

**REQUEST FOR PROPOSAL (RFP) FOR SELECTION OF WHITE LABEL
PARTNER FOR THE “DEVELOPMENT AND OPERATION OF ROZGAR BAZAAR
2.0 – EMPLOYMENT LINKAGES PLATFORM”**

दिल्ली कौशल एवं उद्यदिता दवश्वदवद्यालय
DELHI SKILL AND ENTREPRENEURSHIP UNIVERSITY
(A State University Established under Govt. of NCT of Delhi Act 04 of 2020)
Integrated Institute of Technology Complex
Sector 9, Dwarka, New Delhi – 110077

Contents

1	FACTSHEET	3
2	Invitation to Bid	4
3	Definitions	5
4	Instructions to Bidders	7
5	Scope of Work	14
6	Modifications to the platform	33
7	Institutional and organizational arrangement and governance.....	34
8	Inspection and Acceptance Testing.....	35
9	Criteria for Selection.....	36
10	Appointment of Successful Bidder	48
11	Penalties	52
12	Right to Verification	52
13	Right to Audit	53
14	Payment Schedule.....	54
15	Intellectual Property Rights	57
16	Data ownership and usage	58
17	Revenue Generation.....	59
18	Limitation of Liability.....	60
19	Subcontracting	61
20	Liquidation Damages	62
21	Conflict of Interest	63
22	Fraud and Corrupt Practices.....	64
23	Force Majeure	65
24	Exit Management.....	66
25	Termination.....	68
26	Taxes and Duties.....	70
27	Tax Deduction at Source.....	71
28	Change in Ownership.....	72
29	Arbitration.....	73
30	Jurisdiction.....	74

1 FACTSHEET

S.No.	Particular	Details
1	Tender date	27/06/2022
2	Selection Method	QCBS (Quality & Cost Based Selection): Technical Score (80%) + Commercial Score (20%)
3	RFP issued by	Delhi Skill and Entrepreneurship University
4	Availability of RFP	RFP can be downloaded free of cost from: (https://govtprocurement.delhi.gov.in) or (https://dseu.ac.in/tender-archive/) portal
5	EMD	Earnest Money Deposit (EMD) of INR 19,20,000 only Demand Draft/Bank FDR/Bank Guarantee in favor of Registrar and payable at Delhi from any commercial bank to be submitted in original physical form at Delhi Skill and Entrepreneurship University, on or before last date and time of submission of proposal
6	Performance Bank Guarantee (PBG)	Bank Guarantee format as shared in Appendix VII
7	Language of Proposal	Proposal should be submitted in English Language Only
8	Validity of Proposal	Proposal should remain valid for 90 days after the submission date
9	Last date for receipt of Pre bid queries	04/07/2022, 9:00pm
10	Pre bid Meeting	Pre-Bid Meeting will be held on 04/07/2022 at 12:00pm virtually. The meeting link will be provided at a later stage on e-procurement portal
11	Issue of corrigendum (if any)	Please refer the (https://govtprocurement.delhi.gov.in) for any corrigendum in relation to this RFP document on regular basis
12	Last date of bid submission	19/07/2022 till 1:00pm Proposal should be uploaded on (https://govtprocurement.delhi.gov.in) portal
13	Date and place of Technical Presentation	Technical Presentation will be held at Delhi Skill and Entrepreneurship University; G/Floor, Integrated Institute of Technology Complex, Sector 9, Dwarka, New Delhi- 110077. Date and Time shall be intimated to the eligible bidder post the submission of bids
14	Date of opening the bid	19/07/2022, 3:00pm

2 Invitation to Bid

- i. The Vice Chancellor, through the Registrar of the Delhi Skill and Entrepreneurship University (hereinafter referred to as 'the Authority'), invites request from the interested parties (hereinafter to be referred as 'Bidder (s)') for the project – '**Rozgar Bazaar 2.0**'. This invitation is to open to all the Bidders meeting the minimum eligibility criteria as mentioned in the section: **Eligibility Criteria** of this RFP Document.
- ii. Address for submission of Bids, contact details including email address for sending communications are given in Factsheet of this RFP.
- iii. The purpose of Authority behind this RFP is to seek a detailed Technical and Commercial proposal for hiring of a White label job search app & website partner as desired in this RFP.
- iv. This RFP document shall not be transferred, reproduced, or used otherwise for a purpose other than for which it is specifically issued.
- v. The eligible Bidders desirous of partnering with Authority are invited to submit their Technical and Commercial Proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at the Authority's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide Authority the proposed Technology Solution adhering to requirement outlined in this RFP.

3 Definitions

In this connection, the following terms shall be interpreted as indicated below:

- i. **“Authority”** means the Delhi Skill and Entrepreneurship University
- ii. **“Govt. of Delhi”** means the Government of Delhi and includes agencies and Public Sector Enterprises under it, in specific contexts
- iii. **“Bidder”** means an eligible entity/firm submitting the Bid in response to this RFP. The bidder is allowed to bid with existing partnerships or enter into new partnerships as per the Partnerships criteria set out in this RFP.
- iv. **“Bid”** means the written reply or submission of response to this RFP.
- v. **“The Contract”** means the agreement entered between the Authority and White Label Partner, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- vi. **“Job Search white label partner”** is the successful interested Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as #1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Authority
- vii. **“Deliverables/ Work Product”** shall mean all work product generated by finally selected Bidder solely or jointly with others in the performance of the Services, including, but not limited to, any and all information, notes, reports, material, drawings, records, diagrams, formulae, processes, technology, firmware, software, know-how, designs, ideas, discoveries, inventions, improvements, copyrights, trademarks, and trade secrets.
- viii. **“Intellectual Property Rights”** shall mean and include (a) copyrights and all renewals thereof; (b) trademarks, trade names, service marks, service names, logos and corporate names, both primary and secondary, together with all goodwill associated therewith and including, without limitation, all translations, adaptations, combinations and derivations of each of the foregoing, (c) trade secrets and other confidential information (including proposals, user data, business and marketing plans, any platform related information); (d) all other intellectual property, including but not limited to design rights, trade names, information technology, domain names; and (e) all registrations and applications for registration, extension or renewal filed anywhere in the world for each of the foregoing.
- ix. **“Costs”** means the price payable to White Label Partner over the entire period of Contract for the full and proper performance of its contractual obligations.
- x. **“Period of Contract”** refers to the total period for which the contract is valid.
- xi. **“Annual Maintenance Contract (AMC)”** – It is the maintenance of the white label platform solution by the finally selected Bidder on annual basis to ensure continuity of operations without any interruption.

- xii. **“Software Solution/ Services/ System – “Software Solution” or “Services” or “System”** means all software products, services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing, and other obligation of white label partner covered under the RFP
- xiii. **“Successful Bidder”** means an eligible entity/firm who is selected post the RFP process
- xiv. **“White Label Partner”** means the entity/firm with whom the Authority signs the final contract for the execution of the Rozgar Bazaar 2.0 Project

4 Instructions to Bidders

4.1 General Instructions

- While every effort has been made to provide comprehensive and accurate background information, requirement, and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements
- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the contract by the Authority on the basis of this RFP
- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of Authority. Any notification of preferred Bidder status by Authority shall not give rise to any enforceable rights by the Bidder
- Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Govt of Delhi
- This RFP supersedes and replaces any previous public documentation and communications, and Bidders should place no reliance on such communications
- The Bidder may bid as part of a consortium if it so chooses and share this explicitly at the time of the bid. All conditions of the RFP however must be fulfilled by the Lead Bidder.

4.2 Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirement, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications
- The content of the bid document needs to include the following and other documents as mentioned as part of the selection criteria and RFP document as a whole
 - Appendix I – Details of the Bidder
 - Appendix II – Letter of Proposal
 - Appendix III – Compliance sheet for the Basic Eligibility Criteria
 - Appendix IV – Compliance sheet for the Technical Evaluation Criteria
 - Appendix V – Commercial bid Covering Letter
 - Appendix VI – Commercial bid
 - Appendix VII – Performance Bank Guarantee
 - Appendix VIII – Bank Solvency Certificate
 - Appendix X – Non-Disclosure Agreement
 - Appendix XI – Professional Service Agreement Contract

- Appendix XII – Integrity Pact
- Appendix XIII – Person Hour Estimates : VAS
- Failure to comply with the requirement of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - Include all documentation specified in this RFP
 - Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - Comply with all requirements as set out within this RFP

4.3 Language

- The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern

4.4 Proposal Preparation Costs

- The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Authority to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process
- Authority will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process

4.5 Pre-Bid Meeting & Clarifications

a) Pre-Bid Conference

- The Authority shall hold a pre-bid meeting with prospective Bidders on the date, time & venue as mentioned in fact sheet.
- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach at email id: Registraroffice@dseu.ac.in and should be brought physically on the day of the Pre-Bid Meeting. Last date of any query Submission is as mentioned in the fact sheet.
- The Bidders should refer Appendix IX for the format for sharing the queries for the pre-bid meeting
- The Authority shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Authority

b) Responses to Pre-Bid Queries and Issue of Corrigendum

- The Authority will endeavor to provide timely response to all queries. However, the Authority, makes no representation or warranty as the completeness or accuracy of any response made in good faith, nor does the Authority undertake to answer all the queries that have been posed by the Bidders
- At any time prior to the last date for receipt of bids, Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- The Corrigendum (if any) & clarifications to the queries from all Bidders will be posted on the <https://govtprocurement.delhi.gov.in>
- Any such corrigendum shall be deemed to be incorporated into this RFP
- To provide prospective Bidders reasonable time for taking the corrigendum into account, the Authority may, at its discretion, extend the last date for the receipt of Proposals

4.6 Tenure of the Contract

- The contract shall be for 5 years from date of award of contract. However, the contract may be extended on mutual consent for a further period.
- The contract will also include a minimum lock in period of 2 years, binding on both the White Label Partner and the Authority.

4.7 Key Requirement of the Bid

a) Right to Terminate the Process

- The Authority may terminate the RFP process at any time and without assigning any reason. The Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone
- This RFP does not constitute an offer by the Authority. The Bidder 's participation in this process may result in Authority selecting the Bidder to engage towards execution of the contract

b) RFP document fees

- RFP can be downloaded free of cost from: (<https://govtprocurement.delhi.gov.in>) of Delhi Government. e-Procurement portal

c) Earnest Money Deposit (EMD)

- Bidders shall submit Earnest Money Deposit (EMD) of INR 19,20,000
- Bidders shall submit the EMD in the form of a Demand Draft OR FDR or Bank Guarantee issued favouring the Authority mentioned therein, and payable at Delhi from any Commercial Bank to be submitted in original physical form at the Delhi Skill and Entrepreneurship University, and should be valid for 125 Days from the due date of the tender / RFP. In case of expiry of validity period of EMD, Fresh EMD to be resubmitted at least 7 days prior to expiry.
- EMD of all unsuccessful Bidders would be refunded by the Authority within 30 days of the Bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of Performance Bank Guarantee.
- The EMD amount is interest free and would be refundable to the unsuccessful Bidders without any accrued interest on it
- The bid/proposal submitted without EMD, mentioned above, will be summarily rejected
- The EMD may be forfeited:
 - If a Bidder withdraws its bid during the period of bid validity.
 - In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with this RFP

4.8 Submission of Proposals

- The Bidders should upload the completed bids on the Delhi Government e-Procurement portal <http://govtprocurement.delhi.gov.in>
- The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained in this regard
- The Response to Pre-Qualification criterion, Technical Proposal and Commercial/Financial Proposal should be uploaded respectively
- Please note that prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial/Financial Proposal. The Commercial Bid to be provided only in the BOQ format in the file available to download along with the tender document.

4.9 Modification and Withdrawal of Bids

- The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Govt. of Delhi, prior to the deadline prescribed for submission of Bids.
- A withdrawal notice may also be sent by the authorized representatives of the company through email, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.
- No modification in the Bid shall be allowed, after the deadline for submission of Bids
- No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.
- Withdrawn Bids, if any, will be returned unopened to the Bidders

4.10 Bid Integrity

- Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract and blacklisting of the Bidder, without prejudice to other actions that the Authority may take. All the submissions, including any accompanying documents, will become property of the Authority. The Bidders shall be deemed to license, and grant all rights to the Authority, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirement
- All facts and claims made by the Bidder in the Bid must be well supported as on the date of Bid submission by the documentation as requested in the RFP and the functionalities on Mobile Application and Website as mentioned in the RFP. This may be further verified on the Bidder's existing platform by the Evaluation committee, if required. If even a single fact or claim within the Bid is rendered to be a false claim, the Bid may be cancelled by the Evaluation Committee with immediate effect.

4.11 Authentication of Bids

- A Proposal should be accompanied by a Power-of-Authority in the name of the signatory of the Proposal issued by the company

4.12 Bank Solvency Certificate

- The Bidder should have a bank solvency of INR 1.5 Crores from Scheduled Bank (Attach Financial Information as per Appendix VIII)

4.13 Evaluation Process

- The Authority shall constitute a Committee to evaluate the responses to the RFP and all supporting documents/ documentary evidence. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection
- The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee
- The Committee may recommend for rejection of any or all proposals on the basis of any deviations
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP
- In case any bid is rejected by the competent authority, the concerned Bidder may request to disclose the reason for rejecting the bid. The Authority shall convey the reason to concerned Bidder
- Tender Validity: The offer submitted by the Bidders should be valid for minimum period of 90 days from the date of submission of Bid
- In exceptional circumstances, the Authority may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, the Authority will not forfeit its EMD. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document
- Tender Evaluation: Initial Bid scrutiny will be held, and incomplete details as given below will be treated as non-responsive, if Proposals:
 - Are not submitted as specified in the RFP document
 - Received without the Letter of Authorization (Power of Attorney)
 - Submitted without the documents requested in the checklist
 - Have non-compliance to any of the clauses stipulated in the RFP
 - With lesser validity period
 - Received without EMD or less EMD
- The Authority, at its own discretion may provide the Bidder 48 hours to furnish the incomplete details
- All responsive Bids will be considered for further processing as below.
 - The Authority will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All bids which fulfill the minimum eligibility criteria, shall be considered for Technical and Commercial Bid Evaluation, by a Committee according to the Evaluation process defined in this RFP document. These Bidders will be called for the

Technical Presentation before the final Evaluation Committee. The final decision of the Evaluation Committee will be binding on all

4.14 Confidentiality

- Confidentiality obligation shall be as per Non-disclosure Agreement (Appendix-X) to this RFP

5 Scope of Work

5.1 Background

Rozgar Bazaar is an online job platform for job seekers & employers, that was launched by the Govt. of Delhi in July'20, to support people in accessing meaningful employment opportunities

Rozgar Bazaar had more than 13L job seeker registrations, with ~25,000 unique job posts, ~4.5 lakhs of job vacancies across different job roles ranging from sales & marketing, tele-caller, data entry, driver, delivery, teacher, accountant, security guard, cook, maids, etc.

The Authority and the Govt. of Delhi are keen to build on the initial success by launching a new version of Rozgar Bazaar which will have advance functionalities including skills mapping, smart matching, employer verification, placement tracking and many more.

The Authority and the Govt. of Delhi are looking to onboard a White Label Partner, for developing & operating Rozgar Bazaar 2.0, which will be an omnichannel platform to support job seekers in their job search effort. While the authority and the Govt of Delhi will lead marketing efforts and on-ground operations, the White Label Partner will bring technical expertise and deep experience of the employment landscape in Delhi to jointly deliver the employment outcomes as per the vision of Rozgar Bazaar 2.0.

5.2 Definition of White Label Platform

White label platform here refers to the independent platform, that will be created by a White Label Partner – an existing job search platform, with prior experience of creating, operating, and marketing a similar platform . This white label platform shall be branded as Rozgar Bazaar 2.0¹. The White Label Partner should provide some basic facilities as mentioned below

- Separate platform i.e., separate app/website/mobile website
- Separate database with independent and secure storage, on independent servers and having independent access
- Engineering, Product Management, and Operations team to support platform development, ongoing operations, and tech support (at the discretion of the White Label Partner)
- Separate Project Management team with one single Nodal Officer/SPOC who will manage all communication with the Authority and the Govt. of Delhi
- The White Label Partner is free to deploy the manpower from its existing team but needs to ensure that there is dedicated and sufficient manpower to manage the work related to Rozgar Bazaar 2.0, that is to be delivered by the White Label Partner.

