

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
1	Vol II	103	<p>Similar projects of value more than INR 25 Crores in any or all of the following areas of:</p> <p>1: Delivery of multi-locational, across the counter citizen service delivery</p> <p>2: Turn-key implementation of computerized system and O&M in last 5 years as on Bid Submission Date. (Turnkey here means that at least two of the following should be included i.e. Software development & implementation; ICT hardware deployment & installation of system software; operation & maintenance of the ICT system) for at least 1 year</p>	<p>1. We are telecom service provider for the last 7-8 years and we had been engaged in telecom Documentation / Logistic services/scanning & warehousing etc.</p> <p>2. What is required duration for Similar Project Turnover Calculation?</p> <p>3. We have operated approx. 100+ data entry centers for all the telecom operators, We are qualifying required turnover in this Segment.</p> <p>4. This segment business turnover was approx. 15 cr per year for all the 3 years.</p> <p>5. Part from this we are engaged in E-Mitra LSP & many other e-Governance projects.</p> <p>6. Company Profile attached.</p>	As per RFP.

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			completed; training of ICT systems / application) 3: Operation and Maintenance of Citizen Service Centers (Project should be in O&M Phase) as on Bid Submission Date.		
2	Vol I		Eligibility Criteria	Addition of following eligibility clause: Bidder should have an empanelment as Enrollment Aadhaar Agency on PAN India with UIDAI and must have carried out over 40 Lakhs of Aadhaar enrollments of residents	As per RFP
3	Vol II	8	Means, Performance Bank Guarantee which shall be submitted by the Successful Bidder within the period stipulated in the LOA. The Performance Bank Guarantee shall be valid for a period of 60 (sixty) days beyond the	Need to understand at what basis PBG was calculated	As per RFP.

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			<p>date of completion of all contractual obligations of the Successful Bidder in terms of the Contract. Value of Performance Bank Guarantee based on number of Zones awarded to a Successful Bidder shall be:</p> <ul style="list-style-type: none"> · INR 30 crores: In case a Bidder is awarded all the three Zones · INR 20 crores: In case a Bidder is awarded any two Zones. · INR 10 crores: In case a Bidder is awarded only one Zone. <p>Any and all cost and charges whatsoever such as premium, commission etc. with respect to the Performance Bank</p>		

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			Guarantee shall be borne by the Bidder.		
4	Vol II	14	The bidder are required to submit Demand draft of Tender Document Fees on or before pre-bid meeting. The Bidder will not be allowed to attend the pre-bid meeting if the Tender Document Fees is not submitted.	Can we submit the tender document fee before last date and time for bids?	Refer Section 4.3.3 of the Volume II of the RFP.
5	Vol II	18	a) Along with the Bid, Bidders shall submit EMD of: <ul style="list-style-type: none"> · Rs. 5 Crores (Rupees Five Crores Only) in case Bid is being submitted for all 3 Zones · Rs. 4 Crores (Rupees Four Crores Only) in case Bid is being submitted for any 2 Zones · Rs. 2 Crore (Rupees One 	need to understand at what basis EMD was calculated	As per RFP.

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			Crore Only) in case Bid is being submitted for 1 Zone		
6	Vol II	27	Relevant Past Experience Should have undertaken similar projects in any or all of the following areas of: a. Delivery of multi locational, across the counter citizen service delivery	Aadhaar Project will be considered as a past experience	Yes, if it is falling under the category mentioned in this particular clause.
7	Vol I	2	It is envisaged that approximately 130+ number of G2C services shall be added to the existing list of services	What are the timelines for adding these services? From which date can the bidders expect transactions and facilitation charges from these services if PSEGS wants revenue through these services to be taken into account in preparing Financial Bid. What is the earning potential through these services? Are Sewa Kendras going to offer these services exclusively?	Approx. 30-50% of the services are planned to be added within 6 months from the contract signing. Balance services are planned to get added during the subsequent 6 months. The fee will be in alignment with the fee being charged for similar services being charged currently. The

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					above is subject to approval from the State Government and the concerned departments.
8	Vol I	2	To operate and maintain the Sewa Kendras on self-sustainable mode and on revenue sharing basis without any burden on State exchequer	Has PSEGS done any calculations or prepared any Business Model, which indicates that it is possible to run this Project only on the basis of facilitation charges collected by providing services or it is dependent on the calculations of Bidders. If yes, please share details	<p>The details are provided in RFP Vol-I, Annexure-H: District wise transaction volume and Annexure-I: Service wise transaction volume.</p> <p>With this data, the bidders are encouraged to validate that viability of the business based on :</p> <ol style="list-style-type: none"> 1) Existing Government services being delivered (refer Annexure A RFP Vol-I) 2) Planned Government services to be added

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					(refer Annexure G RFP Vol-I) 3) New B2C services which the bidder intends to provide from the Sewa Kendra (refer Annexure B RFP Vol-I) or B2B services in discussion with PSeGS
9	Vol I	2	Eliminate Agents and give direct access of Government services to the citizens	Plenty of Agents operate out of DC/ SDM offices. These Agents help citizens in applying for services by preparing their files. If local authorities are unable to stop agents from operating, how is Service Operator expected to stop them	This is an objective of the Project. Getting Sewa Kendra Operator is one of the initiatives of the State Government to reduce / minimize the need for agents for a common citizen. Refer Section- 6.3.1.6. in RFP Vol-I.

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10	Vol I	2	There are three types of Sewa Kendras across the state. Type 1 Sewa Kendras are situated at District Head Quarters having average 12 counters, Type 2 Sewa Kendras are in urban areas having 4 counters and Type 3 Sewa Kendras are in rural areas are majorly in rural areas having 2 counters	Can a Service Operator add another counter either inside the premises of Sewa Kendras or outside the premises but within Sewa Kendra's boundary walls to advertise, market products like loan schemes/ provide B2C services if present counters are running at full capacity	Additional counter may be added only inside the premises of Sewa Kendras by Service Operator in consultation with PSeGS/ Deputy Commissioner subject to availability of the space etc. The Service Operator will be responsible for all costs including furniture, IT, Non-IT etc. maintaining the look and feel of the Sewa Kendra. Also refer 6.3.2.2
11	Vol I	4	Non IT Equipment - DG Sets	Does PSEGS have permission from Pollution Control Board for installing DG sets	All DG sets installed are compliant with the guidelines of Ministry of Environment and Forest, Government of India
12	Vol I	5	IT Infrastructure	These equipments will be available to the Service Operator	IT and Non-IT Hardware Infrastructure as

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				only after receipt of payments by the current Service Operator	mentioned in Clause 5.8.1 and 5.8.2 of RFP Vol I will be handed over in working condition to the selected Service Operator.
13	Vol I	5 & 6	IT Infrastructure	IT Equipment at Type 1 Sewa Kendras & existing Type 2 Sewa Kendras is old Suwidha Equipment. It should be replaced with IT equipment of those Sewa Kendras which are closing down	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the selected Service Operator.
14	Vol I	5 & 6	IT Infrastructure	Token machines, Biometric Attendance System & CCTV cameras are not available at Type 1 Sewa Kendras. Networking and conduiting has to been done for installation of token machines and biometric machines in the network	The required equipments (if any) would be made available by shifting from Sewa Kendras that have been closed. Kindly refer to Clause 7.1.1 of RFP Vol I

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15	Vol I	7	<p>PSeGS will provide SWAN (State Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.) and 26 Type II Sewa Kendras. List of Sewa Kendras with PAWAN (Punjab Wide Area Network) connectivity is attached at Annexure 'F'. PSeGS shall bear the operational cost for this connectivity. In order to meet SLAs, the bidder shall be responsible for the connectivity at the remaining Sewa Kendras, at its own cost (minimum 4 Mbps). During downtime of PAWAN there may be a relaxation in relevant SLAs.</p>	Does a Service Operator have to provide a backup connectivity also for all 500 Sewa Kendras?	The bidders make their own assessment for connectivity and bandwidth.

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16	Vol I	7	The overall G2C, G2B, G2E service delivery framework of Sewa Kendra would be hybrid of delivery of services which are ready for eservice delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the PSP (Punjab Sewa Portal) for delivery of services to the citizens. The Punjab Sewa Portal has been developed and maintained by NIC, Punjab.	Few existing issues in PSP application are - 1)Fee mismatch issues: The issues related to third party applications integrated with PSP application example services related to labour department. As these services are integrated with PSP application, sometimes the transaction is successfully applied on the labour portal but it does not commit in PSP portal. As a result of which the service is actually applied but the challans do not show these transactions. It leads to a huge fee mismatch issue. 2) Non-Integrated services: There are some services for which tight integration is not done between PSP and other services like Aadhaar related services. How will we monitor that all the services, which are actually applied in Sewa Kendras	All software related issues impacting the Sewa Kendra Operator will be addressed by PSeGS. Appropriate process and controls will be established to mitigate any potential revenue loss to new Service Kendra Operator.

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				are also entered in PSP. 3) Dependencies on third party application: Services of various departments are integrated in PSP, there are times when PSP is working fine but the third-party application is not working e.g. PSPCL service. What is the turnaround time for these types of services? 4) Processing of Bugs and Crf's: As still there are number of software issues in application what will be turnaround time for resolution of application related issue	
17	Vol I	8 & 9	Also the digital photograph (wherever applicable) of the citizen shall also be taken	Who will provide white background and STQC certified cameras for Aadhaar Services because all IT equipment is supposed to be available at Sewa Kendras and Service Operator does not have to invest in these equipments and both these things	PSEGS will provide these things

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				are not available at most of Sewa Kendras	
18	Vol I	9	Scanning, photocopy, printing for commercial use (except for service delivery) should be used post intimation to PSeGS, else penalty will be imposed as per SLA. Service operator will display the rates of photocopy, Scanning & printing. Service operator will intimate and submit daily reading of commercial photocopy, printing and scanning to PSeGS	Method of capturing authentic data must be devised and provision must be made for capturing these details on PSP	The SoP/ methodology regarding capturing service specific authentic data will be mutually arrived at with the successful bidder.
19	Vol I	9	Service operator may encourage citizens to use Aadhaar biometric authentication before applying for any service in Sewa Kendras	Who will procure the devices and provide access to Aadhaar database? PSEGS or Service Operator	Selected Service Operator has to procure the devices as this will reduce in manual data entry/ costs. Integration with

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					Aadhaar database will be made by PSeGS.
20	Vol I	9	Service Operator shall collect the final output from respective department/office in case of offline services and will deliver to the citizen at Sewa Kendras. In case of online services, counter operator will take the printout of the final output and deliver to citizen at Sewa Kendras.	The date of getting the services delivered to the citizen should include the weekly off day and holiday , so that the citizen is given a correct date of collecting the certificate SOP should be defined for the process of offline applications being sent to the respective department and PSeGS should be taking a joint responsibility along with the Service Operator of the pendency if any , due to delay in approval from the respective Dept.	As per RFP.
21	Vol I	10	Additional commercial activities like installation of ATM, copier, advertisement on inner walls & Advertisement on stationery etc. can be commissioned post	1) Sewa Kendras will function from 9.00 am to 5.00 pm, six days a week while ATMs function for 24 hours a day, seven days a week. We will either be required to keep Sewa Kendras opened for 24 hours a day and on all days of	1) The ATM would be installed inside the Sewa Kendra building only. Service Operator will make necessary

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			informing PSEGS. In case of any objection, the PSeGS will notify the reason for objecting and suggest ways to address the objections. MOU will be signed between successful bidder and concerned third party and the copy of MOU to be submitted to the department. The service operator will also submit the affidavit signed by the authorized signatory not below the level of Director of the company. Affidavit shall comprise information pertaining to scope, nature of services and revenue earned owing to the services, etc. The publicity and advertisement material	the year and in turn expose Sewa Kendra equipments, documents & cash to theft or install ATMs outside Sewa Kendras which will mean making changes in the structure of the building. Since it is risky to install ATMs inside Sewa Kendras, Service Operator must be allowed to install ATMs outside Sewa Kendras but within its periphery by making relevant changes in Sewa Kendra design for ensuring ATM's safety. 2) What will be the timeline for approval for new B2C services? 3) It will be time consuming to take permission from all DCs for publicity & advertisement material therefore it is requested that a single permission from PSEGS must be enough.	arrangements in consultation with banks. 2) Please refer Clause 6.3.2 in RFP Vol I. 3) The single point of contact will be PSeGS whereas for operational issues, Deputy Commissioner will be nodal point of contact

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			should be with the approval of Deputy Commissioner concerned.		
22	Vol I	10	In case of any updation or changes require to the software related to Sewa Kendras operations and service delivery, the Service Operator shall be allowed to suggest necessary changes/ updations. Changes suggested by the operator shall be performed by PSeGS, However, any cost incurred in the design, development, testing and deployment of the changes shall be borne by the Service Operator	What are the timelines for completion of changes by PSEGS and how will the cost be ascertained?	PSeGS will facilitate the integration of all the services with the application from its own end. For external integration of B2C services, Service Operator will be responsible.
23	Vol I	10	The successful bidder will take all necessary actions to ensure that more and more citizen avail	Will PSEGS also advertise or create awareness among citizens?	As per Section 6.3.2.7 in RFP Vol-I. PSeGS will also take appropriate measures to

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			government services offered via Sewa Kendras.		publicize the Sewa Kendras at its own costs.
24	Vol I	11	Service Operator will adhere to SLAs with respect to G2C services while delivering B2C, B2B services. G2C services have to be prioritized over other services	Please clarify how to achieve this and it will affect B2C & B2B business, will bring negative publicity to Sewa Kendras and may result in litigation with Service Providers. Can the Service Operator dedicate a counter for B2C services to avoid all this and give equal priority to B2C citizens	The Service operator is expected to take all measures to ensure that SLAs for G2C is not compromised. One of the ways to handle this is to have appropriate number of operators and token system is used for all services (whether G2C or B2C).
25	Vol I	11	Deployment of Trained Manpower	Since Centre Coordinators, runners, trainers, help desk executives, service experts have not been made mandatory in RFP, Project management, cash deposit, training activities, service delivery will suffer badly if a bidder deploys only the manpower mentioned in RFP. It is requested that a more detailed	As per RFP clause 6.3.3.1 Vol I.

