

Response to queries related to the RFP for Selection of Service Operator(s) to Operate, Maintain and Manage Sewa Kendras published on 27.07.2023
(Ref No.: PSEGS/SEWA KENDRAS/2023/1)
e-Proc Punjab Tender Id: 2023_GR_106357_1

Sr. No.	Volume	Section Number	Page Number(s)	Content of RFP requiring Clarification(s)/Section Heading	Points of Clarification	Reply
1	RFP Volume 1	3.1.7	21	3.1.7 Transaction Management ii. The Selected Service Operator(s) shall remit the Statutory/Government Fees and Facilitation Charges collected for G2C, G2B and G2E services to the designated banks in T+1 day (T+1 is calculated on the basis of working days)	Facilitation Charges - This project is both CAPEX & OPEX extensive for all the service operators. We request department to allow service operator to retain facilitation charges to maintain cash flow in this project. We need to understand that delay due to inaction / ambiguity / interpretation of SLA's can hamper the operations of project. One of the reasons for project success is business model, We need to understand importance of self funding model to run operations at this scale.	No Change. As per RFP
2	RFP Volume 1	3.2.5	38	x. Key guidelines for engagement of Doorstep Operators: - e. Doorstep Operators will have to visit multiple times, if required, for fulfilment of a service.	We request to recheck this clause due to risk (never ending loop - resulting in open service request for infinite time), We understand that the rate of Rs. 120 defined is for per citizen per visit , door step delivery charges to be collected in advance before visit, door setup alternative authority in SOP to close open request. We anticipate that number of open request in field due to non availability of documents, availability of beneficiary at home or delay from beneficiary any other reason. These challenges should be appropriately covered in SOP. This clause may be amended as - Door step operator will have to visit multiple time, if required, for fulfilment of services and The door step delivery changes will be paid per visit and in advance.	Please refer clause 3.2.ii.f and clause 3.2 (iv) of revised RFP volume-I
3	RFP Volume 1	3.3.1	38	Acquiring / Transfer of ownership of assets	The assets deployed by service operator are at own cost and Govt is not funding it in any way... We request that service operator should have right to retain the assets procured by him & deployed in project after project is over.	Please refer revised RFP
4	RFP Volume 3	4	11	Term	We suggest that term of contract should be 5 years, with clause that project can be extended on mutual consent for another 2 years rather than 1 year.	No Change. As per RFP
5	RFP Volume 1	3.3.5	43	Financial Management i. Selected Service Operator(s) shall ensure that statutory/Government fee and Facilitation Charges collected at Sewa Kendra's and by Doorstep operators shall be deposited in the designated Bank and/or any other agency as per the guidelines issued by PSeGS/ Government from time to time.	Facilitation Charges - This project is both CAPEX & OPEX extensive for all the service operators. We request department to allow service operator to retain facilitation charges to maintain cash flow in this project. We need to understand that delay due to inaction / ambiguity / interpretation of SLA's can hamper the operations of project. One of the reasons for project success is business model, We need to understand importance of self funding model to run operations. for securing or recovering SLA penalties, department can come up with innovative method for mitigating risk.	No Change. As per RFP
6	RFP Volume 1	3.3.5	44	Financial Management viii. At the end of each year (starting from contract signing date), the Selected Service Operator(s) will file his statement covering the revenues earned, taxes paid, statutory fee collected, facilitation charges collected etc. with PSeGS.	This is direct liability of service operator, so we request department to remove this clause.	No Change. As per RFP
7	RFP Volume 1	3.3.7	44	Reporting i. MIS ii. Asset register iii. MIS Transaction iv. Salaries	We request department to provision secure access to transaction count & data, incase service operator want to see customized report.	Necessary feasible reports from Govt. portal(s) shall be provided to Selected Service Operator(s) on demand subject to the Government's sole discretion as to such feasibility, and further restricted by privacy and security concerns where necessary (in the sole opinion of the Government). The Selected Service Operator(s) shall also provide access to the reports of their software operationalized for Sewa Kendra.
8	RFP Volume 1	3	24	Selection method - Suggestion	We request department to include right to first refusal for existing service operators if they are able to match the L1 rates because more than 3000 manpower is deployed in field by both agencies and we wish that manpower is retained and more manpower is hired by agencies. already unemployment rate is very high and this can become a major issues across Punjab.	No Change. As per RFP
9	RFP Volume 2	3	24	Pre qualification - Should be a profit-making entity in at least 2 out of last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23).	We will request department to change this clause to profit making entity for all 5 years.	No Change. As per RFP
10	RFP Volume 2	3	24	Pre qualification - The Net Worth/Cash flow of the bidder must be positive in the 3 consecutive financial years out of the last 5 financial year (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022- 23).	Department has changed the overall project deliverables so considering PSK phase 3 - Now project is heavily investment centric so Net worth of organization should be minimum 100 crores so that service operator can do huge investment.	No Change. As per RFP

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11	RFP Volume 2	6	25	Pre qualification - Bidder must have below valid certifications: • ISO 9001 • ISO 27001	We will suggest that department to include following clause + CMMI Level 5 & + ISO 37001 a. The scope of the assignment encompasses both application development and its ongoing maintenance. In light of this, it is strongly recommended to consider allowing only the bidders who possess CMMI Level 5 certification. This certification serves as a significant indicator of a bidder's capability to adhere to industry-leading practices in software development and process maturity, thereby ensuring a higher level of quality, efficiency, and reliability in the execution of the project. b. The project entails cash management through the counters at PSKs, which inherently carries a risk of unfair transactions. Therefore, we kindly request that only bidders who hold ISO certification on Anti-Bribery Management be permitted to participate in the bidding process. Supporting reasons - PSK Phase 3 - Department has changed the overall project deliverables, as per new scope service provider is required to do following in software development 1. DAK Registry 2. Design, Development, Testing, Deployment and Maintenance of Doorstepscheduler application (Web and Mobile versions) 3. Hosting of mobile and web application for Doorstep delivery 4. Audit from CERT-IN Data security of application. 5. Integration and management of complete call centre management system. 6. MIS reporting software - Design, develop, integrate and maintenance.	No Change. As per RFP
12	RFP Volume 2	8	26	Pre qualification - Turnover (Average Annual Turnover during the 3 consecutive financial years out of last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23)) Rs. 100 Crores (Rupees One Hundred Core Only)	The project is of significant magnitude, entailing considerable capital and operational expenditures. It is imperative to stipulate that prospective bidders must possess robust financial capability to participate in the bidding process. The requirement for a minimum Turnover of 50 Crores for a single zone appears peculiar, especially when contrasted with the relatively higher Earnest Money Deposit (EMD) of INR 3 Crores requested for participation. Therefore, we earnestly urge the amendment of the clause to read as follows: "The Average Annual Turnover during the three consecutive financial years from the last five financial years (i.e., 2018-19, 2019-20, 2020-21) should amount to 150 Crores only" uniformly for single / both zones. This will allow serious and capable bidder's participation. We request department to revise this as per CVC guidelines. Considering revenue data of 2022 for averaging out 5 years project value and as per CVC guidelines, Turnover should be 30% of total project value. This clause should be revised to Rs. 150 cr turnover. e.g. Average annual revenue is appx 100 cr for PSK, Total project value is 100 x 5 years = 500 cr; 30% = 150 crores should be minimum turnover requirement.	No Change. As per RFP
13	RFP Volume 2	10	28	Pre qualification - Manpower Strength (Average of last 3 financial years i.e. 2020-21, 2021-22 & 2022-23) a. Total manpower deployed on projects including on-roll + contractual + outsourced. b. On-Roll • Total manpower deployed on projects including on-roll + contractual + outsourced – 500 • On-Roll – 100	Proposed manpower for Zone 1 - 1274 Zone 2 - 1347 Total manpower requirement for zone 1 & 2 - 2621 Please amend the clause as • Total manpower deployed on projects including on-roll + contractual + outsourced – 2000 • On-Roll – 300	No Change. As per RFP
14	RFP Volume 1	3.1.6	20	ii. Delivery of B2C services	Delivery of B2C services should also include setup ATM, Advertisement in the PSK as per PSK phase 2 RFP document. Revenue can be shared as per B2C arrangement.	As per RFP
15	RFP Volume 1	4.2	51	Role and responsibilities of PSeGS - PSK Promotion	Department should have annual budget for promotion or advertisement of services being tendered at PSK centre.	As per RFP

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16	RFP Volume 1	4.2	51	Role and responsibilities of PSeGS Online portal for SLA compliance	We suggest that all SLA's online monitoring system should be develop by either department or service operator for better transparency. Department should do all the reconciliation on monthly basis only.	Please refer clause no. 4.2 (xv) of revised RFP vol I
17	RFP Volume 2	3.1.6	20	New B2C services proposed by Service operator	for New B2C services, department should have window of 15 days to respond otherwise we accept same a deemed approved.	No Change. As per RFP
18	RFP Volume 1	3.2	27	Call Centre	What is the call arrival pattern on day / week and monthly basis.	The bidder may make own assessment and provide necessary resources to meet the project objective and SLAs
19	RFP Volume 1	3.2	27	Call Centre	Is it mandatory to have a Toll free number as it would be an add on cost, we could have a local number for which the applicants could pay the regular calling rates.	Toll-free Number and short code of Centralized call Centre shall be provided by PSeGS and cost for the same shall be borne by PseGS only.
20	RFP Volume 2	ANNEXURE-IV	82	The prices shall be revised annually on the basis of average of Consumer Price Index-IW released by Labour Department, Government of Punjab and shall be applicable post completion of one year from the date of start of operations	We request government to follow CPI index released by Govt of India which is applicable across the country. In past, Labour dept. has instructed to follow CPI for industrial workers used for revising minimum wages. We request you to kindly clarify.	No Change. As per RFP
21	RFP Volume 3	Chaper-8 Financial matters- 2-k	23	B2C revenue share	1 Treatment of GST on sharing - We request department to clarify that B2C revenue sharing will be applicable post tax compliances & payouts. E.g. if total revenue is Rs. 100, GST is Rs. 18, then net revenue post taxes is actually Rs. 82, we understand that 41 + 41 will be shared between service operator and Government.	Please refer revised RFP
22	RFP Volume 3	Annexure-C –service level- Operational SLA- 15	77	SLA no 15 - Delay in deposit of Statutory/Government fees in the treasury account through designated banks. - 5% per day of the total amount due. For delay beyond 3 days additional 12% annual simple interest	Penalty on late deposit should be as per RBI circular- 2% above prevailing bank rate	Please refer revised RFP
23	RFP Volume 1	Security and insurance- 3.1.13	25	Non-IT hardware is insured with Future General India Insurance company up to Jan 25, 2025.	In existing project, for Zone 1 & 3 - We have taken all insurances. We are not sure that government has taken separate insurance policy or they are referring to existing service operator policy. We understand that new service operator will need to take insurance for all assets post RFP is allotted.	Please refer revised RFP
24	RFP Volume 1	Management of Consumables-3.3.4	43	Point ii. The paper to be used at Sewa Kendra's shall be with nominal grammage (substance) of 80 GSM and must conform to BIS standard – IS 14490-1997.	We request department to reconsider GSM quality as per BIS standard. As per our understanding its house be 75 GSM instead of 80 GSM	Please refer revised RFP
25	RFP Volume 1	Financial Management- 3.3.5-ii	43	Point ii. Creation of wallet for MOU Services and Govt fee	In existing setup, we are depositing money as per T+1 rule, Treasury payments are done online and digital report is being shared with department on daily basis. This system is developed by PSeGS. We request department to maintain existing system instead of introducing wallet. Govt fee is already paid through online treasury, so no wallet is required.	No Change. As per RFP
26	RFP Volume 1	Reporting-3.3.7-II	44	Asset register to be maintained	We request department to allow service operators to maintain digital asset register (online)	As per RFP
27	RFP Volume 1	Roles and Responsibilities of Selected Service Operator(s)-4.1-xiv	47	Reconciliation of facilitation and raising of invoice	We understand that service operator will raise Invoice (per transaction rate applicable GST) to PSeGS. for transaction charges. Do we need to raise separate invoice for facilitation fee collected at PSK center (Direct and indirect). For B2C services, we request department to give clarity on 1. Govt Taxes 2. Process to settle & reconcile with government.	1. The Selected Service operator(s) will raise invoice of total transactions as defined in the RFP. 2. No separate invoice to be raised for facilitation charges (direct and indirect). All facilitation charges to be deposited as defined in the RFP. 3. For B2C services, taxation, settlement, reconciliation shall be discussed and decided on case to case basis after receipt of B2C services from Selected Service Operator(s).
28	RFP Volume 1	4.1	N/A	Roles and Responsibilities of Selected Service Operator(s)	We will request department to give clarity on process for handling records/file keeping of the citizens/handover to the concerned departments.	Kindly refer clause No. 4.1.x. of Volume I.
29	RFP Volume 1	Annexure-L	166/167	List of Locations where Supervisor to be deployed	We will request department to give clarity on Supervisor allocated to Moga, Faridkot, Malerkotla & Sangrur.	Please refer revised RFP
30	RFP Volume 1	2	13	Operate and Manage Doorstep Service Delivery - iii & iv	Do we need to adopt to any particular technology stack(ASP .NET, Java, PHP etc.) to develop the web application	The Selected Service Operator(s) is free to choose secured technology stack to meet the functional requirements.

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31	RFP Volume 1	2	13	Operate and Manage Doorstep Service Delivery - iii & iv	Do we need to adopt to any particular technology stack to develop the mobile App	The Selected Service Operator(s) is free to choose secured technology stack to meet the functional requirements.
32	RFP Volume 1	3.2.2	33	ii. Mobile application for doorstep operator	Is there requirement of iOS mobile app also?	The Selected Service Operator(s) is free to choose secured technology stack to meet the functional requirements.
33	RFP Volume 1	3.2.2	33	ii. Mobile application for doorstep operator	Can we develop hybrid mobile application or they need to be native only	The Selected Service Operator(s) is free to choose secured technology stack to meet the functional requirements.
34	RFP Volume 1	3.2.2	33-34	ii. Mobile application for doorstep operator	It will be very helpful for us if we can get all the web API repository exposed service wise so that we can do the time and cost estimation based upon them. These services will be required where we'll be interacting or transferring information / data real time on PSeGS servers if there are any	Required available data/information/API will be shared with Selected Service Operator(s) as per Govt. guidelines/instructions and after taking approval from competent authority
35	RFP Volume 1	3.2.3	35	Hosting of mobile and web application for Doorstep delivery: Hosting application in at-least tier-3 data centre or equivalent Cloud Infrastructure. Data Centre should be situated in India Only	Do we need to deploy DC and DR infrastructure for entire project, also we would like to know about the data centre locations, can we place them outside Punjab but within India only.	Please refer revised RFP
36	RFP Volume 1	3.2.2	33-34	ii. Mobile application for doorstep operator	Do we need to follow any data purging policy once we render the any service to our customers end to end	Selected Service Operator(s) is required to follow Govt. of India/Govt. of Punjab policies, standards, guidelines, instructions etc.
37	RFP Volume 1	3.2.2	33-34	ii. Mobile application for doorstep operator	It'll be very helpful for us if we are provided with a details infrastructure security standards which we need to adopt to so that we can place all things as required by PSeGS in this project	Selected Service Operator(s) is required to follow Govt. of India/Govt. of Punjab policies, standards, guidelines, instructions etc.
38	RFP Volume 1	3.2	28	ii. Facilitation at the residence of the citizen by the Doorstep Operator	Do we need to procure specific biometric hardware model as per PSeGS requirements or Aadhaar certified biometric scanner.	Please refer Annexure-J of revised RFP Volume I for specification. It is again clarified that Aadhaar related infrastructure must be in accordance with UIDAI standards.
39	RFP Volume 1	3.2.3	35	3.2.3 Hosting of mobile and web application for Doorstep delivery: c. Shall get application audited from CERT-IN certified auditors before deployment of application	We request department to give clarity following 1. What is the cost of CERT-IN certification. 2. Who will bear cost of CERT-IN Certification. 3. Is this certification for one time only or annual.	1. Bidder may contact empaneled companies by CERT-IN 2. Selected Service Operator(s) 3. Annually and as per requirement, in case of any changes
40	RFP Volume 1	II About Project	11 12	Key Processes Envisaged for Public Service Delivery a, Over the Counter b, Online c, Mobile application d. Doorstep e. Any other delivery mechanism envisioned by Government The total volume of transactions of G2C and B2C services through all the platforms are approximately 124 lakhs. The volume of transactions through the respective platforms may vary in future	The RFP has been issued on the basis of bids to be offered by the bidder at a rate per transaction without any reference or commitment to the number of transactions. As you are aware there are multiple channels through which the G2C Services can be applied like connect portal, service plus portal etc., Further, there are certain factors which may affect the number of transactions, e.g.. – Force Majeure situations, Code of Conduct during which transactions as well as services are affected, Changes of Govt Policies (e.g. restrictions on Arms License etc.), non-operation of the Portal etc. on which the bidder has no control, and hence cannot be expected to predict or speculate. Under the circumstances, there should be a minimum Guarantee on transactions by the Government based on transaction of calendar year 2022 (116 lakhs per year). below which gap funding needs to be done by the Govt, to ensure that the operational cost of the service operator is covered, and there is no loss to him.	No Change. As per RFP
41	RFP Volume 1	3.1.2 (iv) Deployment and Maintenance of IT infrastructure e at Sewa Kendra's	15	PSeGS shall not take any ownership of IT infrastructure deployed by Selected Services Operator(S) post completion/termination of contract.	The RFP Published is based on transaction model, accordingly the entire cost of the IT hardware has to be factored in the price quoted per transaction, which is spread across for 5 years. There is no clarity on how the amount would be recovered by the service operator if the MSA is short closed/terminated. Our suggestion is that like the non IT equipment, the IT equipment too can be depreciated on straight line basis and net amount paid to the service operator. Price discovery can be done at the beginning of contract thru DGS&D rates or rates obtained from market.	No Change. As per RFP
42	RFP Volume 1	3.1.5 (vi) Deployment of Trained Manpower	18	Help Desk/Counter/Doorstep Operator (Bachelor's degree)	This is a serious concern as 35-40 % of our present operators are not Graduates. These operators will be loose their jobs which may create a lot of unrest among operators. We suggest that Operators having 10+2 education and with a minimum of 3 years' experience in data entry, public dealing may be treated at par with graduates We request department to allow Bachelor and 120 hrs. of training OR Pursuing graduation with minimum 3 year experience in PSK / similar projects OR Existing PSK manpower transferred from phase 2 of project to phase 3.	Please refer revised RFP