5.3 Scope of Work

The functional requirements for the job search platform can be divided based on the 3 pillars, which define the vision for Rozgar Bazaar 2.0

¹ The application splash screen and other key pages shall be branded as Rozgar Bazaar 2.0, powered by WLP

- A. Making job search, matching & end to end fulfilment easy
- B. Expanding employment linkage opportunities
- C. Network of other Value – Added Services (To be developed basis Bidder’s choice of VAS and mutual agreement between the Authority/Govt. of Delhi and WLP)

A. Making job search, matching & end to end fulfilment easy

The key purpose of the job search white label platform is to make search for seekers & employers easy and effective. As part of the same the white label platform is supposed to have certain specific features to ensure a smooth job & applicant search experience to both the job seekers & employers

i. Omni channel access for registration

Job seekers and employers, with access to the platform, etc. should have multichannel access to the platform. This multichannel access to the platform should include the following (but not limited to the list of channels shared below)

Mobile App: Mobile app which is available on all android based smartphones. The app should be easily downloadable and operational on a basic android smartphone, supporting android 5 or above, of any brand, with 2 GB RAM, running on max 1GB data pack/day

Website: Website which can be accessed using internet access either through desktop, laptop, tablet, or mobile phones on web browsers IE 11 and above, Firefox 68, Chrome NA

Apart from the above list of channels, the White Label Partner shall, if possible, provide over time, the feature for registration on the platform using WhatsApp chatbot (or similar chatbot based solutions, e.g., Telegram), IVR based registration (Tollfree number), and SMS based registration. Going forward the list of channels may be updated based on latest technological developments, to ensure the ease of access for all the users. Any channels proposed beyond the minimum mandated (Android App, website) may be detailed in the Technical Presentation.

Registration Process: Registration process should be smooth and frictionless. While preference will be for mobile based OTP solution, but ensuring secured & encrypted registration, without any data leakage is of paramount importance. Encryption standard required is Standard AES 256 both at rest and in-flight registration.

ii. Choice of Language

The user should have an option to choose from the following languages:

- English
- Hindi/ Hinglish: Hindi words written in English script, e.g., Apke paas is job ke liye sari skills hai, Ye kuch jobs apki profile se match karti hai, etc.

The White Label Partner may propose deployment of the second language over a period of time (MVP 2). Any additional languages will be mutually agreed upon if required.

iii. User Profiling

The platform should support detailed profiling across two important kind of user profiles:

Job Seeker: The job seeker should have a detailed profile on the platform, that enables smart matching and recommendations on jobs & skilling.

Employer: The job posting by the employer should have enough data points to ensure that the best suited job seeker profiles are matched to the respective jobs.

The White Label Partner needs to define a comprehensive set of data parameters for profiling different users to support smart matching solutions and ensure a seamless registration experience to the users, ensuring minimum dropout rate in the process.

iv. Validating employer credentials and job postings

The White Label Partner shall devise a mechanism to validate employer credentials and job postings to ensure that the platform showcases only authentic employer profiles and filters out fraudulent or duplicate job postings. The White Label Partner is free to propose and deploy their unique solution which may consist of a mix of technical solutions (IP tagging of fraudulent job posting employer, scrapping of common fraudulent job postings like MLM, etc.) and operational/manual solutions (phone-based verification employer credentials & postings)

However, in doing so, ease of job posting must be ensured, especially for small and medium business owners as well as individuals, who may look to hire from the platform to meet their business or domestic requirement e.g., individual homeowner looking to hire a security guard or a domestic maid etc.

The White Label Partner may propose their unique product approach to the above in the technical presentation which will be evaluated by the committee.

v. Defining job categories

It is critical to have well defined job categories to cover the high priority job sectors in Delhi. All the existing job categories on the current Rozgar Bazaar 2.0platform should be included in the job categories represented on RB 2.0. Eventually, the platform shall aim to cover all job categories available in Delhi including niche unserved/underserved job categories such as construction, factory labor etc.

vi. Detailed skill taxonomy

To enable accurate job/seeker matching, the platform should support a well-defined skill taxonomy across majority set of job categories. Well defined skill taxonomy enables the seeker to make a more informative decisions on selection of the job categories. The WLP is free to propose the unique skill taxonomy as adopted by their platform/product.

The White Label Partner may present their unique skill taxonomy in the technical presentation which will be evaluated by the committee.

vii. Smart Matching

The core of the white label platform is the smart matching engine, which takes into consideration a host of parameters and data points to ensure high quality matches. The algorithm deployed by the platform should have an AI based capability to automatically recognize and incorporate learnings from evolving job trends. The White Label Partner may outline the contours of their unique smart matching functionality in the technical presentation which will be evaluated by the committee.

viii. Filtering and sorting of job & candidate match

The platform should have the multi-filter functionality to ensure that the job seekers and employers can review, and filter high priority matches based on their preferences. Filters may be added /removed by the White Label Partner based on their experience, to ensure a great user experience on the platform. The platform should also have option for free text job search, preferably supported with autofill options or drop-down menu.

ix. Job application

Job Seeker should be able to apply for a job post or schedule interviews seamlessly, with the option to connect with the recruiter both on call and WhatsApp (if opted by employer). Job-specific questions should also be asked of the job seeker before final application.

x. Additional Features

In addition to some of the above basic functionalities that the platform is expected to have, there are some additional features which may be developed on the platform over time to ensure an enhanced user experience to both job seekers and employers. Some of the examples of additional features for job seekers are

- Options for creating self-populated smart downloadable resume on the platform
- Access to database of matched job seekers (without waiting for applications) and connect to job seekers via the platform for employers
- Facility for walk-in interviews for employers (if they opt for it)
- Secondary users for employers to manage applications
- Skill assessments for job seekers
- End to end managed services & bulk hiring solutions
- Employee lifecycle management
- Employer analytics dashboard for the employers

The list of features mentioned above is just a sample list, and the White Label partner is free to propose specific functionalities in their Technical Presentation that are useful as per the unique design philosophy of their platform.

xi. Tracking and Reporting

The platform should support real-time application tracking for both job seekers and employers. In addition, the platform must mandatorily also support tracking of the final outcome i.e., job offers.

The key objective of Rozgar Bazaar 2.0 is to support people in gaining meaningful employment and hence, the number of confirmed job offers is one of the most important parameters which will define the success of the White Label Partner and the Rozgar Bazaar 2.0 platform

This may be achieved via automated surveys of job seekers and employers after every few weeks of an application or include manual call-based surveys as well. Definition for a “confirmed job offer” is outlined in Section 9(B) of the RFP.

xii. Seamless and Intuitive graphic user interface

The white label platform should have a seamless, intuitive, and easy to use Graphical User Interface (GUI), which makes the job search process easy and enhances the overall user experience. The platform needs to focus on high user satisfaction, minimizing user effort and maximizing return to the user in terms of the time spent on the platform.

B. Expanding employment linkage opportunities

In addition to support the job seeker & employer in their job and candidate search, Rozgar Bazaar 2.0 as a platform, should develop additional functionality to cater to

- Cater to the growing segment of gig jobs which is expected to be a growing part of the economy going forward
- Help government leverage its physical reach and infrastructure to support job seekers and employers who are not digitally savvy

These features need not form a part of the MVP product and may be developed over time. The key requirements to fulfil the above set of functionalities are detailed below.

Gig Jobs

Gig jobs are an integral part of the overall employment landscape in Delhi and Gig jobs may vary based on multiple factors such as skill requirement, field vs remote, task-based vs shift-based, etc. Rozgar Bazaar 2.0 should cater to gig jobs over time, especially the ones catering to the needs of small and medium size businesses. In order to cater to this, the WLP may develop required features as per its experience and expertise to cater to jobs with specific timing/shifts, per hour salary expectations etc.

Phygital functionality to support digitally disconnected users

The Govt. of Delhi, through its physical infrastructure, will make its services available to citizens of Delhi with low digital accessibility. Users should have the ability to avail of admin-assisted offline registration and job search/posting through offline channels such Govt. of Delhi’s Employment Exchanges or other physical offices. This will require the platform to have additional functionalities such as

- Admin personas who can register job seekers & employers on their behalf & apply for jobs
- Communication with the job seeker and employer through SMS/IVR

- Ability to share job-matches with employers/seekers in print-out forms after registration by the admin at the physical office
- Similar physical access to other services of Rozgar Bazaar 2.0

The White Label Partner needs to only provide for the digital functionality to enable physical enablement of the services offered by the Rozgar Bazaar 2.0 platform. The bidder is requested to outline the associated features in the Technical presentation in detail and propose when it may be deployed (example: as part of MVP 2). The WLP shall build the functionality as mutually agreed between the Authority/ Govt. of Delhi and the WLP. All tasks beyond enabling digital functionality, i.e., including setting up and operations of physical centers will be fulfilled by Government of Delhi.

C. Network of other Value – Added Services

The Authority and the Govt of Delhi envision Rozgar Bazaar 2.0 as a platform that provides end-to-end employment related services leading to overall improvement in livelihoods of citizens of Delhi. After thorough primary research with the demographics of Delhi and comprehensive benchmarking activity, Govt. of Delhi has 6 value added services to this proposition. These additional services directly or indirectly aim to improve employability of the job seekers and are potential sources of traffic to the platform.

- Skilling
- Labor Market Information & Analytics (LMIA)
- Career guidance
- Government Jobs
- Skill credentialing
- Social benefit schemes

Any physical functionality or content development for VAS such as developing list of skilling and skill credentialing centers, validation of their services, counselling center's credentials, etc. shall be the responsibility of the Authority and the Govt. of Delhi. Only the digital functionality must be developed by the White Label Partner.

Out of the above mentioned 6 VAS, the White Label Partner needs to mandatorily provide the first 2 VAS i.e., Skilling and LMIA. The other 4 VAS are optional, though the Bidder shall be given marks in the Technical Evaluation for each of the VAS (optional) they propose to implement.

The Bidders shall further provide basic details for each VAS they propose to implement in the technical presentation including key functionalities, high level design, and timelines. The final decision to develop or deploy the VAS will be at the discretion of the Authority

The details on each of the VAS, its intended scope of work, product features, and functional requirement for both job seekers and employers are provided below. These details are indicative in nature and shall be detailed at the time of execution basis the approach and functionalities proposed by the WLP in the Technical Presentation. The WLP is free to propose the exact functionality as per its unique offering and mention the same in the technical presentation.

The White label Partner shall be expected to also integrate with any other services developed by other technical partners of the Authority and/or Govt. of Delhi.

The bidder is requested to provide person-hours for development of each of the enlisted VAS in Appendix XIII during technical bid

i. Skilling

Objective: Access to range of skilling opportunities available in Delhi as well as digital skilling options on the platform

Rozgar Bazaar 2.0 shall offer access to select technical skills and soft skills through videos and skilling programs. The Rozgar Bazaar 2.0 team shall form partnerships with content creators and skill providers to curate a playlist of videos and skill courses. The platform will also allow job seekers to access a curated list of physical skilling centers for various roles across Delhi.

Tentative Product Features:

A few indicative features to be included in the skilling VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time.

- Access to skill training videos: The platform may host a library of video playlists on different skills, which job seekers can access through the skill training VAS. The job seeker shall be able to browse, search, bookmark, and watch the videos on the platform. Additionally, the job seekers shall be able to share the videos with their peers by sharing link via WhatsApp / SMS with deep-link integration.
- Access to skill courses & providers: The platform may host a curated list of online and offline courses with out-links to course providers. Primary functionality of the platform would be to recommend skill courses most relevant to the seeker, allow job seekers to view/search/filter for skill courses, and route job seekers to respective skill training providers to enroll if they choose to pursue it.
- List of skill courses displayed to have detailed information listed about each course to help job seeker select a course. The details shall be subject to available parameters about each course, and may potentially include Course title, description, provider name, location, fees, schedule, expected placements, and reviews, etc. The platform shall offer contact details of the provider or link to the provider course's enrolment page for the job seeker to enroll directly
- Skill Recommendation: The primary functionality offered to job seekers would be recommendations based on various parameters like job seekers' profile, job category interests, previous job applications etc.
- Product features for Administrator: Admin should be able to modify the list of courses/videos etc. from the back-end and also have access to basic KPIs of the module

Any content development for skilling VAS such as list of skilling centers, digital content, and validation of their services shall be performed by the Rozgar Bazaar 2.0 team of the Authority and/or the Govt. of Delhi. The White Label Partner is also expected to propose other functionality related to skilling that is already part of the product or may be proposed as part of the future RB 2.0 roadmap.

This may include a targeted library of skilling videos/micro-courses and partnerships or offerings related to the same.

ii. LMIA (Labor Management Information and Analysis)

Objective: Evidence based policy-making that improves long term employment with the help of analytics driven informed decision making using Rozgar Bazaar 2.0 data

Expected traffic on Rozgar Bazaar 2.0 platform / website should help in garnering critical data about macro employment trends in Delhi. The data can play an important role in guiding policy related decisions for the Government of Delhi, as well as help other user types make data backed decisions. To facilitate the same, the Authority/Government of Delhi proposes a built-in analytical capability with the Rozgar Bazaar 2.0 platform / website to help generate and disseminate information. The capability will leverage data generated by the Rozgar Bazaar 2.0 platform / website and could in the future explore potential integration with external data as well.

Tentative Product Features:

A few indicative features to be included in the LMIA VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time.

- Employment related macrotrends: Analytics homepage to display live static dashboard with employment related macro KPIs from platform data. An indicative (non-exhaustive) list of such KPIs include:
 - Total live vacancies across sectors
 - Total live vacancies across job roles
 - Total live vacancies across salary brackets
 - Active job seekers across age group
 - Active job seekers across aspirational job roles
 - Employment status of active job seekers

- Access to user specific dashboards: Users to select a user type (without any login / verification) on the analytics home page to access a user-specific dynamic dashboard and pre-developed reports for download. Initial list of user types and respective dashboards are as follows (indicative list which shall be updated based on mutual discussion between the Authority/Govt. of Delhi and the WLP):
 - **Authority/Govt. of Delhi:** Dashboard for government to track custom KPIs around job placements, demand, salaries, job seekers' demographics, etc. and generate various cuts for the data based on the requirement
 - **Employer:** Dashboard allows an employer to identify typical salaries and skills for a selected job role, industry, and location as per relevant vacancies on Rozgar Bazaar 2.0
 - **Career guide / counsellor:** A career guide can choose a job role and location to get aggregated view of typical salaries, number of vacancies, credentials required (skills, qualification, past experience) on Rozgar Bazaar 2.0. In an alternate way to use the same

dashboard, guide can input job seeker profile details (age, gender, qualification, past experience, skills) to identify different job roles the job seeker profile is eligible for with average salaries and number of vacancies across each

- **Skilling institute:** For a select skill, dashboard to show aggregated view of demand for the skill from employers / job-roles (with typical salaries and vacancies), skill availability amongst job seekers, with option to disaggregate across locations
 - **Media / research institutes:** Dashboard displays trend in number of vacancies and salaries across industry or job role selected by the user over a selected period
- Administrative/Analyst Features: The platform shall allow access to analytical tools to the administrator or the analyst who can perform custom analytics on the platform itself to create different dashboards, publish dashboards, and download data in various forms

iii. Career guidance

Objective: Improved placements and retention with realistic career and salary expectations by providing job role orientation and counselling sessions with professional counsellors/guides

Govt. of Delhi intends to provide access to career guidance to job seekers through digital material and 1-1 personal counseling sessions with guidance counselors. Rozgar Bazaar 2.0 team appointed by the Authority and/or Govt. of Delhi shall partner with counseling organizations for the same and set up the physical infrastructure required to offer career guidance. In addition to career guides, Rozgar Bazaar 2.0 team shall also create / collate digital material for job role orientation. To support the delivery of guidance services, Rozgar Bazaar 2.0 platform shall host the digital material and facilitate scheduling of career guidance sessions.

Tentative Product Features:

A few indicative features to be included in the career guidance VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time.