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				manpower requirement be shared which is closer to Project Requirements	
26	Vol I	11	In case of additional activity is to be performed beyond the shift (9.00AM to 5.00PM), additional manpower shall be deployed in compliance with applicable labour laws working	we request you to kindly clarify the extended schedule timings and services	This will be decided by Service Operator. If required, the Manpower may be attending office in shifts.
27	Vol I	12	The persons deputed for work at Sewa Kendras shall be required to be dressed properly. They will be required to wear a jacket with logo of Sewa Kendras. Service Operator will be required to maintain these jackets at its own cost	Will the staff be required to wear jackets in summers also? It is not mentioned that jackets of all employees must be similar. Please clarify.	The color, design and logo shall be consistent with Sewa Kendra brand. On getting the samples from the successful bidders of each Zone, one common design will be decided and the same has to be worn by the manpower across the States. The respective Zonal Service

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					Operator will have to provide this at their own costs.
28	Vol I	12	All deployed resources must be qualified for operating Sewa Kendras. Service operator must deploy at least 1 female operator at each Sewa Kendra	Exceptions must be made for Type 3 Sewa Kendras for female employees	As per RFP.
29	Vol I	13	The service operator shall arrange to hold periodic training workshops for improving the skills of the counter operators in proper and efficient usage of the system and its day-to-day operation as and when required	Please add trainers under "Deployment of Trained Manpower" section which defines manpower requirement for the Project because trainers are required as 130 more services will be added during the course of the Project	Master trainer has to be budgeted by Service Operator. Master trainers will be trained by PSeGS team. Please refer Corrigendum
30	Vol I	13	The Service Operator needs to remit the statutory fees collected for G2C services to the designated banks in T+1	Are safes/ lockers provided at Sewa Kendras for safe custody of cash overnight	Drawers with lock and key are available in Sewa Kendras whereas Service Operator may take necessary

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			days. If T+1 is a holiday then the same should be deposited in the bank on next working day. In case of credit/debit card payments, digital payments, the Service Operator is required to deposit the fee to Treasury within T+1 day as mentioned above.		arrangement including safe/ locker at its own cost.
31	Vol I	13	Service Operator may engage a bank by signing a tripartite agreement for daily collection of cash from Sewa Kendras, deposit and reconciliation of cash/debit card transactions. The bank may be asked to provide PoS machines and biometric, etc.	Will the PoS transaction be credited to PSEGS account or Service Operator's account	Amount to be credited to Service Operator's account whereas the Service Operator has to transfer the amount to Bank/ treasury on T+1 day
32	Vol I	14	Service Operator is required to reconcile the	Service operator to be provided access to treasury report related	Access to various Treasury reports

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			Government fee on monthly basis with respective treasuries / designated agency / government department. SOP regarding reconciliation mechanism shall be finalized by PSeGS and Service Operator.	to Sewa Kendra collection in order to facilitate reconciliation. Fee deposit through Sewa Kendras in treasury to be identified through a separate DDO code as treasury gets fees from multiple sources for a particular service. DDO codes to be maintained area wise, approving authority wise	available in PSP will be provided to the selected Service Providers.
33	Vol I	14	Service operator shall borne the expenses for availing insurance against the cash at Sewa Kendras or in transit	Is it discretionary or mandatory? Insurance of what amount?	This is mandatory to avail insurance of cash at Sewa Kendra by the Service Operator. The collection amount to be assessed by the service operator based on day to day operations and his expansion plan of B2C services. Also refer Section 6.3.5.3 in RFP Vol-I
34	Vol I	15	The Service Operator shall also be responsible to take	The clause is self-contradictory. At one place, it is mentioned that	insurance will be procured by the Service

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			and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to Service Operator. The insurance cover should be on the name of 'The Member Secretary, Punjab State e-Governance Society'. The payment of such insurance cost shall be borne by the Service Operator. The insurance cost will be deducted from the revenue share by the service operator in subsequent month of obtaining insurance. The Service Operator will ensure that the insurance cover is obtained. Also, he would obtain prior approval from PSeGS	the insurance cost has to be borne by the Service Operator while at the other place, it is mentioned that the Service Operator can deduct the insurance cost from the monthly revenue share of PSEGS	Operator in the name of PSEGS and will later on be deducted from the monthly revenue share of PSEGS

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			before finalizing the same. In case of any theft or damage of any IT or Non-IT infrastructure, the service operator would be responsible to provide infrastructure as per scope of work and as per SLAs. Service Operator shall be responsible for claiming insurance as per rules. PSeGS shall pass-on the claim received from the insurance company to Service Operator, as and when received.		
35	Vol I	15	Up to 10% of the proposed number of centers in the zone commensurate with the increase in transaction volume.	Who will provide the building, furniture, fixture & IT Equipment? How much time will be given to make them operational	Basic enabling infrastructure including building, IT / Non-IT infra will be provided by PSeGS within 3 months. Any cost incurred by Service Operator will be

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					compensated by means of contract extension.
36	Vol I	16	PSeGS reserves the right to decrease the Sewa Kendras, however the decrease in numbers will not be more than 10% of total Sewa Kendras during the tenure of contract. revenue sharing calculations will be done as per financial format specified in RFP Vol. II	There should be no reduction in facilitation charges during Contract period.	As per RFP.
37	Vol I	16	Sewa Kendras shall be operational for 6 days a week. Only Republic Day (26th Jan), Independence Day (15th Aug), Gandhi Jayanti (2nd Oct), and Diwali or any other holiday as decided by PSEGS, from time to time, would be observed as holidays	It is requested that Holi, Dussehra & Guru Nanak Jayanti be also included in the list of holidays. This request is based on our experience of managing Sewa Kendra Project for the past two years.	Please refer to Clause 7.2.2 of RFP Vol I

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38	Vol I	17	Further, with prior notice, PSeGS may ask Service Operator to extend the working hours of some of the selected Sewa Kendras on need basis.	What will be the compensation for increase in hours?	No additional compensation shall be provided. The extended business hour will lead to increase in revenue or reduction in penalties of the selected Service Operator.
39	Vol I	18	PSeGS reserves the rights to provide any additional equipment's such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need in case of G2C services only. Service Operator shall be responsible to procure, operate and manage all such equipment as per service requirement at their own cost.	PSEGS will provide and Service Operator will procure? What does it mean? Please clarify. How do we estimate cost?	Service Operator shall be responsible to procure, operate and manage all such equipment as per service requirement at their own cost.

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40	Vol I	18	Service Operator shall ensure availability of all other equipment's required to operate Sewa Kendras as per requirement of the project, save where the same has been excluded or has to be provided by PSeGS.	Please elaborate what equipments may be required	As per RFP.
41	Vol I	18	Service Operator will operate and maintain centralized monitoring solution/system for IP based CCTV cameras installed at Sewa Kendras. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose	Requirement of static IP and minimum 1 mbps uploading and downloading speed are necessary for viewing LIVE cctv camera feeds	Any additional requirement/provisioning, if required, shall be the responsibility of Service Operator.
42	Vol I	18	Service Operator will arrange for recording of attendance of all the	There is a requirement of Static IP for biometric attendance	Any additional requirement/provisioning, if required, shall be

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			resources deployed at Sewa Kendras through biometric device.	system if this is to be monitored centrally.	the responsibility of Service Operator.
43	Vol I	18	Service Operator will provide all outputs to the citizens including acknowledgements/ certificates and any other printed documents of good quality which are legible and clear	Please share paper quality in GSM	As per RFP. Refer SLA point no 8 in RFP Vol III.
44	Vol I	18	Service Operator will ensure whitewash/ paint of Sewa Kendras at the end of every year of the contract, at its own cost	Whitewash/ paint of Sewa Kendras must be done once in three years	As per RFP.
45	Vol I	18	Service Operator will take all necessary measures to maintain the Sewa Kendras premises in exactly the same condition as at the time of handover to Service Operator.	Except normal wear & tear. What about pre-existing infrastructure, seepages, earthing issues etc.?	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the

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					selected Service Operator.
46	Vol I	19	Service Operator will ensure that statutory dues/ Government Fees collected at Sewa Kendras shall be deposited in the designated Bank and/ or any other agency as per the guidelines issued by PSEGS from time to time	For Government Fees deposit, submission of files, collection of certificates from departments, runners are required whose requirement has been ignored in RFP. Please mention requirement of runners in RFP to enable Service Operators to include their cost while calculating Project cost	Kindly refer to Clause 6.3.3.1 in Vol I of the RFP.
47	Vol I	19	For G2C, G2B, G2E services, where facilitation charges are not charged from citizens but are received directly by PSeGS, a standard Operating Procedure (SOP) shall be finalized by PSeGS with the selected operator. Example of such services are generation of Aadhaar cards,	What Facilitation charges should we assume while preparing our Financial Bid	As per Annexure-A: List of G2C services in RFP Vol-I

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			acceptance of bill payments of BSNL landline phones, E-stamp etc.		
48	Vol I	19	For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS from different agencies/departments, the share of Service Operator shall be transferred to the Escrow account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.	what are the timelines for transfer of facilitation charges to the Escrow account	T+1 day. Service Operator will open an Escrow account or similar arrangement in consultation with PSeGS.
49	Vol I	20	Service operator is required to obtain all necessary licenses/approvals (including under Shops and Establishment Act) in order to run the operations	If we have to comply with this Act, the number of holidays will have to increase, & PL/ SL etc. too. Cost of compliance will accordingly increase	As per Section 7.5.1 in RFP Vol-I

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			in Sewa Kendras. PSeGS will facilitate the service operator for obtaining such licenses/approvals.		
50	Vol I	20	Service Operator will submit daily/weekly/monthly MIS reports for all G2C and B2C Services as per template & mechanism required by the PSeGS from time to time. Some of these reports shall be made available on the State Portal by PSeGS	PSeGS need to share the formats	The template shall be shared by PSeGS
51	Vol I	21	Electricity and water Expenses for power and water consumed at Sewa Kendras will be borne by Service Operator. Diesel charges to run the DG sets during power outage will be borne by the Service Operator	A Type 1 Sewa Kendras and existing Type 2 Sewa Kendras, electricity, water and DG sets are shared. Provision for separate electricity & water connections and an independent DG set must be provided if Service Provider is supposed to pay for these expenses	Please refer Section 5.8.1 in RFP Vol-I

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52	Vol I	21	The Sewa Kendra is envisaged to be a bottom-up model for service delivery of content, services, information and knowledge. It is envisioned to operate Sewa Kendras with a sustainable business model for achieving rapid socio-economic change in Punjab. Currently, about 170 G2C services are being delivered through Sewa Kendras, facilitation charges are levied on the delivery of these services. It is expected that with the current set of services and existing levels of service facilitation charges, the business is able to 'largely' recover the incurred costs	PSEGS is requested to share the calculations, costings, revenue & Business model which is expected to make the Business 'largely' recover the cost.	<p>Basic transaction information on G2C Services is provided in Annexure -H & I in RFP Vol-I.</p> <p>The business model can be different for different bidders and hence has to be developed by individual bidders. However, the current number of transactions and the fee provides the basic comfort in managing the operational expenses of the Service Operator.</p>

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
53	Vol I	21	Further, Revenue from Sewa Kendras is likely to get further augmented with the addition of approximate 130+ G2C Services being planned by the State Government. In addition, the Service Operator can enhance the revenue stream by providing various B2C services such as ticketing, insurance premium payment, mobile bills & pre-paid cards, Form Filling, etc. Service Operator will also be allowed to run Sewa Kendras as mini business centers, wherein the service operator can install and run Photocopier/ Scanner/ Printer etc.	Has PSEGS calculated how much revenue can be earned from new 130+ services which will be introduced at Sewa Kendras and B2C services? If yes, please share. Not many citizens may come at crowded Sewa Kendras for availing B2C services like mobile recharges by taking a token and waiting for long duration when same services are available at every corner, across the counter. 50% of Sewa Kendras are in urban areas where many alternate B2C service options are available. Moreover the RFP document has asked the Service Operator to give priority to G2C services over B2C Services	Approx. 30-50% of the services are planned to be added within 6 months from the contract signing. Balance services are planned to get added during the subsequent 6 months. The fee will be in alignment with the fee being charged for similar services being charged currently. The above is subject to approval from the State Government and the concerned departments.

