

Response to Queries related to the Request for Proposal (RFP) for Selection of Service Operator to Operate, Maintain and Manage Sewa Kendras in the State of Punjab published on 28th November, 2014

Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	Volume 1 Page 16		RFP envisages selection of ONE service Provider per Zone or State. RFP, in the current form creates Monopolies. Monopolies are always inefficient. If one Company fails to perform, then the complete Project will go down. Solution is to have multiple players and let them compete.	As per RFP
2	Volume 1 Page 17		RFP envisages a very structured and very heavy infrastructure at the Kiosk Center. If the Desk tops are replaced by Laptops, then the power consumption will go down and the requirement of Gen set can be done away with. Also rather than having a BIG Center at One place, Govt. should FREE the service Provider to Put up the Kiosk at any place where Service Provider sees the Business. Roll out will be fast and more effective. Also if eWallet is introduced, then a lot of process can be done away with. Infrastructure will become very light and hence very cost effective.	As per RFP
3	Volume 1 Page 54		Penalty imposed for service default is Rs 1.0 Lacs per mistake. It's very very high. These penalties are against the CVC Guidelines of Max. penalty of 10% of the activity remunerations.	Please refer to Corrigendum
4	Vol-1, Page 8, Clause-3.1The proposed Sewa Kendras may work as the front end for delivering citizen centric services. In the event of delivering citizen centric services online, these centers shall also facilitate citizens to avail services through internet or other dedicated network	1) Request PSeGS to kindly elaborate on the methodology for the Seva Kendra facilitating citizens for availing Online Services? 2) How shall it be different than the services availed by citizen through the counter?	As per RFP
5	Vol-1, Page 10, Clause-3.1	Punjab Government extends its services to citizens and businesses through following Service Delivery Channels:.....Saanjh Kendras ...Police.....All existing facilities for service delivery shall be harmonized & integrated in order to use these facilities and will not create any other facility for delivery of services to the citizens.....	1) What all services does the existing "Saanjh Kendras" deliver? 2) Should we assume that all existing services delivered through these Saanjh Kendras be moved to the proposed Sewa Kendra?	1. SAANJ Kendras deliver all Police related services. For more details, bidders can visit http://www.ppsaanjh.com/ or any SAANJ Kendra. 2. These services may be harmonized in due course of time.

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6	Vol-1, Page 10, Clause-3.1	Suwidha Centers cater to a variety of services belonging to different departments. Most of these departments are yet to attain back end computerization and service delivery model in service centers is primarily based on front end software for receiving applications and receipts of applications are handed over to citizens in return. Applications received are manually transferred to the back offices of departments for further processing.....The automation of work processes including front-end (i.e. citizen facing processes) and backend processes and historical data digitization will be carried out by the respective departments.....Sewa Kendras will be used to provide services to the citizens for the departments which are still using manual processes through a common front end application.	In the event that certain services remain as manual, how shall the the applications be transferred to the respective back offices departments. Will the Sewa Kendras be responsible to ship them through courier/post or will the department make arrangement for their collection as the diagram given in section 5.3 on page 21 (Vol-1) doesnt explain the dispatch function in adequate detail.	As per RFP Part I, Page 21 Fig 5.3, the selected bidder shall be responsible for delivery of application at respective department and collection of certificates/licence etc. from selected departments as per timelines.
7	Vol-1, Page 10, Clause-3.1	Punjab Government extends its services to citizens and businesses through following Service Delivery Channels:.....Suwidha Centers, Fard Kendras, Saanjh Gram Suwidha Centers, Transport Centers.Kendras,	Kindly help share the current workload & SLA performances of these centers in line with the SLA's asked from the bidder in Annexure-2, Pg54.	Please refer to Corrigendum
8	Vol 1, 4. About Sewa Kendras	General	Request to please provide list of exiting delivery centres such as suwidha,fard, saanjh, Gram Suwidha, Transport Centres with location addresses	As per RFP
9	Vol 1, 4. About Sewa Kendras	General	Request to please provide list of proposed Sewa Kendras with complete location addressess, district wise, Tehsil, Block wise in urban and rural areas	Please refer to Corrigendum

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10	Vol 1, 4. About Sewa Kendras Page no 16	Centers shall have following facilities according to the type of the center: Various Information Panels for sharing information regarding various services, required supporting documents and respective fees	Request to please confirm that all the listed facilities is to be provided by PSEGS except for Token Management	Pls refer to table at RFP Vol 1, page 17
11	Vol 1, 6. Scope of Work Page no 22	Develop common user interface/application software for counter operators. This clause is applicable only if the bidder opts for the consolidated State wide bidding. In case of multiple zone wise service operators, PSeGS shall provide the said common user interface application/ software.	We request PSEGS to provide the common user interface application software in both the cases i.e either bidder opts for State wide bidding or zone wise bidding.	As per RFP
12	Vol 1, 6. Scope of Work Page no 23 g	Operate and maintain the entire Sewa Kendras including hardware, software, furniture & fixtures, etc. irrespective of whether supplied by Service Operator or PSeGS.	Please provide the comprehensive warranty details of the various items to be provided by PSEGS. All the items must be in complete comprehensive coverage for complete duration of contract. Also confirm who will be responsible for insurance of items being supplied by PSEGS.	Please refer to Corrigendum
13	Vol 1, 6. Scope of Work Page no 23 h	Providing all consumable items including stationary, printer, toner, cartridge, pen drive, drinking water, etc	Request to please provide comprehensive/detailed list of consumables envisaged by department to be required at Centres.	As per RFP
14	Vol 1, 6. Scope of Work Page no 23 i	Ensuring security for all assets, deployed resources, records, cash, etc. at each Sewa Kendra.	Request to please confirm who will be responsible for security of items being supplied by PSEGS.	As per RFP
15	Vol 1 6.2.2 Replacement of Bill of Materials	Service Operator shall replace all above Bill of Materials provided by Service Operator at the time of commencement of Sewa Kendras operation with brand new items during 4th year of Sewa Kendras operation	After replacement the old bill of material is property of department or Service operator.	Please refer to Corrigendum
16	6.2.4 Manpower Deployment Requirements	The person attending to duty shall come in uniform as may be suggested by PSeGS.	Please confirm uniform requirements for the manpower deployed should be same across all centres and if department is planning to provide uniform/dress to all the manpower deployed.	Uniform to be provided by Service Operator at his own cost. For detail, please refer RFP Vol. I
17	6.2.4 Manpower Deployment Requirements	Security Guard	The Security Guard is required for 24X7 operations or from 9:30 am to 6 pm or during the night hours	As per RFP

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18	6.3 Operational Requirements page no. 30	Provision of Citizen Appointment System for convenience and transparency in service delivery	Please confirm PSEGS is looking for online appointment system or manual telephonic based. If online appointment system is required than it should be the part of common user interface application software and state portal.	Citizen Appointment System shall be one of the features of common user interface.
19	6.3 Operational Requirements page no. 30	Service Operator will be responsible for all expenses incurred for running Sewa Kendras including, but not limited to, Personnel, Water, Sewerage, Housekeeping, Courier, Postage, Communication including Telephone and Fax, Consumables, Stationery and other administrative and operative etc.	Please confirm on Communication including Telephone and Fax. We need to provide telephone connection and fax machine at each sewa kendra and the recurring expenses of telephone is to be reimbursed by PSEGS or not.	As per RFP
20	6.3 Operational Requirements page no. 30	Postage and Courier expenses incurred on dispatch of citizen service delivery output shall be reimbursed to Service Operator by PSeGS at actuals on submission of proof	Is Service operator is free to opt for any private agency for dispatch or we need to use Government agencies only for postal services.	As per RFP
21	6.3 Operational Requirements page no. 30	Electricity Expenses for power consumed during working hours of Sewa Kendras will be reimbursed to Service Operator by PSeGS at actuals on submission of bills and payment receipts. Service Operator shall be liable for any unauthorized use, loss or theft of power from any of the Sewa Kendras	Separate electricity connection and meter shall be provided for each Sewa kendra by PSEGS. One time cost for electricity connection and meter will be borne by PSEGS	Electricity and Water Connection along with meter will be provided by PSeGS at each SEWA Kendra and the one time cost for the same will be borne by PSeGS.
22	6.3 Operational Requirements page no. 30	Water connection, metering and expenses	Separate water connection and meter shall be provided for each Sewa kendra by PSEGS. One time cost for connection and meter will be borne by PSEGS and please confirm on the recurring expenses for the water connection.	Please refer to Corrigendum