- Job role discovery: The platform shall host digital material to help job seekers know more about a job-role. The feature would be facilitated by video(s) driven orientation of the job role along with key infographics (no. of vacancies within 10-15 Kms, average wages, etc.) about the role. The platform will recommend job-role discovery to job seekers and host the library of videos on job role orientation, which job seekers can browse, access, or search for.
- Career Guidance Session: The platform shall offer the functionalities of scheduling a guidance session (from a list of counseling centers and timings) and manage their existing bookings. Job seeker can schedule a 1-1 session through three means – contacting a physical center on phone, personally visiting a physical center, through in-app calendar. Job seekers can view all of their current and past sessions. The user shall be able to reschedule or cancel their session, change the mode of the session, and provide reviews for previous feedback sessions

- Functionalities for Guides: The platform shall offer career guides to view their previous and upcoming sessions, reschedule or cancel their sessions, mark their availability through in-app calendar on call.
- Administrative functionalities: The administrator shall be able to manage the existing sessions, manage guides' calendar, add, or modify list of guides and career guidance centers, job role discovery videos, and other digital material. Admin should also have access to basic KPIs and analytics

iv. Government Jobs

Objective: Increase usage and user satisfaction with the platform

Through this functionality, Govt. of Delhi aims to provide a consolidated view of all the Government jobs in Delhi to job seekers.

Tentative Product Features:

A few indicative features to be included in the Government Jobs VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time

- Administrative Features: The platform shall provide access to the administrator to manage existing jobs (update job details, bulk archive, etc.), add new jobs, and delete (or bulk delete) existing jobs. Any time government is recruiting for a job profile, admin will upload the details to the site. Admin will also have access to relevant KPIs and analytics.
- Government job recommendation: The platform shall recommend any new govt. jobs to job seekers based on their aspirations and eligibility. Clicking on the notification shall take job seeker to the page for the recommended government job.
- Browse, search, and bookmark Government jobs
- Select a government job: The platform shall allow job seeker to select a job from the jobs shortlisted above by clicking on respective jobs which shall take the job seeker to the job-page which has additional information on the job like hiring process, timelines, etc. A link on the job-page to apply shall route the job seeker to respective department website for online application, or to online application form (whichever applicable).

The Authority and/or Govt. of Delhi shall provide the repository of government jobs to be posted on the platform. The WLP shall be required to support the functionality on the platform.

v. Skill credentialing

Objective: Improve job matching with clear skill credentials for select list of skills pertaining to specific job roles

Several employers currently hire largely offline via past references or on-premises assessment of skill. Validation of job seeker's skills can help these employers hire online while giving them access to larger base. It can also help in better filtration and matching of candidates. The role of Rozgar

Bazaar app/website would be to help job seekers identify the nearest skill credentialing center, and also get the certification uploaded on Rozgar Bazaar 2.0

Tentative Product Features:

A few indicative features to be included in the skill credentialing VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time.

- Access to skill credentialing partner: The platform shall host a curated list of skill credentialing partners. Primary functionality of the platform would be to recommend job seekers credentialization of skills relevant to their profile and allow job seeker to search for skill credentialing partners near to them.
- Skill credentialing details: The platform shall allow, on selection of a skill credentialing opportunity, job seeker to view details of the credentialing process as well as the partner. Each opportunity shall have details on key parameters (skill name, credentialing partner, accreditation, fees, reviews, contact details of partner, etc.) as per availability on display
- Upload skill certificates: The platform shall provide the functionality of uploading skill certificates. Job seeker can upload a skill certificate (PDF / image) and selects a skill as well as the credentialing partner from a drop-down list. Upon verification/approval, the job seeker is awarded a verified badge for the specific skill.
- Administrative Features: can add a partner, edit partner details, and bulk delete or archive a partner. Also, the administrator will be responsible for verifying the skill certificate uploaded by the job seeker. Administrator can perform the verification functionality offline by cross-validating job seeker phone number with credentialing partner's database. Admin will also have access to relevant KPIs.

vi. Social Benefit Schemes

Objective: Improved awareness, financial inclusion, and formalization by providing details on and access to select employment related benefit schemes

Rozgar Bazaar 2.0 is likely to attract a large audience (both job seekers and employers) currently not enrolled in social benefit schemes while being eligible for them. Lack of awareness, accessibility and financial literacy can limit adoption of existing schemes which aim to improve overall livelihood of the beneficiaries. Rozgar Bazaar 2.0 app can guide its users towards availing these social benefits by driving awareness and financial literacy.

Tentative product features:

A few indicative features to be included in the social benefit schemes VAS are mentioned below but the White Label Partner is free to propose the product features, functional offerings, and the approach to develop them over time

- Access to social benefit schemes: The users (job seekers & employers) shall have access to a dedicated page for social benefit schemes, which have the schemes listed out with

information on scheme name, benefit type (personal, medical insurance, etc.), brief description, eligibility, etc.

- Administrative Features: The platform shall allow the administrator of Social Benefit Schemes to manage content and update the information about various government schemes visible to jobseekers and employers. The administrator shall be able to add, remove, archive, unarchive any scheme for employer / job seeker. In addition, the administrator shall have access to usage analytics for the schemes (schemes receiving most traction, demographics of job seekers & employers accessing the schemes page).
- Other features: Other functionalities that might be developed over time are recommendation of schemes to user basis their profile & platform activity, host videos illustrating the financial benefit of enrolling in a scheme, assist the user in locating the nearest physical enrollment center for a specific scheme, publish real-time user eligibility and scheme amount based on pre-determined criteria, track estimated benefit amount of a scheme user is eligible for, etc.

Note: The scope of work and the timelines for the execution of the VAS chosen by the WLP in their bid, shall be finalized based on the mutual discussion between the WLP and the Authority/ Govt. of Delhi during the signing of the contract. Any content development for VAS such as curating content for skilling or counselling, setting up physical guidance centers, sourcing counsellors or guides, job role discovery videos, etc. shall be performed by the Rozgar Bazaar 2.0 team of Authority/Govt. of Delhi.

5.4 Prospective partnerships with other job portals, institutions, and organizations

A. Existing Partnership

The White Label Partner may have some existing partnerships and existing MoUs with different organizations/institutions/entities – ranging from skilling institutes, other job portals, IT Service providers, counselling centers, customer support agency, etc.

The White Label Partner needs to disclose all existing partnerships and MoUs that it has currently party to.

Any partnership which directly supports the vision of Rozgar Bazaar 2.0 Platform should ideally be extended/re-initiated to Rozgar Bazaar 2.0 as well, however all liability linked to such partnerships is that of the White Label Partner only. The WLP should inform the Authority which partnerships are being re-deployed.

B. New Partnerships

The White Label Partner is free to enter into new partnerships with other job portals, IT service providers, customer support agency, skilling agency, etc. The White Label Partner needs to disclose all such partnerships clearly. All liability associated with any such partnership that the White Label Partner enter into, post the execution of the contract, is limited alone to the White Label Partner, and is not extended to the Rozgar Bazaar 2.0 platform or the Authority in any way. In case, the Authority see any conflict of interest arising from the new partnership that the White Label Partner enters, the

Authority may suggest modifications to mitigate the challenges which should be accepted by the White Label Partner to avoid any conflict.

The Authority and/or the Govt. of Delhi in its pursuit to provide access to the job seekers to the vast network of employers and job opportunities may also choose to partner with other job portals, staffing agencies, institutions and organizations (example: skilling/counselling organizations) etc. who support the job seekers in gaining meaningful employment. The White Label Partner should support integration with other services if required for the same. It is important to note here that any such partnership may exist either in an online or an offline mode. However, no variable pay will be paid for the successful offers, for job seekers who get offers via other partners (either government or otherwise).

The White Label Partner shall also support with linkages with any national/state or other Govt. related platform if and when required in the future as per national laws and mandates.

5.5 Access to jobs and job seeker data on Rozgar Bazaar 2.0 and the White Label Partner existing platform

The WLP may enable the job seekers on the Rozgar Bazaar 2.0 platform to view/see the jobs posted by employers on the White Label Partner's existing platform and directly apply for them on Rozgar Bazaar 2.0. This need not include any SPI or confidential information. The White Label Partner may seek consent for the same if required. Employers on Rozgar Bazaar 2.0 need not have access to the job seekers on the White Label Partner's existing platform.

The White Label Partner may define the methodology, detailed UX/UI design, technological implementation, User flows etc. associated with the execution of the above functionality. The WLP shall develop this functionality as mutually agreed between the Authority/ Govt. of Delhi and the WLP.

5.6 Technical Requirements

A. Solution architecture

The White Label Partner may outline the detailed architecture of their existing platform as part of their proposed solution. The partner shall also provide appropriate details on platform hosting on cloud, which shall be evaluated in the technical presentation.

B. Technical Documentation

- White Label Partner shall deliver the following to the Authority as part of software development cycle including access to technical documentation, third party software before software/ service become operational, which includes design documents, technical manuals, functional specification, software requirement specification and on-line tutorials.
 - o White Label Partner shall provide documentation related to any open-source software code, implementation guidelines, access control.

- White Label Partner shall also provide the MIS reports, data flow documents, entity relation diagram and data dictionary.

C. Compliance with IT and IS Security Policy

The Bidder will have to comply with Authority and the Govt. of Delhi's IT & IS Security policy. Some of the key areas are as under.

- Commits to safeguarding data security and user privacy, with high standards set in security to protect against any unauthorized access, data loss and misuse.
- Data must be encrypted at rest and in-flight within the platform
- No PII/SPI data of any user must be stored without encryption
- Responsibilities on system and software access control and administration
- Role based access control must be provided and logged for traceability
- Custodial responsibilities for data, software, hardware, and other assets of the Govt. of Delhi being managed by or assigned to the White Label Partner
- Quarterly reports on vulnerability and penetration testing conducted on the platform
- Physical and logical separation from other customer data across the instances hosted by the White Label Partner
- Incident response and reporting procedures
- Password Policy as laid out by the IT and IS security policy of Authority/Govt. of Delhi
- Data Encryption/Protection requirements of the Authority/Govt. of Delhi
- In general, confidentiality, integrity and availability must be ensured.
 - White label Partner can leverage the data e.g., services to employers, upskilling offers to seekers, but not to be shared with any 3rd party service providers or marketing companies. However, any such services will be disclosed by the White Label Partner before the launch and shall be contingent to the concurrence provided by the Authority/Govt. of Delhi
 - Any SPI information (e.g., PAN, Aadhar, GST etc.) of the user should be stored in an encrypted format at the database level, with requisite access to required personnel via an application-based decryption.

D. Technical Support

Provide technical support services for the duration of the contract as detailed below.

- Version Upgrade from the current platform: The bidder is meant to provide technical support to the software during the period of contract, with provisions to upgrade the software of the platform, as and when the newer version of the platform is released or already available after due evaluation. Bidder shall ensure that the platform is kept up to date with latest releases of software OS and underlying frameworks/platforms.
- Expansion of platform by way of set of open APIs that are compatible with relevant standards and contributing to the repository.
- Maintaining consistency, compatibility, and reusability of the software building blocks by defining principles, standards, and specification.

- Chosen partner to ensure that as the usage of the platform increases, technical support for scaling up the cloud infrastructure is also provided as per the need.
- On-going technical issues resolution in respect to the white labelled platform – via a clear ticketing system made available to the Authority and the Govt. of Delhi

E. Migration of existing database of users from current Rozgar Bazaar platform

The White Label Partner needs to support the migration of existing job seekers, employers, and jobs to the new Rozgar Bazaar 2.0 platform to the best extent possible subject to technical feasibility given potential data compatibility challenges (in which case a mutually agreeable solution may be pursued),

5.7 Manpower Requirement for Engineering, and Operational Support

White Label Partner shall set up a team of engineers, product managers and operational staff to ensure the deployment and outcomes of the platform are fully met. The deployment of team including engineers, product managers, and other operational staff is at WLP's discretion provided that the scope of work outlined in the contract is fulfilled by the WLP in all forms.

The White Label Partner is required to have a separate Project Management team with at least 2 members on-site, at the Rozgar Bazaar 2.0 premises, (final location to be communicated at the time of signing of the contract). The recommended on-site team structure shall include:

- 1 for overall project management
- 1 for analysis, reporting, and coordination

The Partner should also ensure that a digital marketing expert is made available as and when required for joint consultations on marketing related decisions. The team located onsite, will be managed by the White Label Partner in all respects. They will also report to the Authority/ Govt. Of Delhi appointed head for Rozgar Bazaar 2.0 in a manner similar to a PMU.

The Authority and the Govt. of Delhi reserve the right to recommend a change of proposed manpower resources if required. Also, the White Label Partner will be liable to cover all the costs associated with the salary, travel, accommodation and other overheads and costs related to the deployment of manpower at the Authority/Govt. of Delhi premises, without any additional cost to the Authority/Govt. of Delhi.

5.8 Marketing Outreach

The Authority and the Govt. of Delhi will lead the overall marketing strategy for the Rozgar Bazaar 2.0 Platform. All marketing and branding related decisions will incorporate the inputs of the White Label Partner.

The Authority is completely committed to investing as much funds as required to ensure the success of the project. Prior marketing efforts of the government have already resulted in 13L+ job seekers and at least 5L+ jobs on the existing platform. Going forward, the Authority is committed to invest the necessary funds to meet its target of 25-30L job seekers on the platform and ensure adequate

sourcing of demand. This will include regular digital marketing for continued traction and targeted outreach. The Authority and the Govt. of Delhi will also activate its extensive on-ground physical channels and direct relationships with market & trade bodies to drive the required demand on Rozgar Bazaar 2.0.

In addition, the White Label Partner can carry out any additional marketing it deems fit but with prior approval from the Authority or any of its appointed/nominated competent authority. The Authority or the Govt. of Delhi shall not bear any costs for the marketing activity carried out by the White Label Partner beyond the financial bid.

5.9 Combined Customer Support

The White Label Partner shall provide all customer support channels already present on the existing platform as well as in the product roadmap.

An indicative list of functional and technical requests for customer support is provided below:

- Functional
 - Issues with job search/application or job posting
 - Other employer related issues e.g., delay in job verification
 - Unable to connect with employer
 - VAS related queries
- Technical Queries (not limited to the list shared below)
 - Platform/VAS user queries
 - Pro-active monitoring
 - Integration related queries
- Minor platform changes – All bug/fixes to be managed by the support team along with minor changes to branding, FAQs, and VAS modules.
- Periodic Reporting – Periodic reporting of functional and technical requests with details on SLAs, exceptions, escalations, TAT, and status.
- Communication channels for Functional & Technical Queries

The bidder is suggested to propose their approach for customer support in detail in the technical presentation. In doing so, the bidder must ensure that the proposed approach includes digital and/or automated channel(s) for customer support with well-defined SLAs. The bidder may also propose a call based or manual channel for customer support best suited to their overall design philosophy.

- Platform uptime – 98²%:

² Excluding scheduled downtime (scheduled downtime to be mutually agreed upon during signing of the contract)

5.10 Technical support

The technical support for the platform functionalities shall be offered by the White Label Partner. A few support items are listed below:

- Proactive monitoring – Platform & cloud infrastructure:
 - o White Label Partner shall monitor the health of the Cloud Infrastructure and proactively identifies issues that may impact performance
 - o White Label Partner shall proactively seek to remediate any issues before Failure.
 - o Remediation shall be managed using Change control process
 - o White Label Partner shall monitor well-defined set of items covering all PaaS services. Bespoke monitoring requests are accommodated on a case-by-case basis as part of the standard service
- Infra support
 - o OS - White Label Partner shall provide the Operating system support for all current Operating System
- Patch Management
 - o White Label Partner shall apply all Operating Systems currently and will apply all Critical and Security patches within 30 days from the date of release of patches from OEM.
 - o It is White Label Partner managed Infrastructure policy that all Critical and Security patches are deployed to Production within one month from release, accepting agreed change freeze periods
- Mobile upgrades in tune with OS upgrades
- Infrastructure Support:
 - o Infra Support to cover managed cloud support
- Backup Management: White Label Partner shall provide integrated Backup solution which protects your business's critical data. Managed Backup shall include following, aligning with prescribed Backup Policy:
- Reports of and Response to Security Breach
 - o White Label Partner shall report as soon as reasonably practical in writing and in accordance with applicable law, of a material breach of the security of the Customer Subscription which results in unauthorized access to Customer Data resulting in the destruction, loss, unauthorized disclosure, or alteration of Customer Data of which we become aware.
 - o White Label Partner shall also notify routine security alerts in respect of the Customer Subscription

5.11 Capacity Building, Training and Transfer of Knowledge, if any

WLP will train Authority/Govt. of Delhi IT and Business staff, as per business requirement with the support of necessary training material in the form of webinars, videos, help guides, blogs etc.