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
54	Vol I	21	Service Operator can also look to implement certain innovative measures such as forging strategic alliances for branding and advertisements to generate additional revenue streams	Inside Sewa Kendras or outside Sewa Kendras	As per RFP (Refer Clause no. 6.3.2.2)..
55	Vol I	22	Service operator would be responsible for making all payments with regard to the manpower deployed on or before 7th day of every month including all the statutory payments on account of manpower	Why PF is expected to be paid by 7th of every month?	Please refer corrigendum.
56	Vol I	22	To comply with the technical requirements of the relevant security, safety and other requirements specified in the prevailing Information Technology Act, Telegraph Act, Target Delivery of	Only ISO 9001 G2C certified companies must be allowed to bid	As per RFP

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			Financial and Other. Subsidies, Benefits and Services) Act, 2016 or any other applicable laws and all amendments including the regulations issued by State Government or Government of India from time to time.		
57	Vol I	22	Adherence to labour laws and/or other applicable laws	Adhering to labour laws needs to be clarified as the number of holidays mentioned in the clause 7.2.2 is not in line with labour laws. Both the conditions are contradictory	As per RFP.
58	Vol I	22	Establishing security services at all the sites with respect to protecting physical assets.	There is no provision for security guards at Type 3 Sewa Kendras. Request PSEGS to share ways and means by which assets at Type 3 Sewa Kendras can be secured	As per RFP.
59	Vol I	22	Providing all required Insurance covers, including third party cover, for all the assets	This clause is not consistent with Clause No 6.3.5.4 (pg no 15) where it is mentioned that the Service Operator can deduct	As per RFP.

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			including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.	Insurance Premium from monthly revenue share of PSEGS	
60	Vol I	22	Service Operator will be responsible for timely deposit of electricity & water charges. In case of failure in doing so, all penalties and cost of restoration of connection shall be borne by the Service Operator	PSeGS needs to ensure that all the electricity and water bills pending from the past are cleared before the Sewa Kendras are handed over to Service Operator and Service Operator will be responsible only paying the bills from the date the Sewa Kendras are taken over	Service Operator will be responsible for paying the bills from the date the Sewa Kendras are handed over.
61	Vol I	23	PSEGS shall provide training for the master trainers to run various	There is no provision of master trainers and other trainers in RFP. If there is a need for trainers	Please refer to the Corrigendum

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			applications deployed in this project. Service Operator shall further train his staff using these master trainers	in the Project, please add the same in the RFP.	
62	Vol I	25	Facilitate the service operator in handing over of Sewa Kendras through concerned Deputy Commissioner or his representative.	How will this be ensured without settlement of all the dues of the previous Service Operator?	As per RFP.
63	Vol I	26	Providing services through Punjab State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.	There must be compensation for Service Operator if PSP is down. Moreover there are instances of fees mismatch, application count mismatch at PSP. PSEGS must ensure no such mismatches are there	As per RFP. PSEGS will be responsible for seamless functioning of the application.
64	Vol I	26	Monitor the SLAs and performance of Service Operator as per contract.	System generated reports to be made available to Service Operator, methodology to be clearly specified	Access to various reports/information/complaints as mentioned in Column "Method of

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
					Measurement” in SLAs (Refer Vol III, Annexure B) will be made to the Sewa Kendra Operator.
65	Vol I	27	Implementation Schedule	Should be 60 days instead of 45 days.	As per RFP.
66	Vol I	29 to 41	Services	Services like those of Transport Department are offered by the Department directly affecting Sewa Kendra revenue	As per RFP
67	Vol I	27	The Service Operator is allowed to sub-contract any of the non-core project activity except the work relating to core day to day operations of Sewa Kendras. Service Operator shall not sub- contract any work related to the project without prior written consent of PSeGS. The Service Operator is allowed to sub-contract following activities:	It is requested that deployment of Security Guards be allowed to be sub contracted.	Clause is self-explanatory

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			12.1.1. Manpower 12.1.2. Housekeeping of Sewa Kendras. 12.1.3. Consumables management 12.1.4. Cash management		
68	Vol II	4	Last date and time for submission of bids up to 03.00PM (IST) on 18/05/2018	Taking into consideration the project scope, we request you to kindly extend the submission date for minimum 4 weeks	As per RFP
69	Vol II	29	Average annual turnover during the last 3 financial years ending 31.03.2017 INR 65 Crores (Rupees Sixty Crores Only) in case bid is submitted for all zones	Taking into consideration the complexity and volume of project, we may request you to kindly consider INR 200 Crores as minimum average Turnover in last three financial years for all three zones	As per RFP
70	Vol II	30	Eligibility of Bidders { Pre-Qualification Criteria (Profit Making Entity)} - Should be an operating profit making entity in at least 1 out of last 3	Should be an operating profit making entity in each of last 3 financial years ending 31.03.2017.	As per RFP

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			financial years ending 31/03/2017		
71	Vol II	31	In case bid is submitted for all three zones : Minimum 2 projects of INR 25 Crores each	It is requested that the minimum experience of value over 100 crores from operations in India and abroad will be taken into consideration for evaluating the bidders eligibility	As per RFP.
72	Vol II	112 to 118	Financial Value Breakup of Zone 1/ Zone 2/ Zone 3	Bidders have transaction and facilitation charges collection details of services which are being offered at Sewa Kendras but do not have projected figures and timelines for 130+ services which will be operationalized in future. Please share these details for the bidders to arrive at Business Potential of Sewa Kendras. It is difficult to prepare a realistic Financial Proposal in absence of complete data	As per RFP.
73	Vol III	11	Conditions precedent of the Authority:-Subject to the Service Operator	Subject to payment of all dues to previous Service Provider	As per RFP.

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			fulfilling all its Conditions Precedent as specified in Clause 3.2.2 (other than any Condition Precedent that has been waived by the Authority), the Authority shall, within a period of 45 (forty five) days from the date of the notice from the Service Operator notifying fulfillment of its Conditions Precedent, fulfill the following Conditions Precedent: i) Handing over of all Sewa Kendras/Sites located in Zone no. <<Number>> as per details attached in Annexure F;		
74	Vol III	15	Operational Readiness and Acceptance :- (i) The Project shall be governed by the	Operations cannot commence without ORC	As per RFP.

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			mechanism of operational readiness to be put into place by Service Operator in terms criteria set out in Schedule I of this Agreement ("Operational Readiness") within the period of 30 (thirty) days from the date of possession of the Sewa Kendra after approval from the Authority. Upon the Operational Readiness of the Project in terms of the Schedule I and to the satisfaction of the Authority, the Authority shall issue an operational readiness certificate ("Operational Readiness Certificate").		
75	Vol III	21	Obligations of the Service Operator (i) It shall provide to the	In case of theft, ten days' time to be provided to make Sewa Kendra functional. The surplus	In case of theft, it is the responsibility of Service Operator to procure the

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			Authority, the Deliverables and Services as set out in the RFP and Annexure B of this Agreement.	equipment from closed Sewa Kendra may be stocked at a central warehouse as backup stock in case of thefts	asset stolen or assist PSeGS to get the insurance claim. Sewa Kendra will be made functional in two weeks
76	Vol III	21	Obligations of the Service Operator: It shall perform the Services as set out in the RFP and Annexure B of this Agreement and in a good and workman like manner commensurate with industry and technical standards which are generally in effect for international projects and innovations pursuant thereon similar to those contemplated by this Agreement, and so as to comply with the applicable Services set out with the Agreement	How are SLAs measured? Will service time be measured from Token generation time to service delivery? Not possible to provide delivery in 10 minutes for various reasons like PSP/Pawan etc.	Service Operator need to propose and deploy SLA Tools and Plan for meeting the SLA norms and Fault Management

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
77	Vol III	21	<p>Approvals and Required Consents</p> <p>(i) The Service Operator shall procure, maintain and observe all relevant and regulatory and governmental licenses, clearances and applicable approvals, other than the clearances listed in Schedule IX (hereinafter the "Required Consents") necessary for the Service Operator to fulfill its obligation and provide the Services as per the Scope of Work. The costs of Required Consents shall be borne by the Service Operator. It is understood that the clearances identified in Schedule IX shall be obtained and maintained by the</p>	<p>Not attached. Please advise what is Service Operator's responsibility?</p>	<p>PSeGS and Service Operator will be responsible to take respective clearances and consents as required.</p>

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			Authority, however the Service Operator shall not do, or permit any acts that would have the effect of placing the Authority in breach of such clearances.		
78	Vol III	24	Security and Safety (i) The Service Operator shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act or any other applicable laws including the regulations issued by Dept. of Telecom (wherever applicable), IT Security Policy/Guidelines/Manual of the Authority as specifically stated in the	Please specify for how long the online documents have to be retained	Online documents availability is not to be maintained by Service Operator.

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			Agreement and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services.		
79	Vol III	26	Revenue sharing and Settlement Detail procedures/ SOP to be mentioned here.	Please specify procedures?	PSeGS shall detail out later as per the information provided in the RFP.
80	Vol III	32	Termination for Convenience	No Lock in Period. There should be a lock in period of 3 years from the launch date. It will difficult to hire resources and agencies without any commitment on Project's life. This clause is very scary as it has been recently used by PSEGS to terminate the Agreement with present Sewa Kendra Project Service Provider.	As per RFP.
81	Vol III	42	Liquidity Damages (A Sewa Kendra will be deemed to be operational only after	The time given to make Sewa Kendras operational is less. It should be 45 days	As per RFP.

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			being certified by GOP (or its nominated agency/ies). Service Operator will be required to operationalize Sewa Kendras within 30 days of handover.		
82	Vol III	42	Product Liability	No such policy is required or available	It should be read as "Product Liability (if applicable)."
83	Vol III	43	Group insurance: Service Operator shall ensure that the Authority is identified as a coinsured/beneficiary under all insurance policies (for assets provided by PSeGS) obtained by the Service Operator hereunder. Service Operator agrees to provide copy of all such insurance policies to the Authority, including copies of the renewed policy.	Life Insurance or Medical Insurance? PSEGS will be the insured, not co-insured	Statutory obligation such as ESI has to be complied with.

