

Department of Labour and Employment

Request for Empanelment
(RFE)

For Short-listing and
empanelling Service
Providers for Providing
Services of Skilled
Personnel to the Clients
*under Sewayojan Portal
Project*

**Government of Uttar
Pradesh**

S. No	Particular	Details
1.	Start Date of Issuance	14.01.2021
2.	Last Date of Submission of Queries	21.01.2021
3.	Pre-Bid Conference	25.01.2021 at 11:00hrs (IST)
4.	Issue of Corrigendum If Any	27.01.2021

1. Advertisement for RFE

Copy of the advertisement released in the newspapers and also uploaded on the Sewayojan Portal: <https://sewayojan.up.nic.in> and the website of directorate of training and employment, UP: <http://upvesd.gov.in/employment/en>

2. Invitation for RFE

The Department of Labour and Employment Government of Uttar Pradesh invites RFE from Service Provider Agencies (hereafter referred as 'Agencies'). The Scope of work will have to be carried out in accordance with the operational protocol detailed in the document. Only the agencies that meet the eligibility norms specified in this document will be considered for short listing or empanelment.

3. About the Department

The Directorate (Training & Employment) under Department of Labour was established way back in 1945. The main responsibility of the Directorate (Training & Employment) is to develop and coordinate employment opportunities collaborating with the Department of Vocational Education and Skill Development. The key objectives of the department are summarized as below:

- To promote co-ordination between manpower supply and demand by rendering job assistance to job seekers/Employers.

- To promote employability of job seekers and students through Vocational Guidance activities.
- To facilitate Manpower Planning and analysis through effective implementation of Employment Market Information.

4. Domain Description

Today is the World of dichotomy and contradictions which are perceivable in every sphere of life, in economic trends and social structures. Skilling has its premium but skilled workforce is either not accounted or not available in need to the industries and individual clients. Jobs are waning on one hand and industries suffer due to unavailability of adequately skilled workforce on the other. Similarly, individual clients do not get services of skilled technicians for their requirements and pseudo technicians exploit the customers to their merriment.

Uttar Pradesh is the heartland of the Country with over 20 cr. population with the trends of urbanization and technology and digital gadgets reaching to the villages, and thus giving a new face to rural economy. The need of skilled technicians for day-to-day jobs is on a continuous escalation. Almost every household has one or the other electronic gadget, electrical appliances etc. which need to be serviced and repaired during course of their usage.

The needs of plumbers, masons, carpenters, cobblers, beauticians, electricians are in every household. The job opportunities are gargantuan, the scope of services equally colossal. However, but there is no authentic and genuine platform to cater to the requirements of the clients and connect the skilled technicians to them on reasonable wages and also assess their quality of service. The certification of skills of a particular technician is also not structured or streamlined and even notformally authenticated.

The Department of Labour and Employment, GoUP has improvised a framework to ascertain:

1. That the skilled technicians are made available on request to the Clients on reasonably pre-determined wages through Service Provider Agencies who may have them on their rolls and offer their servicesto the intended clients on receiving request.

2. Sewa Mitra Portal is one such attempt to address the multifarious needs of the clients or the customers through empanelment of service providers/agencies with the details of services that they may provide at the rates quoted against them through duly certified skilled technicians.
3. The Department of Labour and Employment would empanel the Service Providers through the mode of RFE/ RFE process. The applicant organization or firms that wish to express their interest and intention to provide the services of various skilled personnel in the districts and at the locations of their choice at the rates which they consider feasible for them may submit their proposal as per the eligibility norms.
4. The proposed model would be a self-sustaining Business Model where all the 4 stakeholders- i. Client/Customer ii. Technician iii. Service Provider iv. Government would have their takeaways.
 - i. The client will get the services of professionally skilled technicians in time at their doorsteps.
 - ii. Service provider would get its pie from the total wage amount paid by the client.
 - iii. The skilled technician would get due remuneration for his/her services and based on rating of his/her performance as add on credentials.
 - iv. The Government may get revenue from the users for offering its portal, providing facilitation for certification of technicians, and maintaining a call centre for inbound and outbound responses.

Offered Sectors/ Job Rolls

Following is the indicative list of Sectors/Job Rolls which are identified at the preliminary stage and are offered to the Service Providers/Agencies for expressing their interest for provide services of skilled workers/technicians in the districts mentioned against them.