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23	8. Implementation Timeframe page no 38	Operation of Sewa Kendras: Within two months of possession of Sewa Kendras site by Service Operator.	We feel the time period of two months is very less and minimum it should be 6-8 months for start of operations. Also please confirm PSEGS is planning to start the operations simultaneously at all the sewa kendras or District wise approach is being followed in in how many phases. Possesion of Sewa Kendra shall be provided in group of how many centres.	Please refer to Corrigendum
24	Annexure 2. Service Performance Level	General SLAs and Citizen Service Delivery SLAs	Request to please confirm on methods/tools being used for monitoring and management of various SLAs and calculating the penalties.	Please refer to Technical Evaluation Criteria, RFP Vol. II, Page 22, Clause 4.19.3
25	Penalties page no. 57	In any case, overall total deduction from the payment due to Service Operator will not exceed 50% of monthly payment. This deduction is in addition to the other penalties/liquidity damages as mentioned in this RFP	Request to please reduce the capping to 10% of monthly payment	Please refer to Corrigendum
26	Penalties page no. 57	All above penalties shall be levied on the Service Operator for any failure happened on his part in any of the agreed Timelines/SLAs/Terms & Condition. However, in any case, the total penalty value shall not be greater than 15% of the total contract value beyond which PSeGS reserves the right to terminate the contract.	Request to please reduce the capping to 5% of total contract value.	Please refer to Corrigendum
27	Vol 2- General	Bidders have the following options to submit their bids: i. Bidders may submit consolidated state wide bid for entire state covering all the centers in all the districts. (ii). Bidders may submit individual bid for each zone separately. iii. Bidders are allowed to submit bid for one or multiple zones but bid should be submitted separately for each zone.	We request PSEGS to evaluate price bid on zone wise only and bidders should be allowed to submit only one bid instead of all the 3 options.	As per RFP

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28	5.4 Evaluation of Commercial Bids page no. 30	Commercial evaluation shall be done as below:- i. Option 1 – Separate and Independent evaluation of consolidated State wide bids ii. Option 2 - Separate and Independent evaluation of individual zone wise bids	We request PSEGS to evaluate price bid on zone wise only to avoid ambiguities at later stage.	As per RFP
29	6.4 Performance Bank Guarantee page no.		The performance BG should be in absolute value (zone wise) instead of fixed 12 % of contract value.	Please refer to Corrigendum
30	Volume 1 Page 40	Proposed Services to be rendered through Sewa Kendras	Annexure 1: Need the rate of services. Need no of transactions should be specified/department wise/service wise	Please refer to Corrigendum
31	Volume 1 Page 15	Tentative Zonewise Numbers of Rural & Urban Centers	Can we have population/district wise	As per RFP However such details can be taken from census data 2011
32	Volume 1 Page 22/6.1/Point a	Coordination with PSeGS and all the concerned stakeholders like Participating Departments and District Administration etc. for successful operation and maintenance of Sewa Kendras.	Permission to start the Sewa Kendra will be given by district level or PSeGS.	As per RFP
33	Volume 1 Page 22/6.1/Point f	Collection of money in the form of cash and other modes of payment from the citizens at the Sewa Kendras and its safe custody, accounting, reconciliation and deposit in accordance with the procedure laid down by PSeGS.	Also reconciliation is done with PSeGS or every department. Suggestion: let every department should give report to PSeGS, so we can do reconciliation with only PSeGS.	As per RFP
34	Volume 1 Page 24/6.2/Detailed Scope of Work	Service Operator will procure and supply brand new hardware, software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization.	Is there any specific brand and configuration to deployment the new hardware	As per RFP

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35	Volume 1 Page 25/6.2.2/Replacement of Bill of materials	Service Operator shall replace all above Bill of Materials provided by Service Operator at the time of commencement of Sewa Kendras operation with brand new items during 4th year of Sewa Kendras operation	If the hardware, working in good condition then also the service provider has to deploy new. OR if the service provider replaced before the 4th year due to any damage then also at the time of 4th year, concern service provider has to change	Replacement of Hardware as per RFP requirement is a separate deliverable and replacement of any equipment due to breakage/damage as part of maintenance is a separate deliverable
36	Volume 1 Page 29/6.3/Point g	Service Operator will ensure that statutory/government fee collected at Sewa Kendra shall be deposited in the designated Bank and/or any other agency as per the procedure laid by PSeGS.	Is service provider has to deposit the money in desired 1 bank only or department wise bank. Also if the work done in Rural/Urban then the amount deposited in other accounts of only in single account.	Service Operator have to deposit the collected money in the banks as authorized by PSeGS/Government of Punjab.
37	Volume 1 Page 30/Point m	Service Operator will be responsible for all expenses incurred for running Sewa Kendras including, but not limited to, Personnel, Water, Sewerage, Housekeeping, Courier, Postage, Communication including Telephone and Fax, Consumables, Stationery and other administrative and operative etc.	Kindly clarify the expenses that will be occur by service provider/PSeGS	As per RFP
38	Volume 2 Page 8/Point 2	(Average turnover during the last 3 financial years ending 31.03.2014)	This is very high avg. turnover. Govt. may not get the proper companies for competition.	Please refer to Corrigendum
39	Volume 2 Page 26/Point 4.20	Payment schedule	Kindly give brief that how the service provider will get the payment, coz the sharing pattern is not understandable. Also the invoices should be send individually department wise after viewing from MIS OR district wise invoice OR generation of single invoice	As per RFP
40	Volume 2 Page 27/Point 4.21/c	Service operator will reconcile & settle the money so collected on fortnightly basis. Any surplus money after retaining his proportionate revenue share, will be transferred to PSeGS designated bank account on fortnightly basis i.e. on 5th & 20th of every month, failing which an interest @ 12% per annum will be levied on the due amount. However, if money so collected is not commensurate with the proportionate share of the Service Operator, PSeGS will make the payment of such deficit after proper verification of invoices submitted by the bidder.	Kindly give more clarification on this point.	Please refer to Corrigendum

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41	Volume 2 Annexure 2/Sr. No 1	Denial of Service [contract or department service]	Pl. clarify	Please refer to Corrigendum
42	Volume 2 Annexure 2/Sr. No 3	Non operationalization of Center (Complete closure of center on a working day)	Penalty should be revised by 50k to 1 Lac per day	Please refer to Corrigendum
43	Volume 2 Annexure 2/Sr. No 4	Non operationalization of a counter due to any reason	Max. 5k per	Please refer to Corrigendum
44	Volume 2 Annexure 2/Sr. No 5	Non adherence to Center working hours	Not applicable	Please refer to Corrigendum
45	Volume 2 Annexure 2/Sr. No 6	Housekeeping non conformities (NC)	Not applicable	Please refer to Corrigendum
46	Volume 2 Annexure 2/Sr. No 7	Manpower not in uniform	Not acceptable	Please refer to Corrigendum
47	Volume 2 Annexure 2/Sr. No 8	Courteousness to citizens below 7 marks on the scale of 0-10 (10 being highest)	How it could be measured? Not acceptable	Please refer to Corrigendum
48	Volume 2 Annexure 2/Sr. No 9	Poor Quality of printing and stationary	Not acceptable	Please refer to Corrigendum
49	Volume 2 Annexure 2/Sr. No 10	Non adherence of pre-defined Inventory levels of spares and Consumables	It should be 2k. Not more than that	Please refer to Corrigendum
50	Volume 2 Annexure 2/Sr. No 11	Non-functioning of electronic equipment/fixtures beyond permitted repair period	It should be 1k.	Please refer to Corrigendum
51	Volume 2 Annexure 2/Sr. No 12	Non maintenance of civil works and furniture	It should be not more than 1k as a whole	Please refer to Corrigendum
52	Volume 2 Annexure 2/Sr. No 13	Unauthorized and/or commercial use of Sewa Kendra premises and its property for any activity beyond the scope of agreement	Depends on gravity, criminality and seriousness.	Please refer to Corrigendum
53	Volume 2 Annexure 2/Sr. No 14	Non adherence to guidelines, instructions and standard operating procedures as prescribed by PSeGS/Government of Punjab	Very difficult to measure. Please clarify by giving examples.	Please refer to Corrigendum
54	Volume 2 Annexure 2/Sr. No 15	Delay in deposit of Statutory/Government fees in Treasury account through designated banks.	Reduced up to 0.25%	Please refer to Corrigendum

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55	i Volume-1: Page 11	The automation of work processes including front-end .(i.e. citizen facing processes) and backend processes and historical data digitization will be carried out by the respective departments. Sewa Kendras will use the automated frontend processes for providing the services to the citizens, as and when, automation is achieved by the respective departments. In addition, Sewa Kendras will be used to provide services to the citizens for the departments which are still using manual processes through a common front end application It is envisaged that initially approximately 223 citizen centric services will be rendered through these Sewa Kendras	Will this be for all the services or will this be activated one at a time ? Is all 223 services to be G2C services or will it be on access mechanism from central location ?	As per RFP
56	Volume-1: Page 13, 3.3, Point d	Robust online management information system (MIS) reporting customized as per the needs of the departments to facilitate policy makers in quick and informed decision making.	what are the reports required ,is this suppose to be made available for all the services across all locations in one place, what if any of the services are down from edistrict 55DG suwidha, how is the same supposed to be handled , who will be <u>SPOC for resolving the same ?</u>	Service Operator will be required to generate and provide dynamic MIS Reports pertaining to only Sewa Kendra Operation as per requirement of PSeGS from the common interface. SPOC of various projects like e district, SSDG will be shared by PSeGS with the service operator.
57	Volume-1: page 13, 3,3, Point b	To and fro electronic transfer of data from Sewa Kendras and back offices of the departments.	Is this supposed to be via email or shared folder ?	As per RFP
58	Volume-1: Page 16	Sewa Kendras are to be operated and maintained with a very high degree of focus on quality of service delivery. This calls for a software capability integrated with the individual department systems so as to achieve time stamping of various events like the issue of tokens to the citizens, calling the citizen to the counter and completion of transaction which would be cornerstone for smooth and efficient operations of these centers.	Is there any Web Service to be integrated for individual Service or will all this 223 services be integrated to one available Portal ?	As per RFP

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59	Volume-1: Page 16 Volume-1: Page No 18 5. Service	Possession of completed centers will be handed over to the Service Operator within one month of date of contract signing.	Is the same being worked as VIE model .	No, this is not VLE model
61	Volume-1: Page no 19, Figure 5.1	Illustrative Service Delivery Model for Departments with end to end computerization	Are all the 52C services Online , how is payment be collected , is there any Payment integration or is there any system to be maintained for each Centre allotted for each Zone	Please See RFP Vol. 1, Page 23, 6.f
62	Volume-1: Page no 21, Figure 5.3	Illustrative Proposed Service Delivery Model at Sewa Kendras	Module of Form Filling Need to know if there are multiple type of Forms and what all data needs to be captured ?	Service Operator is required to enter service specific data in respective service softwares. Service specific forms will be developed in department specific software by other system integrators.
63	Volume-1: Page no 21, Figure 5.3	Illustrative Proposed Service Delivery Model at Sewa Kendras	Token Module: is there supposed to be any Mechanism to print the token number on the form	Presently there is no such requirement.