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43	RFP Volume 1	3.1.5 (xi) Minimum Qualification and Experience	19	May give fair chance to the manpower working with the existing Selected Services Operators (S) and may hire them basis of their selection process ensuring a final decision on merit.	This is a serious concern as 35-40 % of our present operators are not Graduates. These operators will be loose their jobs which may create a lot of unrest among operators.	Please refer revised RFP
44	RFP Volume 1	3.1.6 (g) Delivery of services at Sewa Kendra to citizens	20	Selected Services Operators(S) shall collect the final output from the respective departments/offices in case of offline services and will deliver it to the citizen at Sewa Kendra's.	Earlier this was responsibility of the HDO in the Published RFP it is not defined under the roles and responsibilities of the deployed manpower. Kindly issue clarification in this regard.	It is clarified that operators deployed at counters shall be exclusively used for service delivery activities in the Sewa Kendras. Further, Bidder will make its own arrangement for delivery of daak/output etc.
45	RFP Volume 1	3.1.6 (j) Delivery of B2C services	21	It will be the responsibility of the Selected Service Operator(s) to procure &/or replace existing hardware/ICT infrastructure (if required) provided by PSeGS at their own cost (Any replacement of hardware shall be of same make and of equal or higher configuration required to meet SLA) for delivery of B2C services during the tenure of the contract. On completion of contract tenure or contract termination, the hardware has to be handed over to PSeGS in working condition. In case of change in make/model of hardware prior approval from PSeGS is required.	Kindly issue clarification in this regard.	As per RFP
46	RFP Volume 1	3.1.7 (iii) Transaction Management	21	Selected Services Operators(S) may engage a bank /cash management agency by signing a legal agreement for daily collection of cash from Sewa Kendra's, deposit, and reconciliation of cash /debit card transactions .The bank may be asked to provide PoS machines and biometric, etc. PoS transaction amount to be credited to selected service Operators(S)' account whereas the Selected Services Operators (S) shall transfer the amount to Bank/treasury by 12 noon on T+1 day.	We suggest that the Facilitation Charges should continue to be deposited in account of the service provider.	No Change. As per RFP
47	RFP Volume 1	3.1.7 (viii) Transaction Management	22	Selected Services Operator(S) is required to reconcile the Government fee and Facilitation Charges on monthly basis with respective treasuries/designated agency/Government department. SOP regarding the reconciliation mechanism shall be mutually decided by PSeGS and Selected Services Operator(S). Access to various treasury reports available in portal will be provided to the selected Service Operators(S)	The reconciliation of Government fee with the respective treasuries/designated agency/Government department should be coordinated by O/PSeGS	It is clarified that PSeGS will facilitate the Selected Service Operator(s) for obtaining required data/portal access for reconciliation of Govt. Fee.
48	RFP Volume 1	3.1.9 (a) Increase of Sewa Kendra's	23	Increase in Sewa Kendra's up to 10% of the proposed number of centres in the zone commensurate with the increase in transaction volume.	We request department to give 100% right (decision) to service operator regarding increasing seva Kendra or counter at existing seva Kendra. As per our past experience increase in Sewa Kendra's ,Increases the cost of the service Operator with regard to IT Infra/Operation Cost. The overall increase in Transactions is very minimal as compare to the cost.	No Change. As per RFP
49	RFP Volume 1	3.1.14 (f) Facilitation at the residence of the citizen by the Doorstep Operator	28	The doorstep service charge is fixed at INR 120/- (inclusive of applicable taxes) per transaction for first year. The price shall be revised annually on the basis of average of Consumer Price Index-IW released by Labour Department, Government of Punjab and shall be applicable post completion of one year from the date of start of operations (as defined in Annexure- D of Volume -III).	1. We Understand the doorstep service charge is fixed for INR 120 is over and above the per transaction cost being paid to the bidder for the G2C Services applied. 2. Any B2C Services applied by the citizen during door step transaction will be at additional cost (Approved B2C Rates)	1. Please refer revised RFP 2. For B2C services to be delivered at doorstep, detailed SOP will be formulated by PSeGS.
50	RFP Volume 1	3.1.14 (m) Facilitation at the residence of the citizen by the Doorstep Operator	29	In case of offline service, the application form, dully filled and signed by the citizen along supporting documents shall be collected by Doorstep operator and the same shall be submitted to respective Sewa Kendra/departmental office as per the SOP of the service. Final output shall be delivered to the citizen by Doorstep operator or through postal service, as chosen by the citizen.	We Understand that the output delivery to the citizen by postal service will be at additional charges (Approved B2C Rates)	For doorstep service, doorstep operator shall be required to deliver final output at the premises where citizen applied the application. In case, citizen desires to obtain final output (certificate, license, NOC etc.) at any other location, postal charges as approved by PSeGS shall be collected and Selected Service Operator(s) will ensure for dispatching of output as per SOP defined by PSeGS.
51	RFP Volume 1	3.2.1 (i) Setup, Operate, Manage and Maintain Call Centre	30	The call centre operations should be purely on Selected Service Operator(s) outsourced/ownership model. Selected Service Operator(s) shall estimate the number of Call centre Executives required for managing the scope defined in this RFP.	We understand that service operates has Flexibility to setup the call centre at the location of their choice.	Yes. Within India only
52	RFP Volume 1	3.3.2 (xvi) Operational Requirements	41	In case of any requirement Technological upgrade in the deployed hardware, for delivery of G2C, G2B and G2E services, the necessary upgrades shall be done by the selected Service Operator(s) at their own cost.	Minimum Specification of Hardware has been specified in Annexure-J The RFP published is based on transaction model, accordingly the entire cost of the IT Hardware has to be factored in the price quoted per transaction, which is spread across for 5 years. Any Technological upgrade will impact the cost.	As per RFP

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53	RFP Volume 1	3.3.2 (xxi) Operational Requirements	41	Selected Service Operators(s) will arrange for the recording of attendance of all the resources deployed at Sewa Kendra's and Doorstep operators through a biometric device. Any additional requirement/ provisioning if required shall be the responsibility of the Selected Service Operator(s).	Presently the attendance of all the resources deployed at Sewa Kendra's is being mark on the Msewa App as directed by O/o PSeGS. Kindly Clarify which attendance system to follow.	As per RFP
54	RFP Volume 1	4.3 (iii) Roles and Responsibility es of Deputy Commissioner	52	Responsibilities of Deputy Commissioner Issuance of Orders, with respect to operations of Sewa Kendra's specific to the district	We request department to make detail SOP for this process.	As per RFP
55	RFP Volume 2	1/Data Sheet/17/ Consortium & Sub- Contracting	5	Consortium: Allowed (1+1) Sub-Contracting: Allowed (please refer Clause No. 6.7 of this volume of RFP document)	This is pertinent to highlight that sub-contracting is allowed in the tender so Consortium requirement is uncalled for. The bidder should be capable of executing the project of this Repute independently and should have past experience of executing similar projects. The allowance of both Consortium and Sub-Contracting in the bidding process raises concerns of contradiction due to the existence of different Pre-Qualification requirements for bidders interested in bidding for only one zone and those interested in bidding for both zones. The contradicting PQs create an inconsistency in the evaluation criteria and may lead to an inequitable advantage for certain bidder. Consequently, it is recommended to carefully reconsider the permissibility of both Consortium and Sub- Contracting to ensure a coherent and uniform evaluation process for all participants, thereby upholding the principles of fairness and transparency in the selection procedure. By addressing this issue, the bidding process can be streamlined and aligned with the project's objectives, leading to a more robust and reliable outcome. Hence, based on the outlined reasons, it is requested to disallow consortium and only Single bidders should be allowed to participate.	No Change. As per RFP
56	RFP Volume 2	1/Data Sheet/16/ Earnest Money Deposit (EMD)	5	Refer Annexure II-M of this RFP	Please mention the validity needed for the EMD in form of BG.	Please refer revised RFP
57	RFP Volume 2	5.5/Evaluate on of Financial Proposals /i/Case 3	36	Case 2: Bidder 3 is L1 in both the zones but not fulfilling the stipulated pre-qualification criteria for both zones then L2 of both zones will be checked. In the above case, Bidder 1 is L2 in zone 1 and Bidder 2 is L2 in zone 2. As Bidder 1 quoted the less price (i.e., Rs. 100) compared to Bidder 2 (i.e., Rs. 102), hence, Bidder 1 shall be declared as most responsive Bidder (L1) in Zone 1 and Bidder 3 will be declared as most responsive bidder (L1) in zone 2.	The current scenario appears uncommon, where a bidder qualified for only one zone is permitted to bid for both zones and potentially receives an indirect preference during the selection process based on the Cost based System (CBS). In light of this concern, we earnestly request that bidders qualified for only one zone should be restricted from bidding for both zones. This measure aims to promote fairness and ensure that each bidder is evaluated based on their qualifications for the specific zone they are eligible for, without any advantage gained through the CBS By implementing this restriction, we can enhance transparency and integrity in the bidding process, fostering a level playing field for all participants and maintaining the credibility of the selection procedure.	No Change. As per RFP
58	RFP Volume 3		24	CHAPTER 8- FINANCIAL MATTERS 2. Invoicing and Settlement Final payment will be settled/made within 5 working days of the receipt of invoice along with supporting documents, subject to:i. All supporting documents being in order; ii. Necessary verification of all supporting documents and invoice; iii.Deduction of all applicable penalties; and iv. acceptance & approval of invoice by the Authority	It has been proposed that Facilitation Charges would be deposited in the account of PSEGS. We suggest that the Facilitation Charges should continue to be deposited in account of the service provider.	No Change. As per RFP
59	RFP Volume 3	ANNEXURE-C Service Levels Volume 3	86	A committee will be constituted at DC/SDM level to review the SLA penalties. Reasonable opportunity shall be given to Service Operator to present their case regarding SLA penalties imposed on Service Operator. Post review, committee will recommend final penalties to be imposed by PSeGS.	A Committee has been proposed at DC/SDM level for settlement of the penalties applicable for SLA breaches. It is surprising that the authority proposing the Penalty and reviewing the penalty is same. We believe that the final decision of the Penalty to be levied should be taken by a Third party/ Neutral person based on inputs from the office of the DC and after hearing the views of the Service Operator. In addition, a correlation between the loss incurred by the Govt and penalties proposed.	Please refer revised RFP
60	RFP Volume 3			LIMITATION OF LIABILITY	1) In no event shall either party be liable to the other, in contract or tort, under statute or otherwise, for any amount with respect to loss of profit, data or goodwill, or any other consequential, indirect, incidental, punitive or special damages in connection with claims arising out of this agreement or otherwise relating to the services, whether or not the likelihood of such loss or damage was contemplated.	Please refer revised RFP
61	RFP Volume 3			LIMITATION OF LIABILITY	2) Service Operator's total liability under this Agreement, or otherwise in connection with the services hereunder, shall be limited to the fees actually paid to Service Operator for that part of the services giving rise to the liability in the past 12 months from the date of the event. The limitation in the preceding sentence shall not apply to losses or damages caused due to fraud or wilful misconduct in performing the services.	Please refer revised RFP
62	RFP Volume 3			Time bound penalty clauses	We request department to consider & clearly define maximum time window for implication of SLA breach / penalties in the contract.	No Change. As per RFP
63	RFP Volume 3				"In case due to any extraneous circumstance, Service operator is unable to fulfill its obligations under this agreement then in such circumstances Service operator won't be liable for any deficiency of services including but not limited to electricity cuts, riots, pandemics, water logging, earthquakes, internet failure/cut, etc."	Please refer clause B at page 90 of Volume-III

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Sr. No.	Volume	Section Number	Page Number(s)	Content of RFP requiring Clarification(s)/Section Heading	Points of Clarification	Reply
64	RFP Volume 1	3.1.5	16 / 17	Deployment of trained manpower	1. One Zonal Head For both each Zone . 2. In Districts Moga, Faridkot, Malerkotla, Sangrur need one Supervisor to support SKM 3. We suggest that department should consider two HDO's in all type 1 centres. 4. There is no clarity for movement offline Daak required . 5. Service operator should have right to decide training slots with update to DTC during office hours for manpower.	1. As per RFP 2. Please refer revised RFP. 3. As per RFP 4. Please refer clause No. 3.3.2 of revised RFP Volume-I 5. Agreed. There should not be any impact on the conuter operations during Sewa Kendra working hours.
65	RFP Volume 1	3.1.2	14 / 15	Deployment and maintenance of IT infrastructure at Sewa Kendra's.	For New Sewa Kendra opening, SLA will be imposed after Jointly inspection of Building and NON IT ITEMS provided by PGeSG Some Sewa Kendra have structural issues so need to inspection done by Govt PWD team in advance.	Understanding is correct.
66	RFP Volume 1	3.1.2	14 / 137	Implementation Schedule	The meaning of below particulars in Implementation schedule: 1) We request department ot please clarify about availability of S/w & H/w items validity. In RFP its mentented in clause 3.1.2 Available - Do we need to budget this cost or department will renew the license for project duration. 2)Available as per no. budget- We request department to clarify the term "available as per no. budgeted".	All the required software, licenses (except e-Sewa, ServicePlus or any Govt. owned software) required for Sewa Kendra's operations shall be supplied & maintained by Selected Service Operator(s).
67	RFP Volume 1	3.2.1	30	Call centre	We request department to provide clarity on who will provision & bear cost for Toll-Free number and Short Code. We will also request Govt to provide scape for setting up call centre.	Toll-free Number and short code of Centralized call Centre shall be provided by PSeGS and cost for the same shall be borne by PseGS only.
68	RFP Volume 2	4.1	10	d) Each bidder is permitted to submit only one bid for both zones. Each bidder, in its bid, shall submit: i. Single pre-qualification proposal to demonstrate that it satisfies the Eligibility Criteria (the "Pre-qualification Proposal"); and ii. Single technical qualification proposal to demonstrate that it satisfies the technical criteria (the "Technical Proposal"); and iii. Single financial proposal (the "Financial Proposal").	Kindly clarify	As per RFP
69	Volume 1	Key Processes Envisaged for Public Service Delivery	12	For availing the services, the citizen can opt for following options: a. Over the Counter b. Online c. Mobile application d. Doorstep e. Any other delivery mechanism envisioned by Government	It is our understanding that the "mobile application" envisaged is only for booking the doorstep service delivery slots and not for applying of any services. Request you to kindly confirm.	As per RFP
70	Volume-1	3.1 Operate, Maintain & Manage Sewa Kendras 3.1.1 Takeover of existing Infrastructure/Services from the Existing Service Operator(s)/PSeGS	15	The selected Service Operators(s) will take-over the existing Sewa Kendras on as-is where-is basis. iii. Selected Service Operator(s) shall prepare the assessment report on all the existing infrastructure, Sewa Kendras condition etc. and submit report to PSeGS within 7 days. iv. PSeGS will inform existing Service Operators(s) to rectify the issues and post rectification, PSeGS will intimate the selected Service Operator(s) to takeover Sewa Kendras.	It is assumed that all the electric cabling, earthing and power sockets, Electrical appliances are all in working condition? If there are any issues with the electrical cable, earthing or power sockets, the service provider will inform PSeGS and the same will be fixed/rectified by the existing Service Operators of PSeGS. The service operator will have to takeover the same and maintain for the contract duration. Kindly confirm.	Please refer clause No. 3 of revised RFP Volume I
71	Volume 1	3.1.3 Internet Connectivity	16	PSeGS will provide PAWAN (Punjab Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.), 17 Type II Sewa Kendras and 3 Type III Sewa Kendras. List	It is assumed that for all the Sewa Kendras the LAN and all the network ports are in working condition. The service operator will have to takeover the same and maintain for the contract duration. Kindly confirm.	Understanding is correct. Please refer clause No. 3 of revised RFP Volume I
72	Volume 1	3.1.3 Internet Connectivity	16	PSeGS will provide PAWAN (Punjab Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.), 17 Type II Sewa Kendras and 3 Type III Sewa Kendras. List	In case any new Sewa Kendras are opened then it is assumed that PSeGS will provide all the required network equipment's like router, switch, required LAN cabling and network ports etc.. Kindly confirm.	Understanding is correct.
73	Volume-1	3.1.4 Deployment of Non-IT infrastructure (ACs and Water Coolers)	16	i. Selected Service Operator(s) shall replace the ACs installed at Sewa Kendras with new ones at their own cost. Selected Service Operator(s) shall procure, install, commission, and maintain Air Conditioners (ACs) along with voltage stabilizers at all Sewa Kendras in respective Zones. The ACs to be installed shall have BEE energy rating of 3 Star or more.	Request you to provide the tonnage of the air conditioners that needs to be installed in each type of Sewa Kendras. Or it is at the discretionary of the service operator to decide the tonnage of the AC required based on the size of the Sewa Kendras	Please refer revised RFP
74	Vol I	3.1.3 Internet Connectivity	16	ii. Selected Service Operator(s) shall provide secondary wired internet connection at each Sewa Kendra at their own cost. The minimum internet speed shall be 40 Mbps.	We understand from this clause that secondary wired connection speed should be Min 40 Mbps at all type (Type 1, Type 2 and Type 3) of Seva Kendras. Kindly confirm	As per RFP

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75	Vol-1	3.1.4.ii.c	16	Deputy Commissioner and/or PSeGS and/or its designated person may, at any point of time, ask Selected Service Operator(s) to test the drinking water being provided at Sewa Kendras for its quality and safety. Selected Service Operator(s) shall get the water tested from Government laboratory.	The frequency of such tests should be limited to some numbers per annum.	Please refer revised RFP
76	Volume 1	3.1.5 Deployment of Trained Manpower	19	4 Help Desk/ Counter Operator/Doorstep Operator a. Bachelor's degree b. 120 hours course with hands on experience in the use of personal computers or Information Technology in office productivity applications or desktop from Government recognized institute or a reputed institute, which is ISO 9001 certified OR should possess a Computer Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) or Government of India. c. Typing speed of 30 words per minute. d. Working knowledge of English, Hindi & Punjabi. e. Doorstep operator must have a valid driving license.	Considering the current market situation, it is difficult to get Bachelor's degree holder (graduate) for the Help Desk/ Counter Operator/Doorstep Operator. Hence, it is requested to consider 10th/12th/ Diploma/ Bachelor's degree for Help Desk/ Counter Operator/ Doorstep Operator	Please refer revised RFP
77	Volume - I	3.1.6 Delivery of services at Sewa Kendras to citizens i. Delivery of G2C, G2B, G2E Services:	19	Post verification, citizen will generate the token slip through a token management system available at Sewa Kendras. If citizen needs help, Helpdesk operator will assist the citizen in generation of token slip.	It is our understanding that there is existing Token management system is already available in the current system. Please confirm	Token Management Software shall be provided by PSeGS. Hardware shall be provided by Selected Service Operator(s).
78	Volume 1	ii. Delivery of B2C services	21	f. The income [Revenue (Facilitation charges) – Cost] generated from the B2C services shall be shared between Selected Service Operator(s) and PSeGS in ratio of 50:50 on monthly basis.	As per the clause the income from B2C services will be calculated as : Revenue (Facilitation charges) – Cost We request you to kindly provide the details on the components considered for calculating the 'cost'.	Please refer revised RFP
79	Volume 1	3.1.7 Transaction Management	22	iii. Selected Service Operators(s) may engage a bank/cash management agency by signing a legal agreement for daily collection of cash from Sewa Kendras, deposit, and reconciliation of cash/debit card transactions. The bank may be asked to provide PoS machines and biometric, etc. PoS transaction amount to be credited to Selected Service Operator(s)' account whereas the Selected Service Operator(s) shall transfer the amount to Bank/ treasury by 12 noon on T+1 day.	It is assumed that if there are any additional charges associated with transaction on the PoS machine, the same will be borne by the citizens. Kindly confirm.	As per Government guidelines.
80	Vol I	ii. Delivery of B2C services	22	f. The income [Revenue (Facilitation charges) – Cost] generated from the B2C services shall be shared between Selected Service Operator(s) and PSeGS in ratio of 50:50 on monthly basis.	As per clause 3.3.5 Financial Management, vi. Selected Service Operator(s) will be liable to pay all type of taxes in case of B2C services. PSeGS will not be liable for any violation/lapse on part of Selected Service Operator(s) in discharging the liability of tax payment. our understanding the share Of 50:50 will be after tax. Kindly confirm	Please refer revised RFP
81	Volume - I	3.1.10 Decrease in Sewa Kendras	23	In case of decrease of Sewa Kendras, Selected Service Operator(s) will keep the hardware for future use in the project. Proper inventory shall be maintained by the Selected Service Operator(s) for this hardware and same shall be shared with PSeGS. Selected Service Operator(s) shall not use this hardware for any other purpose other than Sewa Kendras. Selected Service Operator(s) shall take prior approval from PSeGS before re-deployment of this hardware at other Sewa Kendras	It is our understanding that there is existing Inventory management system is already available in the current system. Please confirm	Bidder to make its own arrangement for inventory management.
82	Volume-1	3.1.9 Increase of Sewa Kendras	24	a. Increase in Sewa Kendras up to 10% of the proposed number of centres in the zone commensurate with the increase in transaction volume. Basic enabling infrastructure including building, IT (LAN networking, Aadhaar kit etc.) / Non-IT (operator counters, storage cabinets, electrical appliances etc.) infra will be provided by PSeGS within 3 months of issuing of intimation letter to the Selected Service Operator(s) about opening of New Sewa Kendra.	As per the RFP clause it is evident that for all the new Sewa Kendras all the basic infrastructure will be provided by PSeGS. Kindly confirm if all the required civil infrastructure, furniture, all signage boards, UPS with the required batteries, DG set, IP based CCTV cameras, NVR with HDD, ACs and water coolers and all the required electrical and network cabling will be provided by PSeGS.	As per RFP

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83	Volume-II	Pre-Qualification Criteria	24	Certifications Bidder must have below valid certifications: <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 	As the RFP scope includes application development (mobile and web for DAK management). It is advisable (as per MeitY guidelines) to include the requirement of CMMI certification criterion for service operators. Considering the above we request you to kindly introduce CMMI Level-5 certification also with the ISO certificates. Accordingly kindly modify the clause as below: Certifications Bidder must have below valid certifications: <ul style="list-style-type: none"> • CMMI Level-5 • ISO 9001 • ISO 27001 	No Change. As per RFP
84	Vol I	3.1.13 Security & Insurance of Assets	26	ii. Selected Service Operator(s) would ensure providing all required insurance covers, including third-party cover, for all the assets including hardware (IT and Non-IT) etc. available at Sewa Kendras against fire, theft, natural calamities, etc. Currently Non-IT hardware is insured with Future General India Insurance company up to Jan 25, 2025. Insurance for fire — Building Super Structure - Rs. 42,80,00,000 and Furniture Fitting Fixture and other- Rs. 22,73,94,800 and for burglary of Furniture Fitting Fixture and other Rs. 22,73,94,800. If the Selected Service Operator(s) may hire a sub-contractor, the accountability will be of the Selected Service Operator(s). PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining this insurance and its renewals shall be borne by Selected Service Operator(s).	Since the insurance for Non IT infrastrure ia already inplace, we understand that the service provider need to renew the same before expiry of old one. Kindly confirm Apart from this we understand that Insurance for fire- building super structure and Burglary of furniture fitting will be taken care by PSeGS since this will provided by PSeGS. Kindly confirm. Please confirm the validity of the Fire-Building super structure, furnrtire fitting fixture and burglary of furniture fitting fixture insurance cover	Please refer revised RFP
85	Vol I	3.1.13 Security & Insurance of Assets	26	iv. The Selected Service Operators(s) shall also be responsible to take and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to Selected Service Operator(s). The insurance cover should be in the name of The Member Secretary, Punjab State e-Governance Society. The payment of such insurance costs shall be borne by the Selected Service Operator(s).	As per this clause Point no. ii, we understand that Insurance is already inplace for the infrastructure which will be provided by PSeGS. We understand that we need to renew the license/Insurance before expiry. Kindly confirm.	The Selected Service Operator(s) shall take insurance before expiry of existing policies.
86	Volume 1	3.2 Operate and Manage Doorstep Service Delivery:	27	The total transaction of G2C services for the year 2022 is approx. 80 lakhs. It is expected to have 5% request of these total transaction through doorstep in first year. There may be approximately 4 lakhs request for doorstep service delivery for the year.	As per the RFP clause it is envisaged to get around 4 lakhs request for the doorstep service delivery. Considering this it is requested to provide minimum guarantee of 4 lakhs transactions to the service operator. This will help in apportioning risk and service operators can confidently deploy the doorstep operators in all the locations.	As per RFP
87	Vol I	i. Handling of Citizen Service Requests/Queries	27	a. A citizen will call on Centralized Call Centre operated by PSeGS, and this call centre will route the call to a specified number of the respective zone. This specified number of the zone will be provided by respective Selected Service Operator.	As per this clause we understand that the centralied call centre will be setup by PSeGS along call routing facilit. kindly confirm	Understanding is correct.
88	Volume-1	ii. Facilitation at the residence of the citizen by the Doorstep Operator	29	d. On reaching the citizen's location/residence, Doorstep operator shall login the application portal provided by PSeGS as per the SOP of the service and select the appropriate service. The application has to be filled and submitted by Doorstep operator on behalf of the citizen availing the service. Aadhaar based Biometric authentication, if applicable, will be done through fingerprint or Iris or as specified by the PSeGS. OTP option for submission shall be used in case where biometric authentication is not feasible due to connectivity issue etc. while completing the service request. k. All the information including scanned documents has to be uploaded to the respective portal then and there.	As per the RFP requirement Service Operator has to provide an Android based tablet with connectivity to Doorstep operator for delivering the services. In case if the service delivery at the doorstep requires Aadhaar based Biometric authentication (fingerprint or Iris), then the required fingerprint reader or Iris scanner will be provided by PSeGS. Also if the service delivery requires scanning of the documents then it is assumed that the citizens will provide the soft copies to the doorstep operators or PSeGS will provide the scanner for scanning the documents. Kindly confirm. It is also assumed that there is no requirement of providing any printed receipt or acknowledgment to citizens during the doorstep delivery of the services. Kindly confirm.	Please refer clause No. 3.1.6.ii.g & 3.1.6.ii.k of revised RFP volume-I
89	Volume-1	ii. Facilitation at the residence of the citizen by the Doorstep Operator	30	g. The Citizen will be provided receipt against amount paid through SMS/PoS (Point of Sale) device.	It is our understanding that the SMS gateway will be provided by PSeGS and any cost associated with sending the SMS will be borne by PSeGS. Kindly confirm.	Understanding is correct.
90	Vol I	iii. Delivery and Feedback of Services	30	a. At every stage of service request processing, the citizen and the Call Centre will be automatically updated via email/SMS/online. Citizen can track the status of their application through the application interface at any time.	We understand the email gateway will be provide by PSeGS. Kindly confirm	Understanding is correct.

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91	Vol I	3.2.1 Setup, Operate, Manage and Maintain Call Centre	31	i. Selected Service Operator(s) will be responsible for establishing, operating, and managing the end-to-end call centre services for their respective zones. The call centre operations should be purely on Selected Service Operator(s) outsourced/ownership model. The Selected Service Operator(s) should setup all required IT and Non-IT infrastructure and IT software as required for operation of Call Centre.	We understand the spec required for setting up the call centre will be provided by PSeGS along water and electric connection. Kindly confirm	Selected Service Operator(s) will make its own arrangement.
92	Volume - I	vii. Call Centre Infrastructure, Technology & Quality Assurance:	32	i. The call data from the tapes/voice logger should be archived on to hard disk every 15 days. The data on the hard disk should be stored in using such naming conventions that support easy retrieval. Past 6 month's data shall be stored by the Selected Service Operator(s).	Please share the details on the retention period for archived data beyond 6 months and the specific naming conventions to be used for easy retrieval	As per RFP
93	Vol I	3.2.4 Information Dissemination	38	i. Awareness regarding doorstep service.	Request you to kindly elaborate the scope under awareness regarding doorstep service.	please refer clause 3.1.8 of revised RFP Volume-I
94	Vol I	3.3.2 Operational Requirements	41	ix. The Selected Service Operator(s) shall ensure feedback of the citizens at every Sewa Kendras.	Kindly confirm whether is expected to implement any kind of digital feedback mechanism. If so please provide details	Selected Service Operator(s) to implement feedback system through physical/digital mode in consultation with PSeGS.
95		3.3.2 Operational Requirements	42	xix. Selected Service Operator(s) will operate and maintain centralized monitoring solution/ system for IP based CCTV cameras installed at Sewa Kendras. The PSeGS shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose. Any additional requirement/ provisioning, if required, shall be the responsibility of Selected Service Operator(s).	Since each cenyter may require 1 or more cameras, we request you to kindly confirm the number of cameras to be installed at each type of seva kendra's	May please refer Annexure-F of revised RFP Volume I to check the no. of cameras installed at each Sewa Kendra. However, Selected Service Operator(s) may install additional cameras at their own cost, if required.
96	Vol I	3.3.2 Operational Requirements	43	xxvii. Selected Service Operator(s) shall procure the queue manager for queue management purpose at Sewa Kendras.	As per clause 4.2 Roles and Responsibilities of PSeGS, PSeGS will Provide centralized token management system and its integration with Sewa Kendra software. This is contradicting with this clause	Queue manager is required to manage physical queues in addition to token management system.
97	Volume 1	6. Implementation Schedule	54	6. Replacement of IT Infrastructure - T+ 60 Days Deployment of new non-IT infrastructure T + 90 Days	Considering that there are other stakeholders involved and the current market situation (global semi conductor challenge), we request you to kindly revise the timeline for replacement of IT Infrastructure to T+ 120 Days. Also the Deployment of new non-IT infrastructure to T + 120 Days	No Change. As per RFP
98	Vol I	6. Implementation Schedule	54	Replacement of IT Infrastructure T+ 60 Days	Usually OEM delivery timeline for new supply will be 6-8 weeks from the date of PO and installation of all these equipments across the state within T+60 days will be quite challenging. We request you kindly extend the timeline to T+120 days	No Change. As per RFP
99	Vol I	6. Implementation Schedule	54	Deployment of new non-IT infrastructure T+90 days	Usually OEM delivery timeline for new supply will be 6-8 weeks from the date of PO and installation of all these equipments across the state within T+60 days will be quite challenging. We request you kindly extend the timeline to T+120 days	No Change. As per RFP
100	Volume-III	A: Implementation related SLA	73	2. Non-compliance of deployed manpower w.r.t. their educational qualification and experience: Rs. 10,000/ per person per instance with replacement of manpower	We would take utmost care and will put in our best efforts to identify and deploy the resources as per the specified educational qualification and experience. However the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 1000/- per person per instance with replacement of manpower	Please refer revised RFP
101	Volume-III	A: Implementation related SLA	73	4. Non-adherence to timeline for submission of assessment report of existing infrastructure within 7 days Rs 5,000/- per centre per delayed day	We would take utmost care and will put in our best efforts to assess and submit the report as per the timelines. However the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 1000/- per centre per day	Please refer revised RFP
102	Volume-III	A: Implementation related SLA	73	7. Non-adherence to timelines of replacing IT hardware as defined in scope of work of the RFP within 60 days Non-adherence to timelines of replacing AC and installation of water cooler as defined in scope of work of the RFP within 90 days.	As requested above kindly revise the timelines to T+120 days. Also the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 1000/- per centre per day	Please refer revised RFP
103	Volume-III	Development of Automated DAK registry	73	Development of Automated DAK registry Rs. 10,000/- per day	As the development of DAK registry include finalization of the requirements with multiple stakeholders and hence the delay cannot be attributed to only service operator. Hence it is requested to consider deleting this SLA clause. Else, it may be kindly modified that if the reason attributable to the selected Service Operator then the penalty will be imposed. Also the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 1000/- per day	No Change. As per RFP

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104	Volume-III	Non operationalization of Centre (Complete closure of centre on a working day or closure of Sewa Kendra for limited period in a day)	73	Sewa Kendra not operational on a given working day without any valid justification based on logs • Type1: Rs. 1 Lakh per day per centre • Type 2: Rs. 50,000 per day per centre • Type 3: Rs.25,000/- per day per centre	We would take utmost care and will put in our best efforts to operate the centers as per the RFP specified timelines. However, if the center is not operationable due to the local conditions (unrest, climatic conditions like flood etc., religious functions near the centers, any lockdown imposed by the local authorities) then it cannot be solely attributed to the service operator. Hence it is requested to delete the SLA clause. Else, it may be kindly modified that if the reason attributable to the selected Service Operator then the penalty will be imposed. Also the SLA penalty are on the higher side. We request you to reduce the penalty amount to • Type1: Rs. 15000/- per day per centre • Type 2: Rs. 10,000 per day per centre • Type 3: Rs.5,000/- per day per centre	No Change. As per RFP
105	Volume-III	2. Doorstep Delivery SLAs	83	Development of Doorstep Scheduler Application, call centre set-up and integration with portal - 60 days - Rs. 10,000/- per day	As the design and development of Doorstep Scheduler Application will include finalization of the requirements with department stakeholders, this may take additional time, which is beyond the control of the service operator. Hence it is requested not to solely attribute the delay to the service operator. Hence it is requested to delete this SLA clause. Else, it may be kindly modified that if the reason attributable to the selected Service Operator then the penalty will be imposed. Also the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 1000/- per day	No Change. As per RFP
106	Volume-III	Call Centre SLAs	85	Average Time to Answer (ASA) Calls attended by Call Centre Executive within 10 seconds - >95% (Per Month) Rs. 20,000/- + Rs. 2,000/- (for every percent decrease)	As per the RFP requirement we shall deploy the required numbers of call center operators. However the measurement of the Average Time to Answer (ASA) Calls attended by Call Centre Executive within 10 seconds is not very practical. We request you to kindly modify the clause to <i>Average Time to Answer (ASA) Calls attended by Call Centre Executive within 30 seconds</i> Also the SLA penalty are on the higher side. We request you to reduce the penalty amount to Rs. 5000/- + Rs. 1,000/- (for every percent decrease)	No Change. As per RFP
107	Vol I	1. Non-IT Infrastructures	136	Annexure-F: Non-IT and IT Infrastructures 1. Non-IT Infrastructures	We understand that the equipments mentioned under this section is available at all seva kendra's (Type 1 ,2 and 3). Kindly confirm	As per RFP
108	Vol I	2. IT Infrastructures	137	Annexure-F: Non-IT and IT Infrastructures 2. IT Infrastructures	Our understanding is that "Available as per numbers budgeted/Available" is that the equipments which is currently available at seva kendra which needs to be taken over by the service provider. Kindly confirm if these equipments are under CAMC for the period of transition and replacement from the new service provider. i.e. till 03 months post expiration of the old service provider.	It is clarified that service operator will maintain all the infrastructure (Civil, IT, Non-IT, Electrical etc.) immediately after takeover of the Sewa Kendras.
109	Vol I	2. IT Infrastructures	138	Annexure-F: Non-IT and IT Infrastructures 2. IT Infrastructures	Our understanding is that Aadhaar Enrolment Kit (including Flap, Scanner, and IRIS Scanner) will be provided by PSeGS. Kindly confirm	Understanding is correct
110	RFP Vol-II	4.2 Number of Zones	12	b) The bidder who quotes the lowest price – L1 shall be allotted one zone or both zones based on their pre-qualification criteria and financials.	Since evaluation criteria is different for single and both zones. We request you to simplify it to make it more competitive and allow award of contract for only one zone. Further, it is pertinent to mention here that, number of manpower, infra etc. requirement is different for both the Zone, then comparison of Price of L2 of both Zone is not the right approach for award of contract to L2, in case L1 is not meeting criteria for both the zone. So, we request you to allow award of only one Zone to bidder and two party should be selected for entire state.	No Change. As per RFP
111	RFP Vol-II	4.20 Formats & Contents of bids / 4.20.2 Eligibility of bidders	19	e) For computing the technical and financial capacity of the bidder for pre-qualification, the following shall apply: i. In computing the technical capacity and financial capacity (i.e. Net Worth/ Turnover/Profits) of the bidder, the combined technical & financial capacity of its associates shall also be considered. However, to ensure commitment and involvement of the Associate(s) for successful execution of the project, the bidder must enclose a deed of guarantee as per format provided in Annexure II-G, for fulfilling the obligation under the project. This deed should be submitted along with the bid. For purposes of this RFP, associate means, in relation to the bidder (i.e. single entity), a person who controls, is controlled by, or is under the common control with such bidder (the "Associate").	We understand that in case all Associates are fully owned subsidiary of Bidding entity then this guarantee is not required. Please clarify	As per RFP

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112	RFP Vol-II	4.20 Formats & Contents of bids / 4.20.2 Eligibility of bidders	20	f) Where the bidder is a single entity, it shall form an appropriate Special Purpose Vehicle under the Indian Companies Act 1956/Companies Act, 2013 (the "SPV"), to execute the contract and implement the project. However, the bidder shall directly hold 100% of the share capital of the SPV throughout the term. In case of consortium, it would be essential that consortium members shall form SPV to execute the contract and implement the project. Additionally, the consortium bidder should also comply with the following requirements:	We request to remove the mandate of forming SPV and should be made optional. The bidding entity should be given option to manage the project in the name of bidding entity itself, if desired by bidding entity. We understand that this was only required in case we propose to have profit sharing clause from the project. However, in the present RFP there is per transaction cost to be quoted by bidder and payment will be made accordingly to the bidding entity	No Change. As per RFP
113	RFP Vol-I	2. About Project	12	More than 400 G2C Services are being delivered through Sewa Kendras. The list about details of G2C services is provided at Annexure-D. To further facilitate the citizens, B2C services are also allowed from these Sewa Kendras. Currently, 17 B2C services are being offered through Sewa Kendras. List of B2C services offered is attached at Annexure E.	As per information provided at Page 11 under Connect Portal there are only 150 services made available online. What is mode of service apply and delivery for rest of the services at PSKs? Is it manual? Please clarify	Please refer Annexure D of revised RFP Volume-I for list of Services provided at Sewa Kendras.
114	RFP Vol-I	3. Scope of Work	13	1) Operate, Maintain & Manage Sewa Kendra The Selected Service Operator(s) shall perform, but not limited to, following activities: i. Takeover of Existing Infrastructure/Services from the existing Service Operator(s)/PSeGS ii. Procurement, Deployment and Maintenance of IT infrastructure at Sewa Kendras iii. Internet Connectivity iv. Deployment of Non-IT infrastructure (ACs and Water Coolers) v. Deployment of Trained Manpower to manage Sewa Kendras operations vi. Delivery of services across the counters at Sewa Kendras to citizens vii. Transaction Management viii. Information Dissemination ix. Increase in number of Sewa Kendras. x. Decrease in number of Sewa Kendras. xi. Increase/decrease of counters at Sewa Kendras xii. Flexible Counters xiii. Security & Insurance of Assets xiv. Maintain IT and Non-IT infrastructure at Sewa Kendras	We understand that in case of any increase in Seva Kendra, selected bidder is only responsible to provide mentioned IT Infra and Non-IT infra. Other activities like Center refurbishing, any minor or major civil work, power backup etc. shall be provided by PSeGS. Is our understanding correct?	Understanding is correct.
115	RFP Vol-I	3. Scope of Work	14	2) Operate and Manage Doorstep Service Delivery Doorstep delivery of services based on appointments scheduled through call centre or website for doorstep services. The Selected Service Operator(s) shall perform, but not limited to, following activities: i. Set-up, operate, manage, and maintain call centre ii. Information dissemination iii. Design, Development, Testing, Deployment and Maintenance of Doorstep schedular application (Web and Mobile versions) iv. Hosting of mobile and web application for Doorstep delivery. v. Recruitment, Training, Management of Doorstep Operators.	Do we need to integrate Doorstep schedular application with Connect Portal or any Other G2C/B2C service portal available with PSeGS? Please clarify Will PSeGS provide link or mobile app for refilling of application by Doorstep operator or it has to be manually collected by Operator and handed over to nearest PSKs for processing? Please clarify	Doorstep schedular application shall be integrated with Service Delivery portal of Government.
116	RFP Vol-I	3.1.1 Takeover of existing Infrastructure/Services from the Existing Service Operator(s)/PSeGS	14	iii. Selected Service Operator(s) shall prepare the assessment report on all the existing infrastructure, Sewa Kendras condition etc. and submit report to PSeGS within 7 days.	7 Days period for assessment at all sites are not adequate. We request to extend the timeline from 7 days to 30 Days	No Change. As per RFP
117	RFP Vol-I	6. Implementation Schedule	54	6. Replacement of IT Infrastructure	There is a lead time for delivery of all IT infra from OEMs, so 60 days period is not sufficient for replacement of all IT infra at PSKs. We request you extend these to 120 days	No Change. As per RFP
118	RFP Vol-I	6. Implementation Schedule	54	8. Complete operationalization of Call Centre & Door-Step service delivery	Please change it to 90 Days	No Change. As per RFP

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119	RFP Vol-I	3.1.4 Deployment of Non-IT Infrastructure (ACs and Water Coolers)	17	ii. Selected Service Operator(s) shall procure, install, commission, and maintain water coolers with water purifier at each Sewa Kendra in respective zones to ensure availability of potable water to the citizens visiting Sewa Kendras. One water cooler shall be installed at each Sewa Kendra. Selected Service Operator(s) may make their own assessment for the capacity of water coolers to be installed. Selected Service Operator(s) shall decide the place for installation of these water coolers, at each Sewa Kendras, in consultation with respective Deputy Commissioner or its representative in the district. Following points shall be complied by the Selected Service Operator(s):	We understand that Water supply must be available at these locations. Please clarify	Understanding is correct
120	General Query			General Query	Is Security Guard also to be deployed during office hours only? Please clarify	As per RFP
121	RFP Vol-I	3.1.6 Delivery of services at Sewa Kendras to citizens	20	f. Complete application form and prescribed documents shall be forwarded to the respective departments/offices online or offline by the Selected Services Operator(s). g. Selected Service Operator(s) shall collect the final output from the respective departments/ offices in case of offline services and will deliver it to the citizen at Sewa Kendras. In the case of online services, the counter operator will take the printout of the final output and deliver it to citizens at Sewa Kendras. The delivery of final output of the services processed through Sewa Kendras shall not be considered as separate transaction by Selected Service Operator(s).	We understand that all the SLAs are applicable only for submission of request and output/delivery of services is totally dependent on standard process or turn around time defined in department service delivery and Service Provider will not be held accountable for the same. Please clarify	As per RFP
122	RFP Vol-I	ii. Delivery of B2C services	22	h. The responsibility for gathering the functional requirements, development, and deployment of the services and coordination with various stakeholder's rests with the Selected Service Operator(s). The services shall be integrated with e-Sewa and/or any other portal in consultation with PSeGS. PSeGS software team will support the integration of new B2C services.	Do we need to develop complete end to end service module for delivery of B2C services and integrate the same with eSewa or Connect Portal? Please clarify We understand that for existing B2C services, already existing interface, if any shall be handed over by existing service provider to new SP? Is our understanding correct?	Integration requirement of B2C services shall be discussed on case to case basis by Selected Service Operator(s) with PSeGS.
123	RFP Vol-I	3.1.7 Transaction Management	23	vi. Selected Service Operator(s) is expected to encourage a digital mode of payments in order to reduce his cost of operations, cash handling, cash in transit insurance and reconciliation etc. The cost related to obtaining infrastructure of such modes as POS machines (payment acquiring charges via POS have to be factored in the costs of the Selected Service Operator(s)), AEPS, and QR codes shall be borne by the Selected Service Operator(s).	In case of digital payment, can money be first deposited in SP's account and then transfer to respective department account as per transfer schedule i.e. T+1 days. Please clarify	Understanding is correct.
124	RFP Vol-I	3.2.1 Setup, Operate, Manage and Maintain Call Centre	31	Selected Service Operator(s) will be responsible for establishing, operating, and managing the end-to-end call centre services for their respective zones. The call centre operations should be purely on Selected Service Operator(s) outsourced/ownership model. The Selected Service Operator(s) should setup all required IT and Non-IT infrastructure and IT software as required for operation of Call Centre. Following are the key features of the proposed Call Centre:	Can it be setup anywhere in India or should be setup in Punjab only?	Yes. Within India only
125	RFP Vol-I	Annexure-T: Electricity and Diesel Expenses	215	Average Electricity Consumption per Month (Amt) Average Diesel Consumption per Month [Amt@ Rs.91 (Approx..) per liter] Average Diesel Consumption per Month (In liters)	We understand that this is given per month per center	Understanding is correct
126	Vol III	2. Doorstep Delivery SLAs	83	Deviations between actual visit time and scheduled visit time by doorstep operator	What will be window for opening of slot for appoint booking request in advance?	Detailed SoP will be shared with Selected Service Operator(s).
127	RFP Vol-I	i. Web Application to be used by Call Centre executives:	33	h. There should be an Eligibility Test Mechanism in the interface at the call centre by which the executive will be able to check the primary eligibility of the applicant and be able to create the listing of documents available with the applicant. Also develop a mechanism for inclusion of any new query of applicant into the existing FAQ. MIS Alarms for every SLA has to be there.	Do we supposed to create complete eligibility check mechanism in Call Center Application along with Business Rules or needs to be integrated with Connect Portal/eSewa Portal? Please provide high level functional requirement	Detailed SoP will be shared with Selected Service Operator(s).

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128	RFP Vol-I	3.2.3 Hosting of mobile and web application for Doorstep delivery:	36	h. Data backup as per mutually agreed schedule and preservation of backed up data.	Please provide indicative data retention period. This will help in sizing of the storage requirement	The bidder may make own assessment and provide necessary resources to meet the project objective and SLAs
129	RFP Vol-I	3.3.2 Operational Requirements	42	xix. Selected Service Operator(s) will operate and maintain centralized monitoring solution/ system for IP based CCTV cameras installed at Sewa Kendras. The PSeGS shall be allowed to access live CCTV feeds / centralized monitoring for controlling and monitoring purpose. Any additional requirement/ provisioning, if required, shall be the responsibility of Selected Service Operator(s).	Please provide list of CCTVs available at Type 1 Centers Please clarify "Available as per numbers budgeted" in detail	Minimum 2 CCTV cameras will be available at Type-I Sewa Kendra. However, Selected Service Operator(s) may install additional cameras at their own cost, if required.
130	VOL-II	Annexure-III-C Technical Evaluation Criteria, Point No.2	74	Average annual turnover during the 3 consecutive financial years out of last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021- 22, 2022-23) - in Crores >=100 & <=150 5 Marks >150 & <=200 8 Marks >200 10 Marks For the purpose of evaluation, the combined average annual turnover of the sole bidder along with its associates shall be considered.	Since the audited balance of 2022-23 has not been published, Please allow us use provisional balance sheet signed by company secretary for the Financial Year 2022-23.	As per RFP
131	VOL-II	Annexure-III-C Technical Evaluation Criteria, Point No.2	74	Average annual turnover during the 3 consecutive financial years out of last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021- 22, 2022-23) - in Crores >=100 & <=150 5 Marks >150 & <=200 8 Marks >200 10 Marks For the purpose of evaluation, the combined average annual turnover of the sole bidder along with its associates shall be considered.	We understand all that this certificates, (Turnover, Net worth and Profitability) has to be provided as per Annexurer-2H signed by CA. Please Clarify	As per RFP.
132	Vol-II	1.Data Sheet (1)	Page No.4	Date and Time for Pre-Bid Meeting: 07/08/2023 at 11:00 hrs.	Please provide VC link to attend the Pre-Bid Meeting as well we hereby request you to re-schedule the timing for Pre-Bid Meeting after 12:00 P.M, so that visitors from different places may reach on time to attend the same.	No Change. As per RFP
133	Vol-II	Clause No.4.1 (a)	Page No.9	Bidder has to bid for both zones.	Please allow Bidders to participate for single zone, if anyone wishes to quote for single zone only.	No Change. As per RFP
134	Volume I: Functional and Requirement Document	Clause No.2, About Project	Page No.12	All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. The existing infrastructure available at Sewa Kendras will be provided by PSeGS as per the Annexure-F (Non-IT Infrastructure and IT Infrastructure).	Please share the age and condition of the infrastructure provided by you.	Please refer Annexure-F of revised RFP Volume I for specification.
135	Vol-II	Clause No.4.15	Page No.16	Earnest Money Deposit (EMD): Along with the bid, bidders shall submit EMD of Rs.3 Crores (Rupees Three Crores Only).	We hereby request you to consider the EMD zone wise. If any Bidder wish to participate only for single zone, he will be liable to submit only 50% of EMD.	No Change. As per RFP
136	Vol-II	Clause No.4.15	Page No.16	Earnest Money Deposit (EMD): Along with the bid, bidders shall submit EMD of Rs.3 Crores (Rupees Three Crores Only).	Please clarify, in case of JV/Consortium the EMD shall be paid by the Lead Partner or any of the sub partners.	As per RFP
137	Volume II: Instruction to Bidders	Clause No.2, Glossary, Performance Bank Guarantee	Page No.19	Value of Performance Bank Guarantee based on number of zones awarded to a Successful bidder shall be: • Rs. 40 Crores: In case same bidder is awarded both the zones • Rs. 20 Crores: In case a bidder is awarded only one zone.	The Performance bank Guarantee should be not more than 3% of the Contract value as per standard terms.	No Change. As per RFP
138	Volume-I: Functional and Requirement Document	Clause 3.1.6: Delivery of services at Sewa Kendras to citizens, Pt No. ii (f)	Page No.21	The income [Revenue (Facilitation charges)–Cost] generated from the B2C services shall be shared between Selected Service Operator(s) and PSeGS in ratio of 50:50 on monthly basis.	In the previous tender, it was decided that the shared ratio shall be based on the investment made by the Bidders which is not mentioned in this tender. It should be based on these criteria for this tender as well. We hereby request you to delete this clause.	The referred clause is for B2C services only.
139	Volume-I:	Clause No. 4.21 Technical Proposal	Page No.32	Single Make and Model: The Bidder has to compulsorily quote Bill of Material of proposed hardware for only single make & model no. along with respective datasheets. Bids with multiple make and model for a single line item are liable to be rejected.	Please clarify this clause as this tender is for services, then Make and Model shall not be applicable	This required to ensure the uniformity across all Sewa Kendras.
140	Volume -II	Annexure II –C, pt no.4	Page no.45	Operating Detail	Please clarify the desired requirement in Operating Detail.	Please refer revised RFP
141	Volume –II	Annexure III–B, pt no.6	Page No.72	Proposed IT Hardware compliance sheet of each hardware item with references to hardware data sheets/OEM.	Please clarify the list of IT Hardware need to be submitted in compliance sheets.	Compliance sheet of all types of IT and Non-IT infrastructure proposed by bidder.

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142	Volume –II	Annexure III–B, pt no.7	Page No.73	Proposed Non-IT Hardware compliance sheet of each hardware item with references to hardware data sheets/OEM along with MAFs as per Annexure-III-D.	As per Annexure-III-D, Bidders are required to submit the MAF for AC and Water Cooler, please clarify do we need to submit the MAF for AC and Cooler.	Understanding is correct.
143	General Query			As per the MSME guidelines, MSME registered bidders should be exempted from submission of EMD. Hence kindly exempt MSME Bidders for submission of Tender Fee and EMD, Turnover and Experience with submission of relevant documentary proof of MSME Certificate in lieu of exemption.		No Change. As per RFP
144	General Query			Kindly allow us for the inspection of your existing Seva Kendra.		Bidders are free to visit any Sewa Kendra in Punjab.
145	General Query			Please clarify the Estimated Cost of the Project for Zone 1 and Zone 2.		As per RFP
146	General Query			Please clarify the price to be quoted for both zones or we can quote for single zone.		No Change. As per RFP
147	General Query			Please clarify the price to be quoted in the BOQ, should be same for both Zones or we can quote different price in both the zones.		As per RFP
148	I	4 (4.1) (XIV)	47	The Selected Service Provider will have to raise the bill for its services charges by the 7th of every month.	It is requested to allow selected service provider to retain its service charges before remitting the balance payment to PEGS.	No Change. As per RFP
149	II	Pre-Qualification Criteria	25	Under the eligibility Criteria in RFP, the selected service provider is required to have both ISO 9001 & ISO 27001 certifications.	It is requested to exempt StockHolding from ISO 9001 certification, it being a Government Company with already well-defined internal Standard Operating Procedures (SOPs) and already working under various regulators like SEBI / RBI / IRDA / PFRDA with clear cut rules/ laws/ bylaws.	No Change. As per RFP
150	I	3.1.2 & 3.1.4	14 & 15	Deployment of IT & Non IT Infrastructure	In view of huge upfront expenses, existing infrastructure be allowed to be used by successful bidders with conditions to replace it as a when they become nonfunctional. In the interest of providing level play-field, it requested to make this condition applicable to existing as well as any new bidder who is finally selected.	No Change. As per RFP
151	I	4 (4.1) (XIV)	47	There are certain services wherein the Government Payment required on T+1. Our understanding is that the selected bidder is required to make payments only to PSEGS on T+1 and not to any other head. The responsibility of further division/remittance of funds is on PSEGS.	Kindly Confirm	Please refer clause 3.1.7 of revised RFP Volume I
152	I	3.2	26	Door Step Services	Regarding Door Step Services, scope in terms of expected volume of request, center-wise will be required to make adequate provision for manpower/ infrastructure so as to efficiently provide such services to citizens.	Estimated no. of doorstep transactions have been given. However, bidder may make its own assessment.
153	I	3.1.6 (ii) f	21	Income Generated from B2C Services divided equally	No information given in RFP document about the facilitation charges collected for around 38 Lacs B2C transactions. Kindly provide details.	As per RFP
154	III	Annexure D	89	The time given to set up Call Center and Door Step Delivery is T+60 Days	It is too short because it involves development of software, Finalization of premises and recruitment of manpower. Considering this, it is requested to extend the time from T+60 Days to T + 120 days.	No Change. As per RFP
155	II	Data Sheet	4	Last date of Bidding 11.09.2023	We, being a Government Company have to take a lot of approvals so the date should be extended till October.	No Change. As per RFP
156	Additional	Additional Requirement	Additional Requirement	The Current Service providers are guaranteed minimum expenses from the Facilitation Charges every month.	Similar minimum guarantee of number of transactions at bid rate must be provided by PSEGS to the selected service providers in the proposed tender also.	No Change. As per RFP
157	Volume 3	B. Operational SLA	75	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	How will CSAT be measured? a and b are usually not considered in CSAT calculation and should be looked at separately.	As per RFP
158	Volume 1	3.1.4 Deployment of Non-IT infrastructure (ACs and Water Coolers)	16	ii. Selected Service Operator(s) shall procure, install, commission, and maintain water coolers with water purifier at each Sewa Kendra in respective zones to ensure availability of potable water to the citizens visiting Sewa Kendras. One water cooler shall be installed at each Sewa Kendra. Selected Service Operator(s) may make their own assessment for the capacity of water coolers to be installed. Selected Service Operator(s) shall decide the place for installation of these water coolers, at each Sewa Kendras, in consultation with respective Deputy Commissioner or its representative in the district. Following points shall be complied by the Selected Service Operator(s):	Please provide specifications for water coolers so that all bidders are on the same page with regard to water coolers.	As per RFP
159	Volume 1	3.1.7 Transaction Management	21	i. The Selected Service Operator(s) is required to collect Statutory/ Government Fees and facilitation charges at each Sewa Kendra from the date of starting operations. ii. The Selected Service Operator(s) shall remit the Statutory/Government Fees and Facilitation Charges collected for G2C, G2B and G2E services to the designated banks in T+1 day (T+1 is calculated on the basis of working days). If T+1 is a holiday, then the same shall be deposited in the bank on next working day. The amount must be transferred/deposited by 12 noon on T+1 day by the selected Service Operator(s).	It is requested that the Service Operator be allowed to keep its share of transaction charge from the daily facilitation fee collected from citizens to meet its day to day & monthly operational expenses.	No Change. As per RFP
160	Volume 1	3.1.7 Transaction Management	22	v. The Selected Service Operator(s) shall arrange a safe locker (preferably a safe with digital lock) at its own expense to store funds collected throughout the day.	Are there any safe lockers available at Sewa Kendras presently which will be handed over to the Service Operator(s)? Please confirm.	Only wooden drawers are available.
161	Volume 1	3.1.8 Information Dissemination	23	v. Scheduling of appointment for doorstep service over the call centre. Selected Service Operator(s) shall install display-boards at each Sewa Kendra for providing guidance/ information to citizens.	Please provide specifications for the display-board so that all bidders are on the same page with regard to display-boards.	Bidder may make its own assessment.

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162	Volume 1	3.1.13 Security & Insurance of Assets	25	ii. Selected Service Operator(s) would ensure providing all required insurance covers, including third-party cover, for all the assets including hardware (IT and Non-IT) etc. available at Sewa Kendras against fire, theft, natural calamities, etc. Currently Non-IT hardware is insured with Future General India Insurance company up to Jan 25, 2025.	It is assumed that since the Non_IT hardware is insured till Jan 25, 2025, the insurance cover for the same will have to be taken for the contract period beyond Jan 25, 2025. Please confirm	The Selected Service Operator(s) shall take insurance before expiry of existing policies.
163	Volume 1	3.1.13 Security & Insurance of Assets	25	iii. Selected Service Operator(s) shall bear the expenses for availing insurance against the cash at Sewa Kendras or in transit. This is mandatory to avail insurance of cash at Sewa Kendras by the Selected Service Operator(s). The collection amount is to be assessed by the Selected Service Operator(s) based on day-to-day operations and his expansion plan of B2C services.	Please confirm approximate figure of cash collected at Type1/ Type2/ Type 3 SKs.	Information will be shared with Selected Service Operator(s).
164	Volume 1	3.2 Operate and Manage Doorstep Service Delivery:	26	The total transaction of G2C services for the year 2022 is approx. 80 lakhs. It is expected to have 5% request of these total transaction through doorstep in first year. There may be approximately 4 lakhs request for doorstep service delivery for the year.	1) 80 lakh txns may include Aadhaar txns, marriage related txns & arms service txns. Is the doorstep service to be provided for all services or select services. Please confirm and share a list of services for which doorstep service is to be provided. For Aadhaar services, an Aadhaar certified operator with Aadhaar kits has to be sent to citizen's place for service fulfilment. 2) Do we have to mobilise manpower & other resources (tablet etc) for Doorstep service from the beginning or we can scale it up on the basis of requests received. 3) We assume that estimate of 4 lakh requests for doorstep service is accurate and manpower mobilised for doorstep service on the basis of this figure will not sit idle.	1. Detailed SoP including list of Services will be shared with Selected Service Operator(s). 2. Yes, doorstep service to be started as per implementation schedule 3. This is estimate only.
165	Volume 1	3.2 Operate and Manage Doorstep Service Delivery:	26	The broad modus operandi of the process is that one representative (Doorstep operator) of the Selected Service Operator(s) shall visit the residence of the citizen who has raised request for availing a service. The representative shall facilitate citizen in applying for that service through Tablet, collect the physical documents (if any), service charges (Govt. fees + Facilitation charges + Doorstep service charge), deposit the physical documents to respective Sewa Kendra and deliver the output of citizen at his/her doorstep once the service request is processed.	It is requested that the output be allowed to be delivered either electronically or through speed post for all doorstep service requests to avoid delay in delivery of output because the doorstep operator will remain engaged for new requests all through the day which may cause delay in delivery of final outputs to the citizens.	For doorstep service, doorstep operator shall be required to deliver final output at the premises where citizen applied the application. In case, citizen desires to obtain final output (certificate, license, NOC etc.) at any other location, postal charges as approved by PSeGS shall be collected and Selected Service Operator(s) will ensure for dispatching of output as per SOP defined by PSeGS.
166	Volume 1	3.2 Operate and Manage Doorstep Service Delivery:	26	a. A citizen will call on Centralized Call Centre operated by PSeGS, and this call centre will route the call to a specified number of the respective zone. This specified number of the zone will be provided by respective Selected Service Operator.	1) We assume that the specified zonal number will be located in the service operator's call centre. 2) It is requested that the call be made directly to the service operator's call centre to save citizen's time as balance part of the citizen service request will be handled by service operator's call centre.	1. Yes 2. As per RFP
167	Volume 1	3.2 Operate and Manage Doorstep Service Delivery: j. The Request Allocation Algorithm (Indicative):	27	I. Depending upon the service area location and the Doorstep Operators mapped to that location, the request will be assigned to the Doorstep Operator mapped with that location. If the Doorstep Operator has already been assigned 15 requests for that day, it will be assigned to the Doorstep Operator nearest to the location with lowest job assigned for that day and so on. If needed, Request Allocation Algorithm can be changed/improved by the suggestions of PSeGS during project implementation.	Are visits for delivery of output certificates over and above these 15 requests. If yes, it will mean 30 visits by a doorstep operator per day.	Selected Service Operator(s) will deploy sufficient number of manpower to handle appointments and delivery.
168	Volume 1	3.2.1 Setup, Operate, Manage and Maintain Call Centre	30	i. Selected Service Operator(s) will be responsible for establishing, operating, and managing the end-to-end call centre services for their respective zones.	1) We assume that the call centre may be located outside Punjab also. 2) It is requested that BOQ be provided for the call centre to ensure all bidders are on the same page.	1. Yes, Within India 2. The bidder may make own assessment and provide necessary resources to meet the project objective and SLAs
169	Volume 1	3.3.2 Operational Requirements	40	v. On Sunday, at-least 1 counter must be operational at each Sewa Kendra situated at DC and SDM offices. The number of such offices are: 36 for Zone 1 and 34 for Zone 2.	Apart from the counter operator, will the Sewa Manager, supervisor, Trainer, security guard be required to be present on Sundays. Please confirm.	As per the requirements
170	Volume 1	3.3.2 Operational Requirements	41	xix. Selected Service Operator(s) will operate and maintain centralized monitoring solution/ system for IP based CCTV cameras installed at Sewa Kendras. The PSeGS shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose. Any additional requirement/ provisioning, if required, shall be the responsibility of Selected Service Operator(s).	Is monitoring of centralized CCTV cameras to be done on Sundays also for those Sewa Kendras which will remain open on Sundays also. Please confirm.	Yes
171	Volume 1	3.3.2 Operational Requirements	41	xx. Selected Service Operator(s) will be responsible for printing application forms of G2C, G2B and G2E Services for which the Selected Service Operators(s) will charge flat rate of INR 1 per page from citizen. The Selected Service Operators(s) shall display these charges in the Sewa Kendras	If the application form is printed on both sides of the paper/leaf, will the service operator be allowed to collect Rs. 2/- per paper/leaf? Please confirm.	Please refer revised RFP
172	Volume 1	3.3.3 Civil Infrastructure Management	42	iv.The Selected Service Operator(s) shall ensure that the Sewa Kendras be painted every year in the month of August or September, at its own cost. The colour scheme is attached at Annexure-S.	It is assumed that recently painted Sewa Kendras will be handed over to the service operator(s) at the time of handover and the first painting will be done after the completion of one year. Therefore, if Sewa Kendras are handed over in the year 2023, the first painting will be done in the year 2024.	Please refer revised RFP
173	Volume 1	3.3.8 Communication	45	iii. For the services applied across the counter at SK, in case citizen opt for home-delivery at his residence, The postal charges of dispatch of the service output shall be charged as per the prevailing postal charges and same shall be borne by the citizen availing the service.	It is requested that the service operator(s) be allowed to take the envelop cost and cost incurred in sending the output to the post office also from the citizens.	As per RFP

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174	Volume 2	Pre-Qualification Criteria	27	Relevant Past Experience Should have undertaken similar projects in the areas of a. Delivery of multi-locational, across the counter citizen services b. Operation and Maintenance of Citizen Service Centers (project should be in O&M Phase) as on the Bid Submission Date.	It is requested that the experience of those projects which have completed in the last 3 or 5 years may also be considered	No Change. As per RFP
175	Volume 2	Pre-Qualification Criteria	31	Note: i. For the eligibility requirements, if information/data is provided by the bidders in foreign currency, equivalent rupee conversion shall be done using bills selling exchange rates of State Bank of India prevailing on last date of bid submission. ii. If the exchange rate for the respective dates is not available, the rate for the immediately available previous day shall be considered.	Since the bid is prepared well in advance and is likely to be submitted a few days in advance to avoid the last day's rush, it is requested that foreign currency's equivalent rupee conversion rate of RFP publishing date (27th July 2023) may be considered. Otherwise, bidders will be forced to wait for second last day or the last day for preparation of their bids if the information/ data is foreign currency.	No Change. As per RFP
176	Volume 2	5.4. Evaluation of Technical Proposals	34	c) Bidders shall be invited to make a presentation to the Evaluation Committee as per technical evaluation criteria.	Please confirm whether the bidders have to submit the hardcopy of the presentation also. If yes, then does it have to be submitted along with the technical bids, or separately, any time before the presentation date or at the time of presentation itself	Please refer revised RFP
177	Volume 2	Annexure-IV Format of Financial Proposal	82	6. For Utility bill payment services, per transaction price are fixed @ Rs. 10/- including applicable taxes.	We assume that payment for utility bills will not be made to the service provider(s) on the basis of transaction rates quoted by service provider(s) in their bids and that there will be no DGR/PSEGS share in Rs. 10/- fixed for utility bill payment services.	As per RFP
178	Volume 1	3.2.1	32	k. A facility shall be available for PSeGS's monitoring team, external & internal auditors to periodically inspect the functioning of Call Centre.	Pls specify Seat count to be factored for this facility.	Selected Service Operator(s) will deploy sufficient number of manpower at Call Centre to meet the project objective and SLAs.
179	Volume 1	3.2.2	33	The application shall be integrated with SMS gateway provided by PSeGS for sending updates to citizen.	Does SMS integration fall under the Scope of Service Operator?	Yes
180	Volume 3	3. Call Centre SLAs	84	Average Time to Answer (ASA)Calls attended by Call Centre Executive within 10 seconds	This clause contradicts with clause in Vol I Pg 31. - Waiting time for the caller should be minimal (not more than 3 mins/call).	As per RFP
181	Volume 3	Annexure B	72	LIST OF SERVICES AND SERVICE LEVELS PROVIDED BY THE SERVICE OPERATOR: Punjab State e-Governance Society will sign the end user license agreement for the software bought from any 3rd party for the purpose of this Project however Service Operator shall be solely responsible to make payment for the cost of software to such third -party software vendor.	Please specify the software that need to be procured by the service operator from a 3 rd party.	Any software (other than e-sewa/connect/Govt. Service Delivery portal) required for smooth operation of the project.
182	Volume 1	3.3.5 Financial Management	44	iv. Payment gateway integration of department specific applications will be done by their respective system integrators. However, in future if there's need to integrate payment gateway with portal, the payment gateway will be provided and integrated by PSeGS. In such case, the cost of integration will be borne by PSeGS and cost related to transactions using payment gateway will be borne by citizens. The payment gateway portal shall be used for new B2C service that Selected Service Operator(s) launches.	Will PSeGS be responsible for integration of Point-of-Sale machines as well?	Necessary integration, wherever required, with Govt. Service Delivery Portal like e-Sewa, Connect etc. shall be done mutually.
183	Volume 1	Annexure-H: Service wise Transactions Volume	141	Annexure-H: Service wise Transactions Volume	Kindly provide bifurcation of transaction volumes for all the services by each Sewa Kendra	As per RFP
184	Volume 2	4.21 Technical Proposal	32	a) Format for Technical Proposal: Annexure-III	Annexure III is missing in the RFP	Please refer page No. 71 to 81 of revised RFP Volume-II
185	Volume 2	5.5. Evaluation of Financial Proposals	35	g) For each zone, the lowest bid shall be declared as most responsive bidder (L1).	Bidders participating in two zones should be given priority over other bidders who are participating in only one zone. Furthermore, prices should not be compared until the technical evaluation is concluded for bidders who are participating two zones.	No Change. As per RFP
186	Volume 2	2. Glossary	8	25. Associate means, in relation to the bidder, a person who controls, is controlled by, or is under the common control with such bidder.	The bidder is an Indian entity with a foreign parent. Our understanding is that the foreign parent is an 'associate' of the bidder (Indian subsidiary). Please confirm.	Understanding is correct
187	Volume 1	3.1.2 Deployment and Maintenance of IT infrastructure at Sewa Kendras	14	3.1.2 Deployment and Maintenance of IT infrastructure at Sewa Kendras	Old/existing hardware will shall be transported at whose cost?	Selected Service Operator's cost
188	Volume 1	3.1.13 Security & Insurance of Assets	26	vii. The Selected Service Operator(s) will be responsible for making good, any loss of property on account of any reason whatsoever including misappropriation/fraud/ mishandling etc. by the Selected Service Operator(s) or its resources.	How can the Service Operator be responsible if there is a Force Majeure event?	Please refer Chapter 10 of revised RFP Volume III
189	Volume 1	3.2.1 Setup, Operate, Manage and Maintain Call Centre	31	vii. Call Centre Infrastructure, Technology & Quality Assurance f. Every call received/done from the call centre would be recorded in the call centre application against the respective Call Centre executive and Request Id.	Is the recoding of calls done for quality and training purposes? What about privacy implications?	Selected Service Operator(s) is required to adhere with Govt. policies, guidelines issued from time to time.
190	Volume 3	Chapter 3. Clause 2B(ii)(b)	10	Conditions Precedent to the Service Operator	Why should there be forfeiture of EMD and PBG? Should it not be restricted to EMD at this stage?	As per RFP
191	Volume 3	Chapter 3. Clause 2C	10	Conditions Precedent of the Authority	Obligations of the authority must also have a provision on consequences of missing the timeline. What if the obligations of Authority are not completed within 30 days? What is the recourse to Bidder?	As per RFP
192	Volume 3	Chapter 3. Clause 4B	11	B. If the Authority is satisfied, on or before the expiration of Term, that the Service Operator shall have discharged its obligations in compliance with this Agreement, the Term may be extended by Authority at its sole discretion for an additional term of upto 1 Year on the terms and conditions set out herein (other than the right of extension under this chapter 3 clause 4.B) before expiration of this Agreement. For the avoidance of doubt, on such extension, Term shall include such extended period of upto 1 year.	Any renewal must be on mutually agreed terms, including revised commercials.	No Change. As per RFP

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193	Volume 3	Chapter 5. Clause 4	16	4. The Service Operator shall keep harmless and indemnify the Authority against all losses, liabilities, damages, costs, expenses, actions, claims, proceedings incurred by or made against the Authority as a result of any adverse conditions or defects or environmental damage at or affecting the Project or the existing Assets (whether pre-existing or caused by or arising from the use of the Project). Such indemnity shall cover all consequential, indirect, or extraordinary damages.	Indemnity should only be provided by actual and direct losses. Also, Service Operator can only indemnify against any damage to Assets / Projects caused by Service Operator and not for other causes.	No Change. As per RFP
194	Volume 3	Chapter 8: Clause 2	24	l) In the event of delay in payment of undisputed amount beyond 5 days from receipt of invoice, the Service Operator shall be entitled to simple interest of @12% per annum for the delayed period beyond initial 5 working days on pro-rata basis. If there is any shortcoming/dispute in the invoice, then PSeGS shall inform to Selected bidder(s) in writing and interest is not applicable in such cases.	Interest should not be due on disputed invoices under sub-clause (k) to bring it in line with sub-clause (l).	As per RFP
195	Volume 3	Chapter 10	26	2. Non-Political Events	Force Majeure must include economic and financial distress of bidders caused due to force majeure events. For example, during the Covid Pandemic, raw material prices rose exponentially, affecting project viability. Furthermore, force majeure should cover political & non-political events outside of Punjab.	As per RFP
196	Volume 3	Chapter 10	28	Clause 6A & 6B	1. Force Majeure Event should not impact liability to make payments of services already provided and moneys due for the same. 2. Political Event costs to be borne equally by both PSeGS & Service Operator 3. Any mandate given by PSeGS to keep the centres open on mandated holidays and if anything untoward was to happen, should be at the sole risk and cost of PSeGS.	As per RFP
197	Volume 3	Chapter 11, Schedule III	30, 55	2. Effects of Termination 2. TRANSFER OF ASSETS	Payment of Assets: Referring to respective clauses under Exit management and Schedule III, kindly clarify how will the payment of assets be done? In some cases, it says no payment is due (Clause 2 of Chapter 11), in some it says INR 1/- (Schedule III) and Net Block Amount (Schedule III Clause 2C (c))	Please refer revised RFP
198	Volume 3	Chapter 11 Clause 3	30	Termination of this Agreement due to	There should be a clause that Authority can terminate if final orders are passed in involuntarily bankruptcy proceedings	As per RFP
199	Volume 3	Chapter 12 Clause 1	32	Indemnity	Indemnity must be limited to direct and actual losses only and indemnity obligations must be mutual. What is the recourse against any default or breach by PSeGS/its employees/agents etc.?	As per RFP
200	Volume 3	Chapter 13 Clause 4	35	Confidentiality	Confidentiality obligations should survive termination of contract and must be stated in the Agreement.	As per RFP
201	Volume 3	Chapter 15. Clause 2A + 2B	38	2. Intellectual Property Rights	There is a reference to license agreement. Kindly request authority to provide this draft. Kindly confirm whether these licenses will be given for a fee? Also, who owns this license? In Clause 2B, it is mentioned that Service Operator may be entitled to a broad license back. Please clarify what this means. In Annexure B it is mentioned that PSeGS will sign end user license agreements but payments will be made by Service Operators.	As per RFP
202	Volume 3	Chapter 15 Clause 2C	39	C. Pre-existing work:	There is a reference that pre-existing work has to be mandatorily licensed to PSeGS. Payment terms for licensing pre-existing work to be specified clearly.	As per RFP
203	Volume 3	Chapter 15 Clause 4	40	Liquidated Damages	There seems to be a typo in this clause. Nonetheless, the obligation of Bidder to take over the Sewa Kendras within 30 days of MSA signing must be subject to proper handover with training, documentation, information, assets from PSeGS. Clause to be modified and caveats to be provided for delays due to PSeGS negligence etc.	As per RFP
204	Volume 3	Chapter 15. Clause 7A + 7C	42, 43	Personnel and Sub-Contractors	Kindly confirm if personnel from PSeGS will be present during the handover process? If no, appropriate exceptions must be made.	PSeGS's representatives shall be available for smooth handover process
205	Volume 3	Chapter 15 Clause 9	44	Trademarks and Publicity	There is no clarity if Service Operator will be entitled to use its IPR/branding whilst running this Project. Service Operator can only use the Project for credential upon completion. 'Completion' should be clearly defined. Service operator should be allowed capitalise and use the project/photos etc. for marketing, promotional activities with prior intimation to PSeGS instead of "Upfront Consent".	As per RFP
206	Volume 3	Schedule III	55 to 59	Exit Management Schedule	1. Obligations to transfer subsisting rights in licensed/leased properties on same terms may not be in the control of Service Operator and hence should not be obligatory on Service operator. 2. The provisions of Clause 3 (Cooperation and provision of information) should have a time limit. Service Operator cannot provide this support indefinitely. 3. The provisions of Clause 4A should be subject to contract to the contrary with third parties. The provisions relating to transfer of Employees and Transfer of Certain Agreements etc.	As per RFP
207	Volume 3	Annexure C	87, 72	Citizen Service Delivery SLAs A. Provided that the aggregate liquidated damages for a given month shall be capped at the higher of ("LD Cap") 15% of the total invoice of the relevant month.	Kindly request authority to reduce the LD Cap to 5% of the total invoice for the relevant month.	As per RFP
208	Volume 1	3.1.2 Deployment and Maintenance of IT infrastructure at Sewa Kendras	14	The existing hardware such as computers, printers, scanners, e-Stamp printers, token machines and webcams shall be replaced with hardware by selected Service Operator(s) as per the timelines given in section 6 (Implementation Schedule) of this volume of RFP.	As this is an ongoing project and there would be inventory which is already part of the project takeover, hence we will need proper BoM and BoQ along with the aging of all IT assets to arrive at cost effective budget as we will need to consider the refresh and retain of required inventory.	Please refer Annexure-F of revised RFP Volume-I for existing hardware. It is clarified that existing hardware installed at Sewa Kendra shall be replaced by Selected Service Operator(s) as per details mentioned in the RFP
209	Volume 1	3.1.2 Deployment and Maintenance of IT infrastructure at Sewa Kendras	14	The existing hardware such as computers, printers, scanners, e-Stamp printers, token machines and webcams shall be replaced with hardware by selected Service Operator(s) as per the timelines given in section 6 (Implementation Schedule) of this volume of RFP.	Do we need to replace all the hardware – or any specific hardware – Desktops , Printer , Scanner , Bio machines , Rack, Switch , Cable manager , patch Panel or do we need refresh all	Please refer clause 3 of revised RFP Volume I
210	Volume 1	3. Scope of Work	12	i Takeover of Existing Infrastructure/ Services from the existing Service Operator(s)/PSeGS	Need aging and inventory of all the required IT hardware used in all Kendras	Please refer Annexure-F of revised RFP Volume-I for existing hardware. It is clarified that existing hardware installed at Sewa Kendra shall be replaced by Selected Service Operator(s) as per details mentioned in the RFP

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211	Volume 1	2) Operate and Manage Doorstep Service Delivery	13	Operate and Manage Doorstep Service Delivery	Need business requirement document with end to end customer journey for:-	Please refer clause 3 of revised RFP Volume I. detailed SoP shall also be shared with Selected Service Operator(s).
212	Volume 1	2) Operate and Manage Doorstep Service Delivery	13	iv Hosting of mobile and web application for Doorstep delivery.	Will this be hosted on NIC server or does Service operator needs to do the provision	Please refer revised RFP
213	Volume 1	3.1 Operate, Maintain & Manage Sewa Kendras	14	vi The selected Service Operator(s) will take-over the existing Sewa Kendras on as-is where-is basis.	Need all the IT inventory of all the required Hardware of the Sewa Kendra	Please refer Annexure-F of revised RFP Volume-I for existing hardware. It is clarified that existing hardware installed at Sewa Kendra shall be replaced by Selected Service Operator(s) as per details mentioned in the RFP
214	Volume 1	ii. Delivery of B2C services	21	i. The Selected Service Operator(s) will be required to share with PSeGS any/all B2C agreements/MOUs/Contracts signed with other agencies on behalf of whom the Selected Service Operator(s) is offering B2C services to citizens.	Does this include all the IT agreements too.	Please refer clause 3 of revised RFP Volume I.
215	Volume 1	ii. Delivery of B2C services	21	h. The responsibility for gathering the functional requirements, development, and deployment of the services and coordination with various stakeholder's rests with the Selected Service Operator(s). The services shall be integrated with e-Sewa and/or any other portal in consultation with PSeGS. PSeGS software team will support the integration of new B2C services.	We will need end to end Customer journey along with process flow.	All types of process flows w.r.t. services shall be shared with Selected Service Operator(s).
216	Volume 1	3.1.6 Delivery of services at Sewa Kendras to citizens	19	f. Complete application form and prescribed documents shall be forwarded to the respective departments/offices online or offline by the Selected Services Operator(s).	--To and fro electronic transfer of data from Sewa Kendra's and back offices of the departments.- how ? is it via email or Web Login	Online through service delivery portal or any other mode as decided by concerned department in future.
217	Volume 1	2) Operate and Manage Doorstep Service Delivery	13	2) Operate and Manage Doorstep Service Delivery	Is there supposed to be any SMS or email integration required for Appointment Confirmation or any other Doorstep application which will be developed for Web and Mobile	Yes
218	Volume 1	3.1.6 Delivery of services at Sewa Kendras to citizens	19	d. The counter operator shall collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service(s) and issue the receipt. However, the SOP to deposit the government fee and facilitation charges will be intimated later to Selected Service Operator(s).	What is the bifurcation, and will this need to go through the Payment gateway and where do we need to build this at Web or Mobile	Please refer Annexure-G & N of revised RFP Volume-I. In case of any requirement of payment gateway w.r.t. G2C services, the same shall be provided by PSeGS.
219	Volume 1	3.2.3 ii. Data Security and Standards Related changes	36	Security related Design Considerations: The system must address following:	We will need to deploy firewall for this. Is there any specific make and model or do we need to have the same provisioned as per best specs	Bidder may make its own assessment meeting Govt. security guidelines.
220	Volume 1	2. IT Infrastructures	136	2. IT Infrastructures	Do We need to put all the machines on Domain or workgroup	Bidder is free to provide best technology solutions to meet project objectives at its own cost.
221	Volume 1	3.1.5 Deployment of Trained Manpower	18	b. 120 hours course with hands on experience in the use of personal computers or Information Technology in office productivity applications or desktop from Government recognized institute or a reputed institute, which is ISO 9001 certified OR should possess a Computer Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) or Government of India	It is requested that criteria mentioned for the institute (Government recognized institute or a reputed institute, which is ISO 9001 certified OR should possess a Computer Technology Course equivalent to 'O' level certificate of Department of Electronics Accreditation of Computer Course (DOEACC) or Government of India) may be relaxed because of the following reasons: 1) It will render majority of experienced manpower employed by present Service Operators in Punjab Sewa Kendra Project unemployable in the next project because the institute eligibility criteria was different and more relaxed in the previous RFP. 2) There are 285 Type III Sewa Kendras which are located in rural areas and computer operators for these Sewa Kendras may be sourced from nearby villages and there may be very few or no government recognised institutes or ISO 9001 certified institutes or DOEACC accredited institutes in villages. 3) An 'O' level certified candidate may not be interested to work as a computer operator for long as he may get better opportunities as a software developer.	Please refer revised RFP
222	Volume 1	3.1.5 Deployment of Trained Manpower	18	Selected Service Operator(s) will annually submit statutory compliance report from C.A. empanelled with C.A.G at their own cost.	Can the authority specify the format and contents of the compliance reports to be submitted by Service Operator?	Format and contents shall be in accordance with prescribed standards, Govt. guidelines and PSeGS requirements.
223	Volume II	Pre-qualification criteria to qualify for award of both zones	26	8 - Turnover (Average Annual Turnover during the 3 consecutive financial years out of last 5 financial years (i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23)) Rs. 100 Crores (Rupees One Hundred Crores Only)	1.Since the scope of work mentioned in the New RFP is similar to the existing tender. Therefore, "The Pre-qualification criteria" for applying to the entire state should also remain the same, as per the existing tender which is as follows (Average Annual Turnover during the last 3 financial years ending March 31, 2017) INR 65 Crores (Rupees Sixty Crores Only) in case a bid is submitted for all 3 zones. Therefore it is recommended that AAT for last 3 financial years to apply for both Zone should be 65 crores. 2.In the case of a sole bidder, the combined turnover of the bidder and its associate shall be considered for the purpose of evaluating turnover, subject to a certificate provided by the statutory auditor. Clarification: In reference to the above statement, we are referring to the associate term as hardware OEM partner, Call Centre Partner, manpower outsourcing partner, and any other partner involved in the Sewa Kendra operations along with the Service operator.	No Change. As per RFP

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224	BOQ	Financial BOQ	-	Per Transaction Price	<p>Recommendation</p> <p>1. As per the RFP document, the price is to be shared per transaction with service provider are without any minimum guarantee of Revenue to the service partner, wherein the service partner requires a minimum guarantee from the PSeGS to meet his minimum expenses as the transaction count is very unpredictable throughout the year and depends on various factors.</p> <p>2. Due to the inclusion of service connect plus portal and the initiative of the government to provide the services through online modes, Transactions at Sewa Kendra's tend to be decreasing in the future.</p> <p>3. Further to above statements various outbreaks like Covid19, Floods, non-political and political events wherein monthly transactions takes hit. However, monthly expenses remain same and maintenance expenses increase to 2X, in lieu of salaries and other recurring charges. Looking into the above mentioned scenarios, it is requested that "Minimum Guarantee Payout" should be part of the contract.</p>	No Change. As per RFP
225	Volume I	3.1.2 Deployment and Maintenance of IT infrastructure at Sewa Kendras	15	iv. PSeGS shall not take any ownership of IT infrastructure deployed by Selected Service Operator(s) post completion /termination of contract.	As per the mentioned clause, IT infrastructure will be the property of the service provider. Whereas on Page 21, It is mentioned that IT hardware will be transferred to PSeGS after the completion of the tender.	<p>It is clarified that any hardware, other than mentioned in clause 3.1.2 of volume I, shall be the property of PSeGS. After completion/termination of the contract, service operator shall handover it to PSeGS.</p> <p>IT hardware as per clause 3.1.2 of Volume I of revised RFP like desktop, laptop, multi functional printer, token machine, webcam, e-stamp printer and finger scanner will be provided by the Selected Service Operator(s) and will remain property of Selected Service Operator(s).</p>
226	Volume I	3.1.3 Internet Connectivity	15	i. PSeGS will provide PAWAN (Punjab Wide Area Network) connectivity at all Type I Sewa Kendras (22 nos.), 17 Type II Sewa Kendras and 3 Type III Sewa Kendras. List of Sewa Kendras with PAWAN connectivity is attached at Annexure K. PSeGS shall bear the operational cost for this connectivity. The Selected Service Operator(s) shall be responsible for the connectivity at the remaining Sewa Kendras i.e., Service Operator has to provide connectivity where PAWAN is not available, at its own cost with minimum internet speed 200 Mbps at Type I, 100 Mbps at Type II and 40 Mbps at Type III Sewa Kendra. During downtime of PAWAN there may be a relaxation in operational SLAs given in Annexure C of Volume III.	Connectivity in terms of ILL would be a dedicated internet solution that requires less internet speed in comparison to a broadband service provider.	Bidder is free to choose best possible wired connectivity as per requirements mentioned in the RFP and to meet SLAs.
227	Volume I	3.1.3 Internet Connectivity	15	ii. Selected Service Operator(s) shall provide secondary wired internet connection at each Sewa Kendra at their own cost. The minimum internet speed shall be 40 Mbps.	It is requested that Type I and Type II at the tehsil level have secondary bandwidth, but preference should be given to data cards.	No Change. As per RFP
228	Volume I	2) Operate and Manage Doorstep Service Delivery	13	iii. Design, Development, Testing, Deployment and Maintenance of Doorstep scheduler application (Web and Mobile versions) iv. Hosting of mobile and web application for Doorstep delivery.	<p>iii. Post-completion, the project's source code is to be handed over to the department, or it will remain with the service operator.</p> <p>iv. Is hosting to be completed on Department Servers or at Service operator premises?</p>	<p>1. Please refer Clause 15.2 of revised RFP Volume III</p> <p>2. Please refer revised RFP</p>
229	Volume I	3.1.5 Deployment of Trained Manpower	17	v. The Selected Service Operator(s) shall ensure that at least the following minimum resources are deployed at any point of time during the operation of Sewa Kendras: 6. Security Guard	Security guards and Night guards are not recommended in the RFP. However, it is requested as per past trends that these are the theft-prone areas due to the unavailability of the security guards and night guards. It is recommended to be provisioned.	Bidder may make its own assessment for night guards.
230	Volume I	3.1.5 Deployment of Trained Manpower	17	vi. Selected Service Operators(s) must appoint personnel with minimum qualification as under: - 3. Trainer 4. Help Desk/Counter Operator/Doorstep Operator	<p>Trainer: It is requested that relaxation on trainer qualification be given so that he or she should be a graduate or post-Graduate in any stream from a recognized University. (As it is difficult to find the candidate with the combined skillset of training experience and educational qualification as per the RFP).</p> <p>Counter Operators: We request that a fair opportunity to the undergraduates to be given. However to be taken on board after a proper laid down SOP and certification. Service provide will adhere to the minimum wages clause.</p>	Please refer revised RFP
231	Volume I	3.1.5 Deployment of Trained Manpower	19	xi. Selected Service Operators(s) may give fair chance to the manpower working with the existing Selected Service Operators(s) and may hire them basis of their selection process ensuring a final decision on merit.	Clarification:- Please clarify, in case any counter operator currently working in project is under graduate. Is service operator is eligible to rehire or need a replacement in line to the contract clause.	Please refer revised RFP
232	Volume I	ii. Delivery of B2C services	21	f. The income [Revenue (Facilitation charges) – Cost] generated from the B2C services shall be shared between Selected Service Operator(s) and PSeGS in ratio of 50:50 on monthly basis.	<p>Clarification :- [Revenue (Facilitation charges) – Cost- including manpower cost]</p> <p>Recommendation: - It is requested that B2C costs be provided to the selected service operator.</p>	Please refer revised RFP

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233	Volume I	ii. Delivery of B2C services	21	j. It will be the responsibility of the Selected Service Operator(s) to procure &/or replace existing hardware/ICT infrastructure (if required) provided by PSeGS at their own cost (Any replacement of hardware shall be of same make and of equal or higher configuration required to meet SLA) for delivery of B2C services during the tenure of the contract. On completion of contract tenure or contract termination, the hardware has to be handed over to PSeGS in working condition. In case of change in make/model of hardware prior approval from PSeGS is required.	It is mentioned that "Hardware needs to be handed over to PSeGS," wherein, referring to Page 15, It is stated that "iv. PSeGS shall not take any ownership of IT infrastructure deployed by Selected Service Operator(s) post completion or termination of the contract."	Please refer revised RFP
234	Volume I	3.1.7 Transaction Management	21	ii. The Selected Service Operators(s) shall remit the Statutory/Government Fees and Facilitation Charges collected for G2C, G2B and G2E services to the designated banks in T+1 day (T+1 is calculated on the basis of working days). If T+1 is a holiday, then the same shall be deposited in the bank on next working day. The amount must be transferred/deposited by 12 noon on T+1 day by the selected Service Operator(s).	It is requested that the service operator transfer the "Facilitation Charges on T+1 after deduction of the "Revenue per Transaction Cost" as per the billable clause, as this will support the service operator for the daily expenses to operate and maintain the Sewa Kendra operations. Or Facilitation charges are to be reconciled as per clause of B2C reconciliation, wherein reconciliation and transfer of revenue share is completed on or before the 10th of the following month.	No Change. As per RFP
235	Volume I	3.1.7 Transaction Management	21	ii. The Selected Service Operators(s) shall remit the Statutory/Government Fees and Facilitation Charges collected for G2C, G2B and G2E services to the designated banks in T+1 day (T+1 is calculated on the basis of working days). If T+1 is a holiday, then the same shall be deposited in the bank on next working day. The amount must be transferred/deposited by 12 noon on T+1 day by the selected Service Operator(s).	It is requested to make then deadline of 12 noon to be relaxed to T+1 only.	No Change. As per RFP
236	Volume I	3.1.7 Transaction Management	22	iv. The payment gateway charges have to be factored into the costs of the Selected Service Operator(s). The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time.	The payment gateway charges may be collected from Citizens in the case of POS machines.	As per Government guidelines.
237	Volume I	3.1.7 Transaction Management	22	viii. Selected Service Operator(s) is required to reconcile the Government fee and Facilitation Charges on monthly basis with respective treasuries/designated agency/ Government department. SOP regarding the reconciliation mechanism shall be mutually decided by PSeGS and Selected Service Operator(s). Access to various treasury reports available in portal will be provided to the selected Service Operator(s)	It is requested that a SOP to be defined with the equal responsibility of all the stakeholders i. Service Operator ii. PSeGS Finance/Operation Teams iii. Departments iv. Treasury The SOP needs to define a mechanism wherein the entire activity needs to be completed with the time bound manner.	SoP will be shared with Selected Service Operator(s)
238	Volume I	3.2 Operate and Manage Doorstep Service Delivery: ii. Facilitation at the residence of the citizen by the Doorstep Operator	28	f. Doorstep Operator shall collect the facilitation fee from the citizen on behalf of Selected Service Operator(s). Doorstep Operator shall also collect the doorstep service charge from the citizen. The doorstep service charge is fixed at INR 120/- (inclusive of applicable taxes) per transaction for first year.	1. In this scenario, the service provider will get "Cost per transaction as per the quoted rates in BOQ" + INR/- 120 as in doorstep delivery charges. 2. As per the pilot's results, INR 120/- is very low in relation to the demographic spread of Punjab. Further taxes are included, meaning that per transaction cost is less than INR 100/- per DSD after excluding the taxes, wherein with the mentioned rates, the service provided will not be able to generate the required cost to run the doorstep delivery cost. As minimum of 2 visits are required at citizen doorsteps including service delivery.	1. Understanding is correct. 2. No Change. As per RFP
239	Volume I	3.2.1 Setup, Operate, Manage and Maintain Call Centre	30	i. Accessible through a Toll-Free Number and Short Code. (Provision of Toll-Free number and Short Code would be in scope of the PSeGS)	Who will bear the cost of Toll-Free and short code.	Toll-free Number and short code of Centralized call Centre shall be provided by PSeGS and cost for the same shall be borne by PseGS only.
240	Volume I	3.2.1 Setup, Operate, Manage and Maintain Call Centre	30	ii. The Selected Service Operator(s) shall be responsible to provide and manage the PRI /SIP line and transfer call at the time of escalation to call center floor manager and higher authorities.	Who will bear the cost of PRI & SIP lines.	Selected Service Operator(s) for its Call Centre
241	Volume I	3.2.1 Setup, Operate, Manage and Maintain Call Centre	31	v. Currently 60000-80000 calls are envisaged per month in the state. It may increase or decreased during the entire duration of Project. Selected Service Operator(s) shall design the Call center Solution in a way that additional Call Centre Executive desks can be added in same or other premises without impacting services	60000-80000 calls are reserved for door-step delivery only. If no, it is requested to provide the tentative numbers for the assumption of cost and manpower requirement.	Bidder may make it own assessment.
242	Volume I	2) Operate and Manage Doorstep Service Delivery	13	iii. Design, Development, Testing, Deployment and Maintenance of Doorstep scheduler application (Web and Mobile versions)	The Doorstep Delivery application web/mobile based would be different for both zones incase of different service operator (s) or will be common for both the service operator (s).	As per RFP

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243	Volume I	Deployment of Non-IT infrastructure (ACs and Water Coolers)	15	At Sewa Kendras located inside DC Offices (of 23 districts), central Air Conditioning systems are in place for which the selected Service Operator shall be responsible to maintain the ACs system within Sewa Kendra. In case these central ACs units are non-functional/beyond repair then the selected Service Operator(s) shall be responsible to install new ACs (split/window) to ensure proper cooling of the premises in compliance to the SLAs. The old/ existing ACs, currently installed at Sewa Kendras, shall be transported by the Selected Service Operator(s) to the location/s decided by PSeGS within the district.	i) Kindly provide the center-wise details of the Centralized AC's units with Load specifications for cost evaluation. ii) Kindly provide the water cooler make and specifications for cost evaluation.	1. Please refer revised RFP 2. As per RFP
244	Volume I	3.1.6 Delivery of services at Sewa Kendras to citizens i. Delivery of G2C, G2B, G2E Services:	20	h. Utility Services: G2C utility services like electricity bills, property tax collection etc. are also offered through Sewa Kendras. The list of utility services delivered through Sewa Kendras is attached at Annexure-M. In future PSeGS may add similar services to be delivered through Sewa Kendras. The facilitation charges for these transactions, to be given to Selected Service Operator(s), are given in Annexure IV of Volume II.	Clarification A detailed list of Transaction counts is provided with the RFP document for reference. We would like to confirm whether Annexure M service count is removed or active in the system.	The list of services mentioned at Annexure-M and Annexure-H of revised RFP volume-I are active in e-Sewa portal.
245	Volume I	3.1.12 Flexible Counters	25	The number of counters can be increased based on the demand on the Sewa Kendras on a temporary basis after prior intimation to respective Deputy Commissioner and to PSeGS. Respective Deputy commissioner or its representative may also instruct for such increase. Selected Service Operator(s) may relocate one operator along with his/her laptop from under-utilized Type-III Sewa Kendras where footfall is low to other Sewa Kendra within the district where number of counters to be increased with intimation to Deputy Commissioner, PSeGS or its representative. No additional payment will be given for the provision of flexible counters.	Our understanding of the clause is that all counters and operators are flexible and can be moved with prior intimation from a low footfall center to a high footfall center as per the need-based change.	As per RFP
246	Volume I	3.2 Operate and Manage Doorstep Service Delivery:	26-28	i. Handling of Citizen Service Requests/Queries ii. Citizen Service Fulfilment (Facilitation at the residence of the citizen by the Doorstep Operator) iii. Delivery and feedback of Services iv. Definition of Successful Service	As per the doorstep delivery SOP, the service operator needs to perform 3-4 different tasks (Call Centre Operations, Hardware Procurement, Doorstep Scheduler Application Development, Manpower, Insurance of Hardware and Manpower, etc.), whereas the facilitation charges per transaction are at a very low price of Rs. 120/- inclusive of taxes, which will not even be able to recover the cost incurred for the processes. Our recommendation on the subject is that PSeGS reimburse the cost of applications and hardware. OR May increase the facilitation charges for the DSD service.	No Change. As per RFP
247	Volume I	3.3.1 Acquiring / Transfer of Ownership of Assets	38	c. The Authority shall pay to the Service Operator such sum representing the Net Block (procurement price less depreciation computed at 20% linear depreciation) of the Assets (i.e. ACs and Water Coolers) to be transferred as stated in the Terms of Payment Schedule as a part of Full and Final Settlement	Recommendation:- 1. Incase of early exit "The Authority shall pay to the Service Operator such sum representing the Net Block (procurement price less depreciation computed at 10% annual linear depreciation) of the Assets (i.e., ACs and Water Coolers) to be transferred as stated in the Terms of Payment Schedule as a part of the full and Final settlement. 2. Incase of early exit, "The Authority shall pay to the service operator such sum representing the Net Block (procurement price less depreciation computed at 10% annual linear depreciation) of the IT hardware as well (i.e., Computer, Printers, scanners, any other IT hardware) to be transferred to the service operator. As entire calculation of the ROI is based on the completion of the full tenure of the contract.	No Change. As per RFP
248	42	3.3.3 Civil Infrastructure Management	42	iv) The Selected Service Operator(s) shall ensure that the Sewa Kendras be painted every year in the month of August or September, at its own cost. The colour scheme is attached at Annexure-5.	It is recommended that during the handover physical evaluation may be taken in consideration before takeover of these centers beyond repair. Timelines should not be defined as seasonal factors like rainy season also impacts on the work completion whereas this clause should read as paint activity to performed for each center in each contract year (August to December).	Please refer clause 3.1.1. of revised RFP Volume-I
249	Volume I	3.3.3 Civil Infrastructure Management	42	vii. Expense of electricity consumed at Sewa Kendras will be borne by Selected Service Operator(s). Diesel charges to run the DG set during power outage will be borne by Selected Service Operator(s). Please refer Annexure-T for approximate current average electricity and diesel consumption.	Clarification Request you to revalidate the data as currently electricity charges are increased in comparison to previous years.	As per RFP
250	Volume I	2. IT Infrastructures	136	UPS, Batteries, UPS Rack and Battery Rack	As per the current scenario, the provided UPS and Batteries are installed since the starting of the "Sewa Kendra Project" and completed the life cycle and absolute nature and to be considered as nonfunctional and need replacement. Recommendation: PSeGS should mandate the solar energy units, or inverters to be installed either by PSeGS or Servicer Operator, for all the premises.	Existing UPS along with batteries shall be handed over to Selected Service Operator(s) in working condition. Selected Service Operator(s) can replace UPS and/or batteries to meet the project objective and SLAs.
251	Volume II	4.15 Earnest Money Deposit (EMD)	16	a) Along with the bid, bidders shall submit EMD of Rs. 3 Crores (Rupees Three Crores Only).	Is 3 Crores EMD is for both zones and 1 zone only.	As per RFP

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252	Volume II	Explanation: In case a bidder is a consortium, then the term bidder as used in this Clause, shall include each member of consortium.	19	ii. In case of a consortium, the combined technical capacity and financial capacity (i.e. net worth /turnover/profits) of those members shall be considered, who intend to have and shall continue to have an equity share of at least 26% (twenty six percent) each in the SPV (as per the details provided in the consortium agreement at Annexure-II-F), provided that each such member shall during the term, hold equity share capital not less than: (i) 26% (twenty six percent) of the subscribed and paid up equity of the SPV; and (ii) 5% (five percent) of the Net Project Value. Further, consortium members shall collectively hold 100% (one hundred percent) of the equity of the SPV for the term.	Recommendation:- It is requested that, for the prestigious contract like Punjab Sewa Kendra, Consortium should not be allowed as responsibility should lie with single entity. Also it favours non-reliable partners/agencies/etc.	No Change. As per RFP
253	Volumelll	C-SLA	72-88	ANNEXURE – C: SLA 72 1. General SLAs 2. Doorstep Delivery SLAs 3. Call Centre SLAs 4. Citizen Service Delivery SLAs 5. General Conditions of SLA	Clarification/Recommendation The SLA mechanism to be defined in such a manner that all SLA notices to be closed within the following month of the SLA proposed. Further it has to be a time bound activity once response is submitted by service provider, in case of no response from PSeGS/audit team the notice reverts shall be considered to be deemed settled/closed. In case the SLA's raised is not received at the Service provider head office within the timelines defined by PSeGS the notice should not be considered for proposal of penalties. The SLA's mechanism has to be transparent; it should not be one-sided only. It should be designed in a manner to have a win-win situation and equal opportunities for both parties. A reward component should be added to the penalty to encourage performance and employee satisfaction. Penalty proposal mechanism to be redefined in a manner by which all stakeholders will remain in loop from day one of visit and observation. Timeline to share the Notice to service provider head office to be shared. Rationale for imposition of penalties to be made more objective and aligned with citizen service delivery other than small civil issues (like seepage, colour of logo)	PSeGS will try to automate SLA management to reduce manual interventions.
254	Volumell	19 Performance Bank Guarantee	08-Jul	Means, Performance Bank Guarantee which shall be submitted by the successful bidder within the period stipulated in the LOA. The Performance Bank Guarantee shall be valid for a period of 180 (One Hundred Eighty) days beyond the date of completion of all contractual obligations of the Successful bidder in terms of the Contract. Value of Performance Bank Guarantee based on number of zones awarded to a Successful bidder shall be: • Rs. 40 Crores: In case same bidder is awarded both the zones • Rs. 20 Crores: In case a bidder is awarded only one zone. Any and all cost and charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.	Recommendation: Performance Bank Guarantee to be as per the previous contract as follows. INR 30 crores: In case a Bidder is awarded all the three Zones For entire Punjab it was 30 Crores.	No Change. As per RFP
255	-	General Clause	-	E-Sewa Downtime	Any downtime due to non-working of e-'sewa or any other Government application results in "Transaction Loss" and is requested that loss of "Transactions" to be reimbursed by the PSeGS as per the average trend of working hours.	No Change. As per RFP
256	Volume II	5.5. Evaluation of Financial Proposals	35	In case a bidder is L1 in both the zones but does not meet the pre-qualification criteria for combined zones, then L2 of both zones will be checked and the lowest price between the two L2 will be declared as most responsive bidder (L1) for the zone. Accordingly, another zone will be allotted to L1. e.g. per transaction price quoted by three bidders are as under:	Suggestion: Bidder should have the option to choose any zone of his choice.	No Change. As per RFP
257	-	General Clause	-	Transactions under direct facilitation charges from departments.	Clarification: Please clarify the payout model for the "Facilitation Charges" received at PSeGS end from the various departments Like , Enrolment of new adhaar, updation/correction in adhaar, estamp, e-registration, Transport Learning License,	Please refer chapter 8 point 2 of revised RFP Volume III
258	Vol I	3.1 Operate, Maintain & Manage Sewa Kendras	15	The selected Service Operator(s) will take-over the existing Sewa Kendras as-is where-is basis. vii. The takeover process will entail capturing the details of the assets and demonstrating that these are in working conditions.	Do we have to provide the Infrastructure setup? Or it is already available	As per RFP

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259	Vol I	3.1.6 Delivery of services at Sewa Kendras to citizens	20	Post issuance of token the citizen will approach the service counter as per the turn, the counter operator will apply the required service from the portal and fill the relevant details in the e-form. If required, the enclosure documents shall be scanned and uploaded. Also, the citizen's digital photograph (wherever applicable) shall also be taken. The counter operator will be responsible for complete service fulfilment as per the service flow.	please share details on e-form. The application will be provided by PSeGS or Service provider has to develop any application	Citizen Service Portal will be provided by PSeGS.
260	Vol I	3.1.6 Delivery of services at Sewa Kendras to citizens	20	Selected Service Operators(s) may encourage citizens to use Aadhaar biometric authentication (consistent with applicable laws) before applying for any service at Sewa Kendras. Integration with Aadhaar will be done by PSeGS.	The biometric devices to be procured by Service Provider o PSeGS will provide the same	Please refer 3.1.2 of revised RFP volume-I
261	Vol I	3.1.6 Delivery of services at Sewa Kendras to citizens	20	Complete application form and prescribed documents shall be forwarded to the respective departments/offices online or offline by the Selected Services Operator(s).	Please share the location details of the departments where offline service is required	For offline DAAK, all the concerned offices are within same district.
262	Vol I	Annexure-M: List of G2C Services (Utility)	169	Sr. No. Department Service Name Bharat Sanchar Nigam Limited-BSNL Bill Payment (Landline/Broadband) Department of Local Government-Water Bill Payment Department of Local Government-Sewerage Bill Payment Department of Power-Electricity Bill Payment Department of Local Government-Property Tax Collection	As per Annexure IV - Format of Financial Proposal, it is mentioned that for Utility bill payment services, per transaction price are fixed @ Rs. 10/- including applicable taxes. 1. However, as per Annexure T, the Electricity expenses is given for Type I Rs.29750, Type II Rs.6500 & Type III is given as Rs.3725. Please clarify whether the expenses cost for electricity bill should be as per Annexure IV or Annexure T	As per RFP
263	Vol I	3.1.6 Delivery of services at Sewa Kendras to citizens	21	Facilitation charges for services shall be fixed and notified by Government of Punjab. Details about current facilitation charges of various services are attached at Annexure N.	As per Annexure N - the facilitation services includes various departments. The services which are mentioned in Annexure N should be provided by the Service Provider. Please share detail on the Facilitation services to be provided by the Service Provider	Please refer clause 3.1.6.i. and 3.1.6.ii of revised RFP volume-I
264	Vol I	Delivery of B2C services	21	Selected Service Operator(s) shall submit complete proposal of B2C services to be offered from Sewa Kendras along with costing of each service to PSeGS. PSeGS shall review the proposal and shall take appropriate decision regarding commencement of these services from Sewa Kendras. PSeGS shall fix the facilitation charges for these services in consultation with Selected Service Operator(s) where the proposal is accepted.	As per Annexure-IV Format of Financial Proposal, the commercial to be shared for Zone 1 and Zone 2 - Per transaction price including applicable Taxes. Please guide us to where to include the B2C services (each service) cost in the Financial Bid format	Please refer clause 3.1.6.ii of revised RFP Volume-I and Chapter 8 of revised RFP Volume-III
265	Vol I	Annexure Q - Indicative list	209	Annexure Q - Indicative list of B2C Services	The list of services mentioned in the Annexure Q has Banking services, Digi Pay – AePS (Aadhaar enabled Payment System), Education, Health Care Services, Insurance. 1. Please clarify whether the mentioned list in the B2C services like Aadhar enabled payment system has to be provided by the Service provider or will be provided by PSeGS. 2. Please clarify whether the Service provider has to any tie up with the Distributors for the services mentioned in the category of Annexure Q	Please refer clause 3.1.6.ii of revised RFP Volume-I
266	Vol I	3.1.12 Flexible Counters	26	The number of counters can be increased based on the demand on the Sewa Kendras on a temporary basis after prior intimation to respective Deputy Commissioner and to PSeGS. Respective Deputy commissioner or its representative may also instruct for such increase. Selected Service Operator(s) may relocate one operator along with his/her laptop from under-utilized Type-III Sewa Kendras where footfall is low to other Sewa Kendra within the district where number of counters to be increased with intimation to Deputy Commissioner, PSeGS or its representative. No additional payment will be given for the provision of flexible counters.	Please share the working window for the Counters for the Sewa Kendra	Please refer clause 3.3.2.iv of revised RFP volume-I
267	Vol I	3.1.10 Decrease in Sewa Kendras	25	In case of decrease of Sewa Kendras, Selected Service Operator(s) will keep the hardware for future use in the project. Proper inventory shall be maintained by the Selected Service Operator(s) for this hardware and same shall be shared with PSeGS. Selected Service Operator(s) shall not use this hardware for any other purpose other than Sewa Kendras. Selected Service Operator(s) shall take prior approval from PSeGS before re-deployment of this hardware at other Sewa Kendras.	1. In case of any Sewa Kendra is closed as informed by PSeGs, for how many days the Sewa Kendra will remain closed and who will be the custodian of the Hardware deployed? 2. In case of any damage/theft/misplaced for IT hardware, who will bear the cost for the deployed asset?	Please refer clause 3.1.10 of revised RFP Volume-I

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268	Vol I	3.1.13 Security & Insurance of Assets	26	The Selected Service Operators(s) shall also be responsible to take and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to Selected Service Operator(s). The insurance cover should be in the name of The Member Secretary, Punjab State e-Governance Society. The payment of such insurance costs shall be borne by the Selected Service Operator(s).	Does the Insurance coverage to be taken from existing Insurance provider Future General India Insurance company or we can empanelled another Insurance provider	Selected Service Operator(s) is free to choose any insurance provider
269	Vol I	3.2 Operate and Manage Doorstep Service Delivery:	27	The representative shall facilitate citizen in applying for that service through Tablet, collect the physical documents (if any), service charges (Govt. fees + Facilitation charges + Doorstep service charge), deposit the physical documents to respective Sewa Kendra and deliver the output of citizen at his/her doorstep once the service request is processed.	What should be the ratio and the criteria to identify the number of doorstep representative?	The bidder may make own assessment and provide necessary resources to meet the project objective and SLAs
270	Vol I	The Request Allocation Algorithm (Indicative):	29	Application software shall assist call centre executive by providing with the previous requests logged status through the caller number, identification number and combination of name, PIN code etc. This will help in identifying whether application is already logged or not, bogus caller etc.	The application software for Call center will be provided by service provider or PSeGS	Selected Service Operator(s)
271	Vol I	The Request Allocation Algorithm (Indicative):	29	The service request will be pushed to Doorstep Operator via a portal/app. Once Doorstep Operator accepts the call, he/she will confirm the time of visit or visit as per scheduled time. Any such confirmation with the applicant shall be recorded on the tablet device and all such recordings should be uploaded to the selected Service Operator(s)' servers for later verification, if required.	What will be timeslot for scheduling the visit?	Detailed SoP will be shared with Selected Service Operator(s).
272	Vol I	The Request Allocation Algorithm (Indicative):	29	The service request will be pushed to Doorstep Operator via a portal/app. Once Doorstep Operator accepts the call, he/she will confirm the time of visit or visit as per scheduled time. Any such confirmation with the applicant shall be recorded on the tablet device and all such recordings should be uploaded to the selected Service Operator(s)' servers for later verification, if required.	In case customer is not available at the location during the schedule visit then how many revisits to be performed?	As per RFP. Bidder has to make its own assessment.
273	Vol I	Facilitation at the residence of the citizen by the Doorstep Operator	29	The doorstep service charge is fixed at INR 120/- (inclusive of applicable taxes) per transaction for first year	This service charges will be for first visit or applicable for every revisit	Please refer clause 3.2 (iv) of revised RFP vol I for understanding of successful transaction for doorstep services
274	Vol I	Delivery and Feedback of Services	30	At every stage of service request processing, the citizen and the Call Centre will be automatically updated via email/SMS/online. Citizen can track the status of their application through the application interface at any time.	who will provide the application/functionality for updating the status to the citizen and the Call Centre?	Please refer clause 3.2 of revised RFP Volume-I
275	Vol I	Setup, Operate, Manage and Maintain Call Centre	32	Currently 60000-80000 calls are envisaged per month in the state. It may increase or decreased during the entire duration of Project. Selected Service Operator(s) shall design the Call centre Solution in a way that additional Call Centre Executive desks can be added in same or other premises without impacting services.	1. How many Inbound/Outbound calls to be performed by the Call Center agents per day? 2. Will there be fixed number of calls to be attended/performed by the call center agents?	The bidder may make own assessment and provide necessary resources to meet the project objective and SLAs

Note: Bidders are advised to refer revised RFP (vol. I, II & III) and responses to pre-bid queries.