

**Following addition/ deletion/ modification(s) have been made 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 28<sup>th</sup> November, 2014**

Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
1)	I/17/Last Paragraph	New Addition	Addition	<p><b>The following clauses has been added:</b></p> <p>4.1. All existing SUWIDHA Centers operating from DC Offices at District Headquarters shall be called as Type 1 Sewa Kendras. To start with, the Service Operator shall start commencement and operationalization of Type-II &amp; Type-III Sewa Kendras as per Scope of Work with effect from agreed date as per letter of award of contract.</p> <p>4.3 The Government of Punjab has more than 160 SUWIDHA Centers across the state running successfully. The selected service operator is also required to operate, maintain and manage these existing SUWIDHA Centers in all the 22 districts throughout the State on AS IS WHERE IS basis however the start date of operation &amp; management of the existing SUWIDHA centers shall be decided mutually between PSeGS &amp; Service Operator. This is being done so as to ensure uninterrupted delay of services to citizens.</p> <p><b><u>4.4 Maintenance of IT Infrastructure</u></b> Service Operator is required to maintain the entire existing infrastructure for the transition period (a cut-off date by which the SUWIDHA Centers are rechristened as Sewa Kendras in terms of operations, design, layout etc.) i.e., tentatively 180 days from the date of start of operations and management of these centers. However, this transition period may vary</p>

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				<p>based upon the ground situation and as per counter rates provided by the bidder. The bidder is required to provide the maintenance cost in commercial bid (<b>Form-E: Category 'E' Cost : SUWIDHA O&amp;M</b>) as per the prescribed format. Details of existing IT Infrastructure including Hardware of all these centers have been provided in the separate excel file "<b>SUWIDHA_Infra</b>".</p> <p><b>4.5 Downsizing</b>  During the transition phase, number of Counters at these SUWIDHA Kendras to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of the district.</p> <p>After the successful completion of transition phase, these Suwidha Centers will be declared as appropriate Sewa Kendras, as the case may be. New hardware in accordance with the type of Sewa Kendra will be installed by Service Operator.</p> <p>Bidders are required to provide zone wise per counter per month as part of commercial bid initially for indicative 6 months for bid evaluation.</p> <p>Other department specific front end delivery centers like Fard Kendras etc. will not be harmonized at the outset of this project. However, Service Operator may be required to do so at a later stage.</p>
2)	1/17/4	The indicative list of items to be provided by PSeGS at Sewa Kendras Line item No 14,15	Deletion	Line item Number 14 "Water Cooler/Water Dispenser (40 Ltrs." and Line Item Number 15 "Water Filter (RO)" stands deleted.
3)	1/17/4	Electrical & Network Cabling	Modification	<b>Clause to be read as :</b> Electrical Cabling & Laying of Network Conduit pipe

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	Line item No 17 of Table			
4)	I/17/4 Line item No 20 of Table	DG Set (15/10/2 KVA for Type I/II/III)	Modification	<b>Clause to be read as :</b> DG Sets of 15/7.5/5 KVA for Type I/II/III
5)	I/23/6.1.j.	Providing all required Insurance covers, including third party cover, for all the personnel deployed, assets including cash, cash-in-transit, hardware, software, networks, furniture & fixtures, etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset, personnel, etc.	Modification	<b>Clause to be read as :</b> Providing all required Insurance covers, including third party cover, for all the assets including cash, cash-in-transit, hardware, software, networks, furniture & fixtures, 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 Service provider shall be responsible to take and maintain adequate insurance coverage for all infrastructure provided by PSeGS during contract period. The Payment of the insurance cost shall be reimbursed to service operator at actual on submission of proofs.
6)	I/23/6.1.h	Providing all consumable items including stationary, printer, toner, cartridge, pen drive, drinking water, etc.	Modification	<b>Clause to be read as :</b> Providing all consumable items including stationary, printer, toner, cartridge, pen drive etc.
7)	1/25/6.2.2	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. In case Service Operator fails to replace any of items by the end of 4 years of operation in any Sewa Kendras, PSeGS may stop the further payment	Modification	<b>Clause to be read as :</b> 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 at the end of 4th year of Sewa Kendras operation subject to acceptance by PSeGS. The Service Operator will be required to take approval of specification 3 months in advance. The specifications will be approved by PSeGS Replaced old hardware will be deemed as property of service operator.

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		for all Sewa Kendras. In such eventuality, it should be noted that Service Operator must continue operation of Sewa Kendras.		
8)	I/26/6.2.5	New Addition	Addition	<b>The following clause has been added:</b> 6.2.5) Type 3 Sewa Kendras will have one operator having the dual responsibility of Data Entry as well as Center Supervisor.
9)	I/29/6.3.e	Service Operator will be responsible to manage and maintain complete infrastructure at Sewa Kendras whether supplied by Service Operator or PSeGS including furniture & fixtures, refilling of water, electrical cabling/equipment, all type of stationaries, consumables etc.	Modification	<b>Clause to be read as:</b> Service Operator will be responsible to manage and maintain complete infrastructure at Sewa Kendras whether supplied by Service Operator or PSeGS including furniture & fixtures, electrical cabling/equipment, all type of stationaries, consumables etc. Respective construction agencies will be responsible for defect liability period for one year from construction of buildings.
10)	I/29/6.3.f	Service Operator will provide safe drinking water, toiletries, etc. for resources at Sewa Kendras and citizens.	Modification	<b>Clause to be read as:</b> Service Operator will provide toiletries, etc. for resources at Sewa Kendras and citizens.
11)	I/30/6.3.o	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.		<b>Clause to be read as:</b> Electricity and Water Expenses for power and Water 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 and water from any of the Sewa Kendras.
12)	I/31/6.3.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	Modification	<b>Clause to be read as:</b> Service Operator will maintain adequate stock of consumables and spares for at least 15 days to maintain uninterrupted operations in each Sewa Kendra.

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13)	I/32/6.3. y)	Service Operator is required to integrate and operate equipment required as per department specific needs.		<p><b>Clause to be read as :</b>  PSeGS reserve the rights to provide any additional equipments such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need. Service Operator shall be responsible to operate and manage all such equipment as per service requirement.</p>
14)	I/32/6.3. ab)	New Addition	Addition	<p><b>The clause has been added:</b>  <b>ab)</b> Sewa Kendras will be equipped with electrical cabling and conduit pipes as per the requirement of the centers. Service Operator will be responsible for network cabling, for laying LAN cabling, IO Ports, Patch cables, face plates etc. for all the Hardware.</p>
15)	I/35/7.1		Addition	<p><b>The Clause has been added:</b>  7.1.z. The Service Operator is required to provide the application forms for respective service to citizen without charging any additional and separate cost.</p>
16)	I/38/8	<b><u>Implementation Timeframe</u></b>	Modification	<p><b><u>Clause to be read as:</u></b>   <b><u>Implementation Timeframe</u></b></p>

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17)	1/54/Annexure-2	Service Performance Levels	Modification	Service Performance Levels have been revised as per <b>Appendix 'A'</b> .								
18)	1/57/Annexure-2	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.	Modification	<b>Clause to be read as:</b> In any case, overall total deduction from the payment due to Service Operator will not exceed <b>15%</b> of monthly payment. This deduction is in addition to the other penalties/liquidity damages as mentioned in this RFP								
		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	Modification	<b>Clause to be read as:</b> 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 <b>10%</b> of the total contract value beyond which PSeGS reserves the right to terminate the contract.								