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64	Volume-1: Page no 21, Figure 5.3	Illustrative Proposed Service Delivery Model at Sewa Kendras	Data Entry:- Details to be captured for Data entry is this specific to the services to be availed	Service Operator is required to enter service specific data in respective service softwares. Service specific forms will be developed in department specific software by other system integrators.
65	Volume-1: Page no 21, Figure 5.3	Illustrative Proposed Service Delivery Model at Sewa Kendras	Portal Module:• will the Web service be provided by edistrict,, SSDG or Web Suwidha, will we be responsible for downtime for any service at any of the 3 entities - edistrict, SSDG , Web Suwidha.	Respective System Integrators of other projects like edistrict, SSDG or Web Suwidha will be responsible for the maintenance of respective backend applications.
66	Volume-1: Page no 21, Figure 5.3	Illustrative Proposed Service Delivery Model at Sewa Kendras	Citizen:- will there be an Online certificate generated for all the G2C services or is there a mix breed of certificate -Online and Physical	Certificates and other final outputs will be generated by department specific backend softwares. Service Operator will be responsible to provide the physical copies to citizen.
67	Volume-1: Page 22, 6_1 Overview of Scope of Work, Point C	Supply, Installation and Configuration of the ICT hardware, software and other peripherals including CCTV Camera required for smooth operation of Sewa Kendras in line with the requirements of this project.	Detailed specification of each hardware items required	Please refer to RFP and Corrigendum

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68	Volume-1: Page 22, 6.1 Point d	Develop common user interface/application software for counter operators. This interface will have list of services linked to LIRL's of their respective servers. The said common user interface/application software would have the following functionalities, but not limited to:- ' Authentication/Authorization, Business Transaction recording, . Central level accounting covering operator/center/service/department, wise collection. . MIS reporting: - Integration with Electronic Queue Management System (EQMS) .	Since currently the State is already in the rollout phase of State Portal and State Service Delivery Gateway (SSDG) Project under National e Governance Plan, in future SSOG will be used as a single interface application.-- Till then what is the provision we have to make for accessing the Web Services ?	As per RFP
70	Volume-1: Page 23, Point e	Providing all Services to citizen through Sewa Kendras. An indicative list of Services to be rendered through Sewa Kendras is provided in Annexure 1.	Are all the Services active and will all the Services get connected via Web services or will be any other option ?	Currently, backend of 47 services is operational in 2 Districts & the same is being rolled out in the remaining 20 Districts. 9 services of SSDG are online. Backend computerization of remaining services will be taken up in due course of time. Till then, Service Operator will operate on existing SUWIDHA model.
71	Volume-1: Page 24	Network Rack (with size)	Is this for each Sewa kendra for every type, and is any server required for each centre or each zone , and what is the Configuration required ?	As per RFP
72	Volume-1: Page 24	Biometric Attendance System	Is this supposed to be Centralized or separate for every centre ?	As per RFP
73	Volume-1: Page 25, 6.2.3	Development of Common User Interface	What is the Front and Backend technology expected ?	Service Provider is free to choose the technology to be used for common user interface

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74	Volume-1: Page 25, 6.2.3	Service Operator shall develop a common user interface for counter operators in the form of application software where list of all services will be displayed on counter monitors of operators at Sewa Kendras	Is the Common user interface (CUI) have Scanning module integrated or will there be an offline scanning	No
75	Volume-1: Page 25, 6.2.3	Name of Services will be linked to the URL of respective departments/servers of those services_ On clicking the "<name of Service>", counter operator will be redirected to main service application. After reaching the respective department portal, the counter operator will enter citizen data in the input screenle-form, scan enclosure documents (wherever applicable), and take digital photograph (wherever applicable) etc. and will complete the transaction.. The counter operator will be responsible for complete service fulfillment as per respective service flow. The single page application will be hosted at State Data Center. All hardware, software including licenses required for hosting this user interface applicationpage will be responsibility of the PSeGS.	Is there a generic e-form or separate e-forms for every service ? What is the purging policy of forms and docs scanned , specification for Images and Photos ? How is the payment to be processed via Payment gateway process for Cash reconciliation. Is there a central Storage to be built up in the DC setup or will the images be saved in Local machines ?	The entire processing of application will be performed at the department specific URL/software. The Central application will assist in choosing the service name and then auto redirection to associated application and captured the parameters required for SLA management.
76	Volume-1: Page 29, Point b	Service Operator will arrange for recording of attendance of all the resources deployed at Sewa Kendras through biometric device_	Is the Biometric Attendance integrated with GUI ?	As per RFP
77	Volume-1: Page 30	Service Operator will install latest anti-virus tools and upgrade them as and when required to protect the systems at Sewa Kendras_	Any Specific version and Product Expected ?	Service Operator is free to choose the product to meet the project requirement

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78	Page 30, Point)	Service Operator will install Electronic Queue Management System with provision of allocating token numbers to citizens on first-come-first-serve basis along with token display mechanism on LED TVs. This Electronic Queue Management System will serve as a basis for monitoring of SLAs pertaining to efficient service delivery as per project requirement	Can this be on any Platform, Open Source or ,Net Technology, is this supposed to be integrated for all the Zones and Centres ?	Service Operator is free to choose the product to meet the project requirement
79	Volume-1: Page 34, Point q	computerized callback/IVRS feedback mechanism for obtaining feedback from citizens	Is this supposed to be at centralized locations or is this as per the dedicated location	Centralized location will check QoS and QoD of IVRS/ feedback etc.
80	Volume-1.: Page 38, Point h	Setting up a Data center in Punjab for hosting the applications.	Can this be outsourced ?	PSeGS will provide co-located Data Center facility to service provider. Service provider shall be responsible for its system administration and database management for SEWA Kendras
81	Volume-1: Page 58	Network interface Integrated 10/100/1000fvbpps (Ethernet)	What are the number of stations to be connected and what type of data transfer is to be done ?	As per RFP
82	Volume-1: Page 58	The desktop should have all necessary software to perform Sewa Kendras operations smoothly	Please elaborate on the details of Software required	As per RFP
83	Volume-1: Page 66	Network Rack 6U	Is this for each centre or one single DC setup ?	As per RFP
84	Volume-1: Page 66	Network Rack 6U	What is the network connectivity expected ?	The last mile bandwidth connectivity will be provided by PSeGS at sewa kendra. Service Operator will be responsible for LAN connectivity and also maintenance of LAN and bandwidth. The Service Operator shall be responsible for liaison with ISP for fault rectification
85	Volume-1: Page 71	Queue Management Token System	Is this supposed to be for all the locations - Centralized or Centre wise ?	As per RFP

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86	Volume-1: Page 71	Have a capability to print Sewa Kendras/Sewa Kendras advertisement on token	Is this supposed to be Black and white or color , will this token be retained back by the citizen ?	Black and white printing on paper based token
87	Volume-1: Page 71	Shall have Software development kit to be used	what is the use of this in QMS	This is required for integration with common software
88	Volume-11 Page 72	Biometric Attendance System	How is the Employee DB maintained - will this be centralized or centre wise ?	As per RFP
89		Other generic queries related to Project	Once we sign the contract, only 2 months will be provided to set up ~1200 centers, kindly confirm if these are calendar days or working days? It has been observed that the projects of this scale are typically rolled out in phases starting with some pilot implementations and then remaining in two or three phases. Can we follow this approach ?	Please refer to Corrigendum
90		Other generic queries related to Project	What will be the scope wherever there are no existing centers, though RFP says that the premises will be provided by them, kindly confirm	As per RFP
91		Other generic queries related to Project	Is application development in our scope? RFP says that it's to be done only when we are <u>operating at multiple zones</u>	Please refer to RFP VII. Page 22, Clause 6.1.d
92		Other generic queries related to Project	Is website development in our scope since they already have a website? Will users be making payments online ?	Separate System Integrators for other projects like SSDG and other departments will be responsible for development of website and integration of payment gateway with respective websites. However integration of Common User Interface with department specific application for hand shaking will be the responsibilities of the Service Operator.
93		Other generic queries related to Project	Do we require shop & establishment license to operate in Punjab?	No
94	Vol-1, Page 11, Clause-3.1	It is envisaged that initially approximately 223 citizen centric services will be rendered through these Sewa Kendras.	How shall the handover of the knowledge transfer to the Service Operator?	PSeGS will arrange the training to service operator on 'Training of Trainers' basis of various softwares to be used in this project.

