

LABOUR DEPARTMENT, HARYANA



GOVERNMENT OF HARYANA/हरियाणा सरकार

LABOUR DEPARTMENT/श्रम विभाग

उत्पादकता एवं सामाजिक न्याय
Productivity with Social Justice
LABOUR DEPARTMENT, HARYANA
श्रम विभाग, हरियाणा
शांति, सामंजस्य एवं सुरक्षा
Peace, Harmony and Safety

Expression of Interest (Eoi)

for

1. Design, development and deployment of Aadhaar Enabled Canteen Attendance System (AECAS)

And

2. Establishment of Worker Facilitation Centers

30 Bays Building, Sector 17-B, Chandigarh – 160 017

Tele-fax: 0172-2701266 Tel.: 0172-2701373, 2701337

Website: hrylabour.gov.in, e-mail: labourcommissioner@hry.nic.in

EoI NO.IT Cell/2018/01

Expression of Interest (EoI) notice for engaging reputed Company/Agency for the job of design, development and deployment of Aadhaar Enabled Canteen Attendance System (AECAS) and Establishment of Worker Facilitation Centres (WFC).

Online bids are invited under two-stage bid system i.e. EoI followed by RFP (Request for Proposal), for development & implementation of Aadhaar Enabled Canteen Attendance System (AECAS) and establishment of Worker Facilitation Centres from reputed Companies/Agencies, dealing in software application development, through e-tendering.

The Bidders can submit their bids tender documents (Online) on <https://etenders.hry.nic.in> as per the dates mentioned in the key dates:

Summary of Key Dates:-

S. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time	Venue or website
1	Publication of EoI	Document Download	21.02.2018 at 01.00 PM	12.03.2018 at 11.00 AM	https://etenders.hry.nic.in and www.hrylabour.gov.in
2	Pre Bid Meeting	To understand the broad scope of the project	28.02.2018 at 11.00 AM	28.02.2018 at 4.00 PM	30 Bays Building, Sector 17-B, Chandigarh – 160 017 Tel.: 0172-2701266, 2701373
3	Technical Opening	-	12.03.2018 at 01.00 PM	--	30 Bays Building, Sector 17-B, Chandigarh – 160 017 Tel.: 0172-2701373, 2701337

The EoI documents can be downloaded free of cost from the portal e-Procurement system <https://etenders.hry.nic.in> or www.hrylabour.gov.in . The bidders are required to submit a hard copy of the technical bid along-with duly signed and stamped EoI documents downloaded from the website in the O/o Labour Commissioner, 30 Bays Building, Sector 17-B, Chandigarh up to within one day after closing of submission date, in addition to online bid submission as per the instructions given in the EoI documents.

The address for all above activities is:-

30 Bays Building, Sector 17-B, Chandigarh – 160 017
Tele-fax: 0172-2701266 **Tel.:** 0172-2701373, 2701337

Website: hrylabour.gov.in, **e-mail:** labourcommissioner@hry.nic.in

1. Introduction

1.1 About Department

The State of Haryana has witnessed an unprecedented era of swift industrialization since its formation on 1st November, 1966. Maintenance of industrial peace and harmony, safeguarding and improving the working conditions of the workers in industries is the responsibility of the Labour Department. The department seeks to promote a healthy and positive partnership between the labour, the management and the Government. While the department takes care of the interests of the worker, it is sensitive to the needs of the industry. It is gratifying to record that Haryana enjoys exemplary harmonious relations in the industrial sector. This has been made possible by the conscious efforts of the Government, the willing cooperation of the workers and the managements. The subject of labour is included in the concurrent list of the Constitution of India and both the Central and State Governments are competent to enact legislation on the subject. Therefore, more than 25 labour enactments are being administered and enforced by the Labour Department.

The Labour Department, Haryana based out in Chandigarh is under the administrative control of Ministry of Labour & Employment, Government of Haryana. The Department is responsible for the enforcement of more than twenty-five Central and State legislated Labour Laws. The Labour Laws are for ensuring the basic rights of the workers towards their safety, health, welfare, wages, working hours, welfare schemes, settlement of industrial disputes and prevention of malpractices like exploitation by employment of child labour, bonded labour etc. running over a wide spectrum of workforce related issues.

The Labour Department would make it possible for its functionaries to be in tune with the changing industrial atmosphere which requires them to act as a catalyst in maintaining harmonious industrial relations, by training them in modern management techniques in collaboration with industry. This would sensitize them to the market changes that have taken place, will keep them in touch with future global developments and lead to increasing faith and trust in their professional competence. In this regard, the State Government has formulated a 'State Labour Policy-2006'.