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19)	I/ 60 Annexure 3/24 Port Switch	<p><b>2. 24 Port Switch, Line “Security”</b> Port based ACL, DHCP snooping IPv4 &amp; IPv6, Port Security, spanning tree Root Guard, BPDU guard, Protection against Rouge route advertisement.</p>	Modification	<p><b>Security:</b> Port based ACL, DHCP snooping IPv4 &amp; IPv6, Port Security, spanning tree Root Guard, BPDU guard, Route Advertisement validation to control unwanted Route Advertisements</p>
		<p><b>2. 24 Port Switch, Line “Interface”</b> 24 Ports 10/100/1000 Mbps with minimum 4 populated uplink of SFP</p>	Modification	<p><b>Interface</b> 24 Ports 10/100/1000 Mbps Uplink Port: should have 2 SFP Based uplink ports"</p>
20)	I/61/ Annexure 3/UPS	UPS 10 KV/5 KV	Modification	For Revised separate specifications of UPS 10 KVA and 5 KVA, please refer to <b>Appendix ‘B’</b>
21)	I/67-68/ Annexure 3 Sr. No. 6. IP Based CCTV Camera	<p>1. b) The Camera should incorporate a built-in 3.5mm megapixel, Remote focus and Zoom</p>	Modification	1. b) The Camera should have vari-focal zoom lens in range 3.5mm - 8mm megapixel and Remote focus and Zoom
		<p>2. a) It should support Network Protocol Support for:- IPV4,IPV6,ARP,TCP/IP,UDP,ICMP,DHCP, NTP, DNS, DDNS, SMTP, FTP, HTTP/HTTPS, UPnP Port Forwarding, RTP / RTSP/ RTCP, IP filtering, 3GPP, CoS/QoS, SNMP, IGMP, 802.1x, ONVIF Compliant.</p>	Modification	(a) It should support Network Protocol Support for:- IPV4/IPV6, TCP/UDP , DHCP, DNS/DDNS/UPnP/PPoE, NTP,SMTP/ FTP, HTTP/HTTPS, RTP / RTSP/ RTCP, CoS/QoS, SNMP 802.1x, ONVIF Compliant



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		4. c) It should have 1 RS-485 port.	Deletion	Line Item stand deleted																														
		5. f) The camera shall support temperature - 20° to 50°C.	Modification	The camera shall support temperature 0° to 50°C.																														
		New Addition	Addition	4.h) Bidder shall propose centralized monitoring solution/system. Server will be provided by PSeGS																														
22)	I/70/ Annexure 3	8. 32" LED Display	Modification	<p><b>The revised specifications are as below:</b></p> <p>8. 32" LED Display</p> <table border="1" data-bbox="1167 746 2074 1351"> <thead> <tr> <th data-bbox="1167 746 1809 916">Specification</th> <th data-bbox="1809 746 1942 916">Compliance (Yes/NO)</th> <th data-bbox="1942 746 2074 916">Specifications Offered</th> </tr> </thead> <tbody> <tr> <td data-bbox="1167 916 1809 962"><b>Video</b></td> <td data-bbox="1809 916 1942 962"></td> <td data-bbox="1942 916 2074 962"></td> </tr> <tr> <td data-bbox="1167 962 1809 1008">Screen Size (32 ")</td> <td data-bbox="1809 962 1942 1008"></td> <td data-bbox="1942 962 2074 1008"></td> </tr> <tr> <td data-bbox="1167 1008 1809 1054"><b>Connectivity</b></td> <td data-bbox="1809 1008 1942 1054"></td> <td data-bbox="1942 1008 2074 1054"></td> </tr> <tr> <td data-bbox="1167 1054 1809 1101">USB</td> <td data-bbox="1809 1054 1942 1101"></td> <td data-bbox="1942 1054 2074 1101"></td> </tr> <tr> <td data-bbox="1167 1101 1809 1147">LAN CONNECTIVITY compliance</td> <td data-bbox="1809 1101 1942 1147"></td> <td data-bbox="1942 1101 2074 1147"></td> </tr> <tr> <td data-bbox="1167 1147 1809 1225">Composite In (AV) (1 (Common Use for Component Y))</td> <td data-bbox="1809 1147 1942 1225"></td> <td data-bbox="1942 1147 2074 1225"></td> </tr> <tr> <td data-bbox="1167 1225 1809 1272"><b>Accessory</b></td> <td data-bbox="1809 1225 1942 1272"></td> <td data-bbox="1942 1225 2074 1272"></td> </tr> <tr> <td data-bbox="1167 1272 1809 1318">Remote Controller</td> <td data-bbox="1809 1272 1942 1318"></td> <td data-bbox="1942 1272 2074 1318"></td> </tr> <tr> <td data-bbox="1167 1318 1809 1351">Battery (for Remote Control)</td> <td data-bbox="1809 1318 1942 1351"></td> <td data-bbox="1942 1318 2074 1351"></td> </tr> </tbody> </table>	Specification	Compliance (Yes/NO)	Specifications Offered	<b>Video</b>			Screen Size (32 ")			<b>Connectivity</b>			USB			LAN CONNECTIVITY compliance			Composite In (AV) (1 (Common Use for Component Y))			<b>Accessory</b>			Remote Controller			Battery (for Remote Control)		
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24)	I/73/ Annexure-3	Specification of Scanner added	Addition	<p><b><u>The Specifications of Scanner has been added:</u></b></p> <p><b><u>12. Scanner:</u></b></p> <table border="1" data-bbox="1167 639 2033 1311"> <thead> <tr> <th colspan="4" data-bbox="1167 639 2033 687"><b>Make &amp; Model Offered - (To be filled by the Supplier)</b></th> </tr> <tr> <th data-bbox="1167 687 1406 807">Features</th> <th data-bbox="1406 687 1646 807">Specifications</th> <th data-bbox="1646 687 1789 807">Compliance (Yes/No)</th> <th data-bbox="1789 687 2033 807">Specification Offered</th> </tr> </thead> <tbody> <tr> <td data-bbox="1167 807 1406 855">Type</td> <td data-bbox="1406 807 1646 855">Legal Size Flatbed</td> <td data-bbox="1646 807 1789 855"></td> <td data-bbox="1789 807 2033 855"></td> </tr> <tr> <td data-bbox="1167 855 1406 903">Speed</td> <td data-bbox="1406 855 1646 903">20 PPM</td> <td data-bbox="1646 855 1789 903"></td> <td data-bbox="1789 855 2033 903"></td> </tr> <tr> <td data-bbox="1167 903 1406 983">Scan technology</td> <td data-bbox="1406 903 1646 983">Charge Coupled Device (CCD)</td> <td data-bbox="1646 903 1789 983"></td> <td data-bbox="1789 903 2033 983"></td> </tr> <tr> <td data-bbox="1167 983 1406 1031">Resolution</td> <td data-bbox="1406 983 1646 1031">Minimum 600 DPI</td> <td data-bbox="1646 983 1789 1031"></td> <td data-bbox="1789 983 2033 1031"></td> </tr> <tr> <td data-bbox="1167 1031 1406 1078">Bit Depth</td> <td data-bbox="1406 1031 1646 1078">24 bit</td> <td data-bbox="1646 1031 1789 1078"></td> <td data-bbox="1789 1031 2033 1078"></td> </tr> <tr> <td data-bbox="1167 1078 1406 1158">Duty Cycle</td> <td data-bbox="1406 1078 1646 1158">Cycle Upto 800 pages/ day</td> <td data-bbox="1646 1078 1789 1158"></td> <td data-bbox="1789 1078 2033 1158"></td> </tr> <tr> <td data-bbox="1167 1158 1406 1238">Paper Handling</td> <td data-bbox="1406 1158 1646 1238">Inbuilt ADF(50 Page)</td> <td data-bbox="1646 1158 1789 1238"></td> <td data-bbox="1789 1158 2033 1238"></td> </tr> <tr> <td data-bbox="1167 1238 1406 1311">Paper Size</td> <td data-bbox="1406 1238 1646 1311">Max Scan Size Min. 8.5X11.7" for A4,</td> <td data-bbox="1646 1238 1789 1311"></td> <td data-bbox="1789 1238 2033 1311"></td> </tr> </tbody> </table>	<b>Make &amp; Model Offered - (To be filled by the Supplier)</b>				Features	Specifications	Compliance (Yes/No)	Specification Offered	Type	Legal Size Flatbed			Speed	20 PPM			Scan technology	Charge Coupled Device (CCD)			Resolution	Minimum 600 DPI			Bit Depth	24 bit			Duty Cycle	Cycle Upto 800 pages/ day			Paper Handling	Inbuilt ADF(50 Page)			Paper Size	Max Scan Size Min. 8.5X11.7" for A4,		
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Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification							
					8.5 X 14" for Legal (Flatbed)						
				Scan File Formats	BMP, JPEG, GIF, TIFF, TIFF compressed, PNG, PDF, JPG, RTF, TXT, UNICODE, HTM, DOC and other common formats						
				Interfaces	USB 2.0 port,						
				Operating systems support Required	Windows						
				Accessories	With All the standard accessories (Drivers/ Software, MS-Windows XP/ Vista/ 7/8), OEM Scanning Software						
25)	I/73/ Annexure-3	Specification of Printer added	Addition	<b>13. Laser Printer</b> <table border="1" data-bbox="1151 1209 2069 1337"> <tr> <td colspan="2" data-bbox="1151 1209 2069 1257"><b>Make &amp; Model Offered - (To be filled by the Supplier)</b></td> </tr> <tr> <td data-bbox="1151 1257 1312 1337">Print speed</td> <td data-bbox="1312 1257 2069 1337">PPM (A4 Size): 14 or more</td> </tr> </table>				<b>Make &amp; Model Offered - (To be filled by the Supplier)</b>		Print speed	PPM (A4 Size): 14 or more
<b>Make &amp; Model Offered - (To be filled by the Supplier)</b>											
Print speed	PPM (A4 Size): 14 or more										

Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification	
				Resolution	Mono 600x600 dpi
				Interface	USB 2.0 (High Speed) with USB Cable
				Port:	1 USB
				Drivers	Compatible with Microsoft Windows (XP/ Vista/ 7/8 & Higher version)
				Others	Energy Stars Qualified
26)	Volume I	New Addition	Addition	Tentative addresses of identified sites for Sewa Kendras have been provided in <b>Appendix 'C'</b> .	
27)	Volume I	New Addition	Addition	The indicative transaction volume trend of services is attached as <b>Appendix 'D'</b> .	
28)	Volume I	New Addition	Addition	<b>Appendix 'E'</b> added for department wise existing facilitation charges.	
29)	II/7/3	Pre-Qualification Criteria	Modification	Pre-Qualification criteria have been revised as per <b>Appendix 'F'</b> of this document.	
30)	II/17/4.14	New Addition	Addition	<b>Following clause has been added:</b> 4.14.i) In case the bidder is bidding for entire state as well as for various zones, bidder needs to submit EMD only for entire state. There is no requirement of additional EMD for zone wise bid submission.	
	II/17/4.14.f	EMD would be refunded to all unsuccessful bidders within 90 days of award of the Project.	Modification	<b>Clause to be read as :</b>  EMD would be refunded to all unsuccessful bidders within 10 days of award of the Project.	
31)	II/20/4.19.3	Technical Evaluation Criteria	Modification	Technical criteria have been revised as per <b>Appendix 'G'</b> of this document.	

Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification																																		
32)	II/26/4.20	<p><b>Payment Schedule</b> The following shall be the payment schedule based on actual delivery:</p> <table border="1" data-bbox="336 475 918 1307"> <thead> <tr> <th data-bbox="336 475 548 515">Milestone</th> <th data-bbox="548 475 918 515">Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="336 515 548 635">Monthly installment as under:</td> <td data-bbox="548 515 918 635">Category wise proportionate payment equal to:</td> </tr> <tr> <td data-bbox="336 635 548 754">Year 1</td> <td data-bbox="548 635 918 754">1.00% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="336 754 548 874">Year 2</td> <td data-bbox="548 754 918 874">1.05% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="336 874 548 994">Year 3</td> <td data-bbox="548 874 918 994">1.12% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="336 994 548 1114">Year 4</td> <td data-bbox="548 994 918 1114">1.18% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="336 1114 548 1233">Year 5</td> <td data-bbox="548 1114 918 1233">1.25% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="336 1233 548 1307">Year 6</td> <td data-bbox="548 1233 918 1307">1.33% of contract value per month</td> </tr> </tbody> </table>	Milestone	Payment	Monthly installment as under:	Category wise proportionate payment equal to:	Year 1	1.00% of contract value payable on monthly basis	Year 2	1.05% of contract value payable on monthly basis	Year 3	1.12% of contract value payable on monthly basis	Year 4	1.18% of contract value payable on monthly basis	Year 5	1.25% of contract value payable on monthly basis	Year 6	1.33% of contract value per month	Modification	<p><b>Clause to be read as:</b></p> <p><b>Payment Schedule</b> The following shall be the payment schedule based on <b><u>actual number of centers launched:</u></b></p> <table border="1" data-bbox="1164 555 2083 1201"> <thead> <tr> <th data-bbox="1164 555 1500 595">Milestone</th> <th data-bbox="1500 555 2083 595">Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="1164 595 1500 675">Monthly installment as under:</td> <td data-bbox="1500 595 2083 675">Category wise proportionate payment equal to:</td> </tr> <tr> <td data-bbox="1164 675 1500 754">Year 1</td> <td data-bbox="1500 675 2083 754">1.00% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="1164 754 1500 834">Year 2</td> <td data-bbox="1500 754 2083 834">1.05% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="1164 834 1500 914">Year 3</td> <td data-bbox="1500 834 2083 914">1.12% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="1164 914 1500 994">Year 4</td> <td data-bbox="1500 914 2083 994">1.18% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="1164 994 1500 1074">Year 5</td> <td data-bbox="1500 994 2083 1074">1.25% of contract value payable on monthly basis</td> </tr> <tr> <td data-bbox="1164 1074 1500 1153">Year 6</td> <td data-bbox="1500 1074 2083 1153">1.33% of contract value per month</td> </tr> <tr> <td data-bbox="1164 1153 1500 1201">Year 7</td> <td data-bbox="1500 1153 2083 1201">Equated monthly installment of balance contract value</td> </tr> </tbody> </table>	Milestone	Payment	Monthly installment as under:	Category wise proportionate payment equal to:	Year 1	1.00% of contract value payable on monthly basis	Year 2	1.05% of contract value payable on monthly basis	Year 3	1.12% of contract value payable on monthly basis	Year 4	1.18% of contract value payable on monthly basis	Year 5	1.25% of contract value payable on monthly basis	Year 6	1.33% of contract value per month	Year 7	Equated monthly installment of balance contract value
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		<table border="1" data-bbox="338 320 920 435"> <tr> <td data-bbox="338 320 546 435">Year 7</td> <td data-bbox="546 320 920 435">Equated monthly installment of balance contract value</td> </tr> </table>	Year 7	Equated monthly installment of balance contract value						
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33)	II/27/4.21.a	Service Operator will collect the money on behalf of PSeGS from the citizens as per pre-defined per service rates which includes facilitation charges & Statuary fee defined by the State Government. Facilitation charges to be charged from the citizens for delivering the services through these Sewa Kendras will be decided by the PSeGS.	Modification	<p><b>Clause to be read as :</b>  Service Operator will collect the money on behalf of PSeGS from the citizens as per pre-defined per service rates which includes facilitation charges &amp; Statuary fee defined by the State Government. Facilitation charges to be charged from the citizens for delivering the services through these Sewa Kendras will be decided by the PSeGS. 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 down by PSeGS.</p>						
34)	II/33/ 6.4.b)	b) Performance Bank Guarantee will be 12% of the Contract Value. All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. PBG shall be valid till 6 months after completion of contract period.	Modification	<p><b>Clause to be read as:</b>  b) The Service Operator will submit Performance Bank Guarantee as per following schedule:</p> <table border="1" data-bbox="1167 1107 2101 1343"> <thead> <tr> <th data-bbox="1167 1107 1296 1150">Sl.No.</th> <th data-bbox="1296 1107 1655 1150">In case of entire State</th> <th data-bbox="1655 1107 2101 1150">In case of Zone wise allocation</th> </tr> </thead> <tbody> <tr> <td data-bbox="1167 1150 1296 1343">1.</td> <td data-bbox="1296 1150 1655 1343">Rs. 100 Crores valid initially for 54 months from the date of signing of contract.</td> <td data-bbox="1655 1150 2101 1343">Rs. 20 Crores per zone valid initially for 54 months from the date of signing of contract.</td> </tr> </tbody> </table>	Sl.No.	In case of entire State	In case of Zone wise allocation	1.	Rs. 100 Crores valid initially for 54 months from the date of signing of contract.	Rs. 20 Crores per zone valid initially for 54 months from the date of signing of contract.
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Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification		
				2.	Rs. 60 Crores of the contract value valid from start of 55 <sup>th</sup> month from date of signing of contact & valid till 6 months after completion of contract period along with certificate of replacement of hardware at all centers	Rs. 12 Crores per zone of the contract value valid from start of 55 <sup>th</sup> month from date of signing of contact & valid till 6 months after completion of contract period along with certificate of replacement of hardware at all centers
				All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder		
35)	III/23/14.4	New Addition	Addition	<p><b>The following clause has been added:</b></p> <p><b>14.4 Termination for Convenience</b> PSeGS reserves the right to terminate, by prior written notice of 90 days, the whole or part of 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 work under the contract is terminated, and the date upon which such termination becomes effective.</p>		
36)	III/34/24.3	Service Operator shall not subcontract any work related to the Agreement without Punjab State eGovernance Society's prior written	Modification	<p><b>Clause to be read as:</b> Service Operator shall not subcontract any work related to the Agreement without Punjab State eGovernance Society's prior written</p>		



Sr No	Reference in RFP (Vol./Page No./Clause no.)	As appearing in the Original Published RFP	Change Category (Addition/ Deletion/ Modification)	Addition/ Modification
		<p>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.</p>		<p>consent. However the Service Operator shall provide the list of services planned to be sub contracted, within <b>45</b> days of signing the Agreement or at least 45 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.</p>

**Annexure 2 of RFP Volume I, Page 54, Point A) General SLA to be read as:**

In case of default in ensuring delivery of quality services to citizens, following penalties shall be applicable:-

**A) General SLAs**

Sr. No	Category	Definition	Baseline	Penalty Level	Method of Measurement
<b>I. Operational SLA</b>					
1.	Denial of Service	Denial of any service(s) to the applicant presents with all the prerequisite documents required for service delivery and yet service is not rendered.		Rs. 0.25 Lakhs per instance	a) Complaint lodged by the applicant b) Finding by PSeGS or its designated agency or by authorized person of PSeGS
2.	Non availability of Manpower	Non availability of manpower causing any impact on service deliver operations at counter during working hours.		Rs. 0.10 lakh per person per instance	a) Biometric attendance record b) Monitoring by CCTVs by PSeGS designated agencies c) Finding by PSeGS or its designated agency or by authorized person of PSeGS
3.	Non operationalization of Center (Complete closure of center on a working day)	Sewa Kendra not operational on a given working day without any valid justification		Rs. 1 Lakh per day per center	a) Complaint lodged by the applicant b) Biometric attendance record c) Monitoring by CCTVs by PSEGS designated agencies d) Finding by PSeGS or its designated agency or by authorized person of PSeGS
4.	Non operationalization of a counter due to any reason	- Equipment downtime - Unavailability of equipment, consumables etc.	<30 minutes	Rs. 0.10 Lakh per day per counter	a) Complaint lodged by the applicant b) Biometric attendance record

