

Corrigendum No. II

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

| S r . N o | Reference in RFP (Vol./Page No./Clause no.) | As appearing in the Original Published RFP/Corrigendum | Change Category (Addition/ Deletion/ Modification) | Addition/ Modification |
|-----------------------|--|---|--|--|
| 1 | III/23/14.4 | <p>14.4 Termination for Convenience</p> <p>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> | Modification | <p><u>On or after the one year of the launch of SEWA Kendras,</u> PSeGS reserves the right to terminate, by prior written notice of <u>180</u> 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. <u>In such event, it will be incumbent on Service Operator to deliver services for the entire duration of notice period strictly as per the scope of work and terms and conditions of the contract. PSeGS would pay to the service operator eligible due payment for services performed till the last day of notice period after approval of competent authority.</u></p> |
| 2 | I/32/6.3.1 | <p>Transfer of ownership of Sewa Kendras assets</p> <p>Service Operator shall transfer/handover the ownership/ possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of project/on termination of contract, if any, at zero value.</p> | Modification | <p>Service Operator shall transfer/handover the ownership/ possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at zero value <u>in working condition and accepted by PSeGS.</u></p> |
| 3 | III/49/2.2 | <p>In case of contract being terminated by Punjab State eGovernance Society, Punjab State eGovernance Society reserves the right to ask Service Operator to continue running the project operations for a period up to 12 months after termination orders are issued.</p> | Modification | <p>In case of contract being terminated by PSeGS, the PSeGS would reserve the right to ask Service Operator to continue running the project operations for a period up to 12 months after termination orders are issued <u>on same terms and conditions.</u></p> |
| | III/49/2.3.i ii | <p>Punjab State eGovernance Society shall pay to the Service Operator on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.</p> | Modification | <p>PSeGS shall pay to the Service Operator such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act, <u>2013 on written down value method (WDV)</u>) of the Assets to be transferred as stated in the Terms of Payment Schedule.</p> |

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| 4 | 1/25/6.2.4 | <p>Line No. 3, Attendant cum Helper cum Runner</p> <table border="1" data-bbox="408 461 1274 695"> <thead> <tr> <th rowspan="2">Sl. No.</th> <th rowspan="2">Positions</th> <th colspan="3">Number of Seats</th> </tr> <tr> <th>Sewa Kendras Type 1</th> <th>Sewa Kendras Type 2</th> <th>Sewa Kendras Type 3</th> </tr> </thead> <tbody> <tr> <td>3.</td> <td>Attendant cum Helper cum Runner</td> <td>1 per Kendra</td> <td>2 per 5 Kendras</td> <td>1 per 5 Kendras</td> </tr> </tbody> </table> | Sl. No. | Positions | Number of Seats | | | Sewa Kendras Type 1 | Sewa Kendras Type 2 | Sewa Kendras Type 3 | 3. | Attendant cum Helper cum Runner | 1 per Kendra | 2 per 5 Kendras | 1 per 5 Kendras | Modification | <p>To be Read as:</p> <table border="1" data-bbox="1532 480 2532 714"> <thead> <tr> <th rowspan="2">Sl. No.</th> <th rowspan="2">Positions</th> <th colspan="3">Number of Seats</th> </tr> <tr> <th>Sewa Kendras Type 1</th> <th>Sewa Kendras Type 2</th> <th>Sewa Kendras Type 3</th> </tr> </thead> <tbody> <tr> <td>3.</td> <td>Attendant cum Helper cum Runner</td> <td>1 per Kendra</td> <td>2 per 5 Kendras</td> <td>2 per 5 Kendras</td> </tr> </tbody> </table> | Sl. No. | Positions | Number of Seats | | | Sewa Kendras Type 1 | Sewa Kendras Type 2 | Sewa Kendras Type 3 | 3. | Attendant cum Helper cum Runner | 1 per Kendra | 2 per 5 Kendras | 2 per 5 Kendras |
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| 5 | 1/25/6.2.4 | <p>Qualification table</p> <table border="1" data-bbox="408 844 1311 1377"> <thead> <tr> <th>#</th> <th>Position</th> <th>Qualification & Skills</th> <th>Experience</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Counter Operator</td> <td> <ul style="list-style-type: none"> Minimum Graduate in any discipline Typing speed of minimum 20 WPM on computer terminal. Should be able to read, write and speak Punjabi Fluent in Hindi and English </td> <td> <ul style="list-style-type: none"> Minimum 1 year of relevant working experience </td> </tr> <tr> <td>2.</td> <td>Facilitator cum Receptionist</td> <td> <ul style="list-style-type: none"> Minimum Graduate in any discipline Typing speed of minimum 20 WPM on computer terminal. Pleasant personality Should be able to read, write and speak Punjabi Fluent in Hindi and English </td> <td> <ul style="list-style-type: none"> Minimum 1 year working experience in providing services to customers/citizens </td> </tr> </tbody> </table> | # | Position | Qualification & Skills | Experience | 1. | Counter Operator | <ul style="list-style-type: none"> Minimum Graduate in any discipline Typing speed of minimum 20 WPM on computer terminal. Should be able to read, write and speak Punjabi Fluent in Hindi and English | <ul style="list-style-type: none"> Minimum 1 year of relevant working experience | 2. | Facilitator cum Receptionist | <ul style="list-style-type: none"> Minimum Graduate in any discipline Typing speed of minimum 20 WPM on computer terminal. Pleasant personality Should be able to read, write and speak Punjabi Fluent in Hindi and English | <ul style="list-style-type: none"> Minimum 1 year working experience in providing services to customers/citizens | Modification | <p>Sl. No. 1 and 2 of Qualification table to be read as below:-</p> <table border="1" data-bbox="1532 857 2521 1318"> <thead> <tr> <th>#</th> <th>Position</th> <th>Qualification & Skills</th> <th>Experience</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Counter Operator</td> <td> <ul style="list-style-type: none"> <u>Preferably Graduates/ 3 year Technical Diploma in any field from a recognized university/board with working knowledge of computers</u> <li align="center"><u>OR</u> <u>10+2 pass in any stream with 1 year certificate course in computers from a recognized institute/ university</u> <li align="center"><u>OR</u> <u>10+2 pass in any stream with minimum 1 year experience in the relevant field</u> Typing speed of minimum 20 WPM on computer terminal. <u>Should be conversant with the Punjabi language and should be able to read, write & speak in Punjabi, Hindi and English with good communication skills.</u> </td> <td></td> </tr> </tbody> </table> | # | Position | Qualification & Skills | Experience | 1. | Counter Operator | <ul style="list-style-type: none"> <u>Preferably Graduates/ 3 year Technical Diploma in any field from a recognized university/board with working knowledge of computers</u> <li align="center"><u>OR</u> <u>10+2 pass in any stream with 1 year certificate course in computers from a recognized institute/ university</u> <li align="center"><u>OR</u> <u>10+2 pass in any stream with minimum 1 year experience in the relevant field</u> Typing speed of minimum 20 WPM on computer terminal. <u>Should be conversant with the Punjabi language and should be able to read, write & speak in Punjabi, Hindi and English with good communication skills.</u> | | | | | | | |
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| 6 | I/25/6.2.4. a | New Addition | Addition | New sub-clauses has been added: 6.2.4.a. The Qualification Criteria as set out in the clause 6.2.4 (including any applicable modification through corrigendum(s)) shall not be applicable for the existing SUWIDHA manpower to be taken over by the Service Operator. 6.2.4.b. Service Operator shall take over the existing SUWIDHA manpower which is directly involved in delivery of citizen centric services in various capacities, on the last gross salary drawn basis. Majority of existing manpower are Computer Operators whose <i>Current average salary is Rs. 9000/- per month.</i> | |
| 7 | III/25/15.3 | The liability of Service Operator (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Total Contract Value (i.e. Total Project Cost as mentioned in Annexure D of MSA). The liability cap given under this Clause 15.3 shall not be applicable to the indemnification obligations | Modification | Clause to be read as : The liability of Service Operator (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Annual Contract Value (i.e. Total Project Cost as mentioned in Annexure D of MSA/7 years). The liability cap given under this Clause 15.3 shall not be applicable to the | |

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| | | set out in Clause 15.1 and breach of Clause 12.4 and 17. | | indemnification obligations set out in Clause 15.1 and breach of Clause 12.4 and 17. |
| 8 | 1/61/ Annexure 3/UPS | 3. UPS System UPS 10 KVA/5 KVA | Addition | The following additional specification has been added: OEM should provide Type Test Certificate (TTC) from Government laboratory/ Government Approved laboratory. |
| | 1/63/ Annexure 3/UPS | UPS 3 KVA | Addition | The following additional specifications have been added: <ul style="list-style-type: none">• Power Outlet: Should have programmable power management outlet for independent control of load segment.• OEM should provide Type Test Certificate (TTC) from Government laboratory/ Government Approved laboratory. |