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
84	Vol III	75	General SLAs based on online logs - Non Operationalization of a counter due to any reason - Equipment downtime - Unavailability of equipment, consumables etc.: 30 minutes	30 minutes is very less and unrealistic for repair/ replacement of equipment. It must be minimum 3 hours	Please refer Corrigendum.
85	Vol III	81	Citizen Service Delivery SLA - Average Transaction Time at the window: 10 minutes	Please clarify whether service time is calculated from the time of token generation or from the time, a token is called at the counter. Secondly Service transaction time is service specific. In services like Aadhaar Enrolment, Arms License, Marriage Registration, transaction time is more than 20 minutes. It is requested that in services where documents have to be scanned and photographs have to be captured, average transaction time limit should be set at 30 minutes.	As per RFP

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
86	Vol I	2	Infrastructure of Sewa Kendras and expectations	Whether all the existing IT / non-IT assets are under warranty? If Yes, whether the existing warranties will be extended to us?	Please refer corrigendum
87	Vol I	4	Infrastructure	Are we required to incorporate all the existing assets irrespective of their utilization	Yes, as per Type wise Sewa Kendra.
88	Vol I	4	Infrastructure	How do we get an assurance on the infrastructure availability in working condition? What is the fall back plan in case of certain infrastructure being available but not working or not available completely after taking over the Kendra	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the selected Service Operator.
89	Vol I	6	The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be	Whether PSeGS will provide a fitness certificate of all the assets as a part of the handover process? Whether PSeGS can provide	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			discussed and mutually agreed with the selected bidder/s.	inventory of all the IT/Non-IT assets available at all the existing Sewa Kendras?	handed over in working condition to the selected Service Operator.
90	Vol I	8	Transaction Volume	Can we get transaction volume for the past one year period, that is from 1st Feb 2017 to 31st Jan 2018 or similar period	Please refer to Corrigendum
91	Vol I	7	PSeGS will provide SWAN (State Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.) and 26 Type II Sewa Kendras. List of Sewa Kendras with PAWAN (Punjab Wide Area Network) connectivity is attached at Annexure 'F'. PSeGS shall bear the operational cost for this connectivity. In order to meet SLAs, the bidder shall be responsible for the connectivity at the	Whether the connectivity via PAWAN will be extended to the remaining centers that are currently not connected via PAWAN?	Service Operator has to provide connectivity where PAWAN is not available.

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			remaining Sewa Kendras, at its own cost (minimum 4 Mbps). During downtime of PAWAN there may be a relaxation in relevant SLAs		
92	Vol I	10	Service delivery of B2C and B2B services - Service Operator shall have the flexibility to fix the facilitation charges of B2C, B2B Services only after intimation to PSeGS.	Can PSeGS confirm that the Service operator will have to only intimate and not seek permission to fix facilitation charges? Or will PSeGS have the final say?	As per RFP
93	Vol I	11	Counter Strength	What are the present strength of counters in the proposed 500 odd locations and what is the increase/ decrease anticipated	Please refer Annexure-D in RFP Vol-I. There are 4-Counters in Type-II and 2-Counters in Type-III Sewa Kendra.
94	Vol I	14	Mode of Payment	What is the current mode of payment and what is the current payment infrastructure available at the Kendra	Currently cash is the mode of payment mostly used in all Sewa Kendras, however POS machines for eStamping are available at Type-1 Sewa Kendras.

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95	Vol I	14	Insurance Obligation	If the service provider hires a sub-contractor, can the sub-contractor bear the insurance obligation	The accountability will be of the Service Operator. Please refer Section-12 of RFP Vol-I.
96	Vol I	17	Token Machines	Are the existing Token machines integrated with the existing software being used?	Yes token machines are integrated with the existing software.
97	Vol I	19	Payment gateway integration of department specific applications will be done by their respective system integrators. However, in future if there's need to integrate payment gateway with Punjab Sewa Portal, the payment gateway will be provided and integrated by PSeGS. In such case, the cost of integration will be borne by PSeGS and cost related to transactions using	Do we need to use the existing payment gateway / (s) for any new B2C or B2B services that we launch?	The payment gateway of PSP shall be used.

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			Payment gateway will be borne by citizens		
98	Vol I	19	Wallet Account	Is the service provider expected to collect fees from applicants directly in the Wallet account	<p>Wallet account has to be used for :</p> <ol style="list-style-type: none"> 1) Depositing the statutory and facilitation charges to Government account and Escrow account or similar arrangement respectively to meet the SLA of T+1 2) Collecting fee from the citizen/user in digital mode (cash has to be directly deposited to Government account and escrow account or similar arrangement opened in consultation with PSeGS respectively)

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99	Vol I	21	The Sewa Kendra is envisaged to be a bottom-up model for delivery of content, services, information and knowledge. It is envisioned to operate Sewa Kendras with a sustainable business model for achieving rapid socio- economic change in Punjab. Currently, about 170 G2C services are being delivered through Sewa Kendras a facilitation charges are levied on the delivery of these services. It is expected that with the current set of services and existing levels of service facilitation charges, the business is able to 'largely' recover the incurred costs.	Hence, the Service operator will make profits only by adding new G2C services and offering B2C services. Will PSeGS guarantee that the current monthly run rate of facilitation fees be maintained at the minimum. Since Service operator is also expected to offer a minimum guarantee revenue to PSeGS.	Please refer Annexure - H & I in RFP Vol-I

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
100	Vol I	27	Handover of Sewa Kendras	How will Handover happen at the time of keeping centers open	The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be discussed and mutually agreed with the selected bidder/s.
101	Vol I	91	District wise Transaction volumes	Can we be provided similar (transaction volumes, Govt fees and Facilitation charges) data on a monthly basis for the past 12 months?	Please refer to Corrigendum
102	Vol II	112	Financial value breakup of Zone I - % share of the total facilitation charges and other revenue	Are we allowed to provide different shares for different years in % terms	As per RFP.
103	Vol III	51	SCHEDULE - I - DEFINITIONS	The draft Master Service Agreement speaks of Permits required with regards to Clearance, License, NOC and	These will depend on the B2C services. PSEGS will help the Service Operator

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				others. Can we get a list of all these	
104	Vol I	2	Infrastructure of Sewa Kendras and expectations	Whether the warranty of the IT and the other office equipments will be extended to the new incumbent and for what tenure? Can it be assumed that the new incumbent will not have to pay for the AMC?	Please refer to corrigendum.
105	Vol I	8	Transaction Volume	Can we get month wise transaction volume for the past one year?	Please refer to Corrigendum.
106	Vol II	29	Pre-Qualification Criteria - Financials	Is the bidder allowed to showcase its parent company's financial credentials for pre-qualification criteria?	Allowed if Associate Guarantee exists during the tenure.
107	Vol I	16	Operational Requirements	We request the authority to allow the service provider to offer services for both G2C and B2C after office hours on weekdays and on Sundays.	Service Operator has the flexibility to do so as long as it is complying with local laws.
108	Vol III	-	SLA	We request for 3 months SLA holiday during the transition	As per RFP.

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				phase from the existing service provider to the new incumbent.	
109	Vol I	10	6.3.2.3. Service Operator shall have the flexibility to fix the facilitation charges of B2C, B2B Services only after intimation to PSeGS.	* who will enter an agreement with B2C,B2B Providers	As per RFP
110	Vol I	10	6.3.2.4. The responsibility for gathering the functional requirements, development and deployment of the services and coordination with various stakeholders rests with the Service Operator. The services would be integrated with PSP Portal in consultation with PSeGS. However, the service operator may add more B2C, B2B, services other than the services listed in Annexure 'B' in consultation with PSeGS.	*who will Develop and deploy & Maintenance of New B2B, B2C services not listed in Annexure 'B' Service Operator (or) PSeGS software Team.	As per RFP (Refer 6.3.2.4 of Vol I) Service operator with the support of PSEGS software team will Develop and deploy & Maintenance of New B2B, B2C services not listed in Annexure 'B'

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
111	Vol I	13	<p>6.3.4. Transaction management for each zone</p> <p>6.3.4.1. The Service Operator is required to collect money at Sewa Kendras from the date of starting operations.</p> <p>6.3.4.2. The Service Operator needs to remit the statutory fees collected for G2C services to the designated banks in T+1 days. If T+1 is a holiday then the same should be deposited in the bank on next working day. In case of credit/debit card payments, digital payments, the Service Operator is required to deposit the fee to Treasury within T+1 day as mentioned above.</p>	<p>* Who will finalize the designated banks (Service Operator or PSeGS)</p> <p>For Digital (Credit, Debit) Payment Transaction whose account number need to be integrated.</p>	<p>This is a wallet account of the Service Operator and the details of which has to be shared with PSeGS.</p>

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112	Vol I	10	6.3.2.6. It will be the responsibility of the bidder to procure &/or replace any new or existing hardware/software/ICT infrastructure (excluding Punjab Sewa Portal) at their own cost for delivery of any G2C, G2B, G2E, etc. services during the tenure of the contract.	* On completion of Contract tenure, Do the bidder need to retain hardware/Software replaced	The hardware has to be handed over to PSeGS in working condition.
113		18	7.3.3. Service Operator will ensure whitewash/paint of Sewa Kendras at the end of every year of the contract, at its own cost.	* Is it mandatory every year?	As per RFP.
114	Vol I	19	7.4.2. For G2C, G2B, G2E services, where facilitation charges are not charged from citizens but are received directly by PSeGS, a standard Operating Procedure (SOP)	* Please provide approximate price for these type of services.	As per Annexure-A: List of G2C services in RFP Vol-I

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			shall be finalized by PSeGS with the selected operator. Example of such services are generation of Aadhaar cards, acceptance of bill payments of BSNL landline phones, E-stamp etc.		
115	Vol I	19	7.4.3. For various G2C services, PSeGS has signed a Memorandum of Understanding (MOU) with other Government Department/s or agency/s for delivery of their respective services. As per the MOU PSeGS is required to transfer Government fee collection to the department/agency's bank account in T+1 days. The service operator shall be required to create a wallet in a bank so as to	* Is the wallet is centralized for all Sewa Kendra's (or) District Wise separately.	Wallet will be Centralized Zone wise.

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			<p>enable PSeGS to transfer the daily money collection from the wallet account of the service operator to the bank account of the concerned department/agency. The above shall also be applicable for any MOU/s, which PSeGS may sign with other government departments/agencies in future. Further, once finance department of the state automates the treasury operations by setting up cyber treasury portal or any other arrangement platform for electronic receipts of Government Fees, Service operator may be required to operate a Wallet</p>		

S. No.	RFP Volume	Page No.(s)	Content of RFP requiring Clarification(s)/Section heading	Points of clarification	Response
			account for daily receipts of G2C Government Fees.		
116	Vol I	19	7.4.6. For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS from different agencies/ departments, the share of Service Operator shall be transferred to the Escrow account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.	* Is there any timelines for receipt of payments from the respective department/ agency/s.	As per RFP.
117	Vol I	19	7.4.8. Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions (till the time it gets provisioned in PSP)		No query posted

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			for e.g., collection of bills/taxes etc. on behalf of other State departments as per the requirements of concerned State departments.		
118	Vol I	20	7.6.1. Service Operator will submit daily/weekly/monthly MIS reports for all G2C and B2C Services as per template & mechanism required by the PSeGS from time to time. Some of these reports shall be made available on the State Portal by PSeGS.	* It is available in PSP portal (or) Service Operator need to develop	The PSP portal will have necessary MIS reports.
119	Vol I	20	7.6.3. Service operator will submit Sewa Kendra / district/ zone wise MIS report	* It is available in PSP portal (or) Service Operator need to develop	The PSP portal will have necessary MIS reports.

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			including service wise transactions, cash collection, challan details, etc. to PSeGS on daily basis.		
120	Vol I	17	Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day.	Since this amount is of Govt. Dept., thus bank should not levy any service charges for collecting and depositing amount as the collected amount volume is too high	As per RFP.
121	Vol I	17	Service operator may encourage citizens to use Aadhaar biometric authentication before applying for any service in Sewa Kendras.	It should be made compulsory from PSeGS then and then service provider can pacify and encourage to implemented biometric authentication & linking with other services	As per RFP

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122	Vol I	17	Service Operator shall collect the final output from respective department/office in case of offline services and will deliver to the citizen at Sewa Kendras.	<p>Preferably all other services should be online as sometimes in offline services due to non-availability of concern dept. head the service is not rendered in real time bound manner and ultimately leads to customer dissatisfaction and resentment.</p> <p>We also suggest to avoid the unwanted fraud and miss-use of individual login password, every operator's IP should restrict on PC and user so nobody can use from other premises/location & log should maintain for every websites</p>	As per RFP.
123	Vol I	18	It will be the responsibility of the bidder to procure &/or replace any new or existing hardware/software /ICT infrastructure (excluding	What is the parameters of replacing new or existing hardware/software/ICT infrastructure	Any replacement of hardware with equal or higher configuration required to meet SLA to be done by service operator

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			Punjab Sewa Portal) at their own cost for delivery of any G2C, G2B, G2E, etc. services during the tenure of the contract.		
124	Vol I	18	The successful bidder will take all necessary actions to ensure that more and more citizen avail government services offered via Sewa Kendras.	To create awareness among the masses in the specifically rural sector the Sewa Kendra promotion activity should be done by Govt. side.	The PSeGS will also take appropriate measures to publicize the initiative at its own costs.
125	Vol I	20	The persons deputed for working at Sewa Kendras shall be required to be dressed properly. They will be required to wear a Jacket with logo of Sewa Kendras. Service operator shall be responsible to maintain these Jackets at its own cost.	Apart from Jacket is there any other dress code? Is service provider will responsible for clothing like pent, shirt etc.	The color, design and logo shall be consistent with Sewa Kendra brand. On getting the samples from the successful bidders of each Zone, one common design will be decided and the same has to be worn by the manpower across

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					the States. The respective Zonal Service Operator will have to provide this at their own costs.
126	Vol I	20	Service operator is expected to submit the police verification certificate	How old police verification certificate is valid?	It should not be more than 3 months old.
127	Vol I	21	The Service Operator needs to remit the statutory fees collected for G2C services to the designated banks in T+1 days.	If citizen pay his utility bill in last day & next day is bank holiday. In this case who will responsible on late credit to respective dept.	T+1 is calculated on the basis of working days.
128	Vol I	23	The Service Operator shall provide all consumable items includes but not limited to application forms, stationery	Can we get breakup of category wise application form/stationery which is used by PSeGS. This will be easy to calculate stationery cost	This includes (but not limited to): 1 Paper (A4, Legal, etc.) 2 Token papers 3 POS Machine stationery 4 Registers, Pen etc.