5. Operational Protocol

- The empanelment of the service providers/implementing agencies for providing wages services of skilled persons would be continuous process with no end date unless withdrawn.
- The intended bidder may submit the application against the reference RFE with relevant documents through speed post to the Directorate (Training and Employment), Guru Govind Singh Marg, Bansmandi Chauraha, Lucknow, Uttar Pradesh-226001

- The eligible bidder would be required to deposit one time registration fee through a draft/banker's cheque issued in favour of **Director, Training and Employment, U.P., Lucknow**, payable at Lucknow as per class of service provider defined in Sec 9 of this document.
- The registration would be renewable on request and assessment of performance of the bidder after paying the renewable fee equal to registration fee as per the class of service providers defined in Section 9 of this document. However, Directorate, training and Employment reserves the rights to update the conditions, if required.
- The empanelled agencies would be provided login id to have access of the Sewa Mitra Portal.
- The Service Provider/Participating Agency would be required to upload the details of the sectors/ job rolls it proposes to provide services of skilled technicians in, to the customers on the portal together with their charges.
- The Service Providers/Participating Agencies would be required to provide the services of skilled technicians only. The due certification of skills of the concerned technician by the designated body would be mandatory. The Department of Labour and Employment in collaboration with the UP Skill Development Mission would facilitate training of the workers under RPL mode for 3-7 days on the request of the concerned service provider. The worker would then be assessed and duly certified by the approved assessing body. However, the cost of training would be borne by the concerned service provider.
- All the certified technicians would have to undergo police verification to ascertain their antecedents and integrity. The police verification would have to be ensured by the service provider.
- The Sewa Mitra Portal would provide 2 - way facilitation to the customers i.e., for booking the services for a particular job with the bidder and rating the quality of services of the technician.
- The service status would remain open for the service until the user availed records its feedback. A user can have only three open services at any given point. Unless the user provides its feedback or rating and closes the job work, he/she would not be eligible to ask for another service for any job whatsoever.
- Against each job work the remuneration would be shared between three stakeholders - 10% of the amount would go to the Government treasury while the remaining 90% may have a share of the service provider towards facilitation charges and the actual wages to be paid by the technician.

- The job works attended by the bidder and the technicians together with the wages paid by the clients would be reflected on the portal which apart from computing the job works and wages would also support the employment generation endeavours of the State.
- The service provider would be required to ensure that the services for the requisite job is made available to the client within the specific time frame from the receipt of the call/message, failing which the requisite would move to the other service provider.
- All the service providers would be shortlisted district wise and their details would be displayed on the above portal in seriatim. However, the first two slots would be the premium slots which would be available on sponsorship basis.
- The service provider would be assumed to have offices of contact in each district where personnel may be deployed to attend the requests of the clients and ensure the service of the skilled manpower.
- The clients would have facilities to book the services of a technician for a particular job with the service provider through any of the following modes:
 - a) by using mobile application
 - b) by registering requests through call centre
 - c) the call centre would be operated and managed by the department of labour and employment from its headquarters at Lucknow. The business flow would determine the capacity of the call centre.
 - d) rating of services of the technician would be mandatory by the client. It may be given through the mobile application or through the call centre. In case of the latter, the call centre would make an outward call to the client to obtain the feedback about the services and the technician.
 - e) the client may have the option for choosing the service provider. However, in order to ensure a level playing field for all the service providers, five preferences would be the maximum. In case the above number exceeds, the request would automatically be transferred to the other service provider offering similar services in the area.
 - f) The service provider would be obligated to provide the services of only those technicians that are registered on the Rojgar Sangam Portal and have proper certification of their skills. The Rojgar Sangam Portal would be integrated with the Sewa Mitra Portal where the id of the concerned technicians would be reflected through seamless migration.

- g) If the service is booked by the client through the portal and the payment is also made online by him/her, the same would be reflected on the portal but held back temporarily till the time the client reports the service satisfactory. The amount paid by the client would then be credited in the account of the service provider through digital processing.

User Call Flow for Booking of Service(tentative)

Access Mechanism: Users can access the services through following medium

- a. Web Portal.
- b. Mobile application which can be downloaded from play store.
- c. Call centre interface- users can call at the dedicated call centre which shall work from 10 AM to 6 PM on working days except holidays and week offs.