5.12 Timelines for project execution

The overall development and launch of the platform will be divided into three phases: MVP 1 ,MVP 2 and VAS

MVP 1: This will include the launch of first version of Rozgar Bazaar 2.0 platform cobranded with the WLP brand³. This version shall primarily include all the features present on existing platform of the WLP along with key modifications and additions mutually agreed between the WLP and the Authority/Govt. of Delhi. These modifications and final features to be included in the MVP 1 shall be finalized during the signing of the contract. These will only be the basic and most pressing changes required in the existing platform of the WLP. For example, one of the key features required in the MVP 1 is the mechanism for tracking placements as it will serve as the basis of variable fee payment to the WLP based on number of offers.

MVP 2: Based on the features included in MVP 1, the MVP 2 will include the development and launch of all the remaining features listed in the scope of work in this document. This will primarily include launching technical or functional product features that are not available on WLP's existing platform ,any additional functionality to expand employment linkage opportunities (as described in Section 5.3.b) that is not already present on WLP's platform and any other modifications identified during and after the launch of MVP 1, agreed upon mutually by the WLP and Authority/Govt. of Delhi.

VAS: The WLP shall be required to complete development of VAS proposed and agreed during signing of the contract as per the timelines outlined in the Technical Presentation and mutually agreed with the Authority during the signing of the contract.

The White Label Partner will be free to propose their own project timelines as part of the Technical Presentation as specified in Clause 9 b): Technical Evaluation Criteria. However, shared below tentative/indicative timelines for the overall execution of the project

S.No.	Milestone	Date (Week Start)
1	Signing of the Contract + Kickoff meeting + Requirement's workshop	Week 1
2	Start of Build (White Label Platform (MVP 1))	Week 2
3	Alpha Launch (White Label Platform (MVP 1)) – Internal Users	Week 5
4	Beta Launch (White Label Platform (MVP 1)) – Select Users	Week 7-8
5	General Availability (Web, MWeb, Play Store)	Week 9-10
6	Start of Build (MVP 2)	Week 11
7	Alpha Launch (MVP 2) – Internal Users	Week 19-20
8	Beta Launch (MVP 2) – Select Users	Week 21-22
9	Pushing updates to the main app	Week 23/24
10	Start of Build (VAS)	As per Bidder's proposal
11	Alpha Launch (VAS) – Internal Users	As per Bidder's proposal
12	Beta Launch (VAS) – Select Users	As per Bidder's proposal
13	Pushing updates to the main app	As per Bidder's proposal

³ The application splash screen and other key pages shall be branded as Rozgar Bazaar 2.0, powered by WLP

5.13 Deliverables, Reporting Requirements and Time Schedule for Deliverables

Format, frequency, and contents of reports; Dates of submission & progress to be monitored on regular basis as discussed below. All reports (Inception, Progress, Interim & Final reports) are required to be submitted with in time frame given below:

Report	Description
Inception Report	To be submitted within one week from the date of onboarding, the Inception Report to layout detailed feature delivery plan by sprint, cadence details and access to design mockups. Any major inconsistency in the Scope of Work, staffing problems, or deficiency in Authority/Govt. of Delhi assistance that need to be addressed for accomplishment of targets, must be submitted as part of this report.
Launch Report	To be submitted within two weeks of the beta launch date. The document must include detailed user manual, technical documentation laid out in the previous Technical Documentation section of scope of work of this document. Details of support processes along with standard operating procedure, troubleshooting steps, escalation contact to be shared.
VAS Report	<p>Based on the proposal submitted by the WLP for each VAS, there will be two types of reports for each VAS: Inception report & Launch report.</p> <p>VAS Inception report: Inception report to layout detailed VAS product feature plan, feature delivery plan by sprint, cadence details and access to design mockups. Any major inconsistency in the Scope of Work, staffing problems, or deficiency in Authority/Govt. of Delhi assistance that need to be addressed for accomplishment of targets, must be submitted as part of this report. Inception report must be submitted within 7 days of Start Date for proposed VAS (Start date to be proposed by the WLP in their bid)</p> <p>VAS launch report: Launch report to layout functionality at the time of launch, and future functionality to be added as part of future version.</p> <p>Detailed feature overview with technical specifications as detailed in the final contract signed. Support transition document with support processes, troubleshooting steps and escalation contacts to be shared.</p> <p>Launch report must be submitted within two weeks of the beta launch date (Beta launch date proposed by the WLP in their bid)</p>
Progress Report	To accompany any invoices raised

6 Modifications to the platform

A. Minor Changes

The White Label Partner is required and allowed to push minor updates to the functionality, which will be a core part of Rozgar Bazaar 2.0, especially if the updates are with regards to bugs, job matching, and overall improvement in the user experience on the platform and ensuring the required uptime of the application. The White Label Partner would not require any prior approvals for this from the Authority.

All changes which impact the functionality of the platform or any one of the features on the platform including VAS need to be addressed on urgent and immediate basis

B. Major Changes

For modifications related to adding additional features to the job matching functionality, the White Label Partner would have to share a detailed demo with the Rozgar Bazaar Operating Committee, 7 working days in advance of release. In case of major changes, even prior to the demo, the partner shall also be required to inform Rozgar Bazaar Operating Committee of the proposed changes. Final deployment will be as per mutual consent of both partners.

C. Additional functionalities as suggested by the Authority or Govt. of Delhi

The Authority or the Govt. of Delhi will be at liberty to suggest

- modifications to Rozgar Bazaar 2.0 platforms features / functionalities
- additional new features/functionality
- additional VAS
- modifications related to new campaigns to target new specific demographics, any changes related to the user flow and improvement in user experience, any changes related to branding of the platform etc.

The White Label Partner will be provided with details on the functionality suggested by the Authority/Govt. of Delhi. The suggested modifications/features must be deliberated in detail and will be deployed upon mutual consent between the WLP and the Authority/Govt. of Delhi. The timelines for execution of the modification will be decided jointly.

For any major change suggested that is outside the scope of this RFP, White Label Partner will share the detailed design and quote for additional services in man hours required with the Rozgar Bazaar Operational Committee, within 15 working days of receiving the proposal.

The final product design, features, cost estimates (as per the average manhour rate prescribed in Appendix VI) and timelines will be approved by the Rozgar Bazaar Steering Committee before development commences.

All changes must be logged in the ITSM tool along with release notes and change log for future verification.

7 Institutional and organizational arrangement and governance

A. Governance Committees

- **RB Operational Committee**

Consists of the Rozgar Bazaar 2.0 technical staff, CXO representatives and Project Management Unit (PMU) team (which may consist of advisors / consultants appointed by the Authority). This committee shall work in coordination with the White Label Partner from the start till the completion of the contract term

- **RB Steering Committee**

To include senior stakeholders from Rozgar Bazaar 2.0 (i.e., CEO, CFO, CTO, Board representatives if any), relevant leadership from the Authority and the PMU, representatives of Govt. of Delhi, and representatives from the White Label Partner

The Authority may further modify this governance framework as required for the successful execution of the project.

B. Operationalization framework for the project

The project will be governed by the principles of Agile Framework. The project will be executed in a huddle setup to design the journeys, discuss the best practices, and manage the overall implementation backlog. There will be regular meetings of the project progress as per the details below:

Frequency	Governing Committee	Key Responsibilities
Weekly Meeting	Operational Committee	White Label Partner to share a brief presentation/report on <ul style="list-style-type: none"> - Sprint blocker review - Technical impediments review - Feature acceptance
Fortnightly Meeting	Operational committee	White Label Partner to share a brief presentation/report on <ul style="list-style-type: none"> - Project progress review - Product release approval - Release metrics review - New feature release approval - Digital marketing plan approval - Usage report review
Monthly Meeting	Steering Committee	White Label Partner to share a brief presentation/report on <ul style="list-style-type: none"> - Review performance against contractual obligation - Escalations management
Quarterly Meeting	Steering committee	White Label Partner to share a brief presentation/report on <ul style="list-style-type: none"> - Monitor Performance - Major escalation related to nonperformance, delay in payments etc.

The constitution of the above governing committees may be revised based on the discretion of the Authority.

8 Inspection and Acceptance Testing

The Authority reserves the right to demand a demonstration of the solution/product on a representative model.

The inspection and test prior to delivery of the services/ product at the time of final acceptance would be as follows:

- White Label Partner shall intimate the Authority before delivering the solution/ products for testing
- White Label Partner shall provide a test product build to the Authority before each release to test and share feedback, if any
- The Authority reserves the right to employ a third-party testing team to perform necessary tests on the White Label Partner at any time informing in advance
- All product release features must be accepted by a representative from Authority before pushing to production

The Authority's right to inspect, test the solution/product after delivery of the same to the Authority and where necessary reject the solution/products which does not meet the specification provided by the Authority. This shall in no way be limited or waived by reason of the solution/ products having previously being inspected, tested, and passed by the Authority or its representative prior to the solution/products delivery prior to the installation and commissioning.

Nothing stated hereinabove shall in any way release White Label Partner from any warranty or other obligations under this contract.

9 Criteria for Selection

A. Minimum Eligibility Criteria

Parameter	Description	Basis of Evaluation
Legal Entity	The Bidder must be an Indian Company/ LLP /Partnership/Proprietorship firm registered under applicable Act in India.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed. (Please submit Appendix III, Form A)
Turnover	The bidder must have a minimum annual turnover (for last financial year 2020-21) of INR 14 Cr. Exemptions to startups as per relevant government laws will be applied	Extracts from the audited Balance sheet and Profit & Loss Account OR Certificate from the statutory auditor OR Certificate from CA Duly authorized documents as proof of registered startup (in case exemptions availed for startups) (Please submit Appendix III, Form A)
Years of relevant experience	The Bidder (lead bidder in case of multiple partners), as on date of bid submission, must have minimum 2 years or 24 months of experience in the business of actively running a Mobile Application (Android) and website serving blue & grey collar segment seekers and employers in India, with a minimum 100,000 cumulative app downloads on the Google Play Store. In addition to this the Bidder should have an office in one or more cities in India.	Self-undertaking on Company's letter head (Please submit Appendix III, Form A) Bidders to provide snapshot of following ⁴ : i) Release date of the Mobile application on Google Play Store ii) No. of cumulative downloads of the Mobile Application on Google Play Store (as on date of bid submission or before)
Indian Tax Registration	The Bidder should have valid GST Registration Certificate and Income Tax Return	Copy of GST Registration Income Tax Returns for last 3 years (till 31 March 2022 – if only applicable for lesser duration please specify and share the same) Copy of PAN Card (Please submit Appendix III, Form A)
Leadership Commitment	Backing of the board, key investors and senior CXO leadership of the Bidder to be committed to running the operations for the next 5 years	Duly authorized documents confirming the Leadership commitment from the investors/parent company, Bidder CXO's and Board on their respective letter heads along with the Appendix VIII (Please submit Appendix III, Form A)

⁴ In the event that the bidder has mobile application for both job seekers and employers, proofs for evaluation for both applications must be provided separately. No such proof may be required for website.

Parameter	Description	Basis of Evaluation
Manpower	Min 30 average number of the employees, for the past 2 years on the Bidders payroll	Self-undertaking on Company's letter head (Please submit Appendix III, Form A)
Declaration of any ongoing financial and legal proceedings	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up. Also, any Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Govt.). Govt., at the time of award of contract and at its sole discretion, can disqualify the Bidder in case of any adverse litigation past/present.	Self-undertaking on Company's letter head along with the brief details of litigations and disputes if any on the Company's letter head (Please submit Appendix III, Form A)
No prior blacklisting	Bidder should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any State or Central Government or their agencies/ departments/PSUs/Govt. companies on the date of submission of bid for this RFP.	Certificate from Chartered Accountant or Authorized Signatory (Please submit Appendix III, Form A)
Indian Tax Registration	The Bidder should have valid GST Registration Certificate and Income Tax Return	Copy of GST Registration Income Tax Returns for last 3 years (till 31 March 2022 – if only applicable for lesser duration please specify and share the same) Copy of PAN Card (Please submit Appendix III, Form A)
Integrity Pact	The Bidder should review and submit the signed copy of Integrity Pact	Signed copy of Integrity Pact Appendix XII

Note: Please also submit Appendix I, Appendix II, Appendix X and Appendix XII along with the Eligibility Criteria documents as well

B. Technical Evaluation Criteria

For the purpose of technical evaluation, the Mobile Application/ website must have been actively running for minimum 2 years or 24 months. Wherever applicable, the evaluation will be done based on any or all job postings on the platform, pan India.

Parameter	Sub Parameter	Evaluation Details	Max Marks
Existing Platform Core Functionality – Already present on existing Mobile Application (Android) & website	Number of Verified Job posts on the Mobile Application/Website	<1K: 0 marks 1K-10K: 1 mark 10K-50K: 2 marks 50K-75K: 3 marks 75K-1L: 4 marks >1L: 5 marks	5

Parameter	Sub Parameter	Evaluation Details	Max Marks
		<p>Bidder to specify the number of verified jobs posts for each of the last 6 months (Dec'21 – May'22) along with following:</p> <p>ii) Relevant snapshots of admin dashboard as proof for no. of verified jobs for each of the last 6 months (Dec'21 – May'22)</p> <p>ii) Details of the criteria used to term a job post as 'verified job' and details of verification process</p> <p>The number of verified job posts to be considered for scoring will be the average of last 6 months as provided by the Bidder. The Evaluation Committee will also verify the number of verified jobs on the Mobile application/website as on the date of bid submission. In case of large discrepancy (difference of >10%) between claimed jobs and jobs verified by the committee, the number verified by the committee may be considered for scoring or clarifications may be sought.</p> <p>Bidder to fill details in Appendix IV, Form A</p>	
	Coverage of job categories on the existing Mobile Application/ Website	<p>0.25 Mark for each job category with \geq 100 average job postings in the last 6 months (Dec'21 – May'22)</p> <p>The categories to be considered for scoring will be the ones which are available on the Mobile application and website for a user to browse and select from. For example, if a logged in user on the application can select any of the 15 categories out of 20 listed in Appendix IV, Form B, then the categories to be considered for scoring will be 15.</p> <p>Bidder to fill details in Appendix IV, Form B along with snapshots as proof for number of job postings for each category for each of the last 6 months (Dec'21-May'22)</p>	5
	Omni channel Access & Communication	<p>0.5 mark for each of the 5 access channels if complete functionality is available on the existing mobile application and website as on date of bid submission</p> <p>Only 0.25 marks for each access channel if it supports partial functionalities</p>	2.5

Parameter	Sub Parameter	Evaluation Details	Max Marks
		Bidder to fill details in Appendix IV, Form C along with snapshots as proof for each of the functionalities on each access channel	
	Filters available to aid both job seeker and employer experience on the platform	<p>Bidder to receive 0.5 marks for each of the filters present for jobseekers & employers on existing mobile application (Android) and website as on date of bid submission. The filters listed in Appendix IV are non-exhaustive</p> <p>Bidder to fill details in Appendix IV, Form D along with snapshots as proof for filters available on mobile application and website for both job seekers & employers</p>	2.5
	Employer Verification & Job Validation	<p>Availability of Employer Verification & Job validation as on date of bid submission which may consist of techniques such as:</p> <ul style="list-style-type: none"> Automated Document Verification Manual Call-based verification IP Address verification Automated Keyword Filtering Other filtering techniques for Job validation <p>Bidders to provide details of employer verification and Job validation process that is currently deployed on the existing Mobile Application and website. Bidder shall also submit relevant proofs in the form of snapshots or process flow diagrams as applicable for each of the techniques used. Bidder to submit the same with all the forms under Appendix IV. No specific format available for the same.</p>	5
	Total no. of app downloads (as on date of bid submission or before) ⁵	<p><10K: 0 mark 10K-1L: 1 mark 1-10L: 2 marks 10-50L: 3 marks 50L-1Cr.: 3.5 marks >1 Cr.: 4 marks</p> <p>Bidder to certify total no. of app downloads on Play Store for the existing mobile application as on date of bid submission on company letterhead along with snapshot of Google Play Store showcasing no. of</p>	4

⁵ In the event that the bidder has mobile application for job seekers and employers, the sum total of app downloads shall be considered for evaluation