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129	Vol I	24	Service operator may also propose and mutually agree with PSeGS to increase the number of Sewa Kendra in a particular zone and of a particular type to a “specific number” with a relevant reasoning and business case during the currency of the contract subject to same technical and commercial terms.	Is there any specific target to increase number of Sewa Kendra?	As per RFP
130	Vol I	28	At the end of each year (starting from contract signing date), the Service Operator will file his statement covering the revenues earned, taxes paid, statutory fee collected, Facilitation charges collected etc. Any balance amount due from the minimum revenue	1. Does Govt. dept. will do reconciliation?	Yes

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			guaranteed has to be paid prior to submission of the statement to PSeGS.		
131	Vol I	30	To provide regular and periodic training to the manpower deployed at Sewa Kendras for continual skill development.	Training should be provide at location wise or district wise.	As per Requirement
132	Vol I	14	The IT infrastructure is currently scattered in various other Sewa Kendras and it is the responsibility of the service operator to take the handover and transferring them to the 500 Sewa Kendras.	Is there any shifting charges and handover charges? If there then who will bare	Service Operator to bear the charges if any.
133	Vol I	99	District wise Transactions Volume	Is it possible to get type wise / category wise volume of transaction	Please refer Corrigendum

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134	Vol I	29	Electricity and Water Expenses for power and water consumed at Sewa Kendras will be borne by Service Operator.	What is the average electricity consumption per center / type wise	Please refer Corrigendum
135	Vol II	95	Similar projects of value more than INR 25 Crores in any or all of the following areas of:	It should be 20 Cr project value rather than 25 Cr. Also in addition it also consider one project of 10 Cr and two projects of 5 Cr each to enable the bidder to bid for all three zones	As per RFP
136	Vol III	76	Denial of any G2C service(s) to the applicant presents with all the prerequisite documents required for service delivery and yet service is not rendered.	If citizen provides less documents & on that basis, operator deny for services. In this case what should be mechanism to prove? Also penalty amount is too high in SLA	Deficiency to be mentioned in the system and shared with the citizen.
137	Vol III	77	Non operationalization of a counter due to any reason	Non-working of counters may be due to hardware problem, virus or any other software problem. It should be omitted coz other	As per RFP.

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				counters are working. Here availability of person is there but due to some reason counter is not working	
138	Vol III	79	Housekeeping non conformities (NC) and proper display boards	If citizen do mischief or damage display board. Here in this case penalty will be levy on service provider	It has to be covered in the insurance.
139	Vol III	79	Satisfaction level of citizens as gauged by feedback forms or any other feedback mechanism	Here feedback and monitoring should be done by Govt. side or Dept. because if citizen didn't give appropriate mark on feedback (not marking properly) then penalty will be levy on service provider	As per RFP.
140	Vol III	80	Non maintenance of civil works and furniture	It should be min. 3-5 days coz it takes time to repair civil & furniture items	As per RFP.
141	Vol III	82	Average Transaction Time at the Window	This should be removed coz transaction time per instance is depend on citizen/their documents/query and many more.	As per RFP.

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142	Vol I	16	7.1.1 Service Operator shall be required to transfer the required hardware from non-operational Sewa Kendras as identified by PSeGS to operational Sewa Kendras before launch of Sewa Kendra. Shifting of hardware shall be generally from the Sewa Kendras situated in same district.	Please clarify the following: 1. IT assets at each Sewa Kendra are in warranty or in AMC? 2. If AMC then the duration and detail of the vendor. 3. Or bidder has to take care of AMC of all the hardware	Please refer corrigendum
143	Vol I	21	8.3 Further, Revenue from the Sewa Kendras is likely to get further augmented with the addition of approximate 130+ G2C services being planned by the State government.	We request that any G2C services will be added in future then appropriate facilitation charges must be there. It cannot not be provided free of cost. If any of the services provided through Sewa Kendra with "ZERO" facilitation charges then it will reduce the revenue for the operator and it will be additional burden over Sewa Kendra.	The facilitation charges shall be decided by the State Government.

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144	Vol I	27	Full implementation after complete take over	We request that project implementation timelines must be relaxed. Implementation timelines must be increased from 46 days to 120 days	As per RFP.
145	Vol III	81		We request that Average Transaction time at the counter must not be consider under SLA, since it is citizen service project and citizen may take some to process their application. Also this will be high in rural area. Hence request you to discard this from SLA.	As per RFP.
146	Vol II	18	Along with the Bid, Bidders shall submit EMD of: § Rs. 5 Crores (Rupees Five Crores Only) in case Bid is being submitted for all 3 Zones § Rs. 4 Crores (Rupees Four Crores Only) in case Bid is being submitted for any 2 Zones	We request that EMD amount to be reduced as mentioned below § Rs. 3 Crores (Rupees Five Crores Only) in case Bid is being submitted for all 3 Zones § Rs. 2 Crores (Rupees Four Crores Only) in case Bid is being submitted for any 2 Zones § Rs. 1 Crore (Rupees One Crore	As per RFP.

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			§ Rs. 2 Crore (Rupees One Crore Only) in case Bid is being submitted for 1 Zone	Only) in case Bid is being submitted for 1 Zone	
147	Vol II	4	5 Cost of RFP Document	We request that RFP document cost should be reduced to Rs. 5000/- (Rupees Five thousand only)	As per RFP.
148	Vol II	8	19 Performance Bank Guarantee § INR 30 crores: In case a Bidder is awarded all the three Zones § INR 20 crores: In case a Bidder is awarded any two Zones. § INR 10 crores: In case a Bidder is awarded only one Zone.	We also request that PBG value shall also be decreased as given below: § INR 15 crores: In case a Bidder is awarded all the three Zones § INR 10 crores: In case a Bidder is awarded any two Zones. § INR 5 crores: In case a Bidder is awarded only one Zone.	As per RFP.
149				We request PSeGS to must support for minimum business revenue for each Sewa Kendras of each type. This is being requested as we	As per RFP.

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				foresee that there may be the cases where operational cost will be higher than the revenue collected from the facilitation charges.	
150	Vol II	29	Turnover (Average annual turnover during the last 3 financial years ending 31.03.2017 INR 65 Crores in case bid is submitted for all 3 Zones. INR 40 Crore in case Bid is submitted for any 2 Zone. INR 25 Crore in case Bid is submitted for 1 Zone	For larger participation of the Bidder kindly allow average turnover of last 5 years. ===== Turnover (Average annual turnover during the last 5 financial years ending 31.03.2017 INR 65 Crores in case bid is submitted for all 3 Zones. INR 40 Crore in case Bid is submitted for any 2 Zone. INR 25 Crore in case Bid is submitted for 1 Zone	As per RFP.
151	Vol II	31	Relevant Past Experience should have undertaken similar projects in any or all of the following areas of: a. Delivery of multi-	You are requested to kindly make the following changes for larger participation to make bid more competitive. Relevant Past Experience should have undertaken similar projects	As per RFP.

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			location, across the counter citizen delivery. b. Turn-key implementation of computerized system and O&M support in last 5 years as on the bid submission date c. (Turn-key here means that at least two of the following should be included i.e. software development & Implementation; ICT Hardware deployment & installation of system software: operation & maintenance of the ICT system) for at least 1 year completed: training of ICT systems / application.	(IT Projects) in any or all of the following areas of: a. Delivery, installation & maintenance of IT products at multi- location to PSUs / Government departments. b. Turn-key implementation of IT Infrastructure project in last 12 years as on the bid submission date c. (turn-key here means supply , installation, integration of IT Infrastructure which	
152	Vol II		d. Operation & Maintenance of Citizen service centers (project	Includes any of minimum products in a project - PC, Server, router, switches, UPS,	As per RFP.

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			<p>should be in O&M phase) as on the Bid submission date.</p> <p>FOR ZONE 1: Minimum 2 projects of INR 12.5 Crores each.</p> <p>For ZONE 2 : Minimum 1 Project of INR 25 Crores Each OR Minimum 3 Projects of INR 12.5 Crores each</p> <p>For ALL ZONE : Minimum 2 Projects of INR 25 Crores each OR Minimum 4 Projects of INR 12.50 Crores each</p>	<p>Large display (Datawalls), Air conditioner, and software)</p> <p>FOR ZONE 1: Minimum 2 projects of INR 8 Crores each.</p> <p>For ZONE 2 : Minimum 1 Project of INR 12.5 Crores Each OR Minimum 2 Projects of INR 7.5 Crores each</p> <p>For ALL ZONE : Minimum 1 Projects of INR 18 Crores OR Minimum 2 Projects of INR 12 Crore OR Minimum 3 project INR 7.5 Crore Each.</p>	
153	Vol II	33	<p>Manpower Strength (Average of last 3 financial years i.e. 2014, 2015 - 16 & 2016 - 17</p> <p>a. Total deployed on projects including on-roll + contractual + outsourced</p> <p>b. On -Roll FOR ZONE 1:</p>	<p>You are requested to kindly make the following changes for larger participation to make bid more competitive.</p> <p>FOR ZONE 1: Total deployed on projects including on-roll + contractual + outsourced + Authorized service</p>	As per RFP.

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			<p>Total Deployed on projects including on-roll + contractual + outsourced = 300 Nos. ON-Roll = 100 Nos. FOR ZONE 2:</p> <p>Total Deployed on projects including on-roll + contractual + outsourced = 500 Nos. ON-Roll = 100 Nos. FOR ALL ZONE:</p> <p>Total Deployed on projects including on-roll + contractual + outsourced = 700 Nos. ON-Roll = 100 Nos.</p>	<p>provider = 300 Nos. ON-Roll = 50 Nos. FOR ZONE 2: Total deployed on projects including on-roll + contractual + outsourced + Authorized service provider = 500 Nos. ON-Roll = 50 Nos. FOR ALL ZONE: Total deployed on projects including on-roll + contractual + outsourced + Authorized service provider = 700 Nos. ON-Roll = 60 Nos.</p>	
154	Vol II	9	<p>Value of Performance Bank Guarantee based on number of Zones awarded to a Successful Bidder shall be: INR 30 crores: In case a Bidder is awarded all the</p>	<p>Value of performance bank guarantee is on very higher side, approx. equal to approx. 4 months total revenue. You are requested to kindly make the same tentatively equal to one-month revenue</p>	As per RFP.

