

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
1	I	17	Point 4.6		The banks will also share the services /facilities of the Sewa Kendra being managed, maintained and operated by the Service Operator.	Kindly request clarity about on the services/facilities to be shared with the banks and any financial implication about the same	Banks shall use its own IT Equipments for their counter management e.g. Desktop, Printers & its maintenance/consumables. However the center specific common infra such as Water, Electricity, Bandwidth, UPS Genset etc shall be shared with Service Operator. Further maintaining civil infrastrucure shall be in the scope of Service Operator. The Service Operator shall not demand any type of charges from the banks.
2	I	27	Point E-II		The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit cards, credit cards etc. and deposit the same in authorized/designated banks.	Request for clarity on service charge on POS transactions.	The applicability of POS Charges shall be as per RBI guidelines. However Service Opertaor would not be liable for such amounts.
3	I	36	Section s		Devising a computerized callback/IVRS feedback system	Will the below mentioned data be available from the state portal? If not we request PSeGS to make a provision to provide below data on real time basis to service operator <ul style="list-style-type: none"> <li>• Citizen application reference number</li> <li>• Citizen contact number (Primary and Secondary)</li> <li>• Language preference</li> </ul>	Yes, the data required to enable IVRS system shall be shared with Service Operator by PSeGS

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4	I	36	Section s		Devising a computerized callback/IVRS feedback system	Who will be responsible for integrating IVRS with state portal and Suwidha systems provided by Govt.? What will be methodology used for Integration between State portal and Suwidha with IVRS?• Database dip • Webservice provided by PSeGS • Webservice provided by service operator which will be called by State Portal to share the data • Will Suwidha Kendras be connected for 6 months with IVRS	Integration shall be joint responsibility of service operator and PSeGS. The details and mechanism for integration shall be provided at the time of implementation /integration based on discussions.
5	III	76	Point 8		Courteousness to citizens below 7 marks on the scale of 0-10 (10 being highest)	On IVR, we suggest single digit input and thus scale to be revised to 0-9.By mistake while pressing 10, the delay between 2 digits could lead IVR to consider only '1' as a feedback than '10'	Courteousness to citizens below 7 marks on the scale of 0-9 (9 being highest). Please refer corrigendum.

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6	I	33	Section 5.2,xxxi		Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.	How many cameras will be monitored at any one time by PSeGS? What would be the strength of the bandwidth being provided from each center by PSeGS?	The Service Operator is required to design the centralized monitoring system in such a way so that atleast 16 cameras at any point of time can be monitored for all the sewa kendras for their concerned zone.
7	I	20 , 72	Section 5.1	Annexure 2	A 2 TB HDD is specified and specification states that it should store video for last 90 days at any point of time.	A 2 TB hard disk will only be able to store data for 90 days for 8 hours a day at suitable frame rates. Do we have to store footage only for working hours of the Sewa Kendras?	2 TB HDD is separate line item. NVR should have capability to store minimum 90 days recordings as per specifications mentioned in RFP
8	I	16			Fire Extinguisher	The fire extinguisher needs to be refilled yearly. Who will be responsible for refill of fire extinguishers?	The Service operator shall be responsible for maintenace of Fire Extinguisher as per applicable laws and requirment of manufacturer.

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9	II	11		Clause 4.3	Cost of RFP Document and Cost of Bidding 4.3.1 The Bidder shall furnish as part of its Bid, a demand draft or banker's cheque from a bank for a sum or Rs. 5,000 (Rupees five thousand), as the cost of the RFP Document. The Bidder shall upload a copy of the demand draft or banker's cheque on the E-Procurement Portal along with its Bid, and shall deliver to the PSeGS the original thereof on or before the date and time specified in the Bid Data Sheet.	RFP document has been purchased online through the e-tender portal. In such case should the bidder still repurchase the RFP by paying through Demand draft or bankers cheque to PSeGS?	In case RFP is purchased through any mode (Online/Demand Draft etc.), the bidder needs to submit the proof of purchase along with their proposal.
10	I	20	5.1.b.ii		As the citizen enters the Sewa Kendra for availing a service, a token number is provided to him / her through a token management system to be deployed by the Service Operator. The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels as provided in volume III of the RFP.	As per these 2 Clauses of RFP, Token Management System is a mandatory requirement for Sewa Kendra Operations however, as per Bill Of Material table under Clause no 5.1.a of RFP Vol.I (page 19), Token Management System has been asked only for Type I & type II Sewa Kendra and not for Type III Sewa Kendra. Please clarify whether Token Management System is required in Type III Sewa Kendras or not?	Currently Token Management System has not been provisioned in Type III sewa kendra. Service operator shall make appropriate provision to maintain the SLA and service delivery as per the RFP. However, in future PSeGS may ask Service Operator to install Token Management System in Type-III centers & payment for the same shall be made on actual basis as per rates specified in the contract signed between service operator and PSeGS.

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11	I	30	5.2.xi		Service Operator will install Token Management System (wherever applicable) with provision of allocating token numbers to citizens on first-come-first-serve basis along with token display mechanism. This System will serve as a basis for monitoring of SLAs pertaining to efficient service delivery.		
12	I	25-26	5.1.d.ii		Apart from the Sewa Kendras, the Service operator is also required to operate, maintain and manage these existing SUWIDHA Centers on AS-IS WHERE IS basis, for their respective zones, during the transition period (a cut-off date by which the SUWIDHA Centers are rechristened as Sewa Kendras in terms of operations, design, layout etc.) i.e., tentatively 6 months from the date of start of operations and management of these centers. However, this transition period may vary based upon the ground situation and as per the requirement of PSeGS. The start date of operation & management of the existing SUWIDHA centers shall be decided mutually between PSeGS & Service Operator. During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of	As per this Clause, transition period is tentatively 6 months which may vary based upon the ground situation and as per the requirement of PSeGSIt is requested that a maximum time limit may please be fixed for transition of existing SUWIDHA centers into Sewa Kendras in order to have better clarity. Clarity is also sought as to what shall happen to the surplus staff of the Suwidha Kendras after a period of 6 months.	As per RFP

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13	I	26	5.1.d.v		Service Operator shall take over the existing SUWIDHA manpower which is directly involved in delivery of citizen centric services in various capacities, on the last gross salary drawn basis. Majority of existing manpower are Computer Operators whose current average salary is Rs. 9000/- per month.	As per RFP Clause 5.1.c.vii at page 23 of RFP Vol.I, all deployed resources at Sewa Kendras must meet the RFP given minimum qualification & experience. Please clarify whether the same minimum qualification & experience requirement Clauses shall also be applicable to the existing SUWIDHA manpower to be taken over by Service Operator?	Please refer corrigendum.

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14	I	29	5.2.ix		<p>Service Operator will provide operation &amp; maintenance services for all ICT infrastructure available at Sewa Kendras for entire tenure of contract. The operation &amp; maintenance of ICT infrastructure shall include:</p> <ul style="list-style-type: none"> <li>• Maintenance of hardware, software, networking components at Sewa Kendras whether supplied by Service Operator or PSeGS</li> <li>• Installation, configuration, maintenance including upgrades/updates of system software, any other software, etc.</li> <li>• Up-keep of ICT infrastructure to meet the requirements of quality of service.</li> <li>• Resolving any bug/damage/issue in hardware, software and networking components.</li> </ul>	<p>As per this Clause Service Operator is responsible for maintenance of all software supplied by Service operator or PSeGS however as per Detailed Scope of Work (Clause 5.1.b.i) of RFP Vol.I at page 20, "Service Operator shall utilize the State Portal for delivery of services at the Sewa Kendras. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. The State Portal and availability of services and links to various other departments &amp; services shall be developed and maintained by PSeGS." It is requested that detailed clarity may please be provided that who</p>	<p>Please refer corrigendum</p>

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15	II	20	5.1.b.i		<p>Service Operator shall utilize the State Portal for delivery of services at the Sewa Kendras. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. The State Portal and availability of services and links to various other departments &amp; services shall be developed and maintained by PSeGS. The training on the State Portal shall be provided to the master trainers of Service Operators who in turn would train their deployed manpower of Sewa Kendras.</p>	<p>Service Operator should be permitted to deploy its own Software for its internal MIS &amp; operational control purpose in addition to the PSeGS provided software, where essential access should be allowed to the Service Operator .Also Service Provider should have access to State Portal data on real-time basis</p>	<p>Yes the service operator may deploy its own software for its internal MIS &amp; operational control at its own cost. PSeGS will not be responsible for any hardware/hosting requirement for such software/s.</p>



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16	II	22	Sl. No. b. Turnover		Details Required.Extracts from the audited balance sheet and profit & loss or Annual financial reports along with the certificate from the statutory auditor of the Bidder..	RFP Requires to submit Extracts from the audited balance sheet and profit & loss or Annual financial reports along with the certificate from the statutory auditor of the Bidder for the last three years ending 31.03.2015. At present, the audit exercise of annual financial statements for the financial year ending 31.03.2015 is in process and won't be completed within said timelines.Hence, it is requested to consider the financial statements for previous three financial years ending on 31.03.2014 (i.e. 2011-12, 2012-13 & 2013-14) instead of 31.03.2015 or consider unaudited provisional financial statement duly certified by statutory auditors for Financial year ending as on 31.03.2015	No change. Conditions of RFP prevail

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17	II	22	Sl. No. c. Profit-Making entity		Should be an operating profit making entity in at least 1 out of each of last 3 Financial Years ending on 31.03.2015.	At present, the audit exercise of annual financial statements for the financial year ending 31.03.2015 is in process and won't be completed within said timelines. Hence, it is requested to consider the financial statements for previous three financial years ending on 31.03.2014 (i.e. 2011-12, 2012-13 & 2013-14) instead of 31.03.2015 or consider unaudited provisional financial statement duly certified by statutory auditors for Financial year ending as on 31.03.2015	No change. Conditions of RFP prevail
18	II	29	6.1.a. AWARD OF CONTRACT		After evaluation of the Bids, a contract will be awarded to the Successful Bidder and has been determined as the L1 Bid for a specific Zone or two Zones or all three Zones, whose proposal conforms to the RFP and is, in the opinion of the PSeGS, the most advantageous and represents the best value to the Project, price and other factors considered. The Service Operator shall open an office in Chandigarh/Panchkula/Mohali within 15 days from the award of the project.	It is requested that instead of 15 days, 30 days' time should be allowed to the Service Operator to open an office in Chandigarh/Panchkula/Mohali after award of project.	Please refer corrigendum

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19	II	30	6.5.b./ Performance Bank Guarantee		In the event of the Successful Bidder being unable to fulfil its obligation or non-compliance of the terms and conditions stipulated in the Contract for any reason whatsoever, the PSeGS would have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the PSeGS under the Contract in the matter, the proceeds of the PBG shall be payable to the PSeGS as compensation for the successful Bidder's failure to perform/comply with its obligations	It is requested that in any such case, minimum 60 days' notice period should be given to the Service Operator before invoking performance Bank Guarantee (PBG). Before invoking the PBG, the Service Operator should be given an opportunity to represent its case.	No change. Conditions of RFP prevail
20	III	13	3.2.4 Appointed Date		The date on which the Authority fulfils its Conditions Precedent in accordance with Clause 3.2.3 shall be the "Appointed Date".For the avoidance of doubt, the Authority may complete the handing over of the Sewa Kendras/Site or fulfil its other obligations under Clause 3.2.3 in a staggered manner, in which case the Appointed Date shall be the date on which all of the Conditions Precedent has been fulfilled or waived.	As per Implementation Timeframe in RFP Vol.I at Page no. 40, End of Contract is = 60 months from launch of all Sewa Kendras (T3 + 60 months) & further, PSeGS also reserve the right to grant the possession in a staggered manner.Considering above, it is requested that clarification may please be provided on contract term of 63.50 months mentioned in Clause 3.4.1. of Vol.III.	Please refer SCHEDULE - VII/ para 2 on page 68 of Volume III of the RFP. Also please refer Corrigendum to the RFP