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
95	Vol-1, Page 16, Clause-4This calls for a software capability integrated with the individual department systems so as to achieve time stamping of various events like the issue of tokens to the citizens, calling the citizen to the counter and completion of transaction which would be cornerstone for smooth and efficient operations of these centers.....Centers shall have following facilities according to the type of the center...Token management system....	We understand that while the EQMS (Electronic Queue Management System) has to come from the bidder, we would need clarity on how shall the integration with individual department happen & who shall own this?	Service Operator is required to integrate the EQMS with common software only
96	Vol-1, Page 17, Clause-4	The indicative list of items to be provided by PSeGS at Sewa Kendras is given below...	Pls confirm whether PSeGS provide a central Asset Management repository for managing PSeGS supplied & Bidder Supplied components, which shall also allow entire life cycle management of each components including compliance to clause '6.3.w' on page 32 of Vol-1.	Service Operator will be responsible for entire Asset Management including the items provided by PSeGS.
97	Vol-1, Page 17, Clause-4All the existing front end service delivery centers likeS UWIDHA Centers, Fard Kendras, Saanjh Kendras etc. shall be harmonized with these Sewa Kendras in due course of time on AS IS – WHERE IS basis.	1) Request PSeGS to kindly share the tentative timelines & also confirm on how shall the knowledge transfer be done. This would help us formulate our project management & transition model.2) Should we assume that all existing outstanding applications process shall be settled by these existing front end service delivery centers?	Please refer to Corrigendum
98	Vol-1, Page 23, Clause-6.1.f	Collection of money in the form of cash and other modes of payment from the citizens at the Sewa Kendras and its safe custody, accounting, reconciliation and deposit in accordance with the procedure laid down by PSeGS	Kindly share the procedure.	As per RFP
99	Vol-1, Page 23, Clause-6.1.g	Operate and maintain the entire Sewa Kendras including hardware, software, furniture & fixtures, etc. irrespective of whether supplied by Service Operator or PSeGS.	1) Request PSeGS to kindly provide more clarity on whether any component supply by PSeGS be covered under any OEM warranty /AMC as is normally the case for any new supply. If yes, will the same be covered for the entire duration of this contract?2) For Furnitures, who shall validate their quality & durability before handover to the Service Operator?	All non IT provided by PSeGS will be brand new and will have standard warranty. Details will be shared with the service operator. However, service operator shall be responsible for any maintenance cost beyond warranty.
100	Vol-1, Page 23, Clause-6.1.h	Providing all consumable items including stationary, printer, toner, cartridge, pen drive, drinking water, etc	Request PSeGS to kindly share the current volume & future estimated transaction volume load.	Please refer to Corrigendum
101	Vol-1, Page 24, Clause-6.2.1the Service Operator will also be responsible for all upgradations related to hardware and software for the entire duration of contract period. This shall be based on Service Operator's own assessment to meet all the project requirements including Service Performance Levels as specified in Annexure 2.	1) Current load level is unknown, suggest PSeGS to share Year on Year load projection which will help the Bidder to form its bid response.2) Since any upgrade shall call for increase in space or alternately modification in already deployed layout, will additional space be made available to the Service Operator?	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
102	Vol-1, Page 24, Clause-6.2.1	Supply, Installation and Configuration of hardware, software, networking and other peripherals....shall be subject to following minimum bill of materials	We request PSeGS to kindly include DLP (Data Leakage Prevention) as part of the minimum BOM so as to service clause '6.3.h' given on page 30 on Vol-1.	As per RFP
103	Vol-1, Page 28, Clause-6.2.4	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. The training must also focus on citizen relationship management. The workshops shall cover all the users at least once in 6 months without impacting the operations of centers. Certifications will be provided to users based on these workshops. Furthermore, it would be mandatory that new joining manpower shall not be deployed directly in the Sewa Kendras unless they have gone through induction training program for minimum 52 hours duration. PSeGS may ask Service Operator to provide the necessary proof in this regard.	Request to change the 6 months requirement to once a year (from year 2 onwards).	As per RFP
104	Vol-1, Page 28, Clause-6.2.4	Service Operator shall be responsible to comply with all the relevant statutory requirements including deposition of ESI, PF, taxes, duties, etc....	Since the minimum wage level is currently very low, the compliance to it will benefit in enhanced services to the Citizens as intended in this RFP. We therefore request that this clause be modified to include the minimum wages commensurate for each position as defined in page 27 on Vol 1.	As per RFP
105	Vol-1, Page 28, Clause-6.3.a	Sewa Kendras shall be operational for 6 days a week....In general, scheduled working hours for all Sewa Kendras shall be eight and half hours a day i.e. from 9:30 am to 6 pm.....	we request that Seva Kendra timings at rural areas be reduced to 9:30am to 5:15pm so as to allow sufficient window for collection & deposition of cash at banks.	As per RFP
106	Vol-1, Page 30, Clause-6.3.h	Service Operator will provide operation & maintenance services for all IT infrastructure available at Sewa Kendras for entire tenure of contract.....Providing security from virus threats and unauthorized access/modification/deletion of data.	Kindly confirm on whether PSeGS shall provide compute space for hosting the central antivirus software & DLP software for data leakage software.	As per RFP
107	Vol-1, Page 30, Clause-6.3.L	Provision of Citizen Appointment System for convenience and transparency in service delivery.	Kindly explain on the details of 'Citizen Appointment System'.	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
108	Vol-1, Page 30, Clause-6.3.O	Electricity Expenses for power consumed during working hours of Sewa Kendras will be reimbursed to Service Operator by PSeGS at actuals....	1) Will the cycle for reimbursement be the same as for other scope, i.e., Monthly?2) How shall the billing for this will happen? Will the Service Operator raise a formal bill to PSeGS, which however, may incur statutory Taxes & other applicable govt levies. This clause is somewhat different than the clause '7.1.r' on page 34 of vol-1, which requires the Service Provider to submit bills on time.	As per RFP
109	Vol-1, Page 30, Clause-6.3.P	Diesel charges to run the DG set during power outage will be reimbursed to him on actual basis on any of suitable models such as actual purchase of diesel....	1) Will the cycle for reimbursement be the same as for other scope, i.e., Monthly?2) How shall the billing for this will happen? Will the Service Operator raise a formal bill to PSeGS, which however, may incur statutory Taxes & other applicable govt levies. This clause is somewhat different than the clause '7.1.r' on page 34 of vol-1, which requires the Service Provider to submit bills on time.	As per RFP
110	Vol-1, Page 31, Clause-6.3.Q	Service Operator will maintain adequate inventory of consumables and spares for at least two month's operations. In this regard, he will be solely responsible to maintain uninterrupted operations in each Sewa Kendra	1) How shall the stock level be measured by PSeGS for compliance to this clause?2) Will the inventory stock be maintained at zone level or is it required to be maintained at each Seva Kendra Level?	Please refer to Corrigendum
111	Vol-1, Page 31, Clause-6.3.s	Wherever departments are yet to attain back end computerization, Service Operator is required to maintain the service delivery as per existing SUJWIDHA model	1) What is the current volume of such transaction? This is necessary to factor the resources needed to manage & maintain the DAK function.	Please refer to Corrigendum
112	Vol-1, Page 31, Clause-6.3.u	Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions for e.g., collection of bills/taxes etc.	Since the interface for data entry is provided by PSeGS & respective departments, kindly confirm on the methodology to maintain & calculate the cash receipt transactions & MIS reporting of the same. Will PSeGS provide appropriate portal interface for such reporting & payment settlement will Departments & Banks?	As per RFP
113	Vol-1, Page 32, Clause-6.3.w	Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS. The register should contain all required applicable information including date of purchase, quantity, vendor, guarantee/warranty, etc. and shall be available at Sewa Kendras at any point of time for inspection....	Since asset purchasing is intended to be a centralized project function, we request that this clause be modified & allow such records to be kept at central level, while copy of GRN (Goods receipt Note, Local Stock etc) remain at the each Sewa Kendra's.	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
114	Vol-1, Page 32, Clause-6.3.y	Service Operator is required to integrate and operate equipment required as per department specific needs.	Please provide more details on the integration of equipment as asked in the clause.	Please refer to Corrigendum
115	Vol-1, Page 33, Clause-7.1.d	Maintenance of the connectivity including call logging, follow-ups with connectivity service providers.	1) What will be the connectivity channel for connecting each Seva Kendra's with the SDC's?2) Who is / or be likely the ISP & what are the SLA's agreed between the ISP & PSeGS?3) Will each Seva Kendra has dual links from different ISP's to each no last mile failure which in any way might hamper the Service Operator's ability to deliver Services to the Citizens as per the given SLA's.4) Will the billing of the ISP be managed & paid by PSeGS or will the Service Operator have any role in it? if yes, what will be the Service Operators role?	BSNL will provide the necessary connectivity at each center. PseGS will be responsible for providing necessary connectivity and will paid the bills directly to BSNL
116	Vol-1, Page 34, Clause-7.1.n	In the event of encountering issues in rendering services specific to a particular department, it will be incumbent on Service Operator to immediately report the same to concerned departments, PSeGS and other authorities as specified by PSeGS.	1) Will the Service Operator be required to follow-up with each department individually for any bugs, Online page not working, Slow response of the Application etc or shall PSeGS be the single nodal agency for all such coordination?2) Will PSeGS provision any centralized ticketing module for enabling easier tracking of issues & responses between Service Operator & the departments	As per RFP
117	Vol-1, Page 34, Clause-7.1.q	Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS	Please provide more details on this clause & Service Operators obligation.	As per RFP
118	Vol-1, Page 35, Clause-7.1.s	Service operator will be responsible for maintenance of generator set	Will all such GenSets be under regular warranty & AMC's, wherein the Service Operator only needs to follow-up with the concerned OEM/AMC provider for rectification of faults.	PSeGS will provide new Genset with standard warranty at all centers. The Service Operator shall be responsible for maintaining the genset during the tenure of contract
119	Vol-1, Page 38, Clause-7.3.e	Effecting a tie-up with a Bank or financial institution to handle all the cash transactions as well as transactions through instruments that take place in the service centers on a day to day basis	Request PSeGS to kindly arrange Bank's representatives to pick cash from each Seva Kendra's to ensure better security.	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
120	Vol-1, Page 39, Clause-9 and Vol-3, Page 34, Clause-24.3	Service Operator shall not subcontract any work related to the Agreement without Punjab State eGovernance Society's prior written consent. However the Service Operator shall provide the list of services planned to be sub contracted, within 30 days of signing the Agreement or at least 30 days before the start of subcontracted work. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities statutory or otherwise, concerning the subcontractors. The Service Operator undertakes to indemnify the Punjab State eGovernance Society or its nominated agencies from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign or enter into further secondary subcontract for any of the work to be carried out by the sub-contractor.	This clause is in conflict to Clause 24.3 on page 34 in Vol-3, where it has defined this timeline as 30days. Pls clarify on the correct timelines to consider.	Please refer to Corrigendum
121	Vol-1, Page 54, Annexure 2.a.1	Denial of Service	Kindly help in defining the scope & exceptions to this clause. Will any service which is down due to non functioning of Wan Link, Backend Application not working etc be categorized as 'Denial of Service'?	Please refer to Corrigendum
122	Vol-1, Page 54, Annexure 2.a.8	Courteousness to citizens below 7 marks on the scale of 0-10 (10being highest)	We request that messurement of Citizen Satisfaction ratio to be done on total %age terms, wherein satisfaction rating be computed on the total transaction <u>as against per instance calculation.</u>	Please refer to Corrigendum
123	Vol-1, Page 55, Annexure 2.a.15	Delay in deposit of Statutory/Government fees in Treasury account through designated banks.	We request that PSeGS authorise Banks to collect cash from each Seva Center at the end of each day instead of the Service Provider depositing the amount <u>on a fortnightly basis to the Bank.</u>	Please refer to Corrigendum
124	Vol-1, Page 55, Annexure 2.a.16	Theft, misplacement and/or mishandling of any Government record, forms, certificates, holograms or any other specific stationary	1) Kindly provide the intended Method storage & Safety of documents at Seva Kendra level, 2) Since the transaction volume for each type of Seva Kendra isnt given, the Bidder is currently unable to identify & Envisage the volume load. In view of this, we request PSeGS to provide secure fireproof storage at each Seva Kendra for keeping documents safe from fire hazards as well as Theft?	Please refer to Corrigendum
125	Vol-1, Page 56, Annexure 2.b	Citizen Service Delivery SLAs	How is the occasional increase in transaction load factored in the SLA? We request the messurement of the SLA under this category be modified & the SLA start time be changed from 'Token Issued time' to when the Citizen is at <u>the counter</u>	Please refer to Corrigendum
126	Vol-1, Page 57, Annexure 2However, in any case, the total penalty value shall not be greater than 15% of the total contract value....	We request that the total penalty value be capped at 10% of the monthly payment.	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
127	Vol-2, Page 8, Clause-3.3	Pre-Qualification Criteria...Profit-Making entity...Should be a profit making entity in atleast 2 out of each of last 3 financial years...	In line with the intent of the project, we request PSeGS to kindly ensure profitability of the bidder in each of the three financial years	Please refer to Corrigendum
128	Vol-2, Page 7, Clause-3	Pre-Qualification Criteria	In line with the intent of the project, we request PSeGS to kindly incorporate additional clauses for Service Excellence & Support through inclusion of ISO20001 & ISO 27001 certification	As per RFP
129	Vol-3, Page 93, Clause-21	ANNEXURE B – Service Levels. III.g.....The Post Implementation SLAs will prevail from launch of services at Sewa Kendras.....	We request that the post implementation SLAs be enforced after one quarter from the date of launch of Service at the respective Seva Kendras. However during this intervening period, the Service Operator shall make all endeavor to meet and the SLAs	Please refer to Corrigendum
130	Volume III/ Clause 17.4/ Page 29	17.4 The Service Operator shall execute individual non-disclosure agreements with all its employees, agents and sub-contractors with respect to this project and shall submit a declaration in writing to PSeGS regarding the same. PSeGS may ask Service Operator to share all or any of such non	The bidder holds all its employees under strict confidentiality obligations. Executing individual NDAs particularly for this project shall not be feasible. However, bidder undertakes to maintain confidentiality.	As per RFP
131	Volume III/ Clause 24.4/ Page 34	24.4 Assignment	Bidder requests unhindered right to assign the receivables under this Contract to a financial or banking institution or any other institution/organization engaged in the business of funding.	As per RFP
132	Request Addition of Clause	Title Transfer	Bidder assumes that the title of ownership and risk of the goods supplied under this Contract is passed onto Customer on delivery of the material at the Customer location.	As per RFP
133	Request Addition of Clause	Termination by the Bidder	In the event any undisputed amount remains unpaid for a period exceeding 60 days, the Bidder shall have the right to terminate the contract by providing a written notice to PSeGS.	As per RFP
134	Volume III/ A. CHANGE CONTROL NOTE ("CCN")	C. Costs – “However due government procurement procedure shall be followed by PSeGS to get the work of such CCN completed by the Third party after giving 15 days’ notice to Service Operator.”	Bidder seeks clarification – Completion of such work by third party shall be at no cost to the Bidder. Also, Bidder shall not be liable for penalty/claims arising out of such deliverables affecting the overall project.	As per RFP
135	Volume III/ A. CHANGE CONTROL NOTE ("CCN")/Page 51	6. Transfer of Agreements	The Service Operator shall undertake to negotiate in good faith with the Replacement Service operator in respect of commercial terms applying to transfer any such agreement as required for completion of the Project.	As per RFP
136	Clause 7.1 (d) Page 33	Maintenance of the connectivity including call logging, follow-ups with connectivity service providers	Our understanding that the selected Partner will be required to only coordinate with the ISPs for fault rectification etc. The payment to the ISPs will be given directly by the Department. Is this understanding correct?	Yes