Service booking mechanism: User can opt for either of following services:

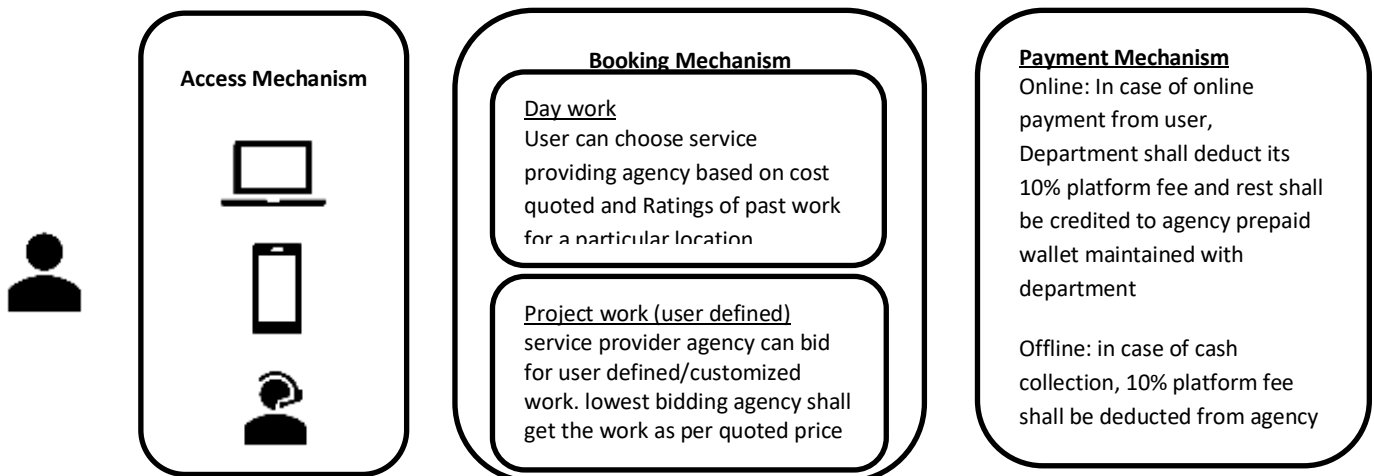
- a. Day work

User can choose service providing agency based on cost quoted and Ratings of past work for a particular location.

- b. Project work (user defined)

service provider agency can bid for user defined/customized work. lowest bidding agency shall get the work as per quoted price

Booking mechanism through Call centre: call centre agents shall assign the work to agency having best score. Score shall be calculated based on Rate quoted and Ratings each having 50% weightage



Service Fulfilment

Services shall be closed from user end only through submission of OTP and payment.

Payment Mechanism

- Online: In case of online payment from user, Department shall deduct its 10% platform fee and rest shall be credited to agency prepaid wallet maintained with department
- Offline: in case of cash collection, 10% platform fee shall be deducted from agency wallet after service fulfilment

Service provider agency shall always have to maintain minimum wallet balance. Agency service catalogue shall not be visible to user if wallet balance shall fall below 10% of quoted amount in either case of work.

Dispute Resolution Mechanism

During the course of operation there may be grievances with regard to quality of service or payments in lieu of the services between the service provider and the clients. In order to redress the grievances, following mechanism is conceived:

- Both the client and the service provider would have the option to register their grievance either on the portal or through the call centre within 48 hours of the incidence of the grievance with necessary proof to establish the veracity of the grievance.
- The District Employment Officer of the concerned district would resolve the dispute after considering all the relevant facts, proofs, and situational occurrences. The award of the district employment officer would be binding upon all the concern parties including the complainant and the party, whom the complaint is made against.
- During the period of resolution of dispute the amount paid by the client if any through the portal, the same would be held back and be appropriated as per the award of the designated authority. In case the client wins the award, the amount paid by him/her would be refunded to the complainant in his/her bank account. In case the amount is paid by the client in cash to the technician of the service provider, the same would be refunded in the client's wallet/account.
- In case the quality of service is found to be unsatisfactory, the service provider would be liable to send another technician to rectify the defects to the satisfaction of the client, else the service provider would bear with penalty equal to the amount paid to the other technician for rectification of the defect but the same would not be more than what a client has paid to the service provider earlier.