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21	III	14	3.4.1/ Term		This Agreement shall be in full force and effect for a period commencing on the Appointed Date and shall continue to be in effect, unless extended or terminated earlier in accordance with the terms of this Agreement, until the expiration of [63.50 months] commencing from the Appointed Date ("Term").		
22	III	68	SCHEDULE - VII - TERMS OF PAYMENT SCHEDULE. Sr. No .2		<p>Payment schedule for Operationalization of Sewa Kendras</p> <p>Year of Launch Payment Percentage on Monthly basis for respective type of Sewa Kendra</p> <p>Year 1 1.33% of the total value payable for each of the respective Type of Sewa Kendra (Type 1, Type 2 or Type 3) for the entire contract period, on monthly basis</p> <p>Year 2 1.50% of the total value payable for each of the respective Type of Sewa Kendra (Type 1, Type 2 or Type 3) for the entire contract period, on monthly basis</p> <p>Year 3 1.67% of the total value payable for each of the respective Type of Sewa Kendra (Type 1, Type 2 or Type 3) for the entire contract period, on monthly basis</p> <p>Year 4 1.83% of the total value payable for each of the respective Type of Sewa Kendra (Type 1, Type 2 or Type 3) for the entire contract period, on monthly basis</p> <p>Year 5 Equated monthly installment</p>	<p>As per this Clause:-</p> <p>i. In 5th year, Equated monthly instalment of the balance value shall be paid for each of the respective Type of Sewa Kendra (Type 1, Type 2 or Type 3) on monthly basis,</p> <p>ii. Year 1 for the respective Sewa Kendra shall commence from the date of launch of the concerned Sewa Kendra</p> <p>As per Implementation Timeframe in RFP Vol.I at Page no. 40:-</p> <p>i. End of Contract is = 60 months from launch of all Sewa Kendras (T3 + 60 months),</p> <p>ii. PSeGS reserves the right to grant possession of Sewa Kendras in a phased manner. In such an eventuality, though same timelines will be followed for Sewa Kendras handed over at a later stage, same contract end date for the entire project will be applicable.</p>	Please refer SCHEDULE - VII/ para 2 on page 68 of Volume III of the RFP.

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23	I	26	5.1.e.1 Transaction management for each zone		The Service Operator is required to collect money at Sewa Kendras & SUWIDHA Centers from the date of their take over and launch. The Service Operator needs to remit the statutory fees collected to the banks or the bank counters at Sewa Kendras as the case may be. The detailed Standard Operating Procedure (SOP) in this regards shall be shared with Service Operator by PSeGS	1. Is service provider required to deposit cash with bank mandated by PSeGS who is providing bank counters at Sewa Kendras? 2. Will there be any charges levied to service provider to deposit cash at Bank counters in Sewa Kendra? 3. Who will be responsible for cash management: Will it be banking partner or Service provider? If banking partner then will they provide daily MIS of cash deposition for accounting and reconciliation?	The service operator shall be responsible for all activities related to cash management. The service operator may tie up with banks identified by the PSeGS operational in the Sewa Kendras for remitting facilitation charges, however, service operator is required to deposit the statutory fees collected from citizens at banks identified by PSeGS.
24	I	32	5.1.a.xxiii		Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions for e.g., collection of bills/taxes etc. on behalf of other State departments as per the requirements of concerned State departments.	1. As per the RFP, software will be provided by PSeGS. Does that mean required reports as per the format required by Service provider such as a. Day wise b. Centerwise c. Zone wise d. Service-wise e. Mode of payment-wise etc f. will be available to Service provided on real-time basis?	As per RFP

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25	I	10			The automation of work processes including front-end (i.e. citizen facing processes) and backend processes and historical data digitization will be carried out by the respective departments. Sewa Kendras will use the automated front end processes for providing the services to the citizens, as and when, automation is achieved by the respective departments. In addition, Sewa Kendras will be used to provide services to the citizens for the departments which are still using manual processes through a common front end application.	Common front end application will be part of whose scope	Common Frond end Application will be provided by the PSeGS.
26	I	11	3.3.b		To and fro electronic transfer of data from Sewa Kendras and back offices of the departments	Will this be done via some application, CUI or email or PSeGS application?	As per RFP
27	I	11	3.3.d		Robust online management information system (MIS) reporting customized as per the needs of the departments to facilitate policy makers in quick and informed decision making.	Are those MIS to be built in from the CUI or via Service Provider /Bidder to make any software	The MIS shall be developed and implemented by PSeGS. However, Service operator may deploy its own software for its internal MIS & operational control at its own cost. PSeGS will not responsible for any hardware/hosting requirement for such software/s.
28	I	16	4.6		Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS.	Who will be responsible for the cabling , UPS & DG SET connectivity, NVR, CCTV Connectivity , and whether the bank counter desktop will be connected to Switch of the Service Provider	Kindly refer the RFP Clause No 5.2.a.xxx. (pg 33 of vol I of the RFP). Bank counter desktop may be connected to Switch of the Service Provider.

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29	I	16	4.6		Apart from dedicated counter reserved for banking services, the reception area at Sewa Kendras shall also be shared among selected Service Operator and designated banks with provisions for dedicated work stations for receptionists.	Who will be responsible for the cabling and other allied activities of those counters	As per RFP
30	I	17	4.6		Any service/facility/manpower etc. required over and above this shall be the responsibility of the bank and not the Service Operator.	Who will take care for the cabling and other allied activities of those counters	As per RFP
31	I	20			Digital Slate with Digital Pen	Kindly provide Technical Specs	The Bidder needs to provide industry standard digital slate and digital pen in line with the requirements of the RFP, operational aspects of the project, service levels, ease and efficiency of transactions.

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32	I	20	B,I		<p>Service Operator shall utilize the State Portal for delivery of services at the Sewa Kendras. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. The State Portal and availability of services and links to various other departments &amp; services shall be developed and maintained by PSeGS. The training on the State Portal shall be provided to the master trainers of Service Operators who in turn would train their deployed manpower of Sewa Kendras.</p>	<p>How many centres will be exposed to the state portal and how many will be out of this , how is this supposed to be managed with the split option for the MIS and other related activities of tracking SLA's etc</p>	<p>As per RFP</p>



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33	I	25 , 26	D, ii		During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of the district. After the successful completion of transition phase, these Suwidha Centers will be declared as appropriate Sewa Kendras, as the case may be. New hardware in accordance with the type of Sewa Kendra will be installed by Service Operator.	Do we need to consider the budget for the new hardware in the existing SUWIDHA Kendra and what would be the numbers what happens to the existing assets . Whether these Kendras would be in addition to 2147 centers. Incase the transition takes longer than 6 months, then who will be responsible to replace hardware in the said Suwidha Kendras if the same becomes non functional.	As per RFP
34	I	26	E,I		Transaction management for each zone	Whether MIS for the transaction is to be maintained offline or online	The data as generated from the software related to transactions shall be made available to service operator. The Service Operator is required to maintain online reports as well as offline manual reports.
35	I	30	Xiv, and xv		Service Operator will be responsible for printing application forms for which the service operator would charge INR 1 per page to the citizen. The service operator will display these charges in the Sewa Kendras.	Whether this provision of charge is made in the system for those charges and included in financial MIS	The Service Operator shall be responsible for the maintaining the data related to sale of the application forms.
36	I	31	Xxi		Service Operator will maintain department wise "DAK Register" for maintaining comprehensive records for all incoming and outgoing documents exchanged with each department.	Is there a provision of Online DAK register or whether it has to be maintain in offline mode.	As per RFP

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37	I	32	Xxiii, xxiv, xxv		Service Operator will maintain comprehensive transaction wise records and control mechanism for all cash receipt transactions for e.g., collection of bills/taxes etc. on behalf of other State departments as per the requirements of concerned State departments --Service Operator will submit daily/weekly/monthly MIS reports as per template & mechanism required by the PSeGS from time to time. Some of these reports shall be made available on the State Portal by PSeGS.	Are those reports to be built Online or Offline Manual Reports, as there is a cost attached to maintaining office line manual reports.	The data as generated from the software related to transactions shall be made available to service operator. The Service Operator is required to maintain online as well as offline manual reports. However, Service Operator is required to submit required hard copy of reports to PSeGS as and when required. PSeGS will not responsible for any hardware/hosting requirement for such software/s.
38	I	36	S		Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator.	From where will we get the data for IVRS	The data would be made available through the system provided by PSeGS
39	I				General : For all the SLA , MIS and IVRS requirement	For all the SLA , MIS and IVRS requirement can we have a parallel App deployed on the SDC and have the data captured for Operational requirement	The data will be made available by PSeGS for such purposes. PSeGS will not be responsible for any hardware/hosting requirement for such software/s.

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40	Volume II Page no 58	58			We also confirm to provide any additional functionality in the system not specifically mentioned in RFP but which will be agreed during system study/blueprinting stage.	This needs to be understood in more details since it will have financial impact based on specifications / requirement . So requesting PSeGS to remove this Clause or provide detailed specifications of future requirements.	As per RFP. Financial impact, if any , would be addressed in accordance with terms and conditons of contract.
41	I	91-92		Annexure 8 , 8A and 8B	Tentative Electrical Plan	Tentative Electrical Plan for Type 1 Sewa Kendra is missing and Type 2 and type 3 are identical. Kindly provide and advise electrical plan to follow	The bidder may visit Type 1 Sewa Kendra to understand the requirements.

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42	I	16		4.6	Sewa Kendra will have minimum number of counters as mentioned above to be made operational by the Service Operator. Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensues that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks. Apart from dedicated counter reserved for banking services, the reception area at Sewa Kendras shall also be shared among selected Service Operator and designated banks with provisions for dedicated work stations for receptionists. The Sewa Kendras will	it is requested to clarify the followings:- In order to calculate the cash management cost for the bid, we would like to know the transaction charges these Bank (who have counters within Sewa Kendra) will charge from Service Operator for handling cash collection/ cash deposit of Sewa Kendras, if any? As the Sewa Kendras may be equipped with ATMs/Micro ATMs of the respective bank, who will be responsible for security of these ATMs/Micro ATMs? Since Banks will share the common infrastructure of the Sewa Kendra to be maintained by Service operator, please confirm the operating schedule ( i.e. working days/ working hours) of the banks. Who will be responsible for taking insurance covers for the assets and cash pertaining to the banks?	All activities and cost related to cash management would be responsibility of service operator. Banks would be responsible for safety, security and insurance of the infrastructure provided by the banks at SEWA Kendras. The Operating hours of banks would be as per norms of the banks and RBI guidelines.

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43	Not in RFP				General Clause	It is suggested that considering the highly service delivery oriented project, some benchmark should be fixed to eliminate frivolously low financial quoted bids (in comparison to other participant bidders) in order to have fair competitive bidding among quality bidders only It is suggested that following Clause should be added in the Bid Evaluation Section:- "Financial proposals that have 'Total Financial Proposal for a Zone' less than 30% of the average "Total Financial Proposal for that respective Zone" will be disqualified ["Average Total Financial Proposal for" will be computed by adding "Total Financial Proposal for the respective Zone" of all technically qualified bidders for the respective zone and dividing the same by the number of	No change. Conditions of RFP prevailed
44	I	23-24			Desired Skill set / Qualification proposed within RFP by PSeGS	Kindly clarify meaning of "relevant work experience" and request you to release this condition as the availability of candidates with relevant experience can be a challenge	Relevant experience means any relevant experience of handling service delivery as per the defined position /role in the RFP.