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
137	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.b	The Camera should incorporate a built-in 3.5mm megapixel, Remote focus and Zoom	For Remote focus and Zoom, the camera should have vari- focal zoom lens. Request for incorporation of 3-9mm with remote focus and zoom ratio of 3x.	Please refer to Corrigendum
138	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.c	It should support Real-time MPEG-4 and Motion JPEG and H.264 compression with VGA/QVGA/QQVGA resolution.	The latest compression algorithm is H264 High profile which is more optimized in terms of bandwidth and storage requirements. Request for amendments for the same.	As per RFP
139	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.e	It should support 540 TV Lines.	The resolution of IP camera must be specified in number of pixels. Request for amendment to minimum 1.3 Mega Pixel (1280x1024 pixels)/2 Mega Pixels (1920x1080).	As per RFP
140	Volume-I; Page: 68; 6. IP Based CCTV Camera; 4.c	It should have 1 RS-485 port.	RS-485 is not required as the data connectivity and transmission will be done by Ethernet interface. Request for removal of the same.	Please refer to Corrigendum
141	Volume-I; Page: 68; 6. IP Based CCTV Camera; 5.f	The camera shall support temperature -20° to 50°C.	The industry standard of temperature range is -10 to 50 Degree C. request for amendments for the same.	As per RFP
142	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.b	The Camera should incorporate a built-in 3.5mm megapixel, Remote focus and Zoom	For Remote focus and Zoom, the camera should have vari focal zoom lens. Request for incorporation of 3-9mm with remote focus and zoom ratio of 3x.	Please refer to Corrigendum
143	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.c	It should support Real-time MPEG-4 and Motion JPEG and H.264 compression with VGA/QVGA/QQVGA resolution.	The latest compression algorithm is H264 High profile which is more optimized in terms of bandwidth and storage requirements. Request for amendments for the same.	As per RFP
144	Volume-I; Page: 67; 6. IP Based CCTV Camera; 1.e	It should support 540 TV Lines.	The resolution of IP camera must be specified in number of pixels. Request for amendment to minimum 1.3 Mega Pixel (1280x1024 pixels)/2 Mega Pixels (1920x1080).	As per RFP
145	Volume-I; Page: 69; 7. NVR	Recording performance: Max. capacity	Request for incorporation for minimum number of HDD slots in NVR and should be minimum 4/6 HDDs for 8TB/12TB storage.	As per RFP
146	Volume-I; Page: 69; 7. NVR	(NVR mode only): H.264 1080P	Need more clarifications on the frame rate and resolution and compression. Request for amendments to D1 recording resolution for 90 days recording	As per RFP
147	Volume-I; Page: 69; 7. NVR	H.264 720P		As per RFP
148	Volume-I; Page: 69; 7. NVR	MJPEG 1080P		As per RFP
149	Volume-I; Page: 69; 7. NVR	MJPEG 720P		As per RFP
150	General Query for CCTV Requirement		Is any Central Monitoring required? Kindly clarify	Please refer to Corrigendum
151	USDC-Vol 1, Vol2, Vol3	Not limited clause	This needs to be defined and quantified before signing the contract as this may have an impact on the resourcing and costs.	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
152	USDC-Vol1- Functional & Technical Requirements The Penalty levels to be one tenth of the proposed penalty. Annexure 2. Service Performance Level A. General SLAs	Parameters - 1 to 16 & Penalty Level	The Penalty levels to be one tenth of the proposed penalty. Ex. If the penalty is 1lakh then Wipro proposes 0.1lakh.	Please refer to Corrigendum
153	Page no 62 Vol I - UPS	Power Rating Input, 5000 VA / 4000 W	5000 VA / 4000 W for 5 KVA UPS and 10000 VA/8000 W for 10 KVA UPS	Please refer to Corrigendum
154	Page no 62 Vol I - UPS	Rated Voltage : Minimum 180 VDC	Minimum 180 /240/216 or any range in between VDC as Rated voltage range varies with OEM	Please refer to Corrigendum
155	Page no 62 Vol I - UPS	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 10kA with two mode of protection <0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005	Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 25kA(for 5 KVA & 50 KA(10 KVA) with two mode of protection &<0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005 Surge current asked was 3KVA. It varies for UPS rating	Please refer to Corrigendum
156	Page no 62 Vol I - UPS	Audible Noise: Less than 45dB at 1 meter	Less than 60 dB at 1 Meter.	Please refer to Corrigendum
157	Suggestions	Power Outlet	Power Outlet: Should have programmable power management outlet for independent control of load segment (Required for better power usage of UPS. It also increase the life of UPS and Batteries)	Please refer to Corrigendum
158	Suggestions	Testing	independent control of load segment.	As per RFP
159	Suggestions	Current Protection	Current Protection With Fuse (To protect the UPS)	As per RFP
160	Page no 70 Vol I - UPS	Resolution 1920 x 1080	Resolution 1366 x 768 (We recommend an HD display as the application is within indoors and HD display shall suffice the requirement.)	Please refer to Corrigendum
161	Page no 70 Vol I - UPS	Display Colors: 1,073 million	We recommend a screen resolution with 16.7mn colors on display as for an HD display,dithering is standard.(16.7mn is suitable for HD Display)	Please refer to Corrigendum
162	Page no 70 Vol I - UPS	Response Time: 6.5 ms (typical)	We request that this parameter of 6.5ms is OEM specific.Response time of a panel is also related to refresh rate and 8ms is standard for 60Hz panel.We request that this spec be changed to 8ms	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
163	6.2.1, Vol.I, Page: 24	Service Operator will procure and supply brand new hardware, software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization. In addition, the Service Operator will also be responsible for all up gradations related to hardware and software for the entire duration of contract period. This shall be based on Service Operator's own assessment to meet all the project requirements including Service Performance Levels as specified in Annexure 2 and shall be subject to following minimum bill of materials:	The up gradation should be restricted to software, as the OEMs do not cover up gradation of hardware under warranty/AMC support. We understand that up gradation to hardware shall be governed by clause no. 6.2.2(Vol.-I, Page: 25), which talks of replacement of hardware after 4 years. Please clarify.	Please refer to Corrigendum
164	Vol-I, indicative list of items, Page No:-17	The indicative list of items to be provided by PSeGS at Sewa Kendra's	That sites will be handed over to the bidder which are complete in all respect of work mentioned in scope of PSeGS i.e. dully installed and verified. Any penalty caused due to such delay will not imposed to successful bidder. Kindly confirm. Material and Services which are in scope of PSeGS shall be warranted/guaranteed during entire life cycle of the project i.e. min 7 years, from the respective OEMs/Vendor and should be the responsibility of PSeGS. Successful bidder shall not be penalized for delays of any kind, caused due to non-performance of any such material/services at each Sewa Kendra. Kindly	Please refer to Corrigendum
165	Vol 1 Page 20	Illustrative Service Delivery Model for Departments with manual work flow	Indicated service delivery model is very high level. for effective service delivery, detailed workflow will help understand transactional requirements. 1. We presume issues arising due to network failure, performance degradation of departmental application and non-availability of departmental applications, etc. In all such scenarios, service operator / bidder will not be penalized for any SLA breach. Kindly confirm. 2. Will service operator/bidder transfer every transaction manually in a case connectivity not available between Sewa Kendras and state portal?	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
166	Vol 1 Page 23	currently the State is already in the rollout phase of State Portal and State Service Delivery Gateway (SSDG) Project under National e Governance Plan, in future SSDG will be used as a single interface application.	We request PSEGS to provide the common user interface application software in both the cases i.e. either bidder opts for State wide bidding or zone wise bidding. What level of integration to be done with the national portal? 1. MIS 2. Web Services 3. Multiple level user flows	As per RFP
167	Page 24 section 6.2	Supply, Installation and Configuration of hardware, software, networking and other peripherals	1. How many services delivered? 2. How services to be developed? 3. For the existing services, who is responsible for creating the connectors/modifications with state / national portal and SSDG? 4. How many fard Kendra's are operational electronically now? 5. Is CCTV camera, 32" LED TV, NVR, UPS backup and generators installed right now at fard Kendra's? What should be the data retention period considered for CCTV feed?	As per RFP
168	Vol-I,6.2.4 Manpower Deployment requirements, Page No:-29	Service Operator will provide safe drinking water, toiletries, etc. for resources at Sewa Kendra's and citizens.	It is assume that at each Sewa Kendra, PSeGS will provide safe drinking water connection, toiletries, etc. Successful bidder shall ensure availability of safe drinking water and toiletries to citizens.	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