Parameter	Sub Parameter	Evaluation Details	Max Marks
Success/ Usage Metrics of the existing Mobile Application (Android)/website		downloads. Bidder to submit the same with all the forms under Appendix IV. No specific format available for the same.	
	MAU – Monthly Active Users (All-India)	<p><10K: 0 mark 10-25K: 0.5 mark 25K-1L: 1 mark 1L-2.5L: 1.5 marks 2.5L-5L: 2 marks >5L: 3 marks</p> <p>To be certified by the Bidder on its letter head with attached screenshot of proof for app analytics. Bidder to specify the MAU for each of the last 6 months (Dec'21-May'22).The MAU to be considered for scoring will be the average for all six months.⁶ Bidder to submit the same with all the forms under Appendix IV. No specific format available for the same.</p>	3
	Android App star rating & number of reviews on Google Play store ⁷	<p>Marks to be allocated basis star rating and the number of reviews on Play Store</p> <p>Final marks = [Marks for star rating on the Play store] * [Marks for number of reviews on the Play store]</p> <p>Marks for star rating will be scored as follows: >=4.5: 2 marks 4.25-4.49: 1.5 marks 4.0-4.24: 1 mark 3.75-3.99: 0.5 mark <3.75: 0 mark</p> <p>Marks for number of reviews will be scored as follows: >1L reviews: 1.5 marks 50K-1L reviews: 1 mark 10K-50K reviews: 0.5 mark <10K reviews: 0 mark</p> <p>Snapshots to be submitted along with the bid submission by the for no. of reviews and for star rating on Google Play Store.</p>	3

⁶ MAU provided by the bidder shall be inclusive of monthly active users on both job seeker & employer application, in case of separate applications

⁷ In the event that the bidder has mobile application for job seekers and employers, marks for star rating shall be weighted average of the marks w.r.t number of app downloads for each application

Parameter	Sub Parameter	Evaluation Details	Max Marks
		<p>Bidder to submit the same with all the forms under Appendix IV. No specific format available for the same.</p> <p>The app star rating and no. of reviews will be considered only for self- owned, developed, managed, and operated apps of the Bidder.</p>	
Critical Functionalities available on existing Mobile Application and Website or proposed for development in future	<p>Additional features to support the job seeker and employer in the job and candidate matching experience</p>	<p>Bidder to receive 1 mark for each of the additional feature that is already available on the existing Mobile application and website and is proposed by the Bidder for RB 2.0</p> <p>0.5 Marks for each of the additional feature that is not already available on the existing Mobile application and website and is proposed by the Bidder for RB 2.0</p> <p>0 Mark if additional feature is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in Appendix IV, Form E along with snapshots as proof for each additional feature available on the existing mobile application and website, if applicable</p>	8
	<p>Admin Features that support different users on the platform ranging from employers to Govt. of Delhi to have a seamless experience on the platform</p>	<p>Bidder to receive 0.5 mark for each of the admin feature that is already available on the existing Mobile application and website and is proposed by the Bidder for RB 2.0</p> <p>0.25 Marks for each of the admin feature that is not already available on the existing Mobile application and website and is proposed by the Bidder for RB 2.0</p> <p>0 Mark if admin feature is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in Appendix IV, Form F along with snapshots as proof for each admin feature available on the existing mobile application and website, if applicable</p>	3.5

Parameter	Sub Parameter	Evaluation Details	Max Marks
	Willingness to provide optional Value Added Services (VAS)	<p>Bidder to receive 2 marks for each of the optional VAS functionalities</p> <p>No marks shall be awarded for two VAS that are mandatory to be built on the Rozgar Bazaar 2.0 platform (Skilling and LMIA).</p> <p>Bidder to fill details in in Appendix IV, Form G</p>	8
	Customer Support	<p>Bidder to receive 2.5 marks if the bidder proposes additional channels for customer support (example: call center) apart from what is already available on the existing Mobile application and Website and is defined in the scope of work. Bidder to share details of proposed customer support along with bid submission in form of a PPT not exceeding 1 slide</p> <p>0 Mark if no additional channel for customer support is proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form H</p>	2.5
Technical Requirement	Chatbot	<p>Tool used to support chatbot - 1 way and 2-way interaction capability. Ability to configure the response tree</p> <p>Bidder gets 2 marks if chatbot is available already on the existing Mobile application and website and is proposed by the Bidder for RB 2.0. Snapshots as proof for chatbot available on existing mobile application & website to be shared by the Bidder.</p> <p>Bidder gets 1 mark if chatbot is not available already on the existing Mobile application and website, but the Bidder proposes to provide chatbot feature. Bidder to share specification or prototype for the proposed functionality</p> <p>0 Mark if chatbot is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form I</p>	2

Parameter	Sub Parameter	Evaluation Details	Max Marks
	Coachmarks	<p>Ability to customize and configure coachmarks in multi-lingual format with links, graphics, and ability to nudge based on user journey.</p> <p>Bidder gets 1 marks if coachmarks is available already on the existing Mobile application and website and is proposed by the Bidder for RB 2.0. Snapshots as proof for coachmarks available on existing mobile application & website to be shared by the Bidder.</p> <p>Bidder gets 0.5 mark if coachmarks is not available already on the existing Mobile application and website, but the Bidder proposes to provide coachmarks feature. Bidder to share specification or prototype for the proposed functionality</p> <p>0 Mark if coachmarks is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form I</p>	1
	Social media integration	<p>Key integrations tools - social media listening, reputation management</p> <p>Bidder gets 2 marks if social media integration is available already on the existing Mobile application and website and is proposed by the Bidder for RB 2.0. Snapshots as proof for social media integration available on existing mobile application & website to be shared by the Bidder.</p> <p>Bidder gets 1 mark if social media integration is not available already on the existing Mobile application and website, but the Bidder proposes to provide social media integration feature. Bidder to share specification or prototype for the proposed functionality</p>	2

Parameter	Sub Parameter	Evaluation Details	Max Marks
		<p>0 Mark if social media integration is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form I</p>	
	Document viewer	<p>Ability to view documents via a standard viewer on the platform and support various formats including but not limited to Microsoft Office files, pdf documents, and common image formats such as jpg, jpeg, png,</p> <p>Bidder gets 1 mark if Document Viewer is available already on the existing Mobile application and website and is proposed by the Bidder for RB 2.0. Snapshots as proof for Document viewer available on existing mobile application & website to be shared by the Bidder.</p> <p>Bidder gets 0.5 mark if Document Viewer is not available already on the existing Mobile application and website, but the Bidder proposes to provide Document Viewer feature. Bidder to share specification or prototype for the proposed functionality</p> <p>0 Mark if Document viewer is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form I</p>	1
	Campaign Management	<p>Campaign management tool with the following capabilities:</p> <ul style="list-style-type: none"> - A/B testing tool integrated across all modules on the app - Journey builder to enable campaign automation <p>obtain feedback from end users for each product release</p> <p>Bidder gets 2 marks if Campaign management is available already on the existing Mobile application and website and is proposed by the Bidder for RB 2.0. Snapshots as proof for campaign</p>	2

Parameter	Sub Parameter	Evaluation Details	Max Marks
		<p>management available on existing mobile application & website to be shared by the Bidder.</p> <p>Bidder gets 1 mark if campaign management is not available already on the existing Mobile application and website, but the Bidder proposes to provide campaign management feature. Bidder to share specification or prototype for the proposed functionality</p> <p>0 Mark if campaign management is neither available on the existing Mobile application and website nor proposed by the Bidder</p> <p>Bidder to fill details in in Appendix IV, Form I</p>	
Outcome-driven Variable Fee	% of Total Commercial fee that will be considered Variable Fee – i.e. linked to achieving outcomes (confirmation of job offers)	<p>The bidder is requested to quote percentage of the Total Commercial Fee (refer to Section 9(C)) that will be considered as the Variable Fee (subject to confirmation of job offers)</p> <p>For instance, if the variable fee is 40 % of Total Commercial Fee, the fixed fee shall be 60% of total commercial fee</p> <p>The following marks will be allocated based on the % quoted:</p> <p>0-10% = 0 points 11-20% = 2 points 21-30% = 4 points 31-40% = 6 points 41-50% = 8 points >50% = 10 points</p> <p>(Definition of confirmed job offers is provided below the table)</p> <p>Bidder to fill details in in Appendix IV, Form J</p>	10
Technical Presentation	Detailed technical presentation by the Bidder before the Evaluation Committee	<p>Bidder is requested to make a detailed presentation on the following aspects:</p> <ul style="list-style-type: none"> Any Unique Features/USPs that the product already has on its existing mobile application (Android) and website Quality of matching algorithm on existing mobile application (Android) 	30

Parameter	Sub Parameter	Evaluation Details	Max Marks
		<p>and website to ensure best matches of job seekers to jobs</p> <ul style="list-style-type: none"> Proposed mechanism for tracking final placement details and tracking number of fully confirmed job offers Any functionality proposed to be developed in the future as a part of product roadmap that will also be extended to RB 2.0 Proposed design and understanding of VAS functionality Description of the existing & proposed support team & commitment - ticketing channels/routing/escalation Approach & Methodology along with timelines of the project Overall Capability, Fitment, and Alignment with the vision of Rozgar Bazaar 2.0 	

Definition of Confirmed Job Offer: A job offer will be considered confirmed after both the employer and the job seeker provide confirmation of the same with adequate details. It will not be conditional to the job seeker actually joining the job.

The White Label Partner will request the following details from the employer for all job offers:

- Full Name of the Job Seeker
- Job role offered
- Declaration from the employer confirming that the Job Seeker was offered a job and that above details are true
- Declaration from the employer confirming that the employer did not rescind the offer

If possible; the data points below should also be collected or automatically mapped:

- Date of Offer
- Date of Joining
- Mobile Number of the Job Seeker
- Employer Point of Contact (Person's Name, Employer Name, Mobile No., Email ID)

The White Label Partner will validate the aforementioned details with the job seeker. For a job offer to be considered confirmed, the job seeker must at least validate the employer's name, the job role, and the declaration that the job offer was made.

The exact methodology for the implementation of tracking the above may evolve/be revised as per mutual agreement between the WLP and the Authority from time to time.

The responsibility of the compliance to all labor laws and EPF norms as defined by Govt. guidelines lie with the employer and not the White Label Partner.

The minimum technical score required to be qualified for consideration of the commercial bid is 70 marks. However, if less than two bids qualify the given scoring requirement, then the minimum technical score requirement may be lowered to 50 marks

C. Commercial bid evaluation criteria

The bidder is requested to propose commercial fee that is inclusive of both fixed and variable components in.

- The total commercial fee should include all fixed fees (including breakup) and variable fee (the percentage of which shall be quoted in Section 9(B)). The Commercial Bid to be provided only in the BOQ format in the file available to download along with the tender document.

Parameter	Evaluation Methodology	Weightage
Total Commercial Fee	Bidder with the lowest total commercial fee will get the Max Marks: i.e., 100 Marks Other bidders to be scored relative to the lowest bidder, based on normalization formulae shared below	100

Scoring Methodology:

$$\text{Normalized Marks of Bidder A} = \text{Max Marks} * \left[\frac{\text{Lowest total commercial fee quoted}}{\text{Total commercial fee quoted by Bidder A}} \right]$$

D. Combined bid selection methodology

Bids will be evaluated as per Combined Quality Cum Cost Based System. The technical bids will be allotted a weight of 80% while commercial bids will be allotted a weight of 20%.

Combined score = 80% * [Technical score] + 20% * [Commercial score]

The bidder obtaining the highest total combined score will be ranked H-1 followed by proposal securing lesser score as H-2, H-3 etc. Bidder securing highest combined score and ranked H-1 shall be recommended for award of contract.

10 **Appointment of Successful Bidder**

A. Award Criteria

The Authority will award the Contract to the Successful Bidder whose proposal has been determined to be substantially responsive and has got the highest marks under the combined bid selection methodology made through QCBS basis as above

B. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The Authority reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder (s) or any obligation to inform the affected Bidder or Bidders of the grounds for the Authority

11 Right to Verification

The Authority reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

C. Notification of Award

Prior to the expiration of the validity period, the Authority will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process/ public procurement process has not been completed within the stipulated period, the Authority may like to request the Bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful Bidders furnishing of Performance Bank Guarantee, the Authority will notify each unsuccessful Bidder and return their EMD. The EMD of successful Bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

The Authority reserves the right to negotiate with the Bidder who has the highest combined score, after the completion of the overall evaluation process. However, the negotiation process shall be carried out keeping in view that the final negotiated fees, does not alter the status of the Bidder, with the highest combined score.

D. Performance Guarantee

The Authority will require the selected Bidder to provide an irrevocable, unconditional Performance Bank Guarantee, within 15 days from the Notification of award, for a value equal to 3% of the two-year project cost as quoted by the Bidder. The Performance Bank Guarantee shall first be renewed after two years, i.e., the completion of lock-in period, based on the annual estimated project cost for the year.

Two-year Project Cost = (Total Commercial Bid/5)*2

The Performance Guarantee should be valid for a period of T1 + 6 months (T1 = Month of Termination of contract). The Performance Guarantee shall be kept valid till completion of the contract (else if the contract is terminated for whatsoever reason before the final date of completion of the contract). The Performance Guarantee shall contain claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the contract. In case the Successful Bidder fails to submit performance guarantee within the time stipulated, the Authority at its discretion may cancel the order placed on the Successful Bidder, without giving any notice. The Authority shall invoke the performance guarantee in case the White Label Partner fails to discharge their contractual obligations during the period or Authority incurs any loss due to White Label Partner negligence in carrying out the project implementation as per the agreed terms & conditions

E. Signing of Contract

After Authority notifies the Successful Bidder that its proposal has been accepted, Authority shall enter a contract, incorporating all clauses of this RFP document, pre-bid clarifications and the proposal of the Bidder between Authority and the Successful Bidder. The format of the contract has been shared along with the appendix of this RFP document, refer Appendix XI

F. Payment Methodology

Payment of Fixed Fee

The partner shall be paid the full amount quoted as fixed fee component of the total commercial fee in Appendix VI. The payment schedule for the aforementioned has been outlined in Section 14.

Payment of Variable Fee

The partner shall be paid the outcome led variable fee only in proportion to the number of verified and confirmed job offers. This may be lesser than the Total Variable fee quoted in the Commercial Bid Appendix VI. The method for calculation of the exact payout is detailed below:

Given that the target number of confirmed job offers for Rozgar Bazaar 2.0 in a year is 1,00,000 and the tenure of the contract is 5 years, then-

$$\text{“Per job outcome fee” will be calculated as = } \frac{\text{Total Variable Fee}}{100000 \times 5}$$

Total Variable Fee paid to WLP (Per month) = “Per job outcome fee” X Number of confirmed job offers (per month)

The payment for variable fee will be done only against **confirmed** job offers (as defined in Section 9B, Technical Evaluation Criteria) that have happened through Rozgar Bazar 2.0. This may or not may not be equal to the Total Variable Fee as estimated in the commercial bid.

The White Label Partner shall raise the invoice for variable fee payment every month along with the data on confirmed job offers. While 70% of the variable fee invoice amount shall be paid (within 10 days) to the White Label Partner upon raising the invoice, the remaining 30% shall only be paid within 10 days of verification of the outcomes (verification shall be completed within 30 days of WLP submitting the database on offers). There will be no refund of the 70% irrespective of the results of the verification process. The verification process for confirmed job offers is detailed below.

Verification of Confirmed Job Offers:

- The Authority, either directly, or through a 3rd party agency, will select a randomized sample (minimum 10%) of confirmed job offer data shared by the WLP. The selection of sample is at the discretion of the Authority.
- This sample will be surveyed (either via email, telephone, chatbot, or other means) to validate the job offer data and other information by the WLP
- If some job seekers/employers are unreachable, they will not be considered as part of the eventual validation, unless this set is >50%

- The remaining 30% payout will be released based on the validation of job offer data and may be reduced pro-rata if found incorrect.
- If the data is found to be grossly incorrect, the Authority, may call for a joint consultation with the partner to discuss the anomalies and propose a solution. Based on mutual discussion between the WLP and the Authority, the necessary action shall be taken to either resolve the anomalies or with regard to the total payment of confirmed job offers.
- If the data is found to be grossly incorrect for 2 consecutive cycles, the Authority may choose to reduce the upfront payment from 70% by a maximum of 20% at a time

Authority reserves the right to update the process of verification as per evolving needs.