The aim of the Labour Policy would be to help in evolving a mutually and increasingly beneficial partnership between employers and workers; to help create conditions in which workers can make their maximum contribution towards increasing productivity while their rights are protected and their exploitation is prevented; to ensure the welfare of workers along with economic progress and Stability; to help the employers and workers to cooperate continuously and resolve their differences amicably through Social Dialogue; and the Labour Policy would aim to foster peaceful and in-house settlement of disputes, by progressively narrowing down the areas of conflict and maintain industrial peace in the State, so that there are no strikes or lockouts.

1.1.1. Core Activities of Labour Department

For enforcement of the legislations the various functions of the Department are performed through following four arms namely: -

- Labour Wing,

- Industrial Safety and Health Wing (Factory Wing),
- Adjudication Wing (Labour Courts),
- Two Welfare Boards

The functions performed by these Wings of the Department are as follows: -

- Enforcement of Labour Laws and maintaining industrial peace and harmony.
- Regulatory functions of registration, licensing and compliance of provisions relating to safety, health and welfare provided under the Acts and Rules.
- Ensuring industrial safety and health at work places.
- Conciliation and counselling for the compliance of labour laws.
- Adjudication of the industrial disputes.
- Labour welfare and social security through various welfare schemes of the Haryana Labour Welfare Board (HLWB) and the Haryana Building and Other Construction Workers Welfare Board (HBOCWFB).

1.2. Aadhaar Enabled Canteen Attendance System (AECAS)

On the occasion of “Swarn Jayanti” of the State of Haryana, through Labour Department has set up subsidised canteens for workers. Launched under a scheme “अंत्योदय आहार योजना”, the aim is to provide adequate quantity of healthy, nutritional and hygienic food at affordable prices to the construction workers. Therefore, the Government has decided to set-up twenty-three canteens initially, one at each District Headquarter of the State except Gurugram and Faridabad, where two such canteens will be established. Initially, one meal i.e. lunch shall be served. The other meal may be extended as decided by the Board. Currently, 1 canteen at Sonapat is operational and the process of setting up such canteens at other locations is underway.

The Government of Haryana has set up subsidized canteens with the aim to provide adequate quantity of healthy, nutritional and hygienic food at affordable prices to the industrial/ construction workers or to the general public in the State of Haryana. These canteens will be established at accessible and convenient places to the majority of such workers. The meal will be provided to the beneficiaries of these welfare Boards @ Rs. 10/- only and the balance amount of the cost of the meal will be borne by the Boards. The unregistered workers will also be allowed to take the meals from these canteens on the payment of the full cost of the meal. The scheme would be executed in partnership with the private/ government service providers engaged in the service of providing food to masses.

a) Objective:

- To capture the Aadhar enabled attendance of the beneficiaries taking meal at any of these canteens.

- Ease of Administration and reduction in Manual work.
- Efficient, Effective and Transparent Processes.
- Eliminate chances of leakages in the system
- Eliminate chances of duplication / fake reporting by vendor
- Gather accurate analytical data for help in better decision making by Government for welfare of workers
- Improving the Quality of Service and Information to all the functionaries and stake holders.

b) Scope of Work:

This is a turnkey based project and it is responsibility of the system integrator to design system, supply, install and commission system for satisfactory functioning. The scope of the project involves design, development and deployment of a comprehensive end-to-end software and hardware solution for Aadhar Enabled Canteen Attendance System (AECAS). The entire activity should be completed within a time period of Three (3) weeks at one location and then eventually it should be expandable within one week to other locations, as many locations as the Department desires. The Detailed Functional Requirements specification given in this document shall be considered as an integral part of the scope of work and intending bidders should take it into account while estimating their efforts and bids. The broad scope of work of this engagement would include:

- To prepare a Software Requirement Specification (SRS) Report – based on an independent assessment of the requirements of the department and the functional requirements as specified in this Tender document for designing, development and implementing AECAS.
- To design and develop web based attendance software solution – based on Requirement Specifications, Technological and Operational Requirements and the existing system features. The proposed system shall be integrated with the existing system, which has been developed in open source technologies.
- Supply and commission Aadhar based Biometric device equipped with finger print and eye scanner alongwith any peripherals as required.
- Supply and commission CCTV cameras as per requirement alongwith any peripherals as required.
- To provide integrations with SMS Gateway and Mail / Messaging System.
- To test and pilot run the proposed system software.
- To get the software security audit done by the CERT-In empanelled agencies along with the patching of the bugs raised during security audit process.
- Hosting and Support for implementing the application on Hosting servers provided by the Labour Department.