169	Vol-I,6.2.4 Manpower Deployment requirements, Page No:-30	<p>Postage and Courier expenses, Electricity Expenses for power & Diesel charges to run the DG set</p> <p>Electricity Expenses for power consumed during working hours of Sewa Kendras will be reimbursed to Service Operator by PSeGS at actuals on submission of bills and payment receipts. Service Operator shall be liable for any unauthorized use, loss or theft of power from any of the Sewa Kendras.</p> <p>Diesel charges to run the DG set during power outage will be reimbursed to him on actual basis on any of suitable models such as actual purchase of diesel, consumption of diesel or per unit reimbursement of actual DG units consumed. In any case, Service Operator shall maintain the end to end record of diesel purchased, diesel consumed, DG units consumed and any power consumption beyond working hours and scope of project. Service Operator shall be liable for any unauthorized use, loss or theft of diesel from any of the Sewa Kendras.</p>	<p>It is assumed that "Postage and Courier expenses, Electricity Expenses for power & Diesel charges to run the DG set" shall not be considered in project commercial considerations. Kindly Confirm.</p> <p>PSeGS shall ensure availability of working GRID electrical connection with electrical meter at the each Sewa Kendra. Kindly confirm.</p>	<p>Postage and Courier expenses, Electricity Expenses for power & Diesel charges to run the DG set" shall not be considered in project commercial considerations.</p> <p>PSeGS shall ensure availability of working GRID electrical connection with electrical meter at the each Sewa Kendra. Service Operator shall be responsible for maintenance of connection during tenure of project. Electricity and Diesel expenses will be reimbursed on actual basis.</p>
170	Vol 1 6.3 Page 30	<p>Diesel charges to run the DG set during power outage will be reimbursed to him on actual basis on any of suitable models such as actual purchase of diesel, consumption of diesel or per unit reimbursement of actual DG units consumed. In any case, Service Operator shall maintain the end to end record of diesel purchased, diesel consumed, DG units consumed and any power consumption beyond working hours and scope of project. Service Operator shall be liable for any unauthorized use, loss or theft of diesel from any of the Sewa Kendras.</p>	<p>More than 80% of the Sewa Kendras are rural and power outage will be significant in these centers. Service Operator has to maintain Diesel consumption record book for claims.</p> <p>We propose, PSeGS shall enter into an agreement with selected national oil companies for Diesel availability at each Sewa Kendra on regular basis. Service operator shall provide Diesel consumption log book to PSeGS for necessary account settlement with selected oil company(ies) directly. Kindly confirm.</p>	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
171	Vol 1. Page No 34. Roles and Responsibilities	Making available all the consumables and any other goods or articles required from time to time for delivering the service i.e. dispatch of Forms, data entry and MIS report generation which include but not limited to: Self Adhesive Envelopes for packing Forms, self-adhesive Address labels, Cartridges for Laser Printers, Batteries for UPS, Computer stationery required for various applications, reports and receipts, Other Items (if any required).	<p>Kindly provide workflow of all services to be delivered through proposed Sewa Kendras to assess consumables requirement. Consumables is having a huge cost bearing for sustenance of this program. Therefore, kindly share as much details as possible during bidding stage.</p> <p>Further, request you to provide location wise transaction details for all the services to be provided.</p> <p>What is the services wise average no. of pages to be printed and handed over to citizens?</p> <p>Please provide details on MIS requirement e.g. (1) List of report to be printed? (2) What is the report structure to be printed? (3) PI define Report wise daily/weekly/monthly/quarterly/half yearly/yearly printout.</p>	Please refer to Corrigendum
172	page 34	Devising a computerized callback/IVRS feedback mechanism	<p>Is callback/IVRS feedback mechanism required on every Sewa Kendra or it should be centralized?</p> <p>What should be the retention period planned for IVRS/Callback system?</p>	Centralized location will check QoS and QoD of IVRS/ feedback etc.
173	RFP Vol. I, section 7.3	Providing last mile connectivity with adequate bandwidth to the Sewa Kendra's and Data center	Last mile connectivity or availability of Bandwidth at each Sewa Kendra and Data Centre is not bidder's responsibility, therefore, SLA breach due to non availability of connectivity/bandwidth such as denial of services etc. shall not be considered during downtime calculation, kindly confirm.	Please refer RFP Vol. I, Page 57
174	RFP Vol. I, section 6.2.2	Replacement of Bill of Materials	<p>Service provider is not responsible for replacement of all material provided by PSeGS at Sewa Kendras as indicated under clause 4 / RFP Vol-I / Page 17, kindly confirm.</p> <p>After 4th Years during replacement, successful bidder will not return back the old replaced system to department. Kindly confirm.</p> <p>Further, it is PSeGS responsibility for material replacement and/or maintenance of such items which is provided by PSeGS at Sewa Kendras as indicated under clause 4 / RFP Vol-I / Page 17, kindly confirm.</p>	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
175	RFP Vol. I, Annexure 1, Page 40	Proposed Services to be rendered through Sewa Kendra's (Indicative List)	The sustenance and success of this program depends upon effective services delivery to the citizens keeping in view citizen first attitude. For effective planning at bidding stage, it is important to have service wise centre wise transactions details. Therefore, kindly provide Services wise region wise last 5 years transaction details.	Please refer to Corrigendum
176	RFP Vol. I, Annexure 1, Page 40	Proposed Services to be rendered through Sewa Kendra's (Indicative List)	Is it mandatory to deliver all services from all Sewa Kendra? Kindly provide Sewa Kendra type wise, services wise, service availability matrix. Also share category wise services details.	Yes it is mandatory to deliver all services at all centers.
177	RFP Vol. I, Annexure 1, Page 40	Proposed Services to be rendered through Sewa Kendra's (Indicative List)	What is the services wise average no. of pages to be printed and handed over to citizens? Please provide details on MIS requirement e.g. (1) List of report to be printed? (2) What is the report structure to be printed? (3) PI define Report wise daily/weekly/monthly/quarterly/half yearly/yearly printout.	As per RFP
178	Vol 1. Page No 40 .Annexure 1.	Annexure 1. Proposed Services to be rendered through Sewa Kendra's (Indicative List) (223 services)	Please provide details regarding how many services out of proposed 223 services are on-line and for how many services we need to have manual work flow. What are the time lines set for the departments having manual work flow to deliver services.	As per RFP
179	Vol 1. Page No 56 B) Citizen Service Delivery SLAs	Average Time Spent by the Citizens at Sewa Kendra's for Group A Services (Services involving citizen photographs, scanning of documents etc.) Average Time Spent by the Citizens at Sewa Kendra's for Group B Services (Services involving either citizen photographs or scanning of documents) Average Time Spent by the Citizens at Sewa Kendra's for Group C Services (Services which do not involve either citizen photographs or scanning of documents)	Please provide group wise services details and transaction details.	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
180	Vol-II,7.4 Annexure IV: Format for Commercial Proposal, Please Note, Page No:-65	The rates quoted in Form A must match the total costs mentioned in Form B, Form C & Form D. However, Grand Total Cost mentioned in Form A shall be considered for commercial evaluation for declaring I1	In Form A: Commercial Bid Summary, there Category 'A' Cost & Category 'C' Cost headings are missing. Kindly amend Form A .	Please refer to Corrigendum
181	6.4 Performance Bank Guarantee page no.	Performance Bank Guarantee	As per current RFP, Performance Bank Guarantee to be furnished is 12% of the Contract Value. It is recommended that - a. the PBG shall be mentioned in INR absolute Value (Fixed Price - per District allocated to a Particular Successful Bidder); b. Further, permission shall be given to Selected Bidder to submit PBG with yearly validity and the Submission of Renewed PBG within 15 days of expiry period of Previous PBG rather than Submission of PBG at one go for the whole Contract Period The aforesaid will enable the Bidder to estimate Bid Costing appropriately, and also help in Keeping the Overall Project Costing on the Lower Side, without impacting the Project Security	Please refer to Corrigendum
182	Vol 2 4.21	Invoicing and settlement	The Process for invoicing requires - a. obtaining Prior Approval of 'Competent Authority' before Invoicing and the Invoicing has to happen by every 7th of following month- Please define who is the "Competent Authority" - and it is Requested that the Layers of Approval shall be kept to Minimum to avoid delay in Approvals b. the Time Frame for Seeking INformation/ Reconciliation and Payment Obligation of PSeGS is 60 days from the date of receipt of Valid Invoices... this time frame is too long.. The Settlement shall happen on MOnthly basis and Maximum within 3 Weeks of Submission of Invoice. Any Delay beyond this period, PSeGS shall be liable to pay Interest @ 12% p.a. in the same manner, as the Service Operator is liable in case of deficit in deposit of Surplus by the Operator	As per RFP