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			<p>three Zones</p> <p>INR 20 crores: In case a Bidder is awarded any two Zones.</p> <p>INR 10 crores: In case a Bidder is awarded only one Zone.</p>	<ul style="list-style-type: none"> · INR 10 crores: In case a Bidder is awarded all the three Zones · INR 7.5 crores: In case a Bidder is awarded any two Zones. · INR 5 crores: In case a Bidder is awarded only one Zone. 	
155	Vol II	40 & 112-118	<p>The financial bid should provide aggregate value of share in the facilitation charges for a Zone, subject to a minimum value. The specific inputs on revenue projections and percentage share of PSeGS needs to be mentioned for each Type of Sewa Kendra in the Zone and thereafter aggregated per Month The discount factor @10% will be taken for calculating</p>	<p>A. As per Commercial Format methodology, bidder is expected to guarantee two things i.e. % age share as well as Minimum Guaranteed Revenue for 5 years.</p> <p>B. As there is no minimum commitment of Facilitation Charges from Government, this may lead to bidder getting into big problem if they commit based on existing collection of Facilitation charges data as provided in RFP.</p> <p>C. As Minimum Guaranteed Revenue is primarily dependent</p>	<p>Please refer to Corrigendum.</p>

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			<p>the Net Present Value of the revenues accruing to PSeGS. The bidder quoting the highest NPV will be the successful bidder for that Zone.</p>	<p>on G2C services where bidders do not have any control on its numbers, we request to please remove this criteria of Minimum Guaranteed Revenue due to following reasons:-</p> <ul style="list-style-type: none"> i. Citizens can't be pushed to avail G2C services just to increase the business. G2C services are purely need basis services which cannot be increased with some business promotion activities. ii. Levy of Facilitation charges is purely in the control of Government and is a sensitive socio-political issue. Any change in facilitation charges due to any reason such as policy change, change of Government and technological changes etc. shall have adverse impact on the project survival. <p>D. So we humbly request that</p>	

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				<p>this complication of committing Minimum Guaranteed Revenue should not be part of commercial bid.</p> <p>E. Rather we request that PSeGS should guarantee minimum G2C transactions on which revenue sharing %age can be sought from the bidders.</p> <p>F. We also request that revenue sharing on B2C services should be kept out of financial bid evaluation criteria and evaluation should only be on G2C facilitation charges. B2C contracts are always short term contracts and estimating business for 5 years is not feasible. Detail provided about B2C is qualitative, please provide numbers for estimation.</p> <p>G. Further we feel that there is no requirement of calculating NPV in the commercial bid of</p>	

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				these types of projects where main objective of the Government is to provide public services to citizens and businesses of the state.	
156	Vol II	22	Where the Bidder is a single entity, it shall form an appropriate Special Purpose Vehicle under the Indian Companies Act 1956/Companies Act, 2013(the "SPV"), to execute the Contract and implement the Project. However the Bidder shall directly hold 100% of the share capital of the SPV throughout the Term. In case of Consortium it would be essential that Consortium Members shall form SPV to execute the Contract and implement the project.	We request that requirement of SPV should not be there as there is no point creating SPV by a single bidder that too with 100% Share Capital.	As per RFP

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157	Vol I	9	Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services shall be deposited in an escrow account held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.	<ul style="list-style-type: none"> · We request that requirement of escrow account should be removed as it is not relevant to the proposed revenue sharing model. Opening and operating escrow account itself have its complications so there is high risk of blocking 100% revenue. · We suggest that in order to give project viability confidence to the prospective bidders, 100% collection of facilitation charges should directly be retained by Service Operator's account in order to maintain regular cash flow for smooth project operations and PSeGS share should be transferred on monthly basis as correctly mentioned in RFP Vol I (page 23-clause 9.1.1.19) 	Please refer Corrigendum
158	Vol II	11	Bidders are required to upload bid documents zone-wise, separately as	We request to allow State Wide Single bid as well Zone Wise bid and first preference should be	As per RFP

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			<p>per terms & conditions of the common RFP:</p> <p>4.1.2.1 For Zone No. 1: PSEGS/SEWA KENDRAS/2018/Z1</p> <p>4.1.2.2 For Zone No. 2: PSEGS/SEWA KENDRAS/2018/Z2</p> <p>4.1.2.3 For Zone No. 3: PSEGS/SEWA KENDRAS/2018/Z3</p>	<p>given to the State wide bids.</p> <ul style="list-style-type: none"> · Even in case of Zone wise bidding, first the bids of only those bidders should be opened who have submitted bids for all 3 zones. · Also we request to have common Pre-Qualification as well Technical Bid and separate commercial bid can be taken. It will help for smooth and error free preparation of bids for the bidder and ease of evaluation to the PSeGS also. 	
159	Vol II	39	The financial bid should provide aggregate value of share in the facilitation charges for a Zone, subject to a minimum value. The specific inputs on revenue projections and percentage share of PSeGS needs to be mentioned for each Type	Looking at the project magnitude and sensitivity, we request that final evaluation should be done on QCBS (Quality Cost Based Selection) so that to have only quality bidders in the competition as well as on board. As the Sewa Kendras are going to be only touching points for the citizens, any compromise on	As per RFP

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			of Sewa Kendra in the Zone and thereafter aggregated per Month The discount factor @10% will be taken for calculating the Net Present Value of the revenues accruing to PSeGS. The bidder quoting the highest NPV will be the successful bidder for that Zone.	quality of the service may have negative impact on Government image in future.	
160	Vol I	10	It will be the responsibility of the bidder to procure &/or replace any new or existing hardware/software/ICT infrastructure (excluding Punjab Sewa Portal) at their own cost for delivery of any G2C, G2B, G2E, etc. services during the tenure of the contract.	1. Keeping the IT Infra replacement requirement open will result into unfair comparison of the bids. Some bidders will consider it to maintain Service Quality Level whereas some will not consider & drag on with old infrastructure ignoring the quality standard of service delivery. So we request there should be some pre-defined requirement for replacement of infrastructure to have fair &	The Service Operator has to maintain the SLA and only replace the H/W if required

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				competitive bidding. 2. As it is a major cost, there need to be some pre- defined cost methodology for transfer of ownership in case of Exit management / Mid-term termination of contract etc. e.g. if a service provider replace some IT Infra and immediately contract is terminated due to any reason, how the compensation will be made to the service provider.	
16 1	Vol I	5-6	It may be noted that the number of counters are being increased in Type 2 and Type 3 Sewa Kendras. Also in a few Type 1 Sewa Kendras, the increase has been planned while deciding the minimum numbers of counters for each type. The IT infrastructure is currently scattered in various other	We request that handing over process should only be between PSeGS and successful Bidder. It may create lot of confusions & delay to transfer the IT Infra from one center to other and one service provider to other. Sewa Kendras should be handed over to the Service Provider equipped with all necessary infrastructures for fast & smooth implementation.	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the selected Service Operator.

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			Sewa Kendras and it is the responsibility of the service operator to take the handover and transferring them to the 500 Sewa Kendras.	Further, as per current Contract with existing vendor, Assets to be transferred only on payment by the PSeGS on WDV value. What if there remains a dispute between existing Service Provider & PSeGS for payment of Assets causing handover delay?	
162	Vol I	5-6	The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be discussed and mutually agreed with the selected bidder/s.	Please share the Asset History of each infra item to know the health of the item else it would be very difficult to estimate operation & maintenance cost.	Every item was newly procured by the exiting Service Operator in the year 2016.
163	Vol III	32	Termination for Convenience On the Launch of Sewa Kendras, PSeGS reserves the right to terminate, by prior written notice of 180 days, the whole or part of	i. This clause should be available for either party so that in case of any major unforeseen reason, service provider shall be able to terminate the contract amicably with due notice and minimize its potential losses.	As per RFP

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			<p>the contract, at any time for its convenience. The notice of termination shall specify that termination is for PSeGS's convenience, the extent to which performance of the work under the contract is terminated, and the date upon which such termination becomes effective. In such event, it will be incumbent on service operator to deliver services for the entire duration of notice period strictly as per the scope of work and terms and conditions of the contract. PSeGS would pay to the service operator eligible due payment for services performed till the last day of the notice period after</p>		

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			approval of competent authority.		
164	Vol I	5	IT Infrastructure	No detail for Type-1 centers has been given. Please provide the same for costing purpose.	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the selected Service Operator.
165	Vol I	11	Deployment of trained manpower at Sewa Kendras	There is no requirement of Runner in RFP for handlings document delivery & collection with departments for where there is no backend computerization and still have manual document movement. As it will have huge cost impact, we request that the same should be pre-defined to keep the bidding requirement at same level for all potential bidders.	As per RFP

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166	Vol I	16	Transfer of ownership of Sewa Kendras assets: Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract in working condition and acceptable to PSeGS. In case of replace of new hardware service operator will intimate PSeGS new Serial number and mac address of the hardware. All assets including software/hardware/ICT infrastructure created/maintained/upgraded by service operator shall be	Please clarify how to handle the transfer of Assets if contract is terminated before the expiry. As per RFP there is requirement of Hardware Replacement at bidders cost. As it is a major cost, there need to be some pre-defined cost methodology for transfer of ownership in case of Exit management / Mid-term termination of contract etc. e.g. if a service provider replace some IT Infra and immediately contract is terminated due to any reason, how the residual value shall be calculated and paid to the Service Operator?	<p>In case of contract being terminated by PSeGS, PSeGS reserves the right to ask Service Operator to continue running the project operations for a period up to 12 months after termination orders are issued.</p> <p>Upon service of a notice under this Article the following provisions shall apply:</p> <p>(i) Provide a list of assets and its ownership/title details, existing warrantee and insurance. All risk in and title to the Assets should be in the name of PSeGS</p> <p>(ii) PSeGS shall pay to the Service Operator</p>

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			property of PSeGS on payment of nominal amount of INR 1/- to the service operator at the end of contract.		such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule as a part of Full and Final Settlement (iii) Payment to the outgoing Service Operator shall be made to the tune of last set of completed services /deliverables, subject to SLA requirements.
167	Vol I	19	For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS from different	i. Please provide list of all such services, transaction numbers and its facilitation charges as it will have impact on our daily cash flow as the payment will not be	Please refer corrigendum.

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			agencies/departments, the share of Service Operator shall be transferred to the Escrow account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.	directly credited to our account on real time basis. ii. There is no need for escrow account for such transfers. These should directly come to the service operator account. iii. Further we request that failing to receive any such money in time, Service Operator should also be entitled to receive interest @ 12% per annum on said amount.	
168	Vol I	8	Service delivery of G2C, G2B, G2E Services using Punjab Sewa Portal.	Please provide the applicable facilitation charges for these G2E services.	The facilitation charges shall be decided by the State Government.
169	Vol I	9	Service Delivery of G2C, G2B, G2E Services using PSP Portal- Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges	Due to huge amount of government fees collected at Sewa Kendras, it will not be feasible to deposit government fees in the designated treasury bank branches in within one working day. It is suggested to increase timelines for depositing the government fees.	As per RFP.

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			collected for G2C services shall be deposited in an escrow account held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.		
170	Vol I	10	Service Operator shall have the flexibility to fix the facilitation charges of B2C, B2B Services only after intimation to PSeGS.	We request that Service Operator should be allowed to fix these B2C & B2B facilitation charges independently with just intimation to PSeGS only after finalization of the same as prior intimation may cause delays in business deals.	Please refer to corrigendum.
171	Vol I	11	The Service Operator will be required to share with PSeGS any/all B2C, B2B agreements/MOUs/Contracts signed with other agencies on behalf of whom the Service Operator is offering B2C,	It is requested that this condition may only be restricted to the agreements/MOUs/Contracts exclusively for Sewa Kendra project. It might not be possible to the Service Provider to share any existing or general contract(s)	As per RFP.

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			B2B, and Services to citizens.	due to pre-existing confidential clause; however the facilitation charges shall be intimated to PSeGS prior to commencement of any such service.	
172	Vol I	11-12	<i>The above manpower is to be made available during the shift of 9:00 AM to 5:00 PM. In case additional activity is to be performed beyond the working shift (9:00 AM to 5:00 PM), additional manpower shall be deployed in compliance with applicable labour laws.</i>	Deployments of manpower beyond permissible working hours have complex legal/cost elements. Keeping this open may result into unplanned cost burden to the bidder. So we request to please confirm if there is any specific requirement for such additional activity, if yes for how many days a year?	Service Provider need to assess the need. If the number of transactions are too high that the Sewa Kendra needs to be operated for extended hours due to addition of B2C or B2B services, service provider has to assess the same.
173	Vol I	12	All deployed resources should not have any adverse police record/criminal cases against them. Service operator is expected to submit the police	Please do not restrict it only to Saanjh Kendras as it will cause delay in deployment of resources. There are other background verification processes which can be followed. However, Police verification	As per RFP.