Sr. No	Category	Definition	Baseline	Penalty Level	Method of Measurement
					<ul style="list-style-type: none"> <li>c) Monitoring by CCTVs by PSeGS designated agencies</li> <li>d) Login details of common user interface</li> <li>e) Finding by PSeGS or its designated agency or by authorized person of PSeGS</li> </ul>
5.	Non adherence to Center working hours	Sewa Kendras not operating during the defined working hours		Rs. 0.20 Lakh per day per instance	<ul style="list-style-type: none"> <li>a) Complaint lodged by the applicant</li> <li>b) Biometric attendance record</li> <li>c) Monitoring by CCTVs by PSeGS designated agencies</li> <li>d) Finding by PSeGS or its designated agency or by authorized person of PSeGS</li> </ul>
6.	Housekeeping non conformities (NC)	Untidy, unclean Sewa Kendras premises		Rs. 0.10 Lakh per NC	<ul style="list-style-type: none"> <li>a) Complaint lodged by the applicant</li> <li>b) Finding by PSeGS or its designated agency or by authorized person of PSeGS</li> </ul>
7.	Manpower not in uniform	Deployed manpower presenting in attire other than the defined uniform norms		Rs 0.02 Lakh per person	<ul style="list-style-type: none"> <li>a) Monitoring by CCTVs by PSeGS designated agencies</li> <li>b) Finding by PSeGS or its designated agency or by authorized person of PSeGS</li> </ul>

Sr. No	Category	Definition	Baseline	Penalty Level	Method of Measurement
8.	Courteousness to citizens below 7 marks on the scale of 0-10 (10 being highest)	Satisfaction level of citizens as gauged by feedback forms or any other feedback mechanism	Consolidated feedback for a calendar month for each Sewa Kendra. >7 ratings	Rs 0.01 Lakhs per center	a) Complaint lodged by the applicant b) Finding by PSeGS or its designated agency or by authorized person of PSeGS c) Written Feedback by Citizen
9.	Poor Quality of printing and stationary	a) Illegible outputs with respect to ink, graphics, transparency etc. b) Usage of paper quality not less than 70 gsm		Rs. 0.01 lakhs per instance	a) Complaint lodged by the applicant b) Finding by PSeGS or its designated agency or by authorized person of PSeGS
10.	Non adherence of pre-defined stock levels of spares and consumables	Service Operator to maintain a minimum stock excluding diesel of 15 days operations	15 days	Rs. 0.25 lakhs per center	Finding by PSeGS or its designated agency or by authorized person of PSeGS
11.	Non-functioning of electronic equipment/fixtures	Non-functioning of electronic equipment/fixtures beyond permitted repair period with no justification	1 working day	Rs. 0.10 lakhs per equipment per instance	Finding by PSeGS or its designated agency or by authorized person of PSeGS
12.	Non maintenance of civil works and furniture	Repair of breakage, leakage, damage beyond permitted repair period with no justification	2 working days	Rs. 0.10 lakhs per equipment per instance	Finding by PSeGS or its designated agency or by authorized person of PSeGS
13.	Unauthorized and/or commercial use of Sewa Kendra premises and its property for any	Any service beyond the permitted scope of work or without approval of PSeGS		1. Rs. 5.0 lakhs per center per	Finding by PSeGS or its designated agency or by authorized person of PSeGS

Sr. No	Category	Definition	Baseline	Penalty Level	Method of Measurement
	activity beyond the scope of agreement			instance for first 3 instances. 2. Punitive action beyond such 3 instances	
14.	Delay in deposit of Statutory/Government fees in Treasury account through designated banks.	Statutory/Government fee not deposited within defined time lines	By next working day	2% per day of the due amount along with interest 18% per annum for delay beyond three working days	Finding by PSeGS or its designated agency or by authorized person of PSeGS
15.	Theft, misplacement and/or mishandling of any Government record, filled forms, documents, certificates, holograms or any other specific stationary	Theft, misplacement and/or mishandling of any Government record, filled forms, documents, certificates, holograms or any other specific stationary due to negligence of the service operator		Legal action as per government procedures.	Finding by PSeGS or its designated agency or by authorized person of PSeGS
<b>II. Implementation SLA</b>					
1.	Nonconformance to replacement of bill of materials at 4 <sup>th</sup> year of operations of Sewa Kendras	Service Operator shall replace the bill of materials at 4 <sup>th</sup> year of operations of Sewa Kendras		Rs 1 lakh per center per month beyond 4 <sup>th</sup>	Finding by PSeGS or its designated agency or by authorized person of PSeGS

Sr. No	Category	Definition	Baseline	Penalty Level	Method of Measurement
				year of operations	
2.	Non adherence to timelines of getting Sewa Kendras operational within 60 days of possession of fully constructed sites		60 days	Rs 0.5 lakh per center per month after 60 days of possession of fully constructed sites	Finding by PSeGS or its designated agency or by authorized person of PSeGS

**B) Citizen Service Delivery SLAs as mentioned in RFP shall remain the same**

**C) The following clauses have been added with respect to all SLA:**

**General Conditions of SLA**

**i. Applicability and Exclusion of SLAs**

All the defined 'Operational SLAs' will not be applicable for first 90 days of launching of services at Sewa Kendra.

**ii. SLA Review**

PSeGS will review the performance of the Service Operator against the SLA at any given time or duration. The supervision report about the performance of any Services pursuant to this SLA by the Service Operator or any other agency as appointed by PSeGS shall form the basis for imposing Damages/ penalties for breach of contract. The results of said review will be shared by PSeGS with the Service Operator. PSeGS reserves the right to appoint a third party auditor/ agency to validate the Deliverables under this SLA. Based on the instructions of the PSeGS, the findings of the third party auditor/ agency shall be accepted and addressed by the Service Operator with the consultation of the PSeGS.

**iii. Reporting Procedures**

The Service Operator's representative will prepare and distribute SLA performance reports in the format prescribed by PSeGS for the entire term (including renewal, if any, thereof) of the contract. These reports shall include "actual versus target" SLA performance, a variance analysis and discussion of appropriate issues or significant events. Service Operator will design the SLA reporting formats (daily, weekly, monthly and quarterly) and get sign off on these formats from the PSeGS.

**iv. Issue Management Procedures**

The issue management process under this SLA, briefly stated, would be as under:

- a. Either the Service Operator or PSeGS may document any issue(s) which arises/ noticed at any time during the performance of this SLA (the "Issue(s)") and communicate the same to the other Party hereto within 7 days of it arising;
- b. The document referred to in sub-clause (i) above shall contain an objective summary of the Issue(s), the viewpoints of both Service Operator and PSeGS and possible solutions thereof;
- c. Project Steering Committee will act as the issue resolution authority to resolve the Issue(s);
- d. A meeting will be conducted between the Parties and the issue resolution authority to resolve the Issue(s) in a timely manner. The documented Issue(s) will be distributed to the participants at least 24 hours prior to the discussion if the Issue(s) is not of an emergent nature requiring immediate attention;
- e. The selected issue resolution authority will resolve the Issue(s) and communicate the same to the Parties; and
- f. In the event any significant business Issue(s) is still unresolved, either Party may have recourse to the Dispute Resolution Procedure set forth in the Contract.

**v. Management Escalation Procedures**

- a. The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an Issue is not being successfully resolved at the lowest possible management level. Implementation of this procedure will ensure that PSeGS and Service Operator are communicating at the appropriate levels. It is agreed that escalation should take place on an exception basis and only if successful Issue resolution cannot be achieved in a reasonable time frame
- b. All Issues would be raised to the PSeGS, which will be completely responsible for the day to day management of the implementation of Services and Deliverables under the Contract including this SLA. The Program Monitoring Unit team shall classify the Issues based on their severity level and resolve them within appropriate timelines ensuring that there are no delays in provision of Services.