183	Vol-II / clause 4.14 / page 17	Earnest Money Deposit (EMD)	As per RFP the Bidders are required to Submit one EMD of INR 5.00 Crs., in case of bidder consolidated bid for entire state and INR 1.00 Crs. per Zone in case of submission of Bid Zone wise. -- IT is requested to Clarify that it would be safe to assume that in Case the BIDDER OPTS TO BID FOR ENTIRE STATE AS WELL AS INDIVIDUAL ZONE WISE THEN ONE EMD OF INR 5.00 Crores IS SUFFICE TO MEET THE REQUIREMENTS OF EMD for BOTH THE BIDS..	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
184	Vol-II / clause 4.20 / page 26	<p>Payment Schedule:</p> <p>Year 1: 1.00% of contract value payable on monthly basis</p> <p>Year 2: 1.05% of contract value payable on monthly basis</p> <p>Year 3: 1.12% of contract value payable on monthly basis</p> <p>Year 4: 1.18% of contract value payable on monthly basis</p> <p>Year 5: 1.25% of contract value payable on monthly basis</p> <p>Year 6: 1.33% of contract value per month</p> <p>Year 7: Equated monthly installment of balance contract value</p>	<p>PLEASE CLARIFY</p> <p>a. what is % of Contract Value that a Bidder is entitled to in 1st Year and Thereafter? - 1% to be paid Monthly aggregating to 12% and accordingly each year with 5% escalation per year totalling to approx. 82% to 83% in 6 YEARS</p> <p>OR</p> <p>1% of Contract Value for 1St Year to be paid in 12 MONTHs... and SO ON</p>	Please refer to Corrigendum
185	Vol-II / clause 4.21 / page 27	<p>4.21 Invoicing and Settlement</p> <p>b) Service Operator will submit its invoices to the PSeGS for the Services on monthly basis. Any invoice presented in accordance with this Clause will be in a form agreed with the PSeGS</p>	Roll out of 2165 Sewa Kendras will be carried out over a period of time. However, service delivery will commence as and when Sewa Kendras ready for operation. Therefore, kindly elaborate on, basis of invoicing and settlement.	Please refer to Corrigendum
186	Vol1,Section 4 Page No 17	Items provided by PSeGS i.e. Fire extinguisher, Water Filter-RO, DG Set, AC etc.	We suggest that PSeGS to provide all such materials with minimum 3 years warranty/onsite support	All non IT provided by PSeGS will be brand new and will have standard warranty. Details will be shared with the service operator. However, service operator shall be responsible for any maintenance cost beyond warranty.
187	Vol1,Section 4 Page No 17	Items provided by PSeGS i.e. Fire extinguisher, Water Filter-RO, DG Set, AC etc.	Some of the future services may require additional hardware and cost of the same cannot be considered while bidding therefore we suggest PSeGS should have arrangement/provision to provide any IT non IT equipment in future required to deliver new service like IRIS device for eKYC etc.	Please refer to Corrigendum
188	Vol-1 Section 6.2.1 Page No.24	Service Operator will procure and supply brand new hardware, software, networking infrastructure items of the same make and model across all the centers in order to maintain uniformity and standardization.	Same model in all centre will increase the cost and reduce the price competition among H/w vendors, and will lead to supply gap/delay in supplies. so specifications can be benchmark, same make and model to be relaxed	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
189	Vol-1 Section 6.2.2 Page No.25	Replacement of bill of materials	Requirement to replace all materials during 4th year is not feasible and would put huge financial burden on the project. We would like to suggest to make the project life cycle as 5 years without need to replacing the materials. All the materials will have life expectancy of 5 years or more if maintained properly.	As per RFP
190	Vol-1 Section 6.2.3 Page No.25	Development of common user interface	Development of software to ensure common user interface and also to ensure 'single sign on' and 'single MIS' which is the prime requirement for such integrated citizen services delivery project and such software is continuous effort in project life cycle as departments and services will keep adding and also requirements of departments and project will keep changing. Therefore considering this, it would be appropriate to have dedicated software team available at all time with PSeGS which can be ensured through separate software tender and remove the software scope from this tender. We would also suggest for software partner to be deployed on per transaction basis as the experience says, software partner performs better when payments are linked to the per transaction.	As per RFP
191	Vol-1 Section 6.2.4 Page No.26	Manpower deployment requirements	For uniform, we would suggest, for male and female both, simple overcoat (to be put on any formal dress while on duty) with Embroidered project logo on it. This would be avoid any social reasons of reluctance to wear the uniform and would be operationally feasible to implement the uniform requirement.	As per RFP
192	Vol-1 Section 6.2.4 Page No.26	Manpower deployment requirements	We would suggest counter operators qualification requirements from graduate to 12th pass. This is mainly considering the unnecessary cost hike, availability issues and we feel service delivery should be made smart through smart software application and once the operators are trained on such smart software application, 12th pass candidates would be more attached with project than the graduates without much attrition issues. Also fluency in English for operators may not be feasible and may not be required. Also attendant cum runners qualification to be reduced from 10+2 to only 10th pass. District Program manager requirement - Graduation with 4 years experience is sufficient	As per RFP
193	Vol-1 Section 6.2 page No28	The workshops shall cover all the users at least once in 6 months without impacting the operations of centers. Certifications will be provided to users based on these workshops. Furthermore, it would be mandatory that new joining manpower shall not be deployed directly in the Sewa Kendras unless they have gone through induction training program for minimum 52 hours duration.	Timeline of reimbursement to be fixed	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
194	Vol-1 Section 6.3 page No30 (point no. N)	Postage and Courier expenses incurred on dispatch of citizen service delivery output shall be reimbursed to Service Operator by PSeGS at actual on submission of proof	Timeline of reimbursement to be fixed	As per RFP
195	Vol-1 Section 6.3 page No30 (point no. O)	Electricity Expenses for power consumed during working hours of Sewa Kendras will be reimbursed to Service Operator by PSeGS at actual on submission of bills and payment receipts. Service Operator shall be liable for any unauthorized use, loss or theft of power from any of the Sewa Kendras.	Timeline of reimbursement to be fixed	As per RFP
196	Vol-1 Section 6.3 page No30 (point no. P)	Diesel charges to run the DG set during power outage will be reimbursed to him on actual basis on any of suitable models such as actual purchase of diesel, consumption of diesel or per unit reimbursement of actual DG units consumed.	Timeline of reimbursement to be fixed	As per RFP
197	Vol-1 Annexure 2, page 54	Service Performance Level	Penalty levels are very high. Penalty Amounts for each paramter should be reasonable to ensure that partner will not compromise on the quality of delivery of service and at the same time penalties alone would not jeopardise the whole functioning of the project	Please refer to Corrigendum
198	Vol-1 Annexure 3, printers, Scanners	Specifications	specifications for scanner & printer not available	Please refer to Corrigendum
199	Vol-2 Section 1, page 4	Bid Data sheet	We would request to allow consortium partner. Though Sub contracting is allowed, we feel consortium partner would have more ownership towards the project and participation in the bid would be more as most of the organisations would like to work in project as parnter rather than sub contractor	As per RFP
200	Vol-2 Section 3, page 8 S.No.2	3. Pre-Qualification Criteria(Turnover)	we request to change in turnover clause, for multiple zones bidding please consider Turnover 40Cr for each zone.	Please refer to Corrigendum
201	Vol-2 Section 5.4 page No.30	5.4 Evaluation of Commercial Bids	we request to keep evolution order of commercial bid, zone to State, instead state to zone against one single commercial bid. Which will invite more bidders and healthy price competition. and small and mid size companies like us also can participate	As per RFP
202	GENERAL BUT IMPORTANT		Considering the overall findings of the ongoing bids in the State and the country for such e-Governance/ government IT projects and the industry mood and response towards such bids, we strongly feel the CAPEX investments (even for the single zone) is on higher side. We would request to increase the scope of PSeGS for CAPEX and reduce the scope of bidder. MAINLY if the CAPEX investment of PCs and UPS is on PSeGS, we feel bid RFP would be more attractive for the bidders	As per RFP