G. Failure to agree with the Terms and Conditions of the RFP

Failure of the Successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP or if the negotiations between the Successful Bidder and the Authority fail, shall constitute sufficient grounds for the annulment of the award, in which event Govt. Of Delhi may award the contract to the next best value Bidder or call for new proposals from the interested Bidder(s).

In such a case, the Authority shall invoke the EMD of the most selected Bidder.

12 Penalties

White Label Partner may be penalized for nonconformance with SLA based on the priority of the SLA. Penalty shall be applied under specific conditions listed below:

Conditions	Penalty
Delay in product delivery as per Bidder proposal and mutually agreed upon timelines at the beginning of the project	0.5% penalty per week of the delay on fixed development fees (restricted to the ongoing MVP)
Platform availability falling below agreed SLA of 98% for the month	In case of more than 3 instances of uptime breaches in a quarter, 1% of the quarterly maintenance fee as penalty for each additional instance, capped at 10% of the total quarterly maintenance fee value.

The Authority can terminate the contract with due notice, if the White Label Partner incurs consecutive penalties or if there is a very significant delay in delivery or quality of product as decided by the Steering Committee and with due representation from the WLP.

For significant delay in the execution timeline of the project or performance of the platform, which is attributable to the performance of the White Label Partner, the Authority will be free to forfeit the Performance Bank Guarantee. Also, the Authority will be free to forfeit the Performance Bank Guarantee at the time of termination either owing to default or poor performance or negligence or for any other reason mentioned in the termination clause of this document, to cover its damages/losses as it may deem fit.

13 Right to Audit

The Selected Bidder (White Label Partner) shall be subject to annual audit by internal/ external Auditors appointed by the Authority / inspecting official from any other competent Govt. authority or any regulatory authority, covering the parameters finalized by the Authority/ such auditors in the areas of Services/Solutions provided to the Authority and White Label Partner is required to submit such certification by such Auditors to the Authority. White Label Partner and or his/ their outsourced agents/ sub – contractors (if allowed by the Authority) shall facilitate the same. The Authority can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by White Label Partner. White Label Partner shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Authority. Except for the audit done by statutory/regulatory authority, the Authority shall provide reasonable notice not less than 7 (seven) days to White Label Partner before such audit and same shall be conducted during normal business hours.

The Authority (or any of its appointed auditor, consultant, representative) or any other competent Govt. authority or any other statutory authority are free to audit the data related to Rozgar Bazaar 2.0 specifically (and not limited to) the data related to the number of individual job seekers offered a job.

Where any deficiency has been observed during audit of White Label Partner on the parameters finalized by the Authority or in the certification submitted by the Auditors, White Label Partner shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by White Label Partner shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

White Label Partner further agrees that whenever required by the Authority, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Authority and/or any regulatory authority(ies). The Authority reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by White Label Partner. However, White Label Partner shall not be obligated to provide records/data not related to Services under the Agreement (e.g., internal cost breakup etc.).

The scope of the audit shall be limited to the services provided by the White Label Partner as part of the Rozgar Bazaar 2.0 Project Contract.

14 Payment Schedule

Payout Tranche	Amount	Payout Schedule
Project Inception Report	25% of the Fixed fee for White Label platform (Fixed Fee (a) in Appendix VI of this document)	To be paid within 7 working days of signing the final contract and submitting the Inception report
Pending Fixed Fees	Fixed fee payout to be linked to the MVP launch as defined in the Section 5.11 of the scope of work of this document and Fixed fee payout linked to the VAS as proposed by the White Label Partner	<p>Different bidders may propose their own timelines for the execution of the project, with different release dates/phased roll outs of MVP 1, MVP 2, and VAS offerings (if any). The proposed Payment Schedule for the Fixed Fees will be:</p> <ul style="list-style-type: none"> • 40% of the Fixed fee for White Label platform (Fixed Fee (a) in Appendix VI) upon the first MVP release (consisting of the basic White Label Product and modifications mutually agreed upon – refer details of MVP1 in Section 5.11 of this document) • 20% of the Fixed fee for White Label platform (Fixed Fee (a) in Appendix VI) upon the second MVP release (refer details of MVP2 in Section 5.11 of this document) • 15% of the Fixed fee for White Label platform (Fixed Fee (a) in Appendix VI) upon completion of the lock-in period of 2 years subject to continued development of the platform <p>For VAS, the proposed payment may vary according to the proposed roll-out plan by the WLP for each VAS. The schedule for the Fixed Fees linked to VAS (as in Appendix VI) based on full roll-out in one go will be (after mutual agreement between the govt. & the WLP):</p>

Payout Tranche	Amount	Payout Schedule
		<ul style="list-style-type: none"> • 50% of the Fixed fee related to the proposed VAS upon submitting a written report on detailed product design, roadmap, and timelines of VAS development • 50% of the Fixed fee related to the proposed VAS (upon submitting the VAS launch report after the launch of the relevant VAS) <p>In case of multi-phase roll-out proposed by the WLP, these base amounts will also be distributed equally across phases proposed by the WLP. For e.g., if VAS is proposed to be launched in two phases, then 25% of the Fixed Fee related to proposed VAS will be paid upon submitting the written report on roadmap & timelines of Phase-1 VAS development & 25% upon submitting the Phase-1 VAS launch report after the launch. Similarly, the remaining 50% will be paid for Phase-2.</p> <ul style="list-style-type: none"> • The payment schedule may however be finalized in consultation with the White Label Partner (final selected bidder) upon finalization of project timelines and final proposed solution
Fixed Quarterly Maintenance Fees	The Selected Bidder to be paid the fixed maintenance fee for usage of the platform	Payout to be made on quarterly basis upon submission of the invoice, as in Appendix VI (first quarter to begin from the day of launch of MVP1 for Rozgar Bazaar 2.0)
Variable Fee	The Selected Bidder to be paid the success fee for the confirmed job offer	Payout to be made on Monthly basis upon submission of the invoice

All the payments made to the White Label Partner shall be made after deducting the

- Penalty imposed on the White Label Partner, if any
- Any other due amount on the part of the White Label Partner

All payments to be made by the Authority within maximum 30 days of WLP raising the invoice or/and in accordance with the terms and conditions mentioned in the Section 10(F)

15 Intellectual Property Rights

The White Label Partner will have I/P rights & ownership of the employment linkages platform/job matching platform which includes but is not limited to matching, matching app features, self-curated skill content, VAS features, source code, pre-existing VAS content, deliverables, all product features developed as part of this scope of work including Application UI, Data model, Database table, Platform services, infrastructure services, any customizations built for 3rd party integrations, whether now known or existing or hereafter developed.

However and notwithstanding the above, any design or content developed for VAS that is provided by the Authority/Govt. of Delhi (including and not limited to skilling videos, career guidance material, skilling material, pamphlets, posters etc.) platform by the Authority/Govt. of Delhi will only be owned by the Authority/Govt. of Delhi.

For all the VAS that are developed specifically for the Rozgar Bazaar 2.0 and are not merely extended from the White Label Partner's existing portal, the VAS functionalities may be offered on the White Label Partner's portal/app, with access restricted to only Delhi Users (users whose location is Delhi). However, for all related content to such VAS, wherever possible the user traffic must be re-directed from the White Label Partner's own platform to central VAS offering on the Rozgar Bazaar 2.0 platform. All traffic and any data related to same which comes on the Rozgar Bazaar 2.0 platform will belong to the Authority/ Govt. of Delhi. The traffic from the White Label Partner's own platform will come to the Rozgar Bazaar 2.0 platform based on any integrations (like a link out) done for sharing of VAS across the two platforms.

16 **Data ownership and usage**

The Authority has the ownership of all the data generated/collected on or in relation to the Rozgar Bazaar 2.0 Platform. The White Label Provider can leverage the data to improve platform algorithm, UX improvements, digital marketing, or for the introduction of feature improvements or additional services beneficial to users. The White Label Provider can also leverage the data to provide additional related services, whether on the Rozgar Bazaar 2.0 platform or WLP's existing platform, e.g., services to employers, upskilling offers to seekers, etc., but may not be shared under any circumstance with any 3rd party service providers or marketing companies. Any such additional services will be disclosed by the White Label Provider before the launch and shall be mutually agreed upon with the Government of Delhi/ Authority.

Any SPI information (e.g., PAN, Aadhar, GST etc.) of the user should be stored in an encrypted format at the database level, with requisite access to required personnel via an application-based decryption.

17 Revenue Generation

The White Label Partner cannot charge the users on the Rozgar Bazaar 2.0 platform for any services directly linked to employment and VAS unless mandated by the Authority/Govt. of Delhi. However, the Scope of this RFP will not have any bearing on the features provided on the White Label Partner's existing Platform.

For any other post placement service that the White Label Partner is providing to the employer on Rozgar Bazaar 2.0, e.g., employee life cycle services such as payroll, attendance, HRMS, background verification etc., the White Label Partner explicitly mention the costs for each service it is providing and specify that any such costs that the employer pays are being charged by the White Label Partner and not by the Authority or the Govt. of Delhi or any other related department/individual. Also, any such services shall be disclosed by the White Label Partner before the launch and shall be contingent to the concurrence provided by the Authority.

18 **Limitation of Liability**

The White Label Partner liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The White Label Partner shall be liable to the Authority for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the White Label Partner and its employees, including loss caused to the Authority, on account of defect in goods or deficiency in services on the part of White Label Partner or his agents or any person / persons claiming through or under said White Label Partner. However, such liability of White Label Partner shall not exceed value of submitted PBG (Performance Bank Guarantee) except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud, or gross negligence.

19 Subcontracting

The White Label Partner may subcontract the non-core part of the scope of work of this RFP document e.g., Customer Support (Technical/Non-Technical), IT development to support tech integration/API developments, on-site support manpower for VAS content management, underlying infrastructure management, overall project management etc. However, the core activities related to the employment linkages platform directly linked to job search activity e.g., job matching algorithm, development of skill taxonomy, skill assessment etc. cannot be outsourced and need to be developed and controlled by the White Label Partner itself.

The White Label Partner shall provide the list of all the services it plans to subcontract as the time of signing of the contract and update the list, as the need evolves during the duration of the contract.

It is clarified that the White Label Partner shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the sub-contractors.

The White Label Partner undertakes to indemnify the Authority or its nominated agencies from any claims on the grounds stated herein above.

20 **Liquidation Damages**

If White Label Partner fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP/Agreement, the Authority may, without prejudice to its other remedies under the RFP/Agreement, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Fixed Project Cost for delay of each week or part thereof maximum up to 5% of total project cost for the relevant component. Once the maximum deduction is reached, the Authority may consider termination of the Agreement.

21 **Conflict of Interest**

No organization or entity that has formally provided technical/PMU or advisory support to the Department on Rozgar Bazaar, may participate in this tender or generate income through participation in the services provided on Rozgar Bazaar 2.0

22 Fraud and Corrupt Practices

The Bidders and their respective Officers, Employee and Advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Authority shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost, and effort of the department, in regard to the RFP, including consideration and evaluation of such Bidders Proposal

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- **"corrupt practice"** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of Authority, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);

OR

- save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial, or technical consultant/ adviser of Authority in relation to any matter concerning the Project.
 - "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process.
 - "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
- **"Undesirable practice"** means establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process.

OR

- having a Conflict of Interest
 - "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process

23 Force Majeure

Notwithstanding the provisions of terms and conditions contained in this RFP, neither party shall be liable for any delay in performing its obligations herein if and to the extent that such delay is the result of an event of Force Majeure.

For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major, acts of Government in their sovereign capacity, impeding reasonable performance of White Label Partner and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

If a Force Majeure situation arises, White Label Partner shall promptly notify the Authority in writing of such condition and the cause thereof. Unless otherwise directed by the Authority in writing, White Label Partner 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.

If the Force Majeure situation continues beyond 30 (thirty) days, either party shall have the right to terminate the Agreement by giving a notice to the other party. Neither party shall have any penal liability to the other in respect of the termination of the Agreement as a result of an event of Force Majeure. However, White Label Partner shall be entitled to receive payments for all services rendered up to the date of the termination of the Agreement.

24 Exit Management

A. Exit Management Purpose

- This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause
- The exit management period starts, in case of expiry of contract, at least 9 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the White Label Partner. The exit management period ends on the date agreed upon by Authority or twelve months after the beginning of the exit management period, whichever is earlier

B. Confidential Information, Security and Data

White Label Partner will promptly on the commencement of the exit management period, supply to the Authority or its nominated agencies the following

- Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Rozgar Bazaar 2.0; any other data and confidential information related to the Rozgar Bazaar 2.0 (but not including the source code, functionality details, data, matching algorithm, and other items for which the intellectual property rights are solely with the White Label Partner)
- Rozgar Bazaar data as is reasonably required for purposes of Rozgar Bazaar 2.0 or for transitioning of the services to its Replacing White Label Partner in a readily available format.
- All other information (including but not limited to documents, source code for I/P for which Authority and White Label Partner have combined ownership, records and agreements) relating to the services reasonably necessary to enable the Authority and its nominated agencies, or its Replacing White Label Partner to carry out due diligence in order to transition the provision of the Services to Authority or its nominated agencies, or its Replacing White Label Partner (as the case may be)

C. Rights of Access to Information

At any time during the exit management period, the White Label Partner will be obliged to provide an access of information to Authority and/ or any Replacing White Label Partner to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Rozgar Bazaar 2.0

D. Exit Management Plan

The Selected Bidder shall provide Authority with a recommended exit management plan ("Exit Management Plan") within 60 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition

- A detailed program of the transfer process that could be used in conjunction with a Replacement White Label Partner including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer
- Plans for the communication with such of the White Label Partner, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer
- Plans for provision of contingent support to the Project and Replacement White Label Partner for a reasonable period (minimum three months) after transfer
- Plans for training of the Authority/Govt. of Delhi staff to run the operations of Rozgar Bazaar 2.0. This training plan along with the training delivery schedule should be approved by Govt of Delhi. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of White Label Partner
- White Label Partner shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date
- Each Exit Management Plan shall be presented by the White Label Partner to and approved by Authority or its nominated agencies
- During the exit management period, the White Label Partner shall use its best efforts to deliver the services
- Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule
- The White Label Partner should share detailed documentation as outlined in the previous section, Technical Documentation as part of the scope of work of this RFP document, as part of the handover. The documents must be reviewed and signed off by members of Authority before transition.
- All custom developments as part of VAS must be transitioned to new appointed White Label Partner as part of the deployment including design artifacts, code base, platform configurations and underlying infrastructure.
- All 3rd party contracts, related pricing and SLA agreements must be transferred along with commercial/legal documentation, training documentation and platform setup with access details.
- Historical digital marketing plan, creative templates, and collaterals must be shared with the Authority/Govt. of Delhi.
- Support knowledge base not restricted to standard operating procedure, routings, escalation contacts, SLA agreements, historical defects to be shared with Authority.
- Curated content uploaded to the platform open, published and archived should be handed over to Authority/Govt. of Delhi along with necessary meta data.
- Employer postings should be retained on Rozgar Bazaar 2.0 and must not be transitioned outside the platform post contract termination.
- Administrative access must be transitioned to Authority with appropriate access logs and should be assigned to designated users from Authority

25 Termination

The Authority, may, terminate this contract in whole or in part by giving the White Label Partner at least three months prior written notice indicating its intention to terminate the contract under the following circumstances:

A. Termination for Default

Authority may, without prejudice to any other remedy under this RFP and applicable law, reserves the right to terminate for breach of contract by providing a written notice of three month stating the reason for default to the White label Partner and as it deems fit, terminate the contract either in whole or in part:

- If the White Label Partner fails to deliver any or all of the project requirements operationalization / go-live of project within the time frame specified in the contract; or
- If the White Label Partner fails to perform any other obligation(s) under the contract; or
- If there is a breach of SLAs ; or
- If there is a breach of representations & obligations; or
- If the White Label Partner becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person

Prior to providing a notice of termination to the White Label Partner, the Authority shall provide the White Label Partner with a written notice of 7 (seven) days instructing the White Label Partner to cure any breach/ default of the Contract, if Authority is of the view that the breach may be rectified

On failure of the White Label Partner to rectify such breach within 30(thirty) days, the Authority may terminate the contract by providing a written notice of three months to the White Label Partner, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Authority. In such event, the White Label Partner shall be liable for penalty/liquidated damages imposed by the Authority. The Performance Guarantee shall be forfeited by the Authority.