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45	I	25	Reference(s) (Section & Page Number(s))		Details of deployed Manpower / Training / Provided / Attendance	Request to add a Clause of non-movement of Sewa Kendra staff from one zone to another zone in case multiple service providers are selected across zones.	No change. Conditions of RFP prevailed
46	I	14		Clause 4.1	From operational perspective of this Project, the State has been divided into 3 zones with each zone comprising of 7-8 districts. The details of these zones are given below.	Please mention the number of completed sewa kendra/other suwidha centers which are ready for handover and service operator can start working just after signing of contract.	Civil Construction of all SEWA kendras has been completed. Internal furnishing is in process.
47	I	16		Clause 4.6	From operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks. Apart from dedicated counter reserved for banking services, the reception area at Sewa Kendras shall also be shared among selected Service Operator and designated banks with provisions for dedicated work stations for receptionists.	Clarity required on the how the operations will be shared with bank. Banks scope of work needs to be mentioned clearly in this regard.	As per RFP
48	I	17		Clause 4.7	All the existing front end service delivery centers like SUWIDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS - WHERE IS basis.	It is PSeGS's responsibility to ensure availability of all items mentioned in Clause 4.5 in working condition before hand over these centers to Service operator	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
49	I	17		Clause 4.9	Service Operator will be responsible for liaising with Internet Service Provider for fault rectification	Service operator will not be responsible for any delay from ISP in rectification of faults. These delays will not be considered under SLA of Service Operator.	As per RFP
50	I	19		Clause 5.1	In addition, the Service Operator will also be responsible for all updates, patches, service packs etc. for the entire duration of contract period	Whether Service operator will be only responsible for all updates, patches, service packs etc. which comes under AMC of OEM's and restricted to Version upgrade of operating software . Please clarify whether Up gradation / Maintenance of citizen service applications will be taken care by PSeGS.	PSeGS shall be responsible for maintainance of citizen service application software or any other software/ solution provided by PSeGS only.
51	I	20		Clause II	The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity for tracking the service levels	PSeGS will intimate service operator well in advance if any specific format/API is required from operator on token management system.	Integration shall be joint responsibility of service operator and PSeGS. However, the service operator shall be required to ensure the compatibility with the software provided by PSeGS.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
52	I	22		Clause V	The Service Operator will be required to maintain a reserve pool of adequate manpower at each District Headquarter in order to maintain uninterrupted operations of all type of centers.	Request to quantify the number of adequate resources to be considered per district by service operator since it will impact financials and SLAs. Does the Service Operator need to employ suitably qualified HR, Admin, Security, Finance, IT, etc Managers to oversee smooth operations which	The Service Operator is required to make its own assessment in accordance with good industry practices.
53	I	25		Clause X	The Service Operator shall arrange to hold periodic training workshops for improving the skills of the counter operators in proper and efficient usage of the system and its day-to-day operation. The training must also focus on citizen relationship management. The workshops shall cover all the counter operators at least once in 6 months without impacting the operations of centers.	We request to restate this Clause as "the service operator shall arrange to hold training workshops of counter operators once in a year. Apart from this training if any new module or services is added in the centers the service operator will conduct training accordingly on those new services.	No change. Conditions of RFP prevail
54	I	25		Clause d) i	The Government of Punjab is having 161 SUWIDHA Centers across the State which are running successfully.	The zone-wise distribution of number of counters is given in RFP instead of no. of SWIDHA centers. Request you to provide the zone-wise distribution of SUWIDHA centers.	Please refer corrigendum.



Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
55	I	26		Clause V	Service Operator shall take over the existing SUWIDHA manpower which is directly involved in delivery of citizen centric services in various capacities, on the last gross salary drawn basis. Majority of existing manpower are Computer Operators whose current average salary is Rs. 9000/- per month.	This Clause needs to be waived off or please provide details such as: What is the total number of staff? How many of these are computer operators, supervisors, etc.? What is their average qualification and experience level? What if, any of the Suwidha Center's employees could not perform as per the expectations? Who will terminate additional staff after 6 months of operations - what does their Service Contract state about termination / notice periods, etc? These have legal implications and could lead to legal expenses for the Service Operator.	As per RFP.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
56	I	33		Clause (b)	Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at zero value in working condition and acceptable to PSeGS.	Request to restate as "Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at zero value in working condition." The term 'acceptable' is open ended and not defined and is left to an individuals interpretation.	The term "acceptable" refers to an ability of the relevent asset to be able to operate at the levels contemplated under the contract. Acceptance shall not be unreasonaiibly withheld.
57	I	76			Only a couple of departments have achieved computerization of their back offices	Please provide Tech specs of all those departments where back end systems are already computerized and/ or are in-progress, it would be required to assess the integration possibilities/ options with the front end.	As per RFP
58	I	76			Only a couple of departments have achieved computerization of their back offices	For all those departments where back end computerization is still not initiated, tech specs and SOP defined by the service operator to be followed strictly to ease the integration with front end	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
59	I	18		Clause 4.10 - c	The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen & the service shall be captured. The detailed requirement for each of the service and its delivery shall be finalized by Service Operator with PSeGS.	What is the timeline for requirement finalization? Kindly provide All the departments the service flows and the list of required documents for each service	As per RFP
60	I	39		Clause 6.3 g	Providing necessary ICT hardware at data center required for hosting common user interface/application software.	We request Govt to allow service provider to host own developed CUI and application software for purpose of MIS in state data centre and access to same	As per RFP
61	I	11		Clause 3.3 d)	Robust online management information system (MIS) reporting customized as per the needs of the departments to facilitate policy makers in quick and informed decision making.	What are the reports required, is this supposed to be made available for all the services across all locations in one place, what if any of the services are down from e District , SSDG , Suwidha, how is same supposed to be handled? Who will be SPOC for resolving the same?	The MIS shall be developed and implemented by PSeGS. However, Service operator may deploy its own software for its internal MIS & operational control at its own cost. PSeGS will not responsible for any hardware/hosting requirement for such software/s.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
62	II	28		Clause h)	Final payment will be settled/made within 60 days of the receipt of invoice along with supporting documents, subject to: 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.	The cycle of 60 days is too long. It should be reduced to 30 days	No Change, conditions of RFP prevail
63	II				Cap-ex requirements	As this is a Capital Intensive project and the cost of the Hardware forms the major component of the Capex it is requested to have a provision for giving a Mobilisation advance to the Service Provider (may be to the tune of 40-50% of his Capex value) and the same may be adjusted during life of the project against the payments to be claimed by the Service Provider	No Change, conditions of RFP prevail
64	III	13		Clause 3.2.5	Damages by Service Provider	Penalties prescribed in the RFP are high and need to be toned down. Clause should be applicable to either party .	Please refer Corrigendum to the RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
65	III	21		Clause 5.6	Disclaimer	This Clause is open ended and needs to be clarified.	No Change, conditions of RFP prevail
66	III	35		Clause 11.4	Termination for convenience	The lock-in period should be increased from 1 year to 3 years	Please refer Corrigendum to the RFP
67	III	35		Clause 11.4	Termination for convenience	Service Operator should also be given a right to terminate the agreement for convenience.	Please refer Corrigendum to the RFP
68	III	21		Clause 11.4	Termination	After the lock-in period of one year, PSEGS can terminate the Agreement in whole or part without assigning reasons by giving 180 days prior written notice to Service Operator. We propose that there should be a separate schedule for computation of the compensation to be paid to the Service Operator towards wind-down costs considering the huge amount of investment and termination occurring without assigning any reason.	Please refer Corrigendum to the RFP
69	III			Clause 6.4 a	Assets	There needs to be a differentiation between assets supplied by PSEGS and the one supplied by Service Operator considering that at the end of the contract, the assets need to be transferred to PSEGS.	Please refer Corrigendum to the RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
70	III	27		Clause 8.2	Invoicing and Settlement	The Service Operator should also be entitled to retain any government charges apart from the proportionate revenue share.	Please refer Corrigendum to the RFP
71	III	27		Clause 8.2	Invoicing and Settlement	The time frame provided for the Service Operator to raise Invoices (monthly) and payments to PSEGS (fortnightly) should also be synchronized. The penalty of 18% is high, it should be reduced to 12%.	Please refer Corrigendum to the RFP
72	III	28		Clause 8.2 (i) (l) (h)	Invoicing and Settlement	Any delay above 60 days will attract interest as mutually agreed between the Parties. It is currently mentioned that we will be entitled to 1%. This need to be increased to 1.5% so that it correlates to the penalty that the government will be imposing on the service provider.	Please refer Corrigendum to the RFP
73	III	34		Clause 11.1	Termination-Material Breach	The period to cure the material breach by the winning bidder should be increased from 30 days to at least 60/120 days considering the term of the agreement and the high expenditure to be incurred by the winning bidder towards CAPEX etc.	Please refer Corrigendum to the RFP

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74	III	30-32		Clause 10	Events of Force Majeure	Payment obligations of PSEGS and political events should be excluded from events of Force Majeure.	Please refer Corrigendum to the RFP
75	III	37		Clause 12.4	Indemnity	In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses. In Clause 12.3, reference to 12.1 needs to be removed. In Clause 12.4, exception carved out to Clause 12.1 needs to be removed.	No Change, conditions of RFP prevail
76	III	41		Clause 15.2	Intellectual Property Rights	If the Bespoke development includes pre-existing IP of the Service Provider then clarity required on the further developed IP. Service Provider needs to be paid for bespoke development.	No additional payment shall be made.
77	III	68	Section VII		Terms of Payment Schedule	Schedule VII to include details of compensation payment.	RFP Vol. III, Clause 11.2.iii stands deleted. Please refer Corrigendum to the RFP
78	III	22		Clause 6.1	Obligations of PSeGS	Obligations of PSEGS should be elaborately enlisted and for breach of the same by PSEGS the Service Operator should be entitled to penalty.	Please refer Corrigendum to the RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
79	III	80			Penalty	No penalty for first 3 months from launch of respective sewa kendras. This needs to be increased to 6 months. No stoppage of payments on account of penalties.	Please refer Corrigendum to the RFP
80	II	13,16		Clause 4.9 and 4.18	Bidding Process	in case of amendment of RFP, the bidder should have a right to withdraw from the bid instead of only having a right to amend the bid.	The amendment of the RFP shall be undertaken upto last date of submission of bid as extended from time to time.
81	I	15		Clause 4.3	About Sewa Kendras	We need clarity on the handing over procedure of sewa kendras by the PSEGS.	The procedure of handing over SEWA Kendras shall be shared with the selected service operator prior to handing over of possession.
82	NA				Financial Bid files for zones	Reference to Sheet "C.Form III" and row 16, pt 6 and row 17, pt. 7, values are not getting calculated (Formula missing).	Please refer corrigendum.
83	I	24			Assistant District Program Manager	There is a provision for Assistant District Program Manager in the RFP. However the same has not been considered in the Financial bid formats	Please refer corrigendum.