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
203	No Reference of RFP, Request as 'CR'	Configurable up to 10000 MAC addresses,	Configurable up to 8000 MAC addresses,	As per RFP
204	No Reference of RFP, Request as 'CR'	SNMP V2/V3 ,SSHv2, Telnet, CLI and web based interface	SNMP V2/V3 ,SSHv2, Limited CLI/Telnet , web based interface and Dual flash images	As per RFP
205	No Reference of RFP, Request as 'CR'	Port based ACL, DHCP snooping IPv4 & IPv6, Port Security, spanning tree Root Guard, BPDU guard, Protection against Rouge route advertisement.	Port / MAC based ACL, DHCP snooping , Port Security, spanning tree Root Guard, BPDU guard, ARP attack protection, Qos - strict priority queuing (SP), weighted round robin (WRR) queuing, and SP+WRR ,DSCP, Port mirroring	Please refer to Corrigendum
206	No Reference of RFP, Request as 'CR'	24 Ports 10/100/1000 Mbps with minimum 2 populated uplink of SFP	24 Ports 10/100/1000 Mbps with minimum 4 populated uplink of SFP	Please refer to Corrigendum
207	No Reference of RFP, Request as 'CR'	Additional Clause	Shall support management of up to 16 switches using a single Web interface	As per RFP
208	No Reference of RFP, Request as 'CR'	Additional Clause	Static IPv4/IPv6 routing , 32 static routes	As per RFP
209	VOL II, Page no 8 Profit-Making entity	Should be a profit making entity in at least 2 out of each of last 3 financial years ending on 31.3.2014.	Request to amend the clause by Should be a profit making entity in at least 1 out of each of last 3 financial years ending 31.3.2014 or should have a positive Net worth for each the last 3 financial years ending 31.3.2014.	Please refer to Corrigendum
210		Other generic queries related to Project	Does refurbishment fall in our purview? It's a bit ambiguous in the RFP. It says completed centers will be handed over to service providers within one month of date of signing contract.	Please refer to RFP Vol. I Page 37, Clause 7.3
211		Other generic queries related to Project	Does our scope include set up of call center? Kindly confirm the languages in which the call center will operate.	No
212		Other generic queries related to Project	Do we require central CCTV monitoring?	Please refer to Corrigendum
213		Other generic queries related to Project	Who will provide training to our staff initially? Any training material available?	PSeGS will arrange the training to service operator on 'Training of Trainers' basis of various softwares to be used in this project.
214		Other generic queries related to Project	Can we get a permission a visit some of the Seva Kendra before the RFP Bid Submission or only after winning it?	Please refer to RFP Vol. II Page 12, Clause 4.2
215	Volume-I: Point 6.1 - h, Page 23	Providing all consumable items including stationary, printer, toner, cartridge, pen drive, drinking water, etc	Who will provide the stationary papers for printing acknowledgements/certificates etc. ? If Service Provider has to provide, then who will pay for the consumable stationary paper - whether the Authority or charged to the Citizen? Please note that consumables make a large part of overall project cost	As per RFP
216	Volume-I: Point 6.1 - x, Page 32	Service Operator will provide all outputs including acknowledgements/certificates and any other printed documents of good quality which are legible and clear		As per RFP
217	Volume-2 , Point No. 3 under Pre-qualification criteria	Profit making Entity : Should be a Profit Making entity in atleast 2 out of each of last 3 financial Years ending on 31.03.2014	We request Authority to Consider "Profit making Entity : Should be a Operating Profit Making entity in atleast 2 out of each of last 3 financial Years ending on 31.03.2014"	Please refer to Corrigendum

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Sr. No	RFP Reference	Content of RFP requiring Clarification(s)	Points of clarification	Response
218	Volume-2 ,Point No. 4 under Pre-qualification criteria	Net Worth: Net worth of the Bidder must be positive for each of the Last three Financial Year ending 31st March 2014	We request Authority to Consider "Net Worth/Cashflow : Net worth/Cashflow of the Bidder must be positive for each of the Last three Financial Year ending 31st March 2014"	Please refer to Corrigendum
219	Volume-2 ,Point No. 5 under Pre-qualification criteria	Relevant Past Experience	We request Authority to Consider "Government/Public services Project also".	As per RFP
220	Volume-1 , Service Performance Level ,Page 54 , 57	Penalty /SLA In any case overall total deduction from the payment due to service operator will not exceed 50% of Monthly Payment	We request Authority to Consider that " Service Operator Penalty will not exceed 5-10 % of Total monthly Payment"	Please refer to Corrigendum
221	Indemnification & Limitation Of Liability ,Page 23 of Volume 3	Indemnification & Limitation Of Liability	We request Authority to Consider that" Limitation of Liability should not exceed by One Year of Contract Value"	As per RFP