- c. If the Program Monitoring Unit is unable to resolve an issue, the Issue would be escalated to the Project Steering Committee and further to Executive Committee of PSeGS with options/ risks detailed for decision. The PSeGS will make decisions based on the options/ risks presented by the Program Monitoring Unit



### 3. UPS System

#### UPS 10 KV

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Technology</b>	<b>True On Line UPS with double conversion technology</b>		
	<b>Rectifier and inverter should be based on IGBT</b>		
<b>Power Rating Input</b>	<b>10000 VA / 8000 W</b>		
<b>Voltage Range</b>	<b>160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50% Load</b>		
<b>Frequency</b>	<b>50/60 Hz</b>		
<b>Power Factor</b>	<b>≥ 0.95</b>		
<b>Output - Voltage Range</b>	<b>220/230/240 VAC +/- 3%</b>		
<b>Output - Voltage Distortion</b>	<b>≤ 3% (Linear Load)</b>		
	<b>≤ 6% (non Linear Load)</b>		
<b>Frequency</b>	<b>46 ~ 54 Hz</b>		
<b>Power Factor</b>	<b>0.8</b>		
<b>Crest Factor</b>	<b>3:1</b>		
<b>Inverter Overload</b>			
<b>Inverter Overload - Transient Response</b>	<b>Less or equal to 3% for 100% nonlinear load (Battery mode)</b>		

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Battery Type</b>	<b>Sealed Maintenance Free, Valve Regulated Lead Acid</b>		
<b>Battery cell rating</b>	<b>Battery cell of 12V</b>		
<b>Rated Voltage</b>	<b>Minimum 180 VDC</b>		
<b>Backup Time</b>	<b>60 min 16000 VAH;</b>		
<b>Protection</b>	<b>Inbuilt protection for surge suppression and EMI/RFI filter provided as well as The unit shall have Surge Current Capacity of min. 20kA with two mode of protection &amp;&lt;0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005</b>		
<b>Environmental and Other</b>			
<b>Audible Noise</b>	<b>Less than 60dB at 1 meter</b>		
<b>Operating temp &amp; Humidity</b>	<b>20 – 90%RH @ 0 – 40°C (non condensing)</b>		
<b>LCD Display</b>	<b>UPS Status, Load level, Battery level, Input / Output voltage, Discharge Timer &amp; Fault conditions</b>		

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Management</b>			
<b>SMART RS 232</b>	<b>Supports Windows, Linux</b>		
<b>SNMP</b>	<b>Power Management from SNMP manager should be provided and web browser option should be present</b>		
<b>Credentials</b>	<b>Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001 certified</b>		

**5 KVA**

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Technology</b>	<b>True On Line UPS with double conversion technology</b>		
	<b>Rectifier and inverter should be based on IGBT</b>		
<b>Power Rating Input</b>	<b>5000 VA / 4000 W</b>		

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Voltage Range</b>	<b>160 VAC – 300 VAC @ 100% Load, 110 VAC – 300 VAC @ 50% Load</b>		
<b>Frequency</b>	<b>40 Hz ~ 70 Hz</b>		
<b>Power Factor</b>	<b>≥ 0.95</b>		
<b>Output - Voltage Range</b>	<b>220/230/240 VAC +/- 3%</b>		
<b>Output - Voltage Distortion</b>	<b>≤ 3% (Linear Load) ≤ 6% (non Linear Load)</b>		
<b>Frequency</b>	<b>47.5 ~ 52.5 Hz</b>		
<b>Power Factor</b>	<b>0.8</b>		
<b>Crest Factor</b>	<b>3:1</b>		
<b>Inverter Overload</b>			
<b>Inverter Overload - Transient Response</b>	<b>Less or equal to 3% for 100% nonlinear load (Battery mode)</b>		
<b>Battery Type</b>	<b>Sealed Maintenance Free, Valve Regulated Lead Acid</b>		
<b>Battery cell rating</b>	<b>Battery cell of 12V</b>		
<b>Rated Voltage</b>	<b>Minimum 180 VDC</b>		
<b>Backup Time</b>	<b>60 min 8000 VAH;</b>		

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>Protection</b>	<b>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 &amp;&lt;0.5 ns Response time. UPS shall be provided with only externally connected SPD as per IEEE Standard 1100-2005</b>		
<b>Environmental and Other</b>			
<b>Audible Noise</b>	<b>Less than 45dB at 1 meter</b>		
<b>Operating temp &amp; Humidity</b>	<b>20 – 90%RH @ 0 – 40°C (non condensing)</b>		
<b>LCD Display</b>	<b>UPS Status, Load level, Battery level, Input / Output voltage, Discharge Timer &amp; Fault conditions</b>		
<b>Management</b>			
<b>SMART RS 232</b>	<b>Supports Windows, Linux</b>		

<b>Make &amp; Model Offered - (To be filled by the Service Operator)</b>			
<b>Specifications</b>		<b>Complied / Not Complied</b>	<b>Specification Offered</b>
<b>SNMP</b>	<b>Power Management from SNMP manager shall be provided and web browser option should be present.</b>		
<b>Credentials</b>	<b>Manufacturer Should be ISO 9001:2000 certified Manufacturer Should be ISO 14001 certified</b>		

## Appendix-C

*Tentative addresses of identified sites for Sewa Kendras have been provided as separate excel file "**Addresses.xls.**"*

**Tentative District wise Transaction Volume of RTS Services**

S.No	District Name	June	July	Aug	Sept	Oct	Nov
1	Amritsar	100892	243047	99309	93203	234246	106405
2	Barnala	30739	30764	30813	25279	21435	25834
3	Bathinda	58771	77179	57415	50439	40391	45005
4	Faridkot	34761	33550	36861	41002	25873	29864
5	Fatehgarh Sahib	37429	38588	30969	27148	20743	26065
6	Fazilka	89608	110648	69376	41005	46183	110586
7	Ferozepur	12508	44287	42361	20031	26852	40241
8	Gurdaspur	89148	92234	92740	98042	71752	86110
9	Hoshiarpur	114309	173570	164483	147962	125828	159352
10	Jalandhar	49506	98831	77204	152453	131245	138693
11	Kapurthala	86175	98543	86337	88673	48723	53288
12	Ludhiana	267165	278530	146028	104647	115871	118975
13	Mansa	52553	53922	48765	45518	28846	35956
14	Moga	398536	86079	104388	98926	75905	78264
15	Muktsar	44290	43658	40644	50257	30545	34110
16	Pathankot	22497	30836	55678	49500	41299	43933
17	Patiala	70333	71911	66007	57246	49626	56283
18	Rupnagar	47486	73522	37237	223029	30936	43387
19	Sangrur	98642	77136	67639	73355	59964	62518
20	Shahid Bhagat Singh Nagar	43482	48543	35943	37475	29585	25781
21	S.A.S Nagar (Mohali)	51703	67934	60365	133868	118560	82915
22	Tarn Taran	33598	37397	58950	45945	42861	38715