6. Sewa Mitra Portal: Salient features

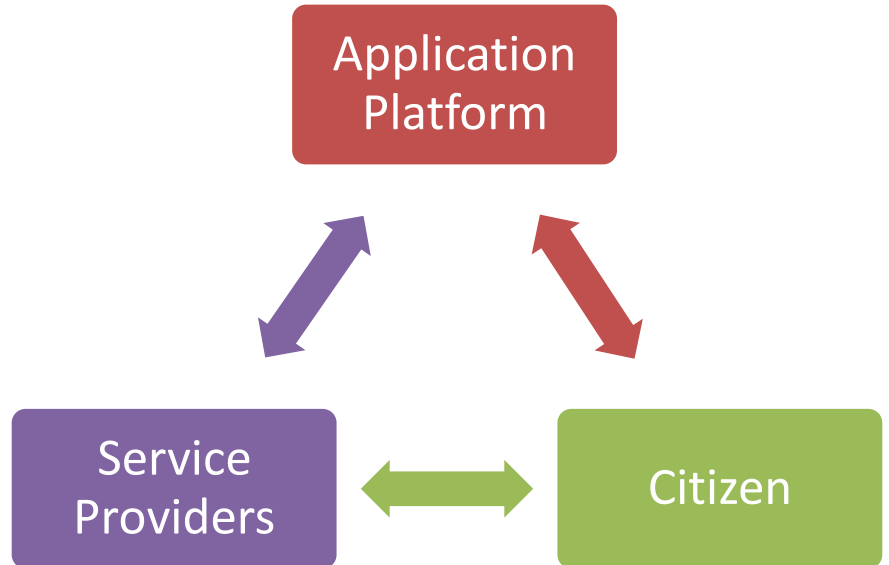
Sewa Mitra is an integrated portal developed and owned by the Department of Labour and Employment, GoUP. It has both static and dynamic features complementary to each other. The salient features of the portal are expounded as below:

- i- The Rojgar Sangam Portal has free registration facilities for all the workers who wish to offer their services in the market/to the clients where the data would be migrated to the Sewa Mitra Portal.
- ii- The portal will show the details of each registered worker especially pertaining to his/her qualification, address of contact, skills sets etc. The portal has a feature for updating or amending the details.
- iii- The portal displays availability of the worker at a particular time and place.
- iv- The Portal is accessible to all the empanelled service providers who may use the data base for engaging the workers on their rolls or making their services available to the clients as per their demand at the rates which it proposes to charge from the latter.

The portal shall work as an aggregator to provide home/office-based services where the service providers can register themselves to list their services and the users can see the entire folio of service, schedule an appointment, avail services, and pay the amount as listed against the services offered. The Web/Mobile app shall provide Service providers a highly functional and interactive on-demand platform for home services, offering various features to improve their profits and margins. The app shall provide an interface to end users for easy service request submission, response tracking, payment options and feedback of the total experience.

Indicative Application process flow

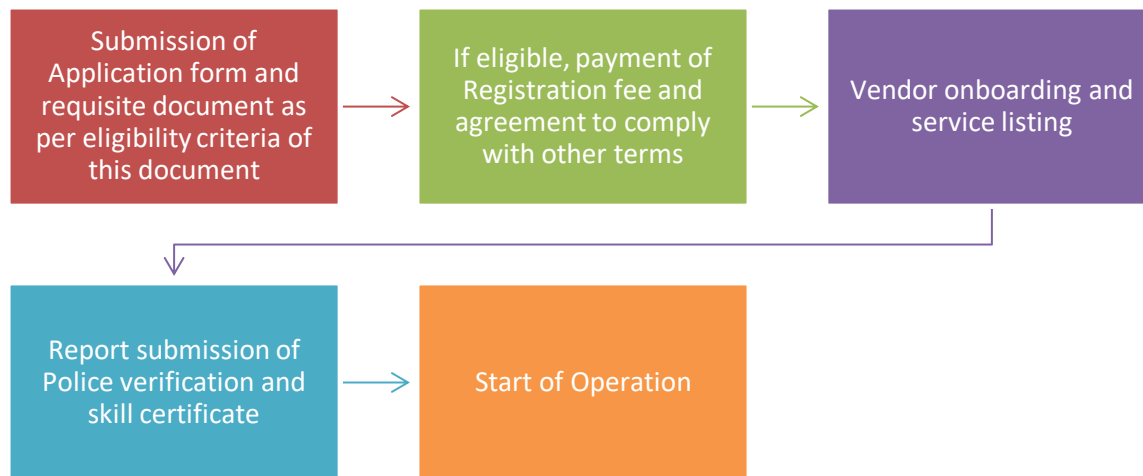
- a. The eligible service provider agencies can list their services as per location and their rates on the portal
- b. User can search list of service providers in vicinity
- c. As per the request received from any user location, the Application platform shall display list of all the service providers who are providing the requisitioned service, their price tag and ratings and other concerned information that help users to identify right service provider.