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			verification certificate obtained through Saanjh Kendras at its own costs.	through Saanjh Kendras can be done only on need basis even post deployment.	
174	Vol I	13	Transaction management for each zone	Please clarify who will bear the bank transaction charges (if applicable) in case of any digital payment. As per industry practice, these are borne by the customer making payment. Since Service Provider has to deal with public at large, we request that necessary advisories/ guidelines should be issued by the PSeGS to charge the same from the citizens to avoid any dispute/ ambiguity at Sewa Kendra operator level.	These have to be factored in the costs of the Service Operator.
175	Vol I	14	Service operator would ensure providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT) etc. available at	As per current contract with existing Service Operator, all such IT and non-IT hardware was supplied & owned by the Service Operator and it was feasible to take insurance at his level. Now the ownership is with PSeGS	As per RFP.

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			Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.	and assets are depreciated, it is very difficult to estimate & incorporate insurance cost without having detailed assets cost. Therefore we request that Insurance cost should be borne by the PSeGS only or should be reimbursed to the Service Operator on actual basis.	
176	Vol I	14-15	Security & Insurance obligation at Sewa Kendras of each Zone-The Service Operator shall also be responsible to take and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to Service Operator. The insurance cover should be on the name of 'The	We understand that PSeGS will bear the cost of Insurance. However the same shall be first paid by the Service Provider on behalf of PSeGS and further Service Provider shall recover from the revenue share of PSeGS. Please confirm.	The understanding is correct.

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			Member Secretary, Punjab State e-Governance Society'. The payment of such insurance cost shall be borne by the Service Operator. The insurance cost will be deducted from the revenue share by the service operator in subsequent month of obtaining insurance.		
177	Vol I	16	Scope of work	Is there a requirement for an appointment system? It does not mention the same in the Scope of Work.	There will be only token system at Sewa Kendras.
178	Vol I	16	Decrease in Sewa Kendras PSeGS reserves the right to decrease the Sewa Kendras, however the decrease in numbers will not be more than 10% of total Sewa Kendras during the tenure of contract. Revenue sharing	10% Decrease in Sewa Kendra will result into financial loss to the Service Provider. Any decrease of Sewa Kendra shall be done mutually by the parties in writing.	As per RFP.

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			calculations will be done as per financial format specified in RFP Vol. II		
179	Vol I	17	For G2C, G2G, G2E services, applied through any online channel like state portal/any other portal/mobile apps, where the output of the service is delivered at Sewa Kendras, the service operator shall follow an SOP, prescribed by PSeGS, for delivery of online Service requests. For delivery of such services, service operator would be required to enter the details in PSP software, take print out of digitally signed output (Certificate/License etc.), paste hologram and stamp on final output. For these	Who will bear the cost of hologram and arrange its supply at each Sewa Kendra? Further we understand that all these printing shall be on only on plain A4 size paper. Please confirm.	Holograms will be responsibility of PSeGS. The output will be on plain A4 size paper.

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			services, PSeGS will pay Rs. 5/- per page to service operator.		
180	Vol I	18	PSeGS reserves the rights to provide any additional equipment's such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need in case of G2C services only. Service Operator shall be responsible to procure, operate and manage all such equipment as per service requirement at their own cost.	It is not viable to buy any equipment in future with no cost estimation/ incorporation at bidding time. We request that if required, all such equipment should be provided by the PSeGS at its own cost. It seems to be a very open ended clause and have its financial consequences.	The facilitation charges so collected from the new services will be provided to service provider which will compensate the cost of the equipment. As per RFP.
181	Vol I	19	Financial Management-Failing to above, deposit of share of PSeGS in time, the operator will be liable to pay penalty at the rate	It may not be feasible every time to deposit the government fees into the bank account of department/agency within T +1 day. It is suggested that timelines	As per RFP. The Service Operator is expected to maintain a Wallet account and transfer Government Fee from

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			of 12% per annum on the said amount.	for depositing the same may please be extended and grace/cure period be provided to Service Provider before levying the rate of interest on outstanding amount.	that account to meet the SLAs.
182	Vol I	21	The Service Operator needs to remit the statutory fees collected for G2C services to the designated banks in T+1 days. If T+1 is a holiday then the same should be deposited in the bank on next working day. In case of credit/debit card payments, digital payments, the Service Operator is required to deposit the fee to Treasury within T+1 day as mentioned above.	Please confirm if Statutory fees collection is also through the credit/debit card payments, digital payments will be routed through the Service Provider account, if not then the how the Service Operator will be responsible for fund transfer on T+1 day.	Amount to be credited to Service Operator's account whereas the Service Operator has to transfer the amount to Bank/ treasury on T+1 day
183	Vol I	25	Role & Responsibilities of Helpdesk Operator	It would not be practically feasible to spare helpdesk	As per RFP.

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				operator to do important outdoor activities such as handing over/ collection of documents from the other departments. So please arrange to provision for a separate Runner for each Sewa Kendra for outdoor activities which seems to be full time activity due to reduction of no of Sewa Kendras and expected increase in no of services.	
184	Vol I	25	For G2C, G2G, G2E services, applied through any online channel like state portal/any other portal/mobile apps, where the output of the service is delivered at Sewa Kendras, the service operator shall follow an SOP, prescribed by PSeGS, for delivery of online Service requests. For delivery of such services,	Please confirm whether the same is already added in the facilitation charges provided in RFP Annexure-H.	Please refer Corrigendum.

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			service operator would be required to enter the details in PSP software, take print out of digitally signed output (Certificate/License etc.), paste hologram and stamp on final output. For these services, PSeGS will pay Rs. 5/- per page to service operator.		
185	Vol I	27	Implementation Schedule Full implementation after complete take Over- T6 (T + 46 Days)	We request that these timelines are too stringent looking at the magnitude of the project. Please give T+75 days for the same.	As per RFP
186	Vol I	99	District wise transaction volume	Please confirm whether these facilitation charges are inclusive of GST or exclusive of GST?	Inclusive
187	Vol I	101	Service Wise Transaction volumes	RFP provides service transaction volume per District for period 8/2016 until 01/2018 and also gives details about the number of Operators and Help desk operator we need to deploy basis the Sewa	Please refer Corrigendum.

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				<p>Kendra Type. It is recommended to do a precise staffing basis the service wise application count for each of the Sewa Kendra. Hence request you to provide: v Service wise and month wise application counts (for last 12 months) for each of the Sewa Kendra. v Total time required for completing the each of the type of service.</p>	
188	Vol II	13	The bidder may download the RFP document from the website & pay the document fee through Demand Draft @ INR 50000/- in favor of "The Member, Secretary, Punjab State e-Governance Society" payable at Chandigarh.	We understand that we have to pay only one document fee of Rs. 50000/- even irrespective of the no of zones we bid. Please clarify.	Single document fee to be paid in case of bidding for multiple zones

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189	Vol II	18	Earnest Money Deposit (EMD)	Please confirm if the same EMD shall be uploaded for all 3 bids if we are bidding for all 3 zones.	Yes it can be uploaded provided the EMD amount is 5 Cr
190	Vol II	22	In computing the technical capacity and financial capacity (i.e. Net Worth / Turnover / Profits) of the Bidder (i.e. single entity), the combined Technical & Financial capacity of its Associates shall also be eligible. However, to ensure commitment and involvement of the Associate(s) for successful execution of the Project, the Bidder must enclose a deed of guarantee as per format provided in Annexure II-G, for fulfilling the obligation under the Project. This deed should be submitted along with the Bid. For purposes of	Turnover of only bidding company should only be considered. Group Company's/ Associates turnover should not be considered as many time it create ambiguity during bid evaluation process.	As per RFP

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			this RFP, Associate means, in relation to the Bidder (i.e. single entity), a person who Controls, is Controlled by, or is under the common Control with such Bidder (the "Associate").		
19 1	Vol II	27 to 36	Certification of documents from Statutory Auditors for Pre-Qualification & Technical Qualification.	We request that instead of Statutory Auditors, certification from any Practicing Chartered Accountants may please be accepted as it is not feasible to get all type of certifications from the Statutory Auditors.	Please refer Corrigendum
19 2	Vol II	36&3 7	Bidder may note that the award shall be on a Zone wise basis and the Bidders submitting bids for more than one zone shall be deemed to have acknowledged that their award shall be on such basis, and Bid contingent	Please clarify in detail as there is some ambiguity in the last phrase of the clause.	Please refer corrigendum

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			on award of more than one zone shall be liable for rejection.		
193	Vol II	109-111	Format for Financial Proposal	If the bid submission has to be done on Zone Wise Basis than why commercial bid figures of all zones are being asked in every financial format? Please clarify.	Please refer corrigendum.
194	Vol II	4	Last Date and Time for submission of queries 18/04/2018, Upto 6:00 P.M (IST)	We request that time given for submission of queries is too short and it is difficult to collate queries from all stakeholders. We request to accept the queries beyond this time line too.	As per RFP
195	Vol III	11	Extension of the fulfilment of the Conditions Precedent- Provided that upon request in writing by the Service Operator, the Authority or its nominee may, in its discretion, waive any or all of the Conditions Precedent set forth in this Clause	(i)It is suggested that if the Authority granting any waiver to the Service Provider on any of the Conditions Precedents set forth in Clause 3.2.2 or grant extension of time for fulfilment of the said terms, then in such case, the Authority should not impose damages on the Service Provider as it will mutually agree by the	As per RFP.

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			3.2.2 or grant extension of time for fulfillment thereof, as the case may be. For the avoidance of doubt, the Authority may in its sole discretion grant any waiver hereunder with such conditions as it may deem fit. However, such waiver/extension of time for fulfillment of the Conditions Precedent shall be subject to imposition of damages as stated in Clause 3.2.5 below on the Service Operator linked to the delay in in fulfillment in Conditions Precedent.	Parties. (ii) Request to provide reasonable grace/extended time period from 15 days to Service Provider to fulfil Condition Precedent.	
196	Vol III	14	Appropriation of Performance Bank Guarantee- Upon occurrence of a Service	This clause should be subject to Clause 11.1 Material Breach of the Master Services Agreement whereby 30 days cure period is	The understanding is correct.

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			Operator' Material Breach or failure by the Service Operator to pay any amount due or to discharge any liability to the Authority in accordance with this Agreement, the Authority shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to encash and appropriate the relevant amounts from the Performance Bank Guarantee as Damages.	provided by the Authority to cure the material breach committed by the Service Provider.	
197	Vol III	26	Terms of Payment- In consideration of the Services and subject to the provisions of this Agreement, revenue sharing arrangements would be, in accordance with the Terms of Payment	Please provide details of Payment Schedule as Schedule VII is kept blank.	To be drafted in accordance with the value computation mentioned in Volume II of the RFP

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			Schedule set out as Schedule VII of this Agreement.		
198	Vol III	26	Revenue sharing and Settlement- Detail procedures/SOP to be mentioned here.	Please provide details in Clause 8.2 as the same is kept blank.	This will be added in discussion with selected Vendor before execution of MSA.
199	Vol III	35	Indemnification & Limitation of Liability	It is suggested that the Authority should also indemnify the Service Provider in case of any breach on the part of the Authority of any terms and/or representations of the Contract including without limitation, breach of IPR, confidentiality or any liability arising on the Service Provider on account of any fraud, misrepresentation.	As per RFP.
200	Vol III	60	In case of contract being terminated by the Authority, the Authority would reserve the right to ask Service Operator to continue running the	This clause is in contradiction to the clause 11.4 at page 32 of Vol III where there is a provision of 180 days. Any business transaction beyond 180 days should be with mutual agreed	Notice period of minimum 180 days and maximum upto 12 months.

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			Project operations for a period up to 12 months after termination orders are issued on same terms and conditions.	terms & conditions and not as per terms of the contract being terminated.	
201	Vol III	80	Non adherence to timelines of getting readiness to operate and maintain Sewa Kendras within 30 days.	We request to please revise this 30 days' timeline to 45 days considering various third party dependences.	As per RFP.
202	Vol III	81	In any case, overall total deduction from the payment due to Service Operator will not exceed 15% of monthly payment. This deduction is in addition to the other liquidity damages as mentioned in this RFP.	We request to keep the maximum deduction to 5% of the monthly revenue.	As per RFP.
203	Vol III	81	All above liquidated damages shall be levied on the Service Operator for any failure happened on his part in any of the	Maximum limit of liquidated damages is too high. Please revise it to 5% of Annual Contract Value.	As per RFP.