## The department wise detailed list of finalized facilitation charges

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
1.	Department of Social Security and Women & Child Development Department	1.	Senior Citizen Identity Card	10	10	0
2.	Department of SC BC Welfare	2.	Application for Caste Certificate SC	50	40	0
		3.	Application for Caste Certificate BC	50	40	0
3.	Department of Health & Family Welfare	4.	Issuance of Birth Certificate (Rural)	50	40	0
		5.	Issuance of Death Certificate (Rural)	50	40	0
		6.	Addition of Name of child in Birth Certificate	35	30	0
		7.	Correction in Birth/Death Certificate	35	30	0
		8.	Delayed Registration of Birth/Death	Birth – Rs 60 Death – Rs 70	Birth – Rs 45 Death – Rs 55	0
		9.	Issuance of Birth Certificate (Urban)	50	40	0
		10.	Issuance of Death Certificate (Urban)	50	40	0
4.	Department of Home	11.	Issuance of Marriageability Certificate (Under The Special Marriage Act, 1954)	830	765	0
		12.	Solemnization of Marriage (Under The Special Marriage Act, 1954)	1160	910	0
		13.	Registration of Marriage Under The Punjab Compulsory Registration of Marriage Act, 2012	1200	950	0
		14.	Issuance of new Arms License	1950	1325	0
		15.	Issuance of Duplicate Arms License	370	335	0
		16.	Renewal of Arms License	370	335	0
		17.	Entry of Weapon	370	335	0

Sr. No	Department Name	Service Sr. No	Service Name	Facilitation Charges		
				Across the counter	Online	Form Fee
		18.	Addition/Deletion of Weapon	Addition : 930; Deletion : 370	Addition: 615; Deletion: 335	0
		19.	NOC for Sale of Weapon	400	350	0
		20.	Permission to Carry the Weapon	400	350	0
		21.	Application of Extension of Jurisdiction	370	335	0
		22.	Cancellation of Arm License	400	350	0
		23.	Change of Address	400	350	0
		24.	Addition/Deletion of Retainer	400	350	0
		25.	Change of Bore	400	350	0
		26.	Permission for Deposit of weapon in death Case	400	350	0
		27.	Permission for sale / transfer Weapon in Death Case	400	350	0
5.	Department of Food and Civil Supplies	28.	Extension of Cartridges	300	300	0
		29.	Issuance of Ration Card	40	30	0
		30.	Add, Change and Deletion of name in Ration card	40	30	0
		31.	Issuance of Surrender Certificate	20	20	0
		32.	Issuance of Duplicate Ration Card	25	23	0
6.	Department of Personnel	33.	Rural Area Certificate	50	40	0
		34.	Issuance of Residence Certificate	50	40	0
7.	Department of Agriculture	35.	Issuance and renewal of license for sale of seeds /fertilizers /insecticides	170	160	0
		36.	Addition of Godown in seeds/fertilizers licenses	170	160	0
		37.	Issuance of Duplicate agricultural license of seeds/fertilizers/insecticides	170	160	0
		38.	Addition of item in license for Seeds/fertilizers/insecticides	170	160	0
8.	Department of Revenue	39.	Countersigning of Documents	200	175	0
		40.	Copying of Documents	30	30	0
		41.	Attestation of Document	30	30	0

RFP Vol. II, Page 7, Clause 3, Pre-Qualification Criteria to be read as :

**Pre-Qualification Criteria**

Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the. This invitation for bids is open to all Indian business entities who fulfil prequalification criteria as per following:

Sl. No.	Parameter	Pre-qualification Criteria (Entire State wide Bid)	Pre-qualification Criteria (For Single Zone Bid)	Pre-qualification Criteria (For Multiple Zones Bid)	Document Required
1.	<b>Legal Entity</b>	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008.	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008	Should be an established Organization and registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008.	Certificate of Incorporation
		Should be in business operation for last more than 3 years.	Should be in business operation for last more than 3 years.	Should be in business operation for last more than 3 years.	Authentic certificate from the practicing member of Institute of Chartered Accountant of India

		Registered with the Service Tax Authorities	Registered with the Service Tax Authorities	Registered with the Service Tax Authorities	Valid Service Tax Registration Certificate
2.	<b>Turnover</b> (Average turnover during the last 3 financial years ending 31.03.2014)	INR 150 Crores	INR 30 Crores	INR 30 Crores X Number of Zones opted for bids.  <i>e.g. If a bidder opt for 4 zones, required turnover shall be INR 120 Crores (30 X 4)</i>	Extracts from the audited balance sheet and profit & loss along with authentic certificate from the practicing member of Institute of Chartered Accountant of India.
3.	<b>Profit-Making entity</b>	Should be an <b>operating</b> profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Should be an <b>operating</b> profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Should be an <b>operating</b> profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2014	Certificate from practicing Member of Institute of Chartered Accountants of India
4.	<b>Net Worth</b>	The Net Worth/Cash flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	The Net Worth/Cash Flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	The Net Worth/Cash Flow of the Bidder must be positive for each of the last three financial year ending 31st March 2014.	Certificate from practicing Member of Institute of Chartered Accountants of India showing Net worth/Cash flow for each year.
5.	<b>Relevant Past Experience</b>	Minimum 2 Projects of INR 25 Crores each.	Minimum 1 Projects of INR 5 Crores.	<i>a. <u>If bidder opts to bid for upto 3 Zones:</u></i>	For details of Experience of responding firm/Project Citation

	<p>Should have undertaken similar projects in any or all of the following areas of:</p> <p>a. Delivery of multi-locational, across the counter citizen service delivery</p> <p>b. Turn-key implementation of computerized system and O&amp;M support in last 5 years.</p> <p>c. Operation and Maintenance of Citizen Service Centers (Project should be in O&amp;M Phase)</p>	<p>OR</p> <p>Minimum 4 Projects of INR 12.50 Crores each</p>	<p>OR</p> <p>Minimum 2 Projects of INR 2.5 Crores each</p>	<p>Minimum 1 Projects of INR 5 Crores OR</p> <p>Minimum 2 Projects of INR 2.5 Crores each</p> <p><i>b. <u>If bidder opts to bid for more than 3 Zones:</u></i></p> <p>Minimum 2 Projects of INR 25 Crores each.</p> <p>OR</p> <p>Minimum 4 Projects of INR 12.50 Crores each</p>	<p>supported with Work order/Client Certificate</p>
6.	<p><b>Manpower Strength</b> (Average of last 3 years)</p> <p>a. Total Deployed on Projects.</p> <p>b. On-Roll</p>	<p>a. 700</p> <p>b. 100</p>	<p>a. 150</p> <p>b. 20</p>	<p>a. 150 X Number of Zones opted for bids.</p>	<p>Certificate from HR Department of the Bidder</p>

				b. 20 X Number of Zones opted for bids.	
7.	<b>Blacklisting</b>	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason.	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason.	Bidders must not have been declared ineligible or blacklisted by any entity of Govt. of India / Govt. of Punjab / other State Govt. / Govt. Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason	Self-Certified letter
8.	<b>Breach of Contract</b>	Bidders must not have been involved in a breach of general or specific instructions for bidding, general and	Bidders must not have been involved in a breach of general or specific instructions for	Bidders must not have been involved in a breach of general or specific instructions for bidding, general	Self-Certified letter

		special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	bidding, general and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	and special conditions of contract with Government of Punjab or any of its agencies during the past 3 years as on bid submission date.	
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## 4.19.3 Technical Evaluation Criteria