- d. User shall select service provider for the desired service and schedule an appointment.
- e. Application platform shall notify the service providers about service request, location, user rating and scheduled visit time
- f. The confirmation message would be auto generated and flow to the user account once request registered.
- g. Service agent from provider agency shall visit the user at scheduled time and complete the service
- h. End user shall have option to pay online or cash. Major wallets, debit, credit cards, UPI etc shall be integrated.
- i. It will complete the service lifecycle. Tracking and messaging at various level shall also be there
- j. End user may also provide feedback at the end of service. It will reflect on agencies rating on real time. Feedback shall have an impact on listing feature. Good rating shall find place above not-so-good ratings
- k. Escrow account would be the mode for payments for Project works.

Agency Empanelment/On boarding process

Only eligible registered service providers can list and provide their services through portal.



7. Technical Submission and Presentation

- I. Each shortlisted Prospective Service Provider based on the pre-qualification criteria shall submit a technical document and will do a technical presentation/demonstration.
- II. The shortlisted Participating Agencies/ Service Providers will be called for a presentation to explain their methodology and approach mechanism.
- III. The Participating Agencies/Service Providers are expected to bear the cost of developing and arranging presentation.
- IV. The demonstration could be done using a part of an existing solution and should provide a representative solution through a relatively small number of users acting in business roles to satisfy various aspects of the listed requirements.
- V. Shortlisted Participating Agencies/Service Providers will be intimated about technical presentation after Pre-Qualification Evaluation.

8. Instructions to Prospective Participating Agencies

8.1 Completeness of Response

- Interested parties are advised to study all instructions, terms, requirements, and other information in the RFE document carefully. Submission of the Proposal shall be deemed to have been done after careful study and examination of the RFE document with full understanding of its implications.
- The response to this RFE should be full and complete in all respects. Failure to furnish all information required in the RFE for submission of a proposal result in rejection of Proposal.

8.2 RFE Proposal Preparation Costs & related issues

- The Participating Agencies/Service Providers would be responsible to bear all costs incurred in connection with participation in this 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 the Department of Labour and Employment to facilitate the evaluation process,
- The Department of Labour and Employment will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- This RFE does not commit the Department of Labour and Employment to empanel all or any of the agencies or engage them for negotiations.
- All materials submitted by the Participating Agencies/Service Providers will become the property of the Department of Labour and Employment which the latter may retain or return to the participating agencies as it decides.

8.3 Pre-Bid Meeting

- The Department of Labour and Employment will hold a pre-bid meeting with the prospective interested parties on 06.01.2021 at 11:00 AM in the office of the Director, Training and Employment, Employment Bhawan Guru Gobind Singh Marg, Lucknow
- The Interested parties will have to ensure that their queries for Pre-Bid meeting should reach to info.diremp@gmail.com at least 02 days before the scheduled Pre-Bid meeting.
- All queries to be raised in the pre-bid meeting will relate to the RFE alone and no queries related to detailed analysis of Scope of work, payment terms and mode of selection will be entertained.