B. Termination for Convenience

Authority may in its own discretion, by provision of a written notice sent to the White Label Partner, terminate the contract, either in whole or in part at any time after the 2 years lock in period, for its convenience. The notice of termination shall specify that termination is for Authority's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any. Also, the Exit Management plan shall be enforceable under the Termination for Convenience

C. Termination by White Label Partner

White Label Partner may terminate the Contract by not less than 30 days written notice to the Government of Delhi, such notice to be given after the occurrence of any of the following events –

- If the Government of Delhi fails to comply with the payment terms pursuant to the agreed contract, within 30 days of the written notice by the White Label Partner to the Government of Delhi
- If the Government of Delhi fails to comply with any final decision reached because of arbitration
- If the Government of Delhi is in material breach of its obligations pursuant to this Contract and has not remedied the same within 30 days (or such longer period as the Solution Provider may have subsequently approved in writing) following the receipt by the Government of Delhi of the White Label Partner's notice specifying such breach.

D. Consequences of Termination

In the event of termination of this contract for any reason whatsoever, Authority is entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the White Label Partner shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to Authority and/or its appointed advisor/White Label Partner, as may be required, to take over the obligations of the White Label Partner in relation to the continued execution of the requirements of this contract

26 Taxes and Duties

White Label Partner shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the Commercial Bid by the Bidder shall include all such taxes in the quoted price

Commercial Bids quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes. The quoted commercial bids and taxes/duties and statutory levies such as GST etc. should be specified in the separate sheet (along with the Appendix-VI).

Only specified taxes/ levies and duties along with the Appendix-VI will be payable by the Authority on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties as mentioned along with Appendix-VI are replaced by the new legislation of Government, same shall be borne by the Authority. The Authority shall not be liable for payment of those Central / State Government taxes, levies, duties, or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder along with Appendix-VI

Commercials payable to White Label Partner as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations

Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price

All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement because of this RFP process shall be borne by White Label Partner. The Agreement/ Contract would be stamped as per Indian Stamp (Delhi Amendment) Act, 2007 and any amendment(s) thereto

27 Tax Deduction at Source

Wherever the laws and regulations require deduction of such taxes at the source of payment, the Authority shall affect such deductions from the payment due to White Label Partner. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Authority as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve White Label Partner from his responsibility to pay any tax that may be levied in India on income and profits made by White Label Partner in respect of this Contract

White Label Partner's staff, personnel and labor will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and White Label Partner shall perform such duties regarding such deductions thereof as may be imposed on him by such laws and regulations.

28 **Change in Ownership**

In the event of change in ownership of Bidder, the White Label Partner, under the new owner, shall be obligated to inform the Authority immediately and ensure continuous provision of services as per the Scope of Work, defined timelines, and terms of this RFP. It must also be ensured that change in ownership does not violate the Minimum Eligibility Criteria

In any such event as above, the Authority shall also have right to terminate the Bidder and appoint any other White Label Partner or in-house team to continue the development. The White Label Partner is obligated to support the orderly transition and complete knowledge transfer to another White Label Partner appointed by the Authority.

29 Arbitration

In case any dispute between the Parties, both the parties, will try to resolve the issue mutually within 15 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue within a period of 7 days. If the issue does not settle, within a period of 7 days by negotiation in the manner as prescribed, the same may be referred to a sole arbitrator, to be appointed by mutual consent of both the Authority and White Label Partner within 20 days of the failure of negotiations. Each party shall bear the costs of preparing and representing its case and the cost of arbitration, including fees and expenses of the arbitrator, shall be shared equally by the parties unless the awards otherwise provided. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Indian Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. The parties agree that the decision or award resulting from arbitration shall be final and binding upon the parties and shall be enforceable in accordance with provision of the Arbitration Act. Pending the submission of and/or decision on a dispute and until the arbitral award is published; the parties shall continue to perform their respective obligations as per the contract, without prejudice to a final adjustment in accordance with such award (parties here refer to White Label Partner and the Authority)

30 **Jurisdiction**

All disputes are subject to the jurisdiction of courts in the National Capital Territory of Delhi and agreement will be governed by and be construed in accordance with the laws of India.

Appendix I – Details of the Bidder

S No.	Parameter	Bidder Response
A	Name and address of the Bidder	
B	Local address of the Bidder	
C	Incorporation status of the Bidder (public limited/ private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of Company/Firm/Agency registration	
H	Details of registration with appropriate authorities for GST	
I	Name, Email, Phone Number, Address of Point of Contact(s)	

Appendix II – Letter of Proposal

To
Registrar,
Delhi Skill and Entrepreneurship University,
Integrated Institute of Technology Complex,
Sector 9, Dwarka, New Delhi
Subject: Proposal for Development and Operating of the Rozgar Bazaar 2.0 Platform

Dear Sir/Madam,

We, the undersigned, offer to provide the desired services for the development and operations of the employment linkages platform of the Govt. of Delhi, with your Request for Proposal dated < > and our Proposal. We are hereby submitting our Proposal, which includes all the relevant documents required (list shared below), through e-Tender Procedure

List of Documents Submitted

- 1.
- 2.
- 3.

We hereby declare that all the information and statements made in this bid are true and accept that any misrepresentation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 90 days as stipulated in the RFP document. We understand you are not bound to accept any Proposal you receive.

- While submitting this Bid, we certify that:
 - The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
 - We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
 - Commercial bid submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
 - The Commercial bid submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
 - We have quoted for all the services/items mentioned in this RFP in our indicative price Bid.
 - The rate quoted in the Commercial Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

- We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.
- We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the Government, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- We undertake that we will not resort to canvassing with any official of the Government, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
- It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, Rozgar Bazaar 2.0 will have right to disqualify us from the RFP without prejudice to any other rights available to the Rozgar Bazaar 2.0.
- We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Rozgar Bazaar 2.0, Government of Delhi.
- We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement as per template available in this RFP, the rates quoted therein for the orders awarded by the Government up to the period prescribed in the RFP, which shall remain binding upon us.
- Till execution of a formal contract, the RFP, along with the Rozgar Bazaar’s notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Rozgar Bazaar 2.0 and us.
- We understand that you are not bound to accept the lowest or any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- We also agree to be present for the technical presentation when we are required to do so

Yours sincerely,

Authorized Signature [in full and initials]: _____

Name and the Title of Signatory _____

Name of Firm:

Address

Location:

Date:

Appendix III – Compliance sheet for Minimum Eligibility Criteria

FORM A: Generic parameters for the Minimum Eligibility Criteria

Parameter	Description	Compliance (Y/N)	Reference Document
Legal Entity	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.		
Turnover	The bidder must have a minimum annual turnover (for last financial year 2020-21) of INR 14 Cr. Exemptions to startups as per relevant government laws will be applied		
Years of relevant experience	The Bidder (lead bidder in case of multiple partners), as on date of bid submission, should have minimum 2 years or 24 months of experience in the business of actively running a Mobile Application (Android) and a website serving blue & grey collar segment seekers and employers in India, with a minimum 100,000 cumulative app downloads on the Google Play Store. In addition to this the Bidder should have an office in one or more cities in India.		
Indian Tax Registration	The Bidder should have valid GST Registration Certificate and Income Tax Return		
Leadership Commitment	Backing of the board, key investors and senior CXO leadership of the Bidder to be committed to running the operations for the next 5 years		
Manpower	Min 30 average number of the employees, for the past 2 years on the Bidders payroll		
Declaration of any ongoing financial and legal proceedings	Bidder should not be insolvent, in receivership, Bankrupt, or being wound up. Also, any Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Govt.). Govt., at the time of award of contract and at its sole discretion, can disqualify the Bidder in case of any adverse litigation past/present.		

Parameter	Description	Compliance (Y/N)	Reference Document
No prior blacklisting	Bidder should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.		
Integrity Pact	Bidder must submit signed copy of the Integrity Pact Appendix XII		

Appendix IV – Compliance sheet for the Technical Evaluation Criteria

Form A: Number of Verified Job Posts (All-India) on the Mobile Application/Website

Variable	Dec'21	Jan'22	Feb'22	Mar'22	Apr'22	May'22	Average
Number of verified Job posts on Mobile application/website							

Note: Bidder to specify the number of verified job posts for each of the last 6 months (Dec'21 – May'22) along with following:

- i) Snapshots as proof for no. of verified job posts for each of the last 6 months (Dec'21 – May'22)
- ii) Details of the criteria used to term a job post as verified job post and details of verification process

The number of verified job posts to be considered for scoring will be the average of last 6 months as provided by the Bidder. The Evaluation Committee will also verify the number of verified job posts on the Mobile application/Website as on the date of bid submission. In case of large discrepancy (difference of >10%) between claimed monthly jobs and jobs verified by the committee on the date of bid submission, the number verified by the committee may be considered for scoring.

Form B: Coverage of job categories on the existing Mobile Application & Website

S.NO	Job Category	# Of Job Postings (not Openings/Vacancies) (in each of the last 6 months Dec'21-May'22)						
		Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Avg
1.	Sales & Marketing							
2.	Tele-caller							
3.	Back Office/Data Entry							
4.	Delivery							

5.	Driver							
6.	Accountant							
7.	Security Guard							
8.	Teacher							
9.	Construction (Masons, Electrician, Welders, Architect etc.)							
10.	Manufacturing (Machine Operator, Linesman etc.)							
11.	Domestic Help (maid, nanny, caretaker etc.)							
12.	Lab technician							
13.	Cook/Chef / Waiters/							
14.	IT/ Hardware/Network Engineer							
15.	Admin/Office Help /Peon							
16.	HR/Receptionist							
17.	Nurses/Ward boy							
18.	Legal							
19.	Beautician / Spa/Wellness							
20.	Event Management							

Note: Bidder to fill details in above table along with snapshots as proof for number of job postings for each category for each of the last 6 months (Dec'21-May'22)

The categories to be considered for scoring will be the ones which are available on the Mobile application and website for a user to browse and select from. For example, if a logged in user on the application can select any of the 15 categories out of 20 listed in Appendix IV, Form B, then the categories to be considered for scoring will be 15.

Form C: Channels of Communication

Functionality	Mobile App	Website	WhatsApp	IVR	Chatbot
Registration					
Communication Updates					
Customer Support					
Feedback					

Note: Bidder to say yes only if complete functionality is available for both job seekers and employers on the existing mobile application and website as on date of bid submission

If the functionality is available either only for the job seeker or the employer, then the Bidder needs to say no

Form D: Filters for job seekers and employers

Functionality	Job Seeker (Y/N)	Employer (Y/N)
Job/Seeker location radius		

Job salary range / Job seeker salary expectation		
Skill based filters		
Work ex. requirement		
Job Categories		

Note: Bidder to get full 0.5 mark per filter, if the same is available for both Job Seeker and employer on existing mobile application (Android) and website as on date of bid submission.
No partial marking

Form E: Additional features to support the job seeker and employer in the job and candidate matching experience

Please mark as Yes in Column “Available on Existing Platform” if you currently have this functionality on existing mobile application and website. Please mark as Yes in Column “Proposed Functionality on RB” if you propose to have this functionality within the white-label solution within the next 1 year

Functionality	Description	Available on Existing Platform (Yes/No)	Proposed Functionality on RB 2.0 (Yes/No)
Video /Audio Resume	Functionality for the seekers to add up to 120 seconds of brief introduction about themselves, display their soft skills e.g. communication, specifically for job such as tele-caller, sales, teaching etc.		
Gig Functionality	Platform to have functionality to enable job seekers and employers to search and post gig jobs. This includes specifying details e.g., working hours per day, specify salary per hour or per task, specify frequency of payout – weekly/monthly/post task completion, working days of the week		
Pre job eligibility Assessments	Functionality to provide quiz-based pre-job application eligibility assessments, beyond basic yes/no questions related to specific documents, ownership of vehicle. The quiz questions to be more oriented towards assessing specific skills related to a particular job role e.g., questions related to tally, GST filing, budgeting tools, etc. for accountant job role		
Managed end to end hiring	Ability to provide end to end hiring process right from sourcing of job seekers, matching the right candidates, support/self-interview the candidates and then help in candidate onboarding as well, not only for enterprise but small and medium size employers as well		
Background Verification	Provide background verification services to the employers, both physical and tech enabled background verification check e.g., criminal background verification, Aadhar enabled verification etc.		
Payroll/HRMS solution	Providing Payroll and other HRMS related solutions linked to the end-to-end employee life cycle management, for all categories of employers		
Skill taxonomy	Comprehensive taxonomy of skills and sub skills for each job category that can be leveraged for more accurate assessment of job-candidate suitability		

Functionality	Description	Available on Existing Platform (Yes/No)	Proposed Functionality on RB 2.0 (Yes/No)
	<p>strategic reskilling and upskilling programs. For example: Skill taxonomies for job categories may look like Baker: French → Egg-based →Gluten free Data Analyst: Visualization → Power BI → Dynamic dashboards</p>		
<p>AI-enabled Video-based Profile Assessments</p>	<p>Video based interview enabled by AI algorithm that indicates whether a job seeker is likely to succeed in the role, based on data points proven to be predictive of job performance For example: The algorithm can rate the candidate's body language, facial expressions and voice emotions during the interview and make the assessment without any bias.</p>		

Form F: Admin Features that support different users on the platform ranging from employers to Govt. of Delhi to have a seamless experience on the platform

Please mark as Yes in Column “Available on Existing Platform” if you currently have this functionality on existing mobile application and website. Please mark as Yes in Column “Proposed Functionality on RB” if you propose to have this functionality within the white-label solution within the next 1 year

Admin Feature	Description	Available on Existing Platform (Yes/No)	Proposed Functionality on RB 2.0 (Yes/No)
User management - Users/Roles/Groups	<p>Central user management module for administrators to bulk/manually add, remove, and manage users across organizations. View and modify detailed Create and manage both automated and manual user groups. Ability to create different workflows within the platform. Ability to add and manage plans which a user can be associated with.</p> <p>Ability to add and configure roles and role-based access control across end user and admin.</p>		
Widget management	<p>Customization of accessibility of module and configurable access to marketplace based on user groups. Ability to customize the module level notifications for each user category.</p>		
Notification management	<p>1. Ability to fire a list of transactional automated notifications based on a pre-defined list triggered by any specific event across any of the workflows associated with a user to different users via multiple channels including email, SMS, WhatsApp, in-app, and push notifications.</p> <p>2. Ability to create, edit, and configure automated and manual notifications for transactional triggers and content pieces across doctors and patients with editable deep links, scheduling, personalization, channel selection (SMS, WhatsApp, in-app/push, Email), text & templates, & rich notifications (.jpg/.gif/html for email). 3. Ability to save as draft & view history/log of notifications and CTR's for each notification shared.</p>		

Admin Feature	Description	Available on Existing Platform (Yes/No)	Proposed Functionality on RB 2.0 (Yes/No)
Workflow management - Rules/Ticket	Set up a rules engine to configure counselor offering based on types of users. Automation of user groups based on rules. Ability to create different workflows within the platform.		
Content management	Ability to upload, add & edit metadata & files for content to be published along with configuration of permissions, user and user group tagging.		
Partner management	<p>Ability to add and manage different partners and bulk upload partner related configurations on marketplace.</p> <p>Ability to add and manage third party vendors, integration of different services with the platform, listing and managing training/services in the marketplace module to handle all the external associations with the platform.</p>		
Help & Support	Ability to update FAQs, T&Cs.		

Form G: Proposed VAS Features

Please refer to Section Value Added Services under Section 5.3.c: Scope of Work of this RFP document for a detailed definition of the required VAS functionality

VAS and other features	Response (Yes/No)	Submission Required
Skilling	Mandatory	Bidder to submit high-level technical approach, prelim UX/UI design, and proposed Technical Architecture
LMIA	Mandatory	
Counselling		
Govt. Jobs		
Social Benefits		
Skill Credentialling		

Form H: Customer support

Please mark as Yes in Column “Willingness to provide additional channel for customer support” if you propose to provide any additional channel for customer support from what is already available on existing platform.

