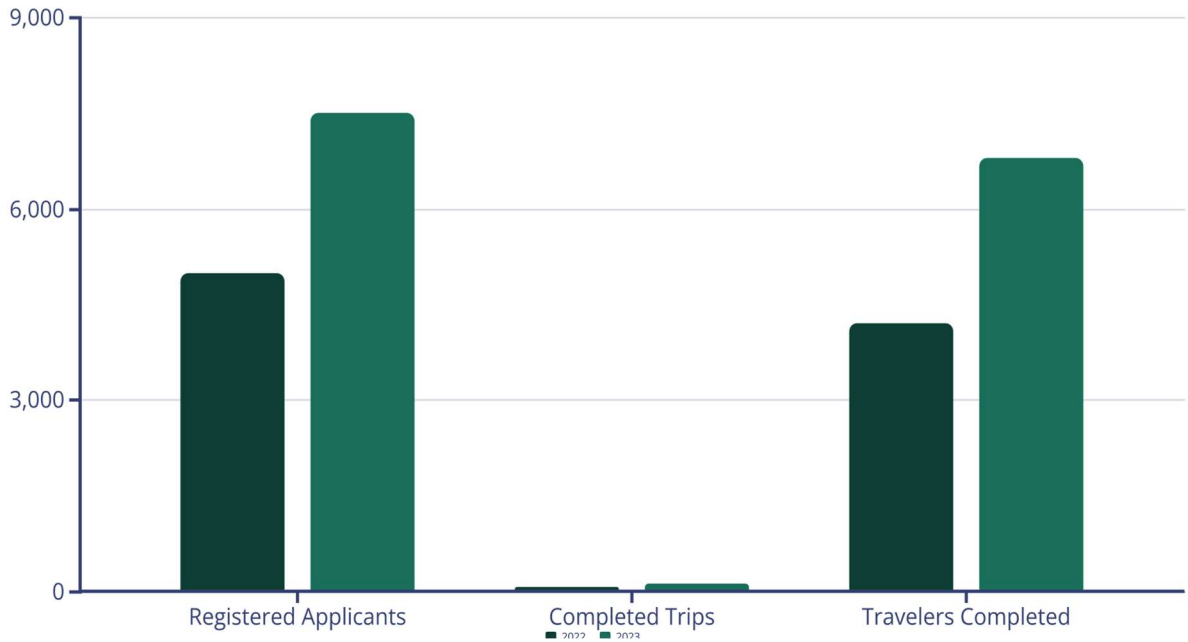
### Archiving

The system shall archive data from completed trips for future reference and analysis.

This module focuses on the closing activities and performance analysis of each trip. The system will provide a simple checklist for the tour managers to log the distribution of prasad and souvenirs. This ensures that every traveler receives their items as promised.

The system will provide an easy way for travelers to submit feedback, possibly through a short online survey sent to their phones after the trip. This feedback is invaluable for improving future trips. The reporting functionality is for high-level analysis. It allows officials to generate various reports: the total number of people served by the scheme, a breakdown of destinations, trip-wise performance metrics, and a summary of common feedback points.

## Post -Trip Reporting and Analysis



### System Integration and Overview