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			agreed Timelines/SLAs/Terms & Condition. However, in any case, the total value of the liquidated damages shall not be greater than 10% of the Net Project Value beyond which PSeGS reserves the right to terminate the contract.		
204	Vol III	82	Average Time Spent by the Citizens at Sewa Kendra Window	We understand that is SLA will be calculated on monthly basis (period 1st day of the month to last day of the month) for all the Sewa Kendra's. Please confirm.	As per RFP i.e. Average for one month for each Sewa Kendra. SLA's will be calculated and deducted from the payment of subsequent month.
205	Vol II	4	Cost of RFP Document (Page Number 4 of Vol. II Instruction to Bidders of BID DATA SHEET of Serial No.5)	This is to inform you that Tender Fees kept seems very very high for just filling this RFP Document. Please let us know if reduction on the same can be done?	As per RFP.
206	Vol II	4	Means, Performance Bank Guarantee which shall be	This is to inform you that Performance Bank guarantee	As per RFP.

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			<p>submitted by the Successful Bidder within the period stipulated in the LOA. The Performance Bank Guarantee shall be valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the Successful Bidder in terms of the Contract. Value of Performance Bank Guarantee based on number of Zones awarded to a Successful Bidder shall be:</p> <ul style="list-style-type: none"> · INR 30 crores: In case a Bidder is awarded all the three Zones · INR 20 crores: In case a Bidder is awarded any two Zones. · INR 10 crores: In case a Bidder is awarded 	<p>amount is also kept very very high to furnish. Please let us know if reduction on the same can be done?</p>	

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			only one Zone. Any and all cost and charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder		
207	Vol II	4	The bidder are required to submit Demand draft of Tender Document Fees on or before pre-bid meeting. The Bidder will not be allowed to attend the pre-bid meeting if the Tender Document Fees is not submitted.	Please check if this clause is also can be waived off to attend Pre-Bid meeting?	As per RFP.
208	Vol I	13	In type 1 Sewa Kendras consumption of electricity & diesel would be based on pro rata basis or actual reading of sub meters.	Is electricity connection being shared with some other department?	As per RFP.
209	Vol I	14	It may be noted that the number of counters are	1. Cost of transfer of assets paid by Whom?	1. Costs to be borne by Service Provider

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			<p>being increased in Type 2 and Type 3 Sewa Kendras. Also in a few Type 1 Sewa Kendras, the increase has been planned while deciding the minimum numbers of counters for each type. The IT infrastructure is currently scattered in various other Sewa Kendras and it is the responsibility of the service operator to take the handover and transferring them to the 500 Sewa Kendras.</p> <p>· The Selected service operator shall prepare a plan of action for smooth takeover of operation of Sewa</p>	2. Cost of repair of non-functional assets borne by whom?	2. PSeGS will provide assets in working condition

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			<p>Kendras from the exiting service operator/s. Plan of action shall be submitted by selected service operator at the time of signing of contract.</p> <p>The selected service operator shall work along with existing service provider for 15 days subsequent to the date of signing of contract.</p> <p>· The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be discussed and mutually agreed with the selected bidder/s.</p>		
210	Vol I	18	In case of any updation or changes require to the	Since owner of portal is PSeGS, and portal facility is being	Any changes in G2C services will not incur

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			software related to Sewa Kendras operations and service delivery, the Service Operator shall be allowed to suggest necessary changes/ updations. Changes suggested by the operator shall be performed by PSeGS, However, any cost incurred in the design, development, testing and deployment of the changes shall be borne by the Service Operator.	provided by PSeGS free of cost, cost of changes should also be borne by PSeGS	any cost to Service Operator whereas for changes/ development of B2C / B2B services, Service Operator has to bear the cost.
211	Vol I	27	For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS from different agencies/departments, the share of Service Operator shall be transferred to the Escrow	Time limit for transfer of share of service operator in Escrow account of service operator by PSeGS should be defined, and if not transferred within such time period, PSeGS should pay interest @12% per annum.	As per RFP

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			account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.		
21 2	Vol I		Exit of existing Service Provider	We would request you to kindly let the bidder know, that how the exit of the existing service provider will be ensured, i.e. The payment dues. And in case the hardware in the centers will be taken back by the Bidder then who will provide the Hardware	IT Hardware Infrastructure as mentioned in Clause 5.8.2 of RFP Vol I as per requirement in type of Sewa Kendras will be handed over in working condition to the selected Service Operator by PSeGS.
21 3	Vol I		General	Do the bidder need to provision the AMC warranty of the Hardware provided? Since as per the old contract existing service provider need to provide the warranty for 5 years, so it has been taken by the Service Provider, the same should be passed on the new bidder, as	Please refer corrigendum

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				Warranty cannot be purchased twice for the same equipment, and it is wastage of the resource too.	
214	Vol I	20	Service operator is required to obtain all necessary licenses/approvals (including under Shops and Establishment Act) in order to run the Operations in Sewa Kendras. PSeGS will facilitate the service operator for obtaining such licenses/approvals.	As all the Sewa Kendras are owned by PSeGS and there will be no leasing / renting agreement of the SK with the service provider, we request that this requirement of Shops and Establishment Act should be waived off. As these licences need to be renewed on yearly basis, it will only add financial liability on the service provider and will inflate the overall budgeting while submitting.	As per Section 7.5.1 in RFP Vol-I
215	Vol II	76	Format for Bank Guarantee for EMD	a. Please share the name & address of the beneficiary to whom this BG to be addressed. b. BG always has a definite expiry date but in the given EMD format, there is no provision for putting end date. In this case bank will	a. Please refer Annexure II-M of RFP Vol II b. Please refer corrigendum.

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				make some addition for entering end date of BG. We request either to share the revised format or accept the minor changes made by bank. c. We understand that we can give EMD BG of any bank. Please confirm.	c. EMD from any scheduled bank will be accepted.
216	Vol I	16	Service Operator shall be required to transfer the required hardware from non-operational Sewa Kendras as identified by PSeGS to operational Sewa Kendras before launch of Sewa Kendra. Shifting of hardware shall be generally from the Sewa Kendra as situated in same district.	Clause interprets that selected bidder will take over & transfer requisite assets (may be partial handover in some cases) from the non-operation Sewa Kendras and not necessarily all the assets of that Sewa Kendras. We understand that Service Operator shall not be responsible for any left out assets of non-operational centers. Please confirm	Yes, service operator will not be responsible
217	Vol I	6	The Selected service operator shall prepare a plan of action for smooth takeover of operation of	It is not practical to prima-facie gauge the actual health/ running condition of all the assets. So we request that minimum 3 months	As per RFP

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			<p>Sewa Kendras from the exiting service operator/s. Plan of action shall be submitted by selected service operator at the time of signing of contract. The selected service operator shall work along with existing service provider for 15 days subsequent to the date of signing of contract.</p> <ul style="list-style-type: none"> •The handover process will entail capturing the details of the assets and demonstrating that these are in working conditions, handover process will be discussed and mutually agreed with the selected bidder/s. 	<p>grace period should be given to the service operator to actually use & understand the assets condition and report to PSeGS for replacement.</p>	
218	Vol I	22	Providing all required Insurance covers,	We request to please share the following details to	Currently non IT hardware is insured with

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			including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.	arrive at best possible Insurance estimate:- a. Current insurance policies details with type of policy, name of Insurance Company, list of Assets covered, sum insured, & its validity. b. Please share claim history of all relevant assets till date.	New India Insurance upto Jan, 2018. Insurance for fire - Building Super Structure- Rs. 1,741,992,000 and Furniture Fitting Fixture and other- Rs. 2,240,622,792 and for burglary of Furniture Fitting Fixture and other- Rs. 2,240,622,792
219	Vol I	12	All deployed resources should not have any adverse police record/criminal cases against them. Service operator is expected to submit the police verification certificate obtained through	We request that PSeGS should intervene & coordinate with Saanjh Kendras to expedite the issuance of Police Verification certificates to avoid delay in hiring the shortlisted candidates.	As per RFP

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			Saanjh Kendras at its own costs.		
220	Vol I	12	All deployed resources must be qualified for operating Sewa Kendras. Service operator must deploy at least 1 female operator at each Sewa Kendra.	It is requested that instead of 1 female operator at each Sewa Kendra, we should have minimum %age of female / diversity employees in total.	As per RFP
221	Vol I	12	District Manager Preferably post Graduate in any field with minimum 7 years of relevant experience from a recognized university/board with working knowledge of computers Assistant District Manager Preferably post Graduate in any field with minimum 5 years of relevant experience from a recognized	<ul style="list-style-type: none"> • It is tough to get local staff with 5 - 7 yrs of relevant experience, rather we should keep ITES / Customer Services experience. • Having Post Graduate would not add any value to it, rather we should put emphasis on having excellent communication / presentation / EXCEL / Computer skills & relationship management experience as Must, which will make the role more visible and we will be able to hire more mature DM / ADMs. 	As per RFP

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			university/board with working knowledge of computers	<ul style="list-style-type: none"> There is no age criteria mentioned for both the roles in terms of minimum - maximum. 	
222	Vol I	21	The fee or financial transaction management at Sewa Kendras includes collection of money in the form of cash and other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through cash and various other payment modes, preferably digital mode under digital India program such as debit cards, credit cards, mobile wallets, Bharat QR code, BHIM, UPI, or any other payment mode defined by	Please clarify who will bear the payment gateway charges in case of payment by debit card/ credit card / online payment of Government fees & facilitation charges Cash deposit is responsibility of bidder or PSeGS will arrange the cash pick from the centres. Clarify who will bear the cash pick chares service provider or PSeGS,	The charges has to be factored in the costs of the Service Operator.

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			<p>user departments / National Payment Corporation of India, etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through Cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for its clearing, except where clearing is</p>		

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			affected/delayed due to delay/negligence on part of the Service Operator. It is clarified that the Service Operator shall comply with all the applicable laws while collecting, accepting and depositing the money on behalf of PSeGS / Government.		
223	Vol I	27	The facilitation charges for G2C services are inclusive of Taxes. The taxes shall be paid from the escrow account and thereafter the revenue share shall be done as per the revenue share determined in the bidding process, between the Services Operator/s and PSeGS.	If tax rate changes then whether these facilitation charges would also be revised or it will be same throughout the contract period as it will have net revenue impact on overall proposal.	Any revision in facilitation charges shall be decided by the State Government.

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224	Vol I	17	Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services shall be deposited in an escrow account held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.	<p>a. Will there be department-wise separate account of Treasury bank branches?</p> <p>b. Will there be bank account with one bank or multiple? - this to understand the remittance process.</p> <p>c. Deposition of the govt. fees will be directly into their account or service provider can transfer the same from their account?</p> <p>d. Who will be owner of escrow account? What will be frequency of the settlement of funds from escrow account?</p>	<p>a. There will be only one treasury account.</p> <p>b. As per RFP</p> <p>c. Service Operator can take necessary measures to meet SLA serial no 13 in RFP Vol III.</p> <p>d. Please refer corrigendum</p>
225	Vol I	19	Service Operator may engage a bank by signing a tripartite agreement for	Will PSeGS help us in introducing their banker or we need to get our banker?	It should be joint exercise.

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			daily collection of cash from Sewa Kendras, deposit and reconciliation of cash/debit card transactions. The bank may be asked to provide PoS machines and biometric, etc.		
226	Vol I	19	Service operator is expected to encourage digital mode of payments in order to reduce his cost of operations, runner charges, cash handling, cash in transit insurance and reconciliation etc. The cost related to obtaining infrastructure of such modes like POS machines, AEPS, QR codes shall be borne by the Service Operator.	a. Who will bear payment acquiring charges via POS? b. Who will be merchant for the POS collection?	These have to be factored in the costs of the Service Operator. The merchant for POS collection will be Service Operator
227	Vol I	19	For various G2C services, PSeGS has signed a	1. Can we know name of wallet? 2. Who will be owner of the	The bidder has to own the wallet and bear all

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			Memorandum of Understanding (MOU) with other Government Department/s or agency/s for delivery of their respective services. As per the MOU PSeGS is required to transfer Government fee collection to the department/ agency's bank account in T+1 days. The service operator shall be required to create a wallet in a bank so as to enable PSeGS to transfer the daily money collection from the wallet account of the service operator to the bank account of the concerned department/ agency. The above shall also be applicable for any MOU/s, which PSeGS may sign with other	wallet? 3. Who will bear transaction charges on wallet? 4. How many transactions are expected from the wallet? 5. Can we get average transaction value? 6. Does this wallet integrated with respective Govt. Depts?	the charges etc.

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			government departments/agencies in future. Further, once finance department of the state automates the treasury operations by setting up cyber treasury portal or any other arrangement platform for electronic receipts of Government Fees, Service operator may be required to operate a Wallet account for daily receipts of G2C Government Fees		