- Multi location implementation – Approx. 23 different locations in the state. The locations will be provided after finalization by the State Government.
- To ensure that the software design and implementation takes care of necessary security aspects such as data safety, access controls, integrity, backup measures and disaster recovery.
- To provide training and support - the software vendor should ensure that the users are suitably trained for using their respective application areas.
- To provide full documentation of the system design, installation and implementation of the Proposed and Existing software solutions and user manuals both in hard copy and soft copy.
- To provide the support for database administration, optimization of data, and handling /managing the applications and different databases on live servers.
- To suggest the department regarding specifications of the required Hardware and software for smooth and efficient working of servers.
- Business Process Re-engineering, if any.
- To provide Complete Management Information System (MIS).
- To undertake Annual Maintenance work for software and hardware items supplied for three years, after completion of handholding period of three months.
- Change Requests Management (Handling Change Requests – Post Implementation), if any.
- Integration with other database of Haryana Labour web portal www.hrylabour.gov.in, UIDAI and any other applications of Haryana State Government or Government of India as required for this purposes.

1.3 Workers Facilitation Centres (WFC)

a) Objective:

The Labour Department has also developed an online system for facilitation of industries and workers. The online system is for deliveries of online services related to registrations and licensing for the industries under various labour laws. This system is also enabled for registration of workers as beneficiaries of the two welfare boards associated with the Department and disbursement of welfare benefits to these beneficiaries in their AADHAR seeded bank accounts. The two welfare Boards are the Haryana Labour Welfare Board and the Haryana Building & Other Construction Workers Welfare Board for the industrial workers and the building & other construction workers respectively.

The use of the online services require some level of computer literacy and requisite infrastructure facilities like computer, printer/scanner, internet and use of e-payment etc. It is a fact that majority of workers in India are not well acquainted with online processes and do not have such computer and allied facilities at their disposal. Therefore, the Labour Department, Haryana is intending to provide these

workers the facilities of Workers Facilitation Centres, where computer literate manpower with necessary infrastructure is available for his/her use to get him registered as beneficiary of any of the two eligible welfare Boards and to seek various welfare benefits. Hence is the requirement of Workers Facilities Centres.

b) Scope of work:

- (i) The bidder shall establish one such centre at each District Headquarter of the State and one at Head Office, Chandigarh / Panchkula. The number of centres can be increased or decreased in future.
- (ii) The bidder shall provide all the hardware, software and manpower to undertake above activity like industrial grade scanner, printer, printing paper for smart card, smart card reader etc.
- (iii) The bidder shall design and develop the software and integrate the same with the existing online e-services of the labour department/ welfare boards for tracking the work performed by their manpower.
- (iv) The bidder shall also provide required hardware, software, manpower and infrastructure for printing and issuing smart cards to the workers on their registration. Initially, this service shall have to be made available to five locations in the Haryana preferably at Ambala, Panipat, Gurugram, Hisar, Faridabad and eventually may be extended for other locations in the State of Haryana. The smart card should contain necessary information of the worker and a unique identification number.
- (v) The bidder is to provide all the infrastructure for keeping the WFC operational such as computers, UPS with power back up, printer cum scanner, web cam, still camera for capturing the photo of the users, internet facility, phone facility, tables chairs, all kind of stationeries needed i.e. pen, file, papers sheets of different sizes etc. at the point of supply of manpower for WFC.
- (vi) The bidder shall also supply IT / computer trained manpower having the requisite qualifications to the district level / below / upper level of administrative unit of the Labour Department, Haryana or its associated Welfare Boards.
- (vii) The bidder shall train its manpower to be deployed at WFC in departmental/ welfare Boards instructions/ guidelines in the online processes of workers registrations and related with receipt of their claims for seeking welfare benefits and their disbursement.
- (viii) The bidder shall maintain an account / e-wallet etc. for making contribution payments to the welfare Board on behalf of the workers. The cash received from workers shall be deposited in this account/e wallet at the end of the day.
- (ix) The department / welfare boards shall provide building and Electricity & Water connection at the locations. The bidder shall be responsible for setting up the other entire required infrastructure like, Internet, Tables, chairs, air conditioning of place, payment of electricity & water charges etc.
- (x) The bidder shall undertake the above mentioned activities for a period of three years which may be extended for further two years on mutual consent. After completion of the project, the bidder shall undertake Annual Maintenance Work of software for two years.