8.4 Responses to Pre-Submission Queries and Issue of Corrigendum

- The Department of Labour and Employment will endeavour to provide timely response to all queries. However, Department of Labour, UP makes no representation or warranty as to the completeness or accuracy of any response made in good faith.
- The Department of Labour and Employment may, for any reason, whether at its own initiative or in response to a clarification requested by a Participating Agencies/Service Providers may notify the RFE Document by a corrigendum on supplementary notification.
- The Corrigendum (if any) & clarifications to the queries from all interested parties will be posted on the <website address> and emailed to all participants of the pre-bid conference.
- Any such corrigendum shall be deemed to be incorporated into this RFE.
- In order to afford prospective interested parties reasonable time in which to take the corrigendum into account in preparing their Proposals, the Department of Labour and Employment may, at its discretion, extend the last date for the receipt of Proposals.
- In order to afford Participating Agencies/Service Providers reasonable time in which to take the corrigendum into account in preparation of their proposal, the Department may, at its discretion, extend the last date for the receipt of proposals against the RFE.

8.5 Right to Terminate the Process

- The Department of Labour and Employment may terminate the RFE process at any time and without assigning any reason. The Department of Labour, UP makes no commitments, expression or implied that this process will result in a business transaction with anyone.
- This RFE does not constitute an offer by the Department of Labour and Employment. The Participating Agencies/Service Providers participation in this process may result in the Department of Labour and Employment short listing the Participating Agencies/Service Providers to submit a complete technical and financial response at a later date.

8.6 RFE Download and Submission of Responses

- RFE can be downloaded free of cost from Sewayojan portal (<https://sewayojan.up.nic.in/>) of the Department of Labour and Employment, UP.
- The RFE may be submitted offline in the office of the Directorate, Training and Employment, Employment Bhawan Guru Gobind Singh Marg, Lucknow.
- RFE shall consist of supporting proofs and documents as defined in the Pre-qualification section.

- Prospective bidder/s shall submit all the required documents as mentioned in the Appendix including various templates. It should be ensured that various formats mentioned in this RFE are adhered to and no changes in the format are made.
- RFE document submitted by the Prospective bidder/s should be concise and should contain only relevant information as required under this RFE.

8.7 Evaluation Process

- The Department of Labour and Employment, UP will constitute a Proposal Evaluation Committee to evaluate the responses of the interested parties
- The Proposal Evaluation Committee constituted by the Department of Labour and Employment, UP shall evaluate the responses to the RFE and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the RFE Proposal.
- Each of the responses shall be evaluated to validate compliance of the interested parties according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- The Proposal Evaluation Committee may ask for meetings with the interested parties to evaluate its suitability for the assignment
- The Proposal Evaluation Committee reserves the right to reject any or all proposals.

9. Pre-Qualification Criteria

The Prospective Participating Agencies/Service must possess the requisite experience, strength, and capabilities for providing the services. Keeping in view the complexity & volume of the work involved, the following preferential eligibility criteria prescribed for the prospective Participating Agencies/Service interested in undertaking the Project. The prospective service provider agencies must possess requisite resource and infrastructure in terms of skilled workforce on its roll and their presence in the proposed operational area for meeting the responsibilities concerning the project.

Agencies with following preferential conditions may respond against the reference RFE:

1. That are in the business of catering the requirement of customers/client for providing various types of skilled workforce at their own end either through Mobile Application or phone call at the rates which they decide as per the demand of the market.
2. That have the experience of operating in the field and have skilled persons on their regular roll.
3. That have their registration as a firm under the relevant law and legal entity conferred under the said statute.
4. That the agency should be regular assessee under the Income Tax Act with a positive net worth.
5. The firm should be registered under the Goods and Service Tax Act as per Uttar Pradesh Govt norms, in case if the service provider's turnover falls under exempted turnover limit, then NO GST registration is required.
6. Service Provider needs to be registered with Employment department as an Employer.

Each agency may be empanelled under the following classes (A, B, C and D):

Class A:

1. The agency should be a regular assessee under the Income Tax Act for last 3 years with a positive net worth.
2. The agency should have minimum turnover of over Rs. 25.00 lac in each of the last three years i.e., from 2017-18 to 2019-20 from providing job-based services to individual clients or corporate houses.
3. The experience of operating in the field for the last 3 years and have minimum team strength of 30 skilled persons.

Class B:

1. The agency should be a regular assessee under the Income Tax Act for last 2 years with a positive net worth.

2. The agency should have minimum turnover of over Rs. 10.00 lac in each of the last two years i.e., from 2018-19 to 2019-20 from providing job-based services to individual clients or corporate houses.
3. The experience of operating in the field for the last 2 years and have minimum team strength of 15 skilled persons .