## a) In case Bidder opts for Consolidated State wide bidding

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
<b>I</b>	<b>Company Profile</b>								
1	Be in business for last more than 3 years	No. of Years	3-5	5	6-9	8	>9	10	Copy of incorporation certificate/Business Commencement Certificate
2	Average turnover during the last 3 financial years ending 31.03.2014	Turnover- Average last three years (INR)	150-300 Crore	5	301-600 Crore	8	>600 Crore	10	Audited financial statement/ Certificate from Auditor
3	Manpower deployed at various projects (Average of last 3 years)	No. of manpower	700-1000	5	1001-1200	10	>1200	15	HR Certificate
4	Total Manpower on pay roll (Average of last 3 years)	No. of Manpower	100-200	5	201-400	8	>400	10	HR Certificate
<b>Sub Total (Company Profile)</b>								<b>45</b>	
<b>II</b>	<b>Relevant Past Experience</b>								
1	Similar projects of value more than INR 50 Crores in any or all of the following areas of:	No. of projects	2 Projects of INR 25	15	>=3 Projects of INR 25	20	-	-	Copy of work order/client letter



	<p>a. Delivery of multi-locational, across the counter citizen service delivery</p> <p>b. Turn-key implementation of computerized system and O&amp;M in last 5 years.</p> <p>c. Operation and Maintenance of Citizen Service Centers (Project should be in O&amp;M Phase)</p>		<p>Crores each.</p> <p>OR</p> <p>4-5 Projects of INR 12.5 Crores each</p>		<p>Crores each.</p> <p>OR</p> <p>&gt;=6 Projects of INR 12.5 Crores each</p>					
<b>Sub Total (Relevant Past Experience)</b>								<b>20</b>		
<b>III</b>	<b>Approach and Methodology</b>									
1	Strategy for Implementation of Project	The overall project management approach to be adopted by the responding bidder through detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project estimates, milestones & Project review mechanism etc. to implement the project to meet the timelines as well.					10	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee		
2	Operational methodology	<p>Understanding the scope &amp; spirit of the project model.</p> <p>The overall program management strategy to be adopted by the responding bidder through detailed management model to operate the Project in the desired outcomes.</p> <p>Breakdown of work practices &amp; its continual improvement plan for bringing transformation by using innovative ideas &amp; global best practices &amp; process re-engineering.</p> <p>Strategy to run the project in a cost effective manner.</p> <p>Business continuity plan for uninterrupted operation of the Sewa Kendras.</p>					7	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee		

3	SLA Tools and Plan for meeting the SLA norms and Fault Management	Explain the understanding of the project requirements, SLA management methodology, and methodology for carrying out the activities for expected output. Detail of proposed tools to be deployed for SLA monitoring. Proposed Inventory Control management. Proposed Resource back up plan.	7	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee
4	Highlight the associated risks / problems and plans for mitigation	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them.	5	Document and Presentation
5	Quality Assurance Plan of Manpower, Service Delivery etc.	Detailed plan to maintain & improve the Quality Assurance level of manpower deployed & overall service delivery. Number & Quality of training Programme planned etc.	6	Document and Presentation
<b>Sub Total (Approach and Methodology)</b>			<b>35</b>	

**b) In case Bidder opts for Zone wise bidding**

#	Parameter Description	Evaluation Parameter	Evaluation Criteria						Supporting Documents Required
			Range 1	Marks 1	Range2	Marks2	Range3	Marks3	
(a)	(b)	(c)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
<b>I</b>	<b>Company Profile</b>								
1	Be in business for last more than 3 years	No. of Years	3-5	8	6-9	10	>9	12	Copy of incorporation certificate/Business Commencement Certificate

2	Average turnover during the last 3 financial years ending 31.03.2014	Turnover-Average last three years (INR)	30-60 Crore	10	61-90 Crore	12	>90 Crore	15	Audited financial statement/ Certificate from Auditor
3	Manpower deployed at various projects (Average of last 3 years)	No. of manpower	150-200	12	201-250	15	>251	18	HR Certificate
4	Total Manpower on pay roll (Average of last 3 years)	No. of Manpower	20-40	10	41-80	12	>80	15	HR Certificate
<b>Sub Total (Company Profile)</b>								<b>60</b>	
<b>II</b>	<b>Relevant Past Experience</b>								
1	Similar projects of value more than INR 50 Crores in any or all of the following areas of: d. Delivery of multi-locational, across the counter citizen service delivery e. Turn-key implementation of computerized system and O&M support for projects in last 5 years. f. Operation and Maintenance of Citizen Service Centers (Project should be in O&M Phase)	No. of projects	1 Projects of INR 5 Crores.  OR 2-3 Projects of INR 2.5 Crores each	15	>=2 Projects of INR 5 Crores.  OR >=4 Projects of INR 2.5 Crores each	20	-	-	Copy of work order/client letter
<b>Sub Total (Relevant Past Experience)</b>								<b>20</b>	
<b>III</b>	<b>Approach and Methodology</b>								
1	Strategy for Implementation of Project	The overall project management approach to be adopted by the responding bidder through detailed Project Plan including day wise, week wise activities with Work Breakdown Structures, Project						5	Assessment to be based on a note covering all requirements as mentioned

		estimates, milestones & Project review mechanism etc. to implement the project to meet the timelines as well.		& Presentation made by Bidder before the Committee
2	Operational methodology	Understanding the scope & spirit of the project model. The overall program management strategy to be adopted by the responding bidder through detailed management model to operate the Project in the desired outcomes. Breakdown of work practices & its continual improvement plan for bringing transformation by using innovative ideas & global best practices & process re-engineering. Strategy to run the project in a cost effective manner. Business continuity plan for uninterrupted operation of the Sewa Kendras.	5	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee
3	SLA Tools and Plan for meeting the SLA norms and Fault Management	Explain the understanding of the project requirements, SLA management methodology, methodology for carrying out the activities for expected output. Proposed Inventory Control management. Proposed Resource back up plan.	4	Assessment to be based on a note covering all requirements as mentioned & Presentation made by Bidder before the Committee
4	Highlight the associated risks / problems and plans for mitigation	Highlight the associated risks / problems and plans for mitigation and explain the technical approach it would adopt to address them.	3	Document and Presentation
5	Quality Assurance Plan of Manpower, Service Delivery etc.	Detailed plan to maintain & improve the Quality Assurance level of manpower deployed & overall service delivery. Number & Quality of training Programme planned etc.	3	Document and Presentation
<b>Sub Total (Approach and Methodology)</b>			<b>20</b>	

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