- (xi) For the sake of simplicity of operations, the activity at each location will be performed by a unit, which shall consist of following items:
- Two (2) Nos. of manpower as per qualification to be specified in the RFP
 - Two (2) Nos. of laptops/desktops and allied items
 - UPS for power back up
 - One (1) Scanner and allied items
 - One (1) Printer and allied items
 - CCTV camera and allied items
 - Internet connection of atleast 2 MPS with unlimited usage
 - Stationery as is used
 - Furniture like, tables, chairs, almirah, racks, workstations etc. (as per requirement)
- (xii) Payments to the bidder shall be done from head office on monthly basis/ per unit basis as the case may be.

c) Scope for Legacy Data

- (i) The bidder shall undertake the digitization of legacy data pertaining to workers' registrations and details of any benefits availed by the worker or its family in the past.
- (ii) The bidder shall be required to scan and upload the registration forms in a repository / integrate the same with the existing online e-services of the labour department/ welfare boards. The legacy data is for around seven lakhs beneficiaries in the standard applications forms. The paper based form application is running in around four A4 size sheets per application.
- (iii) The bidder shall provide all the required hardware, software and manpower to undertake above mentioned digitization activity. This is a one-time activity, which is to be completed within three months of the award of work and providing the relevant data by the department/boards.
- d) The bidder shall provide hierarchy / escalation matrix of the manpower resources provided to undertake all the above mentioned activities.
- e) The bidder shall provide option to replace manpower in case the department/board is not satisfied by performance of particular resource provided by the bidder for the above mentioned activities. The overall more than annual 20 percentage replacement of manpower on the directions of the department/board shall attract penal provisions.

2. EoI Evaluation procedure

The EoI evaluation procedure shall likely be as per following steps:

1. Post distribution of EOI document a prequalification discussion session shall be held on the scheduled date and time
2. The bidder shall submit the EoI proposal only on <https://etenders.hry.nic.in/>
3. After evaluating the proposals the eligible bidders shall be called for presentations.
4. The RFP will be finalised after discussion with EoI qualified bidders. The following shall be finalised in the RFP documents after due consultation with the EoI qualified:-

- a) The qualification of manpower for WFC
 - b) The specification of all required hardware including for smart card
 - c) The hierarchy / escalation matrix of the manpower resources
 - d) The penal provision for exceeding the limit of manpower replacement.
 - e) Any other issue surfacing in the discussion.
 - f) The items/ heads/ units to be considered for evaluating the financial bids of the RFP.
5. Only Eol qualified bidders will be able to bid in RFP.

3. Eligibility Criteria

The bidder for Eol should have the capability to implement the project in terms of industry experience, requisite manpower of required qualification and experience, project management skills and quality/level of work.

The Eligibility Criteria for bidder/ lead bidder

S No	Bidder Eligibility Condition(s)	Supporting Document(s)
1	The Bidder must be registered in India under the Companies Act 1956/ the Companies Act 2013 as the case may be having its registered office in India or a Partnership Firm registered under the Partnership Act, 1932 or registered under LLP Act, 2008 for the last five years as on 31.03.2017. Certified Copy must be attached.	Attested copy of the Certificate of Incorporation.
2	The bidder should have average Turnover of Rs. 07.0 Crores in last 3 Financial Years (2014-15, 2015-16, 2016-17) and should be a profit making company before tax in each of the last three audited financial years from IT software services.	Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years. Certificate duly signed by Company Secretary of the Bidder confirming the positive net-worth for the last three financial years.
3	The bidder must have adequate experience for development & implementation of customized IT/ IT enabled services in a State/Central Government/ PSU for atleast 10 different projects/departments. At least one project of the above must be of value equal or more than Rs. 03.0 Crores.	Work Order / Client Certificate/ Project citations/Define of satisfactory execution & payment record. etc.
4	The bidder should have minimum 50 regular IT	a. Proof of Head count – Self certificate

	professional employees on its payroll as on 31.12.2017 and should have or shall have to establish/ maintain an office in Tricity (Chandigarh / Mohali / Panchkula).	from company HR head on company letter head. b. Proof of address of Office location – Electricity bill/ Rent Agreement/ Water Bill / BSNL telephone bill etc.
5	The bidders should not have been black listed in the last five years by any Government entity in India (Centre / State organizations/ Departments) for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid.	Self-certificate duly signed by the Promoter/Director of the company
6	The proposed hardware and software system should have mutual compatibility for overall operations including AECAS and meet the minimum specifications as indicated in the document.	A self-certificate document indicating minimum compliance.
7	The bidder should be ISO / CMMI compliant.	Relevant certificate, valid atleast till the submission of EoI date.

Note:-

1. The Labour Department, Haryana / associated welfare Boards may withdraw this EoI at any time without assigning any reason what so ever.
2. This EoI is for selecting the service provider only for hire for service contract.
3. The Bidder must be a manufacturer or its authorised partner for supply of major hardware items based in India and it shall furnish necessary proof for the same in the specified format at RFP Stage.