Bidding Parameter	Willingness to provide additional channel for customer support (Yes/No)	Submission Required
Customer Support		Bidder to submit details on additional channels of customer support to be provided by them – existing/additional, team structure, features supported, etc. in not more than 1 slide in technical presentation

Form I: Technical Requirement

Please mark as Yes in Column “Available on Existing Platform” if you currently have this functionality on existing mobile application and website. Please mark as Yes in Column “Proposed Functionality on RB” if you propose to have this functionality within the white-label solution within the next 1 year

Parameter	Bidding Parameter	Available on Existing Platform (Yes/No)	Proposed Functionality on RB 2.0 (Yes/No)	Submission Required
Front end	Chatbot			<ul style="list-style-type: none"> • Bidder to submit snapshot as proof for functionality available on existing mobile application & website, in the form of PPT not to exceed 1 slide per Bidding Parameter • Bidder to submit Platform Specifications, Sample Report/Prototype for proposed functionality, in the form of PPT not to exceed 1 slide per Bidding Parameter
	Coachmarks			
	Social media integration			
	Document viewer			
Platform	Campaign Management			

Form J: % of total commercial fee as variable fee:

Bidding Parameter	% (out of 100)	Submission Required
% of total commercial fee that will be considered as variable fee linked to achieving outcomes		The bidder is requested to quote percentage of the Total Commercial Fee (refer to Section 9(C)) that will be considered as the Variable Fee (subject to confirmation of job offers) For instance, if the variable fee is 40 % of Total Commercial Fee, the fixed fee shall be 60% of total commercial fee

Appendix V – Commercial bid Covering Letter

(to be uploaded as part of technical bid)

To
Registrar,
Delhi Skill and Entrepreneurship University,
Integrated Institute of Technology Complex,
Sector 9, Dwarka, New Delhi
Subject: Submission of the Financial bid for Development and Operating of the Rozgar Bazaar Platform

Dear Sir,

We, the undersigned, offer to provide the services/solution for the Delhi Govt, Employment Linkages Platform in accordance with your Request for Proposal dated <<_____>> and our Proposal. This amount mentioned in the financial proposal is excluded of all applicable taxes, duties, cess, levies etc.

PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the date of opening of the Bid

1. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents

2. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary-proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

3. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you.
Yours sincerely

Appendix VI– Commercial bid

The Commercial Bid to be provided only in the BOQ format in the file available to download along with the tender document. **An indicative snapshot of the commercial bid is provided below-**

4	Tender Inviting Authority: Delhi Skill and Entrepreneurship University							
5	Name of Work: Selection of White Label Partner for Development and Operation of Rozgar Bazaar 2.0							
6	Contract No:							
7	Name of the Bidder/ Bidding Firm / Company:							
8	PRICE SCHEDULE							
9	(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)							
10	NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #	
	Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT In Words	
11	1		4	5	13	53	55	
12	1	Fixed Fee						
13	1.01	Fixed Fees for White Label for Job Matching/Employment Linkages Functionality	1,000	Nos		0.000	INR Zero Only	
14	1.02	Fixed Fee for Development of VAS	1,000	Nos		0.000	INR Zero Only	
15	1.03	Fixed Quarterly Fees for platform maintenance	20,000	Nos		0.000	INR Zero Only	
16	2	Variable Fee						
17	2.01	Total Variable Fee (as per % of total commercial fee quoted in Appendix IV)	1,000	Nos		0.000	INR Zero Only	
18	Total in Figures						0.000	INR Zero Only
19	Quoted Rate in Words						INR Zero Only	
20								
21								

The amount shall be considered as ‘final’ price quoted by the Bidder excluding GST.

Appendix VII – Performance Bank Guarantee

To
Registrar,
Delhi Skill and Entrepreneurship University,
Integrated Institute of Technology Complex,
Sector 9, Dwarka, New Delhi

WHEREAS_(Name and address of bidder) has undertaken, Agreement No.
_____ Dated _____ 2022
_____ (Description of Services)
hereinafter called “the Agreement”.

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee:

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party up to a total of _____(Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the This bank Guarantee shall be irrevocable, unconditional and shall incorporate in accordance with _____ day of _____.

This bank Guarantee shall be **irrevocable, unconditional** and shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Signature and Seal of Guarantors

Dated:

Address of the Guarantors

Appendix VIII – Bank Solvency Certificate

FORM OF BANKERS CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of knowledge and information that. _____ having marginally noted address a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of _____/-

This certificate is issued without any guarantee of responsibility on the bank or any of the officers.

(Signature)

For the Bank

NOTE:

- (1) Banker's certificate should be on **Letter Head of The Bank Sealed** in over addressed to tendering authority.
- (2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

Appendix IX – Pre-Bid Queries Format

Bidder Name	S. No.	RFP Page No.	RFP Clause No.	Existing Clause	Query	Proposed Change

Appendix X– Non-Disclosure Agreement

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at _____ between:

The Registrar, Delhi Skill and Entrepreneurship University, G/Floor, Integrated Institute of Technology Complex, Sector 9, Dwarka, New Delhi- 110077 (hereinafter referred to as “Authority” which expression includes its successors and assigns) of the ONE PART

And

_____ a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/ Limited Liability Partnership Act 2008/ Indian Partnership Act 1932 <strike off whichever is not applicable>, having its registered office at _____ (hereinafter referred to as “_____” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART

And Whereas

1. _____ is carrying on business of providing _____, has agreed to _____ for the Authority and other related tasks

2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other (the Party receiving the information being referred to as the “Receiving Party” and the Party disclosing the information being referred to as the “Disclosing Party. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER

1. Confidential Information and Confidential Materials:

“Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to developed, installed or purchased Disclosing Party software or hardware products, the information relating to general

architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement.

- (a) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party free from any confidentiality obligations prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party and without confidentiality restrictions on use and disclosure; or (iv) is independently developed by Receiving Party.
- (b) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2. **Restrictions**

- (a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's "Covered Person" which term shall mean employees, contingent workers and professional advisers of a party who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with Covered Person, sufficient to enable it to comply with all the provisions of this Agreement. If White Label Partner appoints any Sub-Contractor, then White Label Partner may disclose confidential information to such Sub- Contractor subject to such Sub Contractor giving the Authority an undertaking in similar terms to the provisions of this clause. Any breach of this Agreement by Receiving Party's Covered Person or Sub-Contractor shall also be constructed a breach of this Agreement by Receiving Party.
- (b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice (provided not restricted by applicable laws) prior to such disclosure and shall comply with any

applicable protective order or equivalent. The intended recipients for this purpose are:

- i. the statutory auditors of the either party and
- ii. government or regulatory authorities regulating the affairs of the parties and inspectors and supervisory bodies thereof

(c) Confidential Information and Confidential Material may be disclosed, reproduced, summarized, or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others to prevent mixing.

3. **Rights and Remedies**

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (including but not limited to as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
 - i. Suspension of access privileges
 - ii. Change of personnel assigned to the job
 - iii. Termination of contract
- (d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the terms of this Agreement.

4. **Miscellaneous**

- (a) All Confidential Information and Confidential Materials are and shall remain the

sole and of Disclosing Party. By disclosing information to Receiving Party, disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party's patents, copyrights, trademarks, or trade secret information.

- (b) Confidential Information made available is provided "As Is," and disclosing party disclaims all representations, conditions, and warranties, express or implied, including, without limitation, representations, conditions or warranties of accuracy, completeness, performance, fitness for a particular purpose, satisfactory quality and merchantability provided same shall not be construed to include fraud or willful default of disclosing party.
- (c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- (d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.
- (e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- (f) This Agreement shall be governed by and construed in accordance with the laws of Republic of India. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of in the National Capital Territory of Delhi, for resolution of any disputes.

- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors, and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) The Agreement shall be effective from _____ ("Effective Date") and shall be valid for a period of ___ year(s) thereafter (the "Agreement Term"). The foregoing obligations as to confidentiality shall survive the term of this Agreement and for a period of three (3) years thereafter provided confidentiality obligations with respect to individually identifiable information, customer's data of Parties or software in human-readable form (e.g., source code) shall survive in perpetuity.

5. Suggestions and Feedback

Either party from time to time may provide suggestions, comments, or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both parties agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this _____ day of _____ (Month), 2022 at _____ (place)

For and on behalf of _____

Name		
Designation		
Place		
Signature		

For and on behalf of _____

Name		
Designation		
Place		
Signature		

Appendix XI– Professional Service Agreement Contract

Parties hereby are

The Registrar, Delhi Skill and Entrepreneurship University, G/Floor, Integrated Institute of Technology Complex, Sector 9, Dwarka, New Delhi- 110077 (hereinafter referred to as “Authority” which expression includes its successors and assigns)

<WHITE LABEL PARTNER> WITH ADDRESS

The Parties Agree

This agreement governs the provision of services by the <WHITE LABEL PARTNER> to the Authority for the DEVELOPMENT AND OPERATION OF ROZGAR BAZAAR 2.0 – EMPLOYMENT LINKAGES PLATFORM

WITNESSETH

WHEREAS, the Authority has selected <WHITE LABEL PARTNER> based on a selection process and is entering into this Agreement with <WHITE LABEL PARTNER> with the objective that <WHITE LABEL PARTNER> will provide white labeling services to develop and operate an employment linkages platform

WHEREAS, the Parties intend that this Agreement be flexible and highly responsive to the demands of the Rozgar Bazaar business, to changes in the structure of Rozgar Bazaar 2.0, to changes in the business environment, and to changes in technology and methods for providing information technology services and that this flexibility accommodate changing business requirements through changes to capacity, Service Levels, and technology.

WHEREAS <WHITE LABEL PARTNER> has represented to the Authority that it has the experience in implementing a similar employment linkages platform at scale.

WHEREAS, the Authority seeks setup an employment linkages platform, and is entering this Agreement with <WHITE LABEL PARTNER> with the expectation that <WHITE LABEL PARTNER> will fulfill all the requirements of the scope of work, within the defined timelines and costs, as per the Proposal submitted by the <WHITE LABEL PARTNER>, on the lines of the RFP document, and that both the RFP document and Proposal of the <WHITE LABEL SERVICE PROVIDER> have been attached with this contract for future reference

WHEREAS <WHITE LABEL PARTNER> agrees to the terms and conditions laid out as part of the RFP document and agree that any Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof

(Signature of WHITE LABEL PARTNER Signing Authority)

(Signature of the Authority Signing Authority)

(Signature of Witness 1)

(Signature of Witness 2)

Date of execution:

Place:

APPENDIX XII
INTEGRITY PACT

This integrity Pact is made at _____ on this _____ day of _____ 2022.

BETWEEN

Delhi Skill and Entrepreneurship University, Integrated Institute of Technology Complex Sector 9, Dwarka, New Delhi – 110077, (hereinafter referred to as the “Principal/Owner” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns)

AND

-----, (hereinafter referred to as “The Bidder(s)” and/ or Contractor(s) and which expression shall unless repugnant to be meaning or context thereof include its successors and permitted assigns.)

Preamble

Whereas, the Principal has floated the Tender and intends to award, under laid down organizational procedure, contract/s for Selection of White Label Service Provider Partner for the “Development and Operation Of Rozgar Bazaar 2.0 – Employment Linkages Platform (hereinafter referred to as the “Contract”).

And Whereas the Principal values full compliance with all relevant laws of the land, rules of land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s)

And whereas to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact (hereafter referred to as “Integrity Pact” or “Pact”) the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and contract between the parties.

Now, therefore, in consideration of mutual covenants contained in this pact, the parties hereby agree as follows and this pact witnesses as under:

Article-1: Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

(a) No employee of the Principal, personally or through family members, will in connection with the Tender for, or the execution of a Contract, demand, take a promise for or accept, for self, or third person, any material of immaterial benefit which the person is not legally entitled to.

(b) The Principal will, during the Tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the Tender process,

provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

(c) The Principal will exclude all known prejudiced persons from the process, whose conduct in the past has been of biased nature.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or any other Statutory Acts or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions as per its internal laid down Rules/Regulations.

Article – 2: Commitments of the Bidder(s)/ Contractor(s)

- (1) The Bidder(s)/ Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - (a) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - (b) The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract, submission or nonsubmission or bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - (c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act and other Statutory Acts; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of completion or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - (d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/ Representatives in India, if any. Similarly, the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of Indian Nationality shall furnish the name and address of the foreign principle, if any.
 - (e) The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other

intermediaries in connection with the award of the contract. He shall also disclose the details of services agreed upon for such payments.

- (f) (f) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- (g) The Bidder(s)/ Contractor(s) will not bring any outside influence through any Govt. bodies/quarters directly or indirectly on the bidding process in furtherance of his bid.

Article - 3 Disqualification from tender process and exclusion from future contracts.

- (1) If the Bidder(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of any provision of Article-2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s) from the tender process.
- (2) If the Bidder(s)/ Contractor(s) has committed a transgression through a violation of Article-2 such as to put his reliability or credibility into question, the Principal shall be entitled to exclude including blacklist and put on holiday the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) for any future tenders/ contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder(s)/ Contractor(s)/ and the amount of the damage. The exclusion will be imposed for a maximum of 3 years.
- (3) A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that “On the basis of facts available there are no material doubts”.
- (4) The Bidder(s)/ Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal’s absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
- (5) The decision of the Principal to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder(s)/ Contractor(s) shall be final and binding on the Bidder(s)/ Contractor(s), however, the Bidder(s)/ Contractor(s) can approach IEM(s) appointed for the purpose of this Pact.
- (6) On occurrence of any sanctions/ disqualification etc arising out from violation of integrity pact, the Bidder(s)/ Contractor(s) shall not be entitled for any compensation on this account.
- (7) Subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/ Contractor(s)/ could be revoked by the Principal if the Bidder(s)/ Contractor(s) can prove that he has restored/

recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

Article – 4: Compensation for Damages.

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Article-3, the Principal shall be entitled to forfeit the Earnest Money Deposit/ Bid Security or demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security apart from any other legal right that may have accrued to the Principal.
- (2) In addition to 1 above, the Principal shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Contractor/ Default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor/ Concessionaire/ Consultant and/ or demand and recover liquidated and all damages as per the provisions of the contract/concession agreement against Termination.

Article – 5: Previous Transgressions

- (1) The Bidder declares that no previous transgressions occurred in the last 3 years immediately before signing of this Integrity Pact with any other Company in any country conforming to the anti corruption/ Transparency International (TI) approach or with any other Public Sector Enterprise/ Undertaking in India or any Government Department in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Article-3 above for transgressions of Article-2 and shall be liable for compensation for damages as per Article-4 above.

Article – 6: Equal treatment of all Bidders/ Contractors/ Concessionaires/ Consultants/ Subcontractors.

- (1) The Bidder(s)/ Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders/ Contractors.
- (3) The Principal will disqualify from the tender process all Bidders who do not sign this Pact or violate its provisions.

Article – 7: Criminal charges against violating Bidder(s)/ Contractor(s)

If the Principal obtains knowledge of conduct of a Bidder/ Contractor or of an employee or a representative or an associate of a Bidder/ Contractor, which constitutes corruption, or if the

Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Article – 8 Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor/ Consultant 12 months after his last payment under the contract whichever is later and for all other unsuccessful Bidders 6 months after this Contract has been awarded.

Article - 10 Other Provisions.

- (1) This pact is subject to Indian Law
- (2) Changes and supplements as well as termination notices need to be made in writing.
- (3) If the Bidder/Contractor is in a partnership or a consortium, this pact must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Any disputes/ differences arising between the parties with regard to term of this pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
- (6) The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provision of the extent law in force relating to any civil or criminal proceedings.

(For & On behalf of the Principal)
(Office Seal)

(For & On behalf of the Bidder/ Contractor)

Place_____

Date_____

APPENDIX XIII

Person Hour Estimates – VAS

(to be submitted as part of technical bid)

S. No.	Name of the VAS	Unit	Value (# of person-hours)
1	Skilling	Hours	
2	LMIA (Labor Management Information Analytics)	Hours	
3	Career Guidance	Hours	
4	Government Jobs	Hours	
5	Skill Credentialing	Hours	
6	Social Benefit Schemes	Hours	

Note:

- The Bidder needs to fill the person-hour estimate for each of the VAS that the Bidder proposes in the response to the RFP document. For any new VAS or major changes proposed in future and mutually agreed upon by the WLP and the Authority/Govt. of Delhi, the price applicable will be equal to the average person-hour rate for development of VAS indicated above (also refer to Section 6 Modifications to the Platform for details on major changes and additional functionalities or VAS).