Class C:

1. The agency should be a regular assessee under the Income Tax Act for last 1 years with a positive net worth.
2. The agency should have minimum turnover of over Rs. 5.00 lac in the last year i.e., 2019-20 from providing job-based services to individual clients or corporate houses.
3. The experience of operating in the field for the at least 1 year and have minimum team strength of 10 skilled persons.

Class D (Start-ups)

1. The agency should be a regular assessee under the Income Tax Act for last 1 years and must have start-up registration with the state government
2. No minimum turnover or manpower is required in first year of empanelment and shall be reviewed after one year based on quality of service provided to client and other criteria

S. No	Class of Service Provider	Registration/ Renewal Fee	Initial registration valid for
1	A	Rs. 10,000.00(Rupees Ten Thousand only)	3 years
2	B	Rs.5,000.00 (Rupees Five thousand only)	3 years
3	C	NIL	1 year
4	D		

Any agency (Class A, Class B, Class C and Class D) may be suspended for 3months if customer rating is not up to the mark.

Agencies can be debarred anytime if found guilty of cheating, forgery, serious misbehaviour, providing uncertified skilled resource or not complying to any clause of this RFE or any direction/order issued by the directorate from time to time.

Appendix I: Bid Submission forms

The Prospective Participating Agencies/Service are expected to respond to the RFE using the forms given in this section and all documents supporting Pre-Qualification / RFE Criteria.

Proposal / Pre-Qualification Bid shall comprise of following forms:

Form 1: Covering Letter with Correspondence Details

Form 2: Details of the Prospective Participating Agencies/Service Operations in the related sector

Form 3: Pre-Qualification Submission Compliance Form

Form 1: Covering Letter with Correspondence Details

<Location, Date>

To,

***Director,
Training and Employment, UP
Guru Gobind Singh Marg,
Lucknow - 226001
Uttar Pradesh***

Dear Sir/Madam,

We, the undersigned, offer to provide the services for <Name of the Assignment>.
Our correspondence details with regard to this RFE are:

S. No.	Information	Details
1	Name of Contact Information	<Insert Name of Contact>
2	Address of the Contact Person	<Insert Address>
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this RFE.	<Insert Name of Contact>
4	Telephone number of the Contact Person.	<Insert Phone No.>
5	Mobile number of the Contact Person	<Insert Mobile No.>
6	Fax number of the Contact Person	<Insert Fax No.>
7	Email ID of the Contact Person	<Insert Email>

We are hereby submitting our Expression of Interest. We understand that you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be false or misleading during the short listing process our proposal is likely to be summarily rejected, and we shall have no reason to represent against.

We hereby declare that our proposal submitted in response to this RFE is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

<Applicant's Name with seal>

Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>>

Signature: <<Insert Signature>>

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I,, certify that I amof....., and that..... who signed the above response is authorized to sign the documents by authority of its governing body.

(Seal here) Date

Form 2: Details of the Prospective bidder's Operations in the related sector

S. No.	Information Sought	Details to be furnished
1	Name and address of the bidding Company	
2	Incorporation status of the firm (public limited / private limited, etc.)	
3	Year of Establishment	
4	Date of registration	
5	ROC Reference No.*	
6	Details of company registration	
7	Details of registration with appropriate authorities for service tax	
8	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

*Not required for Class C & D

Form 3: Pre-Qualification Submission compliance Form

S.No.	Pre-Qualification Criteria/ Eligibility Norms	Documents Required	Document Reference and Page No
1	Legal identity of the applicant i.e., Nature and year of registration	Certificate of Incorporation and Articles of Association	
2	Operational experience with skilled technicians on regular roll, as per respective classes.	Certified copies of the rolls and Bills receipt	
3	Earning business as per respective classes from providing services of technicians to individual clients/corporates in.	Certified copies of the Balance Sheets as applicable for the respective classes.	
4	Should have positive Net worth	Certified copies of the Balance Sheets as applicable for the respective classes.	
5	*Registration under the GST ACT	Copies of Registration under the GST ACT	
6	Registration under the Income Tax	Copies of the PAN with IT returns as applicable for the respective classes.	

*optional -As per GST norms applicable to respective Class of Agency (defined in Section 9)