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84	III				In case of default in ensuring delivery of quality services to citizens, following penalties shall be applicable for each zone separately- Operate maintain and manage Sewa kendra	Will the Service provider have real time access to the data of state portal and Suwidha application including CUI which will be provided by Govt.? For all data points that will be required to measure and manage service level. If not how and What will be the frequency of sharing this information? Requesting you to provide permission to the service operator to host a CUI interface or appropriate software application at State Data center for MIS Purpose and to manage service level , meet operational requirements along with permission to access data of State level Portal and Web Suwidha Software.	The data will be made available by PSeGS for such purposes. PSeGS will not responsible for any hardware/hosting requirement for such software/s. Also please refer Corrigendum to the RFP
85	III			Schedule - VII	N/A	We need to have a right to terminate the agreement if there is a breach by PSeGS and the same is not cured within the prescribed cure period and in such a case we should be entitled to compensation as per the Schedule VII.	No Change, conditions of RFP prevail

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
86	III				MSA Article 9(1) (i) The Service Operator shall pay for <i>all other taxes in connection with this Agreement</i> , Scope of Work and any other engagement required to be undertaken as a part of this Agreement, including statutory dues, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties.”	Kindly clarify whether the applicable taxes including VAT and Service Tax would be charged on the invoices raised on the government.	The Service Operator would be liable to pay taxes as per applicable law.
87	III	27			MSA Article 8.1 (ill) For the avoidance of doubt, it is expressly clarified that the payments shall be deemed to include all ancillary and incidental costs and charges arising in the course of delivery of the Services including consultancy charges, infrastructure costs, project costs, implementation and management charges and all other related costs including taxes which are addressed in this Clause.	Kindly confirm the taxes referred to in this Clause since it is unclear on which taxes are being addressed.	The Service Operator would be liable to pay taxes as per applicable law.
88	II	81,86,91			<b>Instruction to Bidders:</b> Annexure-IV-B: Financial Format for all Zones	Kindly clarify whether all applicable taxes including VAT and service tax would be included in the format depicted in Annexure IV B	The Service Operator would be liable to pay taxes as per applicable law.

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89	II	28		Article 5.5 (c)	<b>Instruction to Bidders:</b> The price quoted in the Financial Proposal will be all inclusive and will include, <i>inter-alia all taxes including service tax and incidentals</i> and all other expenses, etc. In case of any change in taxes during the course of the Project, the price shall be adjusted accordingly.	Kindly clarify whether the applicable taxes including VAT and Service Tax would be included in the price quoted in the Financial Proposal since these taxes would be charged on the invoices raised on the government	The Service Operator would be liable to pay taxes as per applicable law.
90	I	76		Annexure 3	SUWIDHA (Single User Window Disposal Help Line for Applicants): This is one of the early initiatives of e-Governance in Punjab to provide G2C services in a time bound manner. This project was conceived and implemented with the sole purpose of providing citizens single point receipt and delivery of various services related to various departments. The government fee for the respective services is accepted at the counter and services are delivered in a pre-defined time period. Presently 157 SUWIDHA Centers till sub-tehsil level are operational to provide more than 36 Public services at District/Sub Division level.	As the Sewa Kendra project has been envisaged that initially approximately 223 citizen centric services will be rendered through these Sewa Kendras but currently only 36 services are being provided through existing SUWIDHA Kendras. In this regard, we request that following clarifications may please be provided:- 1. What is the time plan to start delivering rest of the 187 (223-36) services through Sewa Kendras? 2. What are the facilitation charges (finalized/ proposed) for these 187 services?	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
91	III	27		8.2)i)f)	The Service Operator will reconcile & settle the money so collected and deposited on fortnightly basis. Any surplus money after retaining his proportionate charges, will be transferred to Authroity designated bank account on fortnightly basis i.e. on 5th & 20th of every month, failing which an interest @ 18% (eighteen percent) per annum will be levied on the due amount.	In the absence of Facilitation Charges for all Services & Service Wise expected Volume, we are not able to to the necessary financial calculation. Please provide facilitation charges & expected volume for all 223 services.	Please refer to RFP Vol. I, Annexure 8 for facilitation charges of 41 services. State Government shall fix facilitation charges for various services to be delivered through SEWA Kendras in due course of time. Also please refer Corrigendum to the RFP

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92	I	18		4.10.c	<p>The overall service delivery framework of Sewa Kendra would be mix-match of delivery of services which are ready for e-service delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen &amp; the service shall be captured. <u>The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS.</u></p>	<p>We request that clear scope for Service Provider should be defined with respect to the phrase, “The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS”.</p> <p>We assume that Service Operator shall not be involved anywhere in Backend Computerization process so we request to clarify that what are the expectations from Service Operator in this regard?</p>	As per RFP

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93	III			11.4	On or after the one year of the Operational Readiness Certificate date, the Authority reserves the right to modify the Scope of Work, by prior written notice of 180 days, at any time for its convenience. The notice of termination shall specify that termination is for Authority convenience, the extent to which Scope of Work under the Agreement is modified, and the date upon which such modification becomes effective. In such event, the Service Operator shall perform its obligations under the Agreement as per the modified Scope of Work. The Authority would pay to the service operator eligible due payment for services performed till the last day of the notice period after approval of competent authority.	Any change in scope of work is an open ended clause. We request that any change in scope of work should be done with mutual consent only and should not be imposed arbitrarily.	Please refer Corrigendum to the RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
94	I	17		4.9	PSeGS will provide broadband or any other feasible internet connectivity to all Sewa Kendras through the Internet Service Provider appointed by PSeGS. However, the Service Operator will be responsible for liaising with Internet Service Provider for fault rectification	Getting uninterrupted internet connectivity in rural areas is always a challenge. Even ISPs (Internet Service Providers) do not respond to the fault rectification promptly. This may affect the service delivery performance level of the Service Operator. It is suggested that in order to avoid any dispute among PSeGS, Service Operator & ISP, PSeGS should put a framework in place to identify the actual reasons of non-availability of network connectivity at any point of time.	PSeGS shall provide primary connectivity at all SEWA Kendras. However, Service Operator may obtain secondary connectivity at their own cost for smooth operations and to meet required SLAs as per contract. PSeGS would not be responsible for any cost related to secondary connectivity/bandwidth.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
95	III	####		Clause 3.1	<p>3.1.1. Subject to and in accordance with the provisions of this Agreement, the Applicable Laws and the Applicable Permits, the Authority hereby grants to the Service Operator the exclusive right, licence and authority to operate, maintain and manage the Seva Kendras during the Term in accordance with the terms of this Agreement.</p> <p>3.1.2 Subject to and in accordance with the provisions of this Agreement, the rights hereby granted for the Term shall oblige or entitle (as the case may be) the Service Operator to:</p> <p>(a) operate, maintain and manage, the Sewa Kendras in terms of the Scope of Work;</p> <p>(b) perform and fulfil all of the Service Opeartor's obligations under and in accordance with this Agreement; and</p> <p>(c) bear and pay all costs, expenses and charges in connection with or</p>	<p>Following shall be required from the PSeGS by Service Operator for running the operations in the Sewa Kendras at the time of contract signing:-</p> <p>1. All requisite licences &amp; permissions covered under Labor Department e.g. Shop &amp; Establishment Act, Factory Act, Contract Labor (e.g., Form V required under CL&amp;RA for manpower deployment) or any other applicable laws related to premises of Sewa Kendras etc.</p> <p>2. Any other licenses/Permissions/ consent from any other department required to make the premises operational.</p>	<p>These licences and permissions and consents are required to be obtained by the Service Operator. To the extent, that any such consents, licences and permisisions are to be obtained in the name of PSeGS, The Sevice Opertor shall provide all requisite documentation to PSeGS.</p>



Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
96	III B	79			<p>Method of Measurement</p> <p>2. Measured from the time a token is issued to the time when stakeholder leaves the counter and/or logs generated, as the case may be.</p>	<p>AS per RFP, Average time spent shall be calculated from the issuance of Token that means it has been assumed that at any point of time, there will be no queue in the center and citizen after getting the Token shall directly head to the service counter.</p> <p>But if, due to some seasonal requirement or unexpected rush due to some other reason there is queue of citizens in the center than calculating 'Average Time Spent' on the basis of Token Issue Time shall lead to the abnormal calculation. Please clarify.</p>	<p>No Change, conditions of RFP prevail</p>

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
97	III	80			<p>Note:</p> <ul style="list-style-type: none"> <li>• Above SLAs shall be calculated for every month for all services handled through all Sewa Kendras.</li> <li>• The final SLAs shall be calculated on the basis of gross average SLAs after summing of all debit/credit points accrued during the month. Any net credit of points shall not be carried over for subsequent months.</li> <li>• The applicable penalty on the gross average SLAs for the month shall be levied as below: <ul style="list-style-type: none"> <li>o Baseline: No Penalty</li> <li>o Lower Performance: 0.5% of Monthly payout</li> <li>o Breach: 5% of monthly Payout. In case of continuous breach of 3 months, PSeGS reserves the rights to terminate the contract.</li> </ul> </li> <li>• In future, more SLAs may be defined with mutual agreement of PSeGS and Service Operator.</li> <li>• In any case, overall total deduction from the payment due to Service</li> </ul>	<p>It is suggested that in case of Inter-Dependent SLAs, only base SLAs should be considered for penalty calculation. Service operator should not be penalised twice for one SLA failure. For example, if a Type III center is not operational due to non-availability of manpower ( which is 1), Service Operator should be penalized for Non-Availability of Manpower only and should not be charged for both i.e. (i) Non availability of Manpower &amp; (ii) Non operationalization of Center or (iii) counter not functioning. Please provide the necessary clarification.</p>	No Change, conditions of RFP prevail

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98	I	Last Paragraph		Last Paragraph	Against this backdrop, it will be incumbent upon the selected Service Provider to design suitable front-end applications to deliver the entire set of 223 services as identified by the Department of Governance Reforms. These services involve considerable transaction volumes and will provide a critical mass for making a significant impact on the lives of ordinary citizens.	Does this mean Service provider has to develop Front end application? Please provide clarification.	PSeGS shall provide front end application software
99	III	40			3. Operational readiness and Acceptance T2 (Within 60 days from the date of possession)  4. Launch of Sewa Kendras after Approval from PSeGS T3 (Within 15 working days of T2)	Please clarify whether Service Operator need to take approval twice from PSeGS i.e. once as operational readiness acceptance & than again for Launch of Sewa Kendra. If yes, it is requested that PSeGS verification process strategy for granting approvals for 2147 Sewa Kendras may please be shared.	Acceptance criteria/strategy shall be shared with selected service operator.

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100	III	29	8.2 h		Final payment will be settled/made within 60 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.	Considering the huge monthly obligation towards direct manpower payments by Service Operator, we request that following changes may please be made in the payment terms:- 1. 85% invoiced payment should be released to the Service Operator within 30 days after submission of invoice & 15% can be released in next 30 days after checking of supporting documents & necessary verification. 2. To avoid any delay in invoice processing, it is suggested that any penalty deductions should be made from the subsequent month payment e.g. any applicable deduction for May month should be deducted from the June month payment. It will provide enough processing time to PSeGS for necessary validation & verification of invoices and will not cause any unnecessary delay	Please refer Corrigendum to the RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
101	III	16-17		Clause 3.7.III	If the Service Operator fails to complete the Operational Readiness within [180 days] of the Appointed Date for any reason whatsoever, Notwithstanding anything contrary contained in this Agreement, this Agreement shall be deemed to have been terminated by mutual consent of the Parties. Upon such termination, all rights, privileges, claims and entitlements of the Parties under or arising out of this Agreement shall be deemed to have been waived by, and to have ceased with the concurrence of the Parties. Upon termination, the Authroity shall be entitled to encash the Performance Bank Guarantee and appropriate the procceds thereof as Damages; provided, however, that if Operational Readiness is not completed for the reasons solely attributable to the Authroity or due to the Force Majeure, it shall, upon termination, return the Performance	It is requested that in any such case PSeGS should pay to Service Operator the following payments towards:- i. any infrastructure invested by Service Operator, ii. all charges for Services provided and any Deliverables, Services and/or system (or part thereof) Service Operator delivers upto such termination, and iii. reimbursable expenses Service Operator incurs upto termination, if any.	No Change, conditions of RFP prevail

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102	SUWIDHA A	SUWIDHA		SUWIDHA		<p>As per Note 1 of notification no. 5/27/2014-2 GR-2/425953/1 dated 02/03/2015 regarding notified services under Right To Service Act 2011, “In case of services sought from SUWIDHA Centre, an additional period of two days would be added to the above said given time limit and in such cases the Designated Officer and the In-charge of the Suwidha Centre, as the case may be, would be jointly and severally responsible for the delivery of such service.”</p> <p>We request to clarify if the same Clause shall be applicable to Sewa Kendras? If yes, we request that PSeGS should get the notification amended that Sewa Kendras shall be liable only for front end processing &amp; should not be liable “jointly and severally”.</p>	Yes, the same shall be applicable to SEWA Kendras also.

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103	III	80	Point 6	Annexure IV	PSeGS reserves the right to procure the goods and/ or services, in whole or in part or in excess, as listed by the Bidder in its Financial Proposal. No adjustment of the Contract Price shall be made on account of any variations in costs of labor and materials or any other cost component affecting the total cost in fulfilling the obligations under the Agreement.	Currently the economy is going through major labor reforms. Major changes in minimum wage structure are expected. We request that a maximum cap to such changes should be fixed. We suggest that any change in Minimum wage during contract period in excess of 8% per calendar year should be compensated to the service provider on actual.	No Change, conditions of RFP prevail
104	I	33		Clause 5.2 a) xxx	Sewa Kendras will be equipped with electrical cabling and conduit pipes as per the requirement of the centers. Service Operator will be responsible for network cabling, for laying LAN cabling for connecting all IT & non-IT infrastructure	For LAN cabling if we find the already laid conduits chocked or damaged what would be next action plan on that? How department will get the same corrected at the time of cable laying. The conduit are covered with plaster/flooring.	As per RFP

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105	II	18	Point f	Clause 4.19.2	Where the Bidder is a single entity, it may form an appropriate Special Purpose Vehicle along with its associate, incorporated under the Indian Companies Act 1956/Companies Act, 2013 (the "SPV"), to execute the Contract and implement the Project. However, in case of Consortium it would be essential that Consortium Members shall form SPV to execute the Contract and implement the project	As per our understanding "Single Entity "is permitted to bid and can form SPV post winning the bid to execute the contract & implement the project. Single entity should have controlling stake ( more than 50%) in SPV. Single entity can take other company/companies to form SPV where Single Entity may not be having any stake in other company/companies. It is not mandatory to disclose details in bid response of "other company/companies " with whom Single Entity may want to form SPV . Kindly confirm if our understanding is correct or wrong. Also provide clarity on method ,terms of forming SPV by Single Entity and documents which bidder would need to include in Bid response related to same.	Please refer corrigendum.



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106	I	56		Anenxure II, Technical Specificati ons, Desktop	1.Desktop should be IEEE certified and compatible compliances . 2. Desktop should be fulfil all compliance of quality ISO9000; 90001	IEEE is specification of LAN Card which is now part of all in one mother board. Separate specification are not mentioned for same .Due to which Some OEM does not make these specifications as part of their standard Data Sheets. ISO 9000:9001 is not provided for the product. In such case can we submit ISO certification of OEM Can we submit the same in the form of 'Declaration' from the OEM, if not available in their Data Sheet?	As per RFP
107	I	58		Anenxure II, Technical Specificati ons, Printer	Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop	Data sheets of printer or Scanner may not show that printer/scanner is compatible to all operating systems which are being asked in RFP since Data sheets are being published at the time of launch of the products and device drivers supporting operating systems are released subsequently as and when Operating system is launched . Can we submit declaration from OEM stating Printer would be compatible with Microsoft Windows (XP/Vista/7/8/10 & Higher Version)	As per RFP

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108	I	59		Anenxure II, Technical Specifications, Scanner	. Scan Technology : Charge Coupled Device (CCD) • Scan File Formats : BMP, JPEG, GIF, TIFF, TIFF compressed, PNG, PDF, JPG, RTF, TXT, UNICODE, HTM, DOC and other Common formats	Similar to above.OEMs have conveyed that this specification is not on their standard data sheet. Can we provide the same by way of providing proof from OEM that they are using CCD technology and proof that PNG, UNICODE scan file format is being supported.	Please refer corrigendum
109	I	59		Anenxure II, Technical Specifications, Scanner	• Bit Depth- 24 bit	There is single number specification of 24 width has been provided. Can we supply a scanner with 48 Bit Depth? We understand that this will not be treated as Deviation.	Minimum specifications has been provided in the RFP.
110	I	59		Anenxure II, Technical Specifications, Scanner	• Operating Systems Support Required: Compatible with Microsoft Windows (XP/ Vista/ 7/8/10 & Higher version) and O/S of the quoted model of the Desktop.	Data sheets of printer or Scanner may not show that printer/scanner is compatible to all operating systems which are being asked in RFP since Data sheets are being published at the time of launch of the products and device drivers supporting operating systems are released subsequently as and when Operating system is launched . Can we submit declaration from OEM stating Printer would be compatible with Microsoft Windows (XP/Vista/7/8/10 & Higher Version	As per RFP

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111	I	61		Anenxure II, Technical Specificati ons, UPS		items are not industry generic and narrowed down to specific brands:- i) Output Voltage - Range, ii) Output Voltage -Distortion, iii) Crest Factor iv) Backup Time v) Protection SMART RS 232 & vi) Credentials We request to remove these specifications or accept the same in the form of Declaration from the respective OEM We request that submission of Type Test Certificate (TTC) should be allowed at installation stage only and should not be a pre requisite with bid submission. Since TTC is issued by the Government laboratory/ Government Approved Laboratory in their standard format which may not cover results for each & every specifications given in the RFP. Please allow to accept the standard TTC of any Government	As per RFP

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112	I			Anenxure II, Technical Specifications, Digital Camera with Tripod Stand		Some of the generic specifications such as Shooting Modes- Auto, Portrait, Landscape, Night Snapshot, Indoor, Low Light, Long Shutter, Movie, Documents etc. are not part of OEM's standard Data Sheets. Can we submit the same in the form of 'Declaration' from the OEM, if not available in their Data Sheet?	As per RFP
113	III	37	12.3		The liability of Service Operator (whether in contract, negligence, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Annual Contract Value (to be calculated based on the Total Project Cost as mentioned in Schedule VII of this Agreement ). The liability cap given under this Clause 12.3 shall not be applicable to the indemnification obligations set out in Clause 12.1 and breach of Clause 12.4 and 13.	Indemnification obligations set out in Clause 12.1 and Confidentiality (clause 13) have been kept outside the scope of overall liability cap of Annual Contract Value. It is suggested that both these clause no i.e. 12.4 & 13 of the RFP should also be within the overall cap of limitation of liability. The overall liability cap of Service Operator should not be more than Annual Contract Value in any case	Please refer Corrigendum to the RFP

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114	III	29	9.1		The Authority shall be responsible for withholding taxes from the amounts due and payable to the Service Operator wherever applicable. The Service Operator shall pay for all other taxes in connection with this Agreement, Scope of Work and any other engagement required to be undertaken as a part of this Agreement, including statutory dues, but not limited to, property, sales, use, excise, value-added, goods and services, consumption and other similar taxes or duties.	Taxes are statutory dues & are paid strictly as per the applicable legal provisions of the respective act. It is suggested that any tax/ Statutory payment made in connection with this project by Service Operator to any Government Authority should be reimbursed by the PSeGS.	The Service Operator would be liable to pay taxes as per applicable law.
115	III	32	10.6	10.6.(ii) B	upon occurrence of an Other Events of Force Majeure, all Force Majeure Costs attributable to such Other Event(s), shall be borne by the Service Operator. For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event.	It is suggested that in such event, any abnormal Force Majeure cost, incurred by the Service operator for maintaining continuity of this project should be compensated by the PSeGS	Please refer to RFP Vol. I, Annexure 8 for facilitation charges of 41 services. State Government shall fix facilitation charges for various services to be delivered through SEWA Kendras in due course of time. Also please refer Corrigendum to the RFP

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116	III	27		Clause 8.2. i. b	Invoice and Settlement	We request you to kindly work out/provide the Facilitation Charges to be charged (per Service-wise) before the Bid Submission	Please refer to RFP Vol. I, Annexure 8 for facilitation charges of 41 services. State Government shall fix facilitation charges for various services to be delivered through SEWA Kendras in due course of time. Also please refer Corrigendum to the RFP
117	III			Clause 8	Invoice and Settlement	The capital expenses to be incurred by the services provider should be paid upfront as Elections are due in early 2017 and new Government formed may take a different view of the project and at least the capital expenses of the bidder should be taken care of.	No Change, conditions of RFP prevail
118					Number of application zone wise	Can we have the number of application processed zone wise for last six months (It becomes significant while doing pricing zone wise)	Please refer Annexure 6, Vol 1 of the RFP.
119					Preference to the Bidder who quote for 3 zones	Even, if it is not mentioned in RFP, we request you to please provide clarity, if any preference will be given to the bidder quoted for all the zones in comparison of the bidder, who has quoted for single or two zone	No Change, conditions of RFP prevail
120	II	16		Clause 4.19.2	Consortium	Do the OEM or suppliers needs to be covered under consortium	As per RFP

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121					Evaluation	Since the bid will be decided on L1 for each zone, so as per our understanding the project can go to multiple service providers (not more than 3)	Yes, understanding is correct
122					SPV	In case a bidder wins all 3 zones, do the bidder need to open 3 different SPVs to execute the project?	Please refer corrigendum
123	I	16	Section 4.5		3 seater waiting benches will be provided to Sewa Kendras	Since space is also leased to certain banks hence we need to know if seating provided will also be used by Bank clients or separate infra. will be provided to bank clients. If same infra is used for both Sewa Kendra clients and bank clients then this may lead to increase in TAT as well as crowd management	As per RFP

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124	I	16	Section 4.5		Display boards, electrical appliances, Token systems	<p>Since space is also leased to certain banks hence please clarify if 1. Display boards can be used by service operator or banks or both oth</p> <p>2. Electrical appliances: Service operator is responsible for maintenance of Centers hence please clarify if service operator will also maintain electrical appliances which are installed in the space provided to Banks 3. Token system: Token system will be procured by service provider hence we need to know if Bank will also be using the token system or they will bring their own infrastructure.</p>	<p>1. Display boards can be used by service operator or Banks</p> <p>2. Service operator shall be responsible for maintaince of all facilties/infratsrructure provided by service operator or PSeGS. However, infratsructre provided by banks would be maintained by the banks itself.</p> <p>3. The Banks will not use token management system installed by Service Operator for its banking operations.</p>
125	I	16	Section 4.6		the reception area at Sewa Kendras shall also be shared among selected Service Operator and designated banks with provisions for dedicated work stations for receptionists	<p>Is receptionist area is wide enough to accommodate dedicated stations for both Bank and service operator's staff? Please provide the reception desk specifications</p>	As per RFP



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126	I	17	Section 4.6		The Sewa Kendras will Selection of Service Operator to Operate, Maintain and Manage Sewa Kendras Volume-I Punjab State e-Governance Society, Department of Governance Reforms Page 17 of 92 Punjab State e-Governance Society, Department of Governance Reforms Page 17 of 92	If Banks would like to install some additional equipment's after Centers become operational then who will bear the cost of manpower ( overtime) since service operator will need to deploy additional resources during non-working or operational hours	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.
127	I	17	Section 4.9		PSeGS will provide broadband or any other feasible internet connectivity to all Sewa Kendras through the Internet Service Provider appointed by PSeGS. However, the Service Operator will be responsible for liaising with Internet Service Provider for fault rectification	<p>1. Since state govt. will be providing application or software to service operators hence please clarify if application/software will have provision to keep and maintain records of calls being logged with ISP or SWAN operators. s.</p> <p>2. Does service operator is required to liaise with ISP or SWAN operators</p> <p>3. Will Govt. be providing primary and secondary links to maintain continuous service and better customer service. It is specifically important in rural areas since electricity cuts at BSLN exchanges may stop internet services intermittently and lead to delays in service delivery</p> <p>4. Will Banks will also be using the same internet and broadband.</p> <p>5. Will IP based CCTV cameras will also be using the same bandwidth or dedicated lines will be provided</p>	<p>1. No, such functionality of call logging is required to be developed by Service Operator</p> <p>2. The Service Operator is required to liaise with ISP or SWAN Operators</p> <p>3. PSeGS shall provide primary connectivity at all SEWA Kendras. However, Service Operator may obtain secondary connectivity at their own cost for smooth operations and to meet required SLAs as per contract. PSeGS would not be responsible for any cost related to secondary connectivity/bandwidth.</p> <p>4. The Banks shall also use internet connectivity provided by PSeGS</p> <p>5. CCTV cameras will uses the same bandwidth</p>

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128	I	17	Section 4.10 (b)		An indicative list of services to be rendered through Sewa Kendras is provided in Annexure 1. Though this project is being planned to start with approximately 223 G2C services at each of the Sewa Kendras, in future more services may be offered through these centers.	1. if Govt. implements new services where extra hardware is required then please clarify how vendor will be getting reimbursement for such installations.	Please refer RFP Vol. I, Clause 5.2. xxvii
129	I	18	Section 4.10 (c)	4.10 (c)	The overall service delivery framework of Sewa Kendra would be mix-match of delivery of services which are ready for e-service delivery and others which still involve some manual intervention and may be made electronic at a later stage. In view of this, the Sewa Kendras would use the State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments. For other departments /services which are still not available on State Portal links to their applications shall be provided. However even for these services the basic information about the citizen & the service shall be captured. The detailed requirements for each of the service and its delivery shall be finalized by the Service Operator with PSeGS.	1. Will service operator needs to capture information for applicants who come with incomplete documents. we understand that this provision will be provided in state portal. 2. Will receipt formats will have post submission process defined with TAT attached to all type of services. This will allow citizens to know the correct process and liaise with correct department in case of delays in services.	The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time and will be shared with service operator

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130	II	95	Form V Section C		Supply, Installation and Configuration of hardware, software, networking and other peripherals at Sewa Kendras	cost related to additional counters at SEWA Kendras	RFP Vol. II, C. Form V is required to be filled for cost related to additional counters at SEWA Kendras
131	I	20	Section 5.1 (b)		The training on the State Portal shall be provided to the master trainers of Service Operators who in turn would train their deployed manpower of Sewa Kendras.	1. Please let us know when training will be started since this is required for transition plan 2. Will govt. be providing training Material to the master trainers 3. will there be a provision to refer training and new updates using state portal.	1. Training shall be provided to selected service operator on Train to Trainer (ToT) basis before launch of SEWA Kendras. 2. PSeGS shall provide soft copies of training material, if any to service operator.
132	I	20	Section 5.1 (b) ii		As the citizen enters the Sewa Kendra for availing a service, a token number is provided to him / her through a token management system to be deployed by the Service Operator. The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels)	1. Please provide specific requirements of the state portal and what formats are required as this is important to search the required token system. 2. Can state govt. give us details of specific brands which can give desired output from token machines for uploading logs and key statistics.	1. The data shall be made available to service operator for purposes of services. 2. Service Operator is free to choose any brand of compatible token management system complying with minimum specifications required and as per operational requirement.

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133	I	21	Section 5.1 (b) iii		Post issuance of token and as per the turn and requirement of the citizen, the approached counter operator shall open the required service from the portal and shall fill the e-form with the required details for availing the concerned service. If required the enclosures in the form of scanned documents shall also be uploaded. Also the digital photograph (wherever applicable) of the citizen shall also be taken. The counter operator will be responsible for complete service fulfillment as per respective service flow.	1. Please specify how many services require uploading of documents in the state govt. 2. Please specify average TAT currently being taken to complete uploading of these documents. This may impact SLAs . 3. How many pages per service may require uploading of documents	The details shall be shared with selected service operator. However, bidders are free to visit SUWIDHA Kendras to make its own assessment
134	I	21	Section 5.1 (X)		PSeGS shall make a suitable provision in the State Portal for the Service Operator to provide the details of the deployed manpower and training provided to them along with the attendance details.	1. does this require any integration. If yes please provide specification and formats	Integration shall be joint responsibility of service operator and PSeGS

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135	I	17	Section 4.7		It is envisaged that rural areas of the State would mostly operate on Type 3 model. Urban areas may have a mix of Type 1, Type 2 and Type 3 centers. All the existing front end service delivery centers like SUWIDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS - WHERE IS basis.	1) What all services does the existing "Saanjh Kendras" fard kendra delivers? Request PSeGS to kindly share the tentative timelines & also confirm on how shall the knowledge transfer be done. This would help us formulate our project management & transition mode 2) Should we assume that all existing services delivered through these Saanjh Kendras be moved to the proposed Sewa Kendra? 3) Kindly share the details of hardware both IT and NOT it at these centres	In the event of Fard and Saanjh Kendras being included in the scope of work, they will first be declared as appropriate Sewa Kendra i.e., Type I/II/III as the case may be and accordingly same costing as provided by bidder in the contract will be applicable.
136	I	36	Section 6.1. X & Y		To ensure that there is no unauthorized form selling from Sewa Kendras. y) To ensure no touts and/or agents are working in collusion with manpower deployed at Sewa Kendras.	Service operator can only ensure that this is not done inside the premises of seva kendra Service operator can only ensure that this is not done inside the premises of seva kendra	As per RFP.

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137	I	39	Section 6.3 F		f. Providing last mile connectivity with adequate bandwidth to the Sewa Kendras and Data center.	Kindly share the Size of Bandwidth to be provided , 2) Is this bandwidth only for application or Camera recordings will also be seen on this bandwidth 3) In case the bandwidth is shared by camera then either the bandwidth should be dedicated or else the recording is seen in lean hours only	The PSeGS would provide adequate bandwidth of operations of SEWA Kendras.
138	I	39	Section 6.3 G		Providing necessary ICT hardware at data center required for hosting common user interface/application software.	Clause 6.3 G & H are contradictory , kindly clarify if state portal is to be given by state which hardware is being referred here.	As per RFP.
139	I	39	Section 6.3 H		h. Providing services through State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.	Kindly clarify , how below will be integrated with State portal 1)Biometric attendance 2)SLA management Tool 3)Payment gateway 4)Online appointment system 5)Cheque returns 6)Bank reconciliation or any other requirement for improving the operations of seva kendra	Integration shall be joint responsibility of service operator and PSeGS. However, the service operator shall be required to ensure the compatibility with the software/system provided by PSeGS.

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140	I	28	Section 5.2 i		Sewa Kendras shall be operational for 6 days a week. Only Republic Day (26th January), Independence Day (15th August) and Diwali or any other holiday as decided by PSeGS, from time to time, would be observed as holidays. All Sewa Kendras will observe one weekly off day per month with prior approval of PSeGS. In general, scheduled working hours for all Sewa Kendras shall be eight and half hours a day i.e. from 9:30 am to 6 pm. However, PSeGS reserves the right to change the operational schedule (working days and/or working timings) with prior notice. Further, with prior notice, PSeGS may ask Service Operator to extend the working hours of some of the selected Sewa Kendras on need basis	As per labour law after 8 working hours the manpower has to be provided with overtime , kindly share how will the department reimburse the cost of overtime if it desired by PseGS to work in extended hours.	PSeGS would not have no liability for overtime during the normal working hours under the contract. When any extension of working hours is required, the same shall be examined on the case to case basis having regard to prevailing norms and provisions of the contract.
141	I	31	Section 5.2 ( xviii)		Service Operator will maintain adequate stock of consumables and spares for at least 15 days to maintain uninterrupted operations in each Sewa Kendra	Stocking of diesel is prohibited as per land of law ,so kindly exclude diesel from this Clause.	As per RFP
142	I	31		Clause 5.2 xix	Service Operator will ensure whitewash/paint of Sewa Kendras at the end of 3rd year of the contract	Does this mean that during the contract period	Whitewashing/painting of the entire SEWA Kendras would necessarily be required to be undertaken at the end of 3rd year of contract. This is without prejudice to the general maintenance obligations of service provider

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143	I	31		Clause 5.2 xx	Service Operator will take all necessary measures to maintain the Sewa Kendras premises in exactly the same condition as at the time of handover to Service Operator	contract period witewashing/painting has to be done once only, kindly clarify is our understanding correct	maintenance obligations of service provider
144	I	36		Clause 6.1 u	Service Operator will be responsible for comprehensive maintenance of generator set and all the assets given by PSeGS	1) Request PSeGS to kindly provide more clarity on whether any component supply by PSeGS be covered under any OEM warranty /AMC as is normally the case for any new supply. If yes, will the same be covered for the entire duration of this contract?2) For Furnitures, who shall validate their quality & durability before handover to the Service Operator?	The Service Operator is required to make its own assessment.



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145	I	26	Section 5.1 (d)-ii		<p>Apart from the Sewa Kendras, the Service operator is also required to operate, maintain and manage these existing SUWIDHA Centers on AS-IS WHERE IS basis, for their respective zones, during the transition period (a cut-off date by which the SUWIDHA Centers are rechristened as Sewa Kendras in terms of operations, design, layout etc.) i.e., tentatively 6 months from the date of start of operations and management of these centers. However, this transition period may vary based upon the ground situation and as per the requirement of PSeGS. The start date of operation &amp; management of the existing SUWIDHA centers shall be decided mutually between PSeGS &amp; Service Operator. During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of</p>	<p>1. It is important to get confirmed timelines on running existing centers. This will help to prepare budgets. 2. What is the expected date to take over these Centers from the time of signing the contract. 3. Will service operator be getting sufficient time to complete transition in order to take over these Centers because transferring employees and completing all other statutory requirements may attracts some time.</p>	No Change, conditions of RFP prevail

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146	I	26	Section 5.1 (d)-iv		During the transition phase, number of Counters at these SUWIDHA Kendras are to be gradually brought down in synchronization with operational readiness of other Sewa Kendras of the district. After the successful completion of transition phase, these Suwidha Centers will be declared as appropriate Sewa Kendras, as the case may be.	1. Since renovation activities will continue to take place. How will Govt. ensure security aspects of these Centers during renovation phase. 2. If service operator will require to deploy its manpower during renovation phase then how Govt. is going to reimburse the payments	As per RFP
147	I	26	Section 5.1 e -1		The Service Operator is required to collect money at Sewa Kendras & SUWIDHA Centers from the date of their take over and launch. The Service Operator needs to remit the statutory fees collected to the banks or the bank counters at Sewa Kendras as the case may be. The detailed Standard Operating Procedure (SOP) in this regards shall be shared with Service Operator by PSeGS	1. In Vol 3 , it is specified that service operator will be depositing statutory / Govt. fee on fortnightly basis. Please confirm. 2. We understand that state portal will be providing Center wise, District wise, Zone wise and state wise reports , user wise reports on facilitation charges, form selling , amount to be remit to the Govt. postage or courier charges, other charges etc. Receipts generated from state portal will also be reflecting service taxes etc. and will meet all statutory requirements. Please confirm	The data as generated from the software related to transactions shall be made available to service operator.

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148	I	26	Section 5.1 e -II		The fee or financial transaction management at Sewa Kendras / SUWIDHA Centers includes collection of money in the form of cash and other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit cards, credit cards etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for	1. we understand that state portal will be providing all required reports to complete accounting and reconciliation of applications received, cash collected etc. 2. We don't encourage to accept personal cheques. 3. If personal cheques are to be collected then Govt. funds will be remitted only after cheque is cleared. Please confirm. 4. If personal cheques are to be collected then applications will be sent to respective govt. departments only after its clearance. 5. We understand state portal will be providing appropriate report and tracking Mechanism to track such applications. Please confirm	1. The data as generated from the software related to transactions shall be made available to service operator. 2. The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS/State Government during the course of project. the Standard Operating Procedure (SOP) for the same will be finalized by PSeGS/State Government with selected Service Operator.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
149	I	27	Section 5.1 f -II		Providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator	For all assets of banking partner, we understand that it shall be the responsibility of the banking partner to Providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc.	Banks would be responsible for safety, security and insurance of the infrastructure provided by the banks at SEWA Kendras.
150	I	28	Section 5.1 f-III		The Service Operator Shall also be responsible to take and maintain adequate insurance coverage for all infrastructures provided by PSeGS as soon as Sewa Kendras are handed over to service operator. The Payment of such insurance cost shall be reimbursed by service operator at actual on submission of proofs. However, the service operator will ensure that insurance cover is obtained at competitive rates from Govt controlled insurance agencies e.g. GIC, Oriental etc. Also , he would obtain prior approval from PSeGS before finalizing the same	1. For smooth Transition, it is important that State Govt. to decide TAT for completing approval process. 2. What all records are required to be presented by service operator to PSeGS to facilitate prompt approval Process.	As per RFP
151	I	28	Section 5.2 a-II		Service Operator will arrange for recording of attendance of all the resources deployed at Sewa Kendras through biometric device.	We understand that state portal will have provision to record attention and generate reports.	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
152	I	29	Section 5.2 a-viii		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 State Portal, the payment gateway will be provided and integrated by PSeGS. In such case, the cost of transaction related to payment gateway will be borne by citizens.	We understand that service operator has no role to play in integration. This will be done by Govt. departments in conjunction with PSeGS	Yes, understanding is correct
153	I	29	Section 5.2 a-ix		Resolving any bug/damage/issue in hardware, software and networking components.	We understand that service operator will not be responsible for state portal software	PSeGS shall be responsible for maintenance of software provided for service delivery by PSeGS, however, the service operator will be responsible for other modules/components deployed by Service Operator for operational purpose and integrated with state portal as per requirement of service operator.
154	I	29	Section 5.2 a-ix		Providing security from virus threats and unauthorized access/modification/deletion of data.	We understand that data deletion will not be possible in state portal. Service operator will not be able to delete any entry	As per RFP
155	I	30	Section 5.2 a-xiii		Service Operator will be responsible for all expenses incurred for running Sewa Kendras including, but not limited to, Personnel, Water, Sewerage, Housekeeping, Communication including Telephone and Fax, Consumables, Stationery and other administrative and operative expenses etc.	is required to install Fax machines in all offices?	the Service Operator is free to install fax machines as per operational requirement and as per SLAs at their own cost.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
156	I	30	Section 5.2 a-xv		The postal charges in case of dispatch of the service output to the citizens shall be charged as per the prevailing postal charges which shall be borne by the citizen availing the service. These charges shall be collected by the service operator at the time of submission of application. Further, the service operator will display these charges in the Sewa Kendras	We understand that state portal will have provision to record and account courier charges	Yes, the software provided by PSeGS shall have this functionality
157	I	32	Section 5.2 a-xxv		Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS. The register should contain all required applicable information including date of purchase, quantity, vendor, guarantee/warranty, etc. and shall be available at Sewa Kendras at any point of time for inspection by PSeGS or any third party auditor appointed by PSeGS.	We understand that state portal will have all provision to capture application, performance related activities and service provider is not required to develop another application to run service center operations.	As per RFP
158	I	32	Section 5.2 a-xxviii		PSeGS reserves the rights to provide any additional equipment's such as SMART Card Printers, IRIS, Biometric etc. to accommodate more services in future as per department specific need. Service Operator shall be responsible to operate and manage all such equipment as per service requirement.	We understand that service provider will take insurances for all additional equipment's and get reimbursement from the govt immediately. Can we know the TAT to release reimbursed payments from the Govt.	Yes. The service operator shall be responsible for maintaince, security, insurance of all additional equipments and any insurance cost attached ot it shall be reimbursed by PSeGS.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
159	I	33	Section 5.2 (b)		Service Operator shall transfer/handover the ownership/possession and custody of all the assets (procured by Service Operator and/or being used in Sewa Kendras for providing the services to the citizen) to the PSeGS at the end of contract at zero value in working condition and acceptable to PSeGS.	This includes all equipment's which are listed in the RFP. Any additional equipment's procured by service operator will not be handed over to the state govt at the end of the contract	No Change, conditions of RFP prevail
160	II	35	Section 6.1 (P)		In the event of encountering issues in delivery of services specific to a particular department, it will be incumbent on Service Operator to immediately report the same to concerned State departments, PSeGS and other authorities as specified by PSeGS.	We understand that call logging provision will be provided in state portal	Service Operator is required to develop system/methodology for call logging and escalations.
161	I		Section 6.1 (s)		Devising a computerized call-back/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS.	Is there any specific format which needs to be used for sharing feedback from citizens? Can service provider collect feedback through online feedback form or manual feedback forms while citizen is at the Center. Where will online feedback system be hosted?	It is envisaged that computerized feedback system shall be setup by service operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, operational & maintenance and recurring cost.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
162	I	39	Section 6.3 (h)		Providing services through State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.	We understand the state portal will have provision to the following functionalities: 1. DAK ( scan in and scan out ) & DMS 2. Integration with Token system 3. All reports which are required by service operator as well as PSeGS ( MIS and reconciliation) 4. Integration with online payments, POS 5. courier VAS provision 6. Sales of forms provision 7. End activities. 8. Ageing reports ( pending at VAC and pending at Dept.) 9. Manifestation reports for runner to get acknowledgement from department. 10. Courier dispatch 11. portal will be accessible only from Centers and not outside the Centers. 12. One login cannot be used concurrently in multiple machines 13. Other security features	As per RFP



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163	I	41	Section 8		The Service Operator is allowed to sub-contract any of the project activity except the work relating to day to day operations of Sewa Kendras. Service Operator shall not sub-contract any work related to the project without prior written consent of PSeGS. Service Operator shall provide the list and scope of activities planned to be sub-contracted in their proposal. It is clarified that the Service Operator shall be the principal employer for all claims arising from the liabilities; statutory and otherwise, concerning the sub-contractors. The Service Operator shall undertake to indemnify the PSeGS or its nominated agencies from any claims on the grounds stated hereinabove. The Service Operator shall not allow a sub-contractor to assign and enter into further secondary sub-contract for any of the work to be carried out by the sub-contractor	Please elaborate what do you mean by day to day operations of Sewa Kendras. We understand that we can outsource the following activities: 1. Manpower ( all activities defined in this RFP to be carried out) , Maintenance, cleaning, cash mgmt. , DAK mgmt., distribution of forms, etc.	Please refer corrigendum
164	I	59		Annexure 2	BMP, JPEG, GIF, TIFF, TIFF compressed, PNG, PDF, JPG, RTF, TXT, UNICODE, HTM, DOC and other Common formats	some formats defined are not standard in majority of the scanners. We request to permit if below are not available in the scanners: TIFF compressed; JPG, RTF, TXT, UNICODE, HTM, DOC	Please refer corrigendum.

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165	I	77		Annexure 3	Against this backdrop, it will be incumbent upon the selected Service Provider to design suitable front-end applications to deliver the entire set of 223 services as identified by the Department of Governance Reforms. These services involve considerable transaction volumes and will provide a critical mass for making a significant impact on the lives of ordinary citizens.	We understand that PSeGS will be providing state portal and service operator will not require to develop or design any applications. Please re-confirm the obligation with detailed list of activities to be performed by service operator. Statement is contradictory : it will be incumbent upon the selected Service Provider to design suitable front-end applications to deliver the entire set of 223 services as identified by the Department of Governance Reforms	As per RFP
166	I	87		Annexure 7	Department wise detailed list of finalized facilitation charges	We understand that facilitation charges will be retained by the service operator. Please confirm 2. we need department wise application count to calculate the average facilitation charges	As per RFP

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167	III	77			Delay in deposit of Statutory/Government fees in Treasury account through designated banks	Govt. is levying 18% interest in case of delay in payment whereas only giving 1% interest pm in case payment of undisputed amount is delayed beyond 60 days. We request to please add this Clause : Any Delay beyond period 60 days, PSeGS shall be liable to pay Interest @ 18% p.a. in the same manner, as the Service Operator is liable in case of deficit in deposit of Surplus by the Operator	No Change, conditions of RFP prevail
168	III	85			In the event of delay in payment of undisputed amount beyond 60 days from receipt of invoice, Service Operator shall be entitled to a late payment interest @1% per completed month for the delay beyond 60 days.	we understand that Govt. will make the payment exactly after 60 days. only disputed amount will be delayed and not the full invoice amount. we also request PSeGS to reduce 60 days period to 30 days or less. This will reduce the burden on working capital.	Please refer Corrigendum to the RFP
169	III	27	Section 8.2		Such invoices will be accurate and include all adjustments to or changes in the terms of payment. The Authority reserves the right to ask Service Operator to provide all the information/ clarifications/ additional supporting documents required to verify the invoice	Since service operator will be using state portal provided by state hence we understand that service operator will be able to generate invoices as per the prescribed formats required by the authority. Please confirm	No, State portal shall not have such functionalities. These functionalities are required to be developed by the Service Operator as per requirements. Aso please refer Corrigendum to the RFP

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170	III	27	Section 8.2		The Service Operator will reconcile & settle the money so collected and deposited on fortnightly basis. Any surplus money after retaining his proportionate charges, will be transferred to Authority designated bank account on fortnightly basis i.e. on 5th & 20th of every month, failing which an interest @ 18% (eighteen percent) per annum will be levied on the due amount	does this mean that service operator will be depositing statutory/government fee collected at Sewa Kendra on fortnightly basis only?	Please refer Corrigendum to the RFP
171						What recourse does the Service Provider have if the Punjab Govt. is unable to make timely payments to the Service Provider on firm Revenue after submitting invoices in timely fashion with all supporting?	No Change, conditions of RFP prevail
172						Can the Punjab Govt. provide a guaranteed application count through the life of the contract?	No Change, conditions of RFP prevail

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173						Can there be insertion of a Termination of the contract clause by the Service Provider without forfeiture of the Performance Bank Guarantee or imposition of any other penalties if project financing becomes unviable for the service provider because payments are not received from the Punjab Govt.	No Change, conditions of RFP prevail
174						Is there a possibility of mid-term project Increase in service fee due to inflationary forces and reduction in application count	No Change, conditions of RFP prevail
175						Is there a possibility to revise the project financing to Collect from Applicant instead of Part Financing from Punjab Govt.	No Change, conditions of RFP prevail
176						Will the respective Govt. departments continue to accept applications in parallel and along with the Service Provider?	No Change, conditions of RFP prevail

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
177	I	8	Section 3.1		Commissioning of State Wide Area Network - a robust & reliable intranet network to provide speedy, efficient and converged backbone for voice, video and data communications for exchanging governance information and communication requirements of the State.	We understand that PSeGS would provision the required bandwidth to all the Sewa kendras with last mile connection for the business operations. please confirm	As per RFP
178	I	8	Section 3.1		Commissioning of State Wide Area Network - a robust & reliable intranet network to provide speedy, efficient and converged backbone for voice, video and data communications for exchanging governance information and communication requirements of the State.	We assume that the network/link for banking activity/applications would be separate than the state network deployed for other business operations, please clarify	Banks shall share the internet connectivity/bandwidth provided by PSeGS
179	I	8	Section 3.1		Commissioning of State Wide Area Network - a robust & reliable intranet network to provide speedy, efficient and converged backbone for voice, video and data communications for exchanging governance information and communication requirements of the State.	Is there any specific requirement of equipment for the link termination (banking) at Sewa kendras?if yes, we assume it would be in scope of PSeGS	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.

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180	I	8	Section 3.1		Commissioning of State Wide Area Network - a robust & reliable intranet network to provide speedy, efficient and converged backbone for voice, video and data communications for exchanging governance information and communication requirements of the State.	We assume that the link termination and required network equipments for the same at Sewa Kendras and state Data centre would be PSeGS responsibility. please confirm	As per RFP
181	I	16	Section 4.6		Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensue s that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks	We understand that total counters in the centres would be as given below, please confirm Type I- 6 vendor counters, 1 helpdesk counter, 1 additional counter for bank emp Type II- 3 vendor counters, 1 helpdesk counter, 1 additional counter for bank emp Type III- 1 vendor counter, 0 helpdesk counter, 1 additional counter for bank emp	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
182	I	16	Section 4.6		Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensures that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks	what would be the equipments /components for setting up the banking counter eg.desktop, printer etc	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.
183	I	16	section 4.6		Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensures that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks	what would be the configuration required for these equipments/components.please elaborate	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.



Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
184	I	16	section 4.6		Over and above these counters, all centers will be equipped with an additional counter which would be provided to the banks appointed by PSeGS. This additional counter would cater to banking services for citizens at large and would be manned by bank personnel and the details of activities including the banks is being finalised by PSeGS. This ensures that from operations perspective, Sewa Kendra premises will be shared by selected Service Operator and the designated banks	What would be the revenue sharing model for the banking counter between the bank & the vendor, please elaborate	There shall be no revenue sharing between bank & service operator.
185	I	17	section 4.6		The Sewa Kendras will also be equipped with ATMs/Micro ATMs, as the case may be. The banks will also share the services /facilities of the Sewa Kendra being managed, maintained and operated by the Service Operator	We assume that all the applications/software/hardware including ATM /Micro ATM would be provisioned by the selected bank or PSEGS.please clarify	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.
186	I	17	section 4.6		However, in the event of no bank opting for this additional counter at certain Sewa Kendras, PSeGS may allocate this additional counter to the selected Service Operator as per the terms & conditions specified in the RFP for operating it under the Sewa Kendra	If the vendor needs to provision the ATM/Micro ATM, then please elaborate the requirement and the expectation from the vendor	Banks shall be responsible for any other infrastructure or operational requirement specific to their operations and shall bear all types of costs.

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187	I	17	section 4.7		All the existing front end service delivery centers like SUW IDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS - W HERE IS basis.	What would be the maximum no of kendras that would be handed over to the vendor at a time for operations, please clarify	As per RFP
188	I	18		4.10 c	the Sewa Kendras would use the State Portal for delivery of services to the citizens. The State portal through State Service Delivery Gateway (SSDG) is already providing some services through e-forms for various departments	We assume that PSeGS would provision the front end application/common user interface to the operators for the carrying out the daily activities which would be linked to various PSeGS applications. please clarify	The clause is self explanatory
189	I	20		5.1 b(II)	The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels as provided in volume III of the RFP.  □	We assume that manual entry of the token no would be done in state portal by the counter operators. please clarify	In case of token mangement system provided in the SEWA Kendra, the same shall be integrated with state portal

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190	I	20		5.1 b(II)	<p>The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels as provided in volume III of the RFP.</p> <p>□</p>	<p>We assume that any integration required between state portal application and token management system would be in scope of PSeGS ,please confirm</p>	<p>Integration shall be joint responsibility of service operator and PSeGS</p>
191	I	20		5.1 b(II)	<p>The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels as provided in volume III of the RFP.</p> <p>□</p>	<p>How will the management /sharing of token system be between banking counter and other counters</p>	<p>The banking counters shall have separate token maangement system, if required by bank.</p>
192	I	20		5.1 b(II)	<p>The provision shall be made by PSeGS in the State Portal for uploading the key statistics / transaction logs of the token management system at a defined periodicity (use of scheduler) for tracking the service levels as provided in volume III of the RFP.</p> <p>□</p>	<p>We assume that the SLA monitoring for the vendor would be excluding the banking counter,please clarify</p>	<p>The SLA for all SEWA Kendras except w.r.t any equipment provided by the banks would be responsibility fo service opertaor.</p>

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
193	I	26	Section 5.1 e-II		The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit cards, credit cards etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project.	We assume that all the hardware/software/applications/ payment gateway/integrations required for transaction through debit card, credit card etc would be in scope of PSeGS or selected bank and vendor would only facilitate the transaction. please confirm	PSeGS shall be responsible for integration of payment gateway related to service delivery only.
194	I	28	Section 5.2 a-II		Service Operator will arrange for recording of attendance of all the resources deployed at Sewa Kendras through biometric device.	Is there any requirement for PSeGS to access the biometric attendance data , please clarify	Yes, PSeGS may access the biometric attendance data while monitoring the SLAs
195	I	30	Section 5.2 a XIV		Service Operator will be responsible for printing application forms for which the service operator would charge INR 1 per page to the citizen. The service operator will display these charges in the Sewa Kendras.	what would be the approximate daily volume for printing	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
196	I	33	Section 5.2 a XXXI		Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.	Is there a requirement to view/monitor all the sewa kendras across state by PSeGS from their centralized location, please clarify	Please refer the earlier response
197	I	33	Section 5.2 a XXXI		Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.	If answer to above is yes, Is there a requirement build a video screen in PSeGS centre? please clarify	Service Operator is free to choose any technology for its monitoring of SEWA Kendras at their own cost.

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
198	I	33	Section 5.2 a XXXI		Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.	If answer to above is yes, then- a. How many screens are needed at central location for viewing b. Size of screens c. How many camera's to be viewed per screen d. How many camera's to be viewed simultaneously e. Do you need central recording also? f. if yes to query question e. , then how many days recording is needed? What resolution and FPS?	Please refer to the earlier response
199	I	33	Section 5.2 a XXXI		The Service Operator is required to adhere to various standards like ISO/ITIL/EITM/IEEE/Open Standards/RSA/PKCS/Software/Security and other standards, wherever applicable.	Is there a requirement of any specific certification or compliance needed	As per RFP
200	I	34	Section 6.1f		To follow all the policies/guidelines relating to internet usage, information infrastructure, information security and data security issued by State Government and Government of India from time to time.	What are the policies in terms of internet usage, information infrastructure, information security and data security that need to be followed	As per RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
201	I	36	Section 6.1m		Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, Operational & maintenance and recurring cost involved in setting up the system.	What would be the number on which customers would call back for sharing feedback, would it be provisioned by PSeGS	It is envisaged that computerized feedback system shall be setup by service operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, operational & maintenance and recurring cost.
202	I	36	Section 6.1m		Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, Operational & maintenance and recurring cost involved in setting up the system.	Please share the IVR flow required for setting up the IVRS , will the IVR be hosted at PGeGS data centre? Please clarify	It is envisaged that computerized feedback system shall be setup by service operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, operational & maintenance and recurring cost.

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203	I	36	Section 6.1m		Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, Operational & maintenance and recurring cost involved in setting up the system.	We assume that the customer database for IVRS /feedback would be provided by PSeGS.please confirm	It is envisaged that computerized feedback system shall be setup by service operator. Service Operator shall be responsible for all IT,Non-IT infrastructure, operational & maintenance and recurring cost. The data required to enable IVRS system shall be shared with Service Operator by PSeGS
204	I	36	Section 6.1m		Devising a computerized callback/IVRS feedback mechanism for obtaining feedback from citizens and sharing the same with PSeGS. It is envisaged that computerized feedback system shall be setup by Service Operator. Service Operator shall be responsible for all IT, Non-IT infrastructure, Operational & maintenance and recurring cost involved in setting up the system.	What are the expectations from vendor for this requirement - what would be the timelines, frequency and mechanism for feedback	It is envisaged that computerized feedback system shall be setup by service operator to meet the required SLAs. Service Operator shall be responsible for all IT,Non-IT infrastructure, operational & maintenance and recurring cost.



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205	I	56		Annexure 2	<b>Desktop:</b> Bilingual Keyboard	Please elaborate the requirement of Bilingual keyboard , -what are the expectations from vendor on this requirement -which language is required apart from english	Bilingual keyoard is required for data entry in English & Punjabi language.
206	I	70		Annexure 2	<b>Networking Rack:</b> Frame structure with max loading capacity up to 60kg	Request PSeGS to reduce the capacity to upto 40 kg	No Change, conditions of RFP prevail
207	III	36		Clause 12	1 Indemnification & Limitation of Liability and 12.4 : In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims (other than those set-forth in Clause 12.1) even if it has been advised of their possible existence.	- Indirect, consequential losses are excluded from the scope and neither party will be held liable for the same, except in case of indemnities under Clause 12.1. Serco's liability for direct losses is capped at annual contract value. Indemnities under Clause 12.1, 12.4 (exclusion of Indirect, consequential losses) and 13 (breach of confidentiality) are carved out from this cap.	Please refer Corrigendum to the RFP

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208	III	43			Termination for non-compliance :The Authority may, at its discretion, terminate this Agreement upon the failure of Service Operator, to maintain the required insurance coverage in terms of this Clause 15.6. Inadequate insurance coverage for any reason shall not relieve Service Operator of its obligations under this Agreement.		Please refer Corrigendum to the RFP
209	III	14			<u>Change in Control:</u> If such a guarantee is not furnished within 30 (thirty) days of the Authority requiring the additional performance guarantee and time to furnish such additional performance guarantee is not extended by the Authority in writing by the Authority, the Authority may exercise its right to terminate this Agreement by providing a 30 (thirty) days written notice, which shall be effective from the date of such notice.		Please refer Corrigendum to the RFP

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210	III	38			<u>ARTICLE 13 - CONFIDENTIALITY</u>	<p>The confidentiality obligations are one-sided and Serco is required to maintain confidentiality of all details &amp; information pertaining to the project.</p> <p>There is no time cap on survival of these obligations upon termination/ expiration and we advise adding the same and to make this Clause mutual, considering our bid response, price quotation etc. are our confidential information.</p>	Please refer Corrigendum to the RFP
211	I	15			Tentative addresses of identified Sites for Sewa Kendras have been provided as separate Zip file "" Addresses.ZIP"	Need Addresses.Zip File	Addresses.zip file is already available on websites mentioned in RFP
212	I	17		Clause 4.9	PSeGS will provide broadband or any other feasible internet connectivity to all Sewa Kendras through the Internet Service Provider appointed by PSeGS.	Do we need to pay internet charges directly to ISP or PSeGS shall will do the payment.	PSeGS shall pay internet charges directly to ISP for bandwidth provided by PSeGS
213	I	26	Point III		Details of existing IT Infrastructure including Hardware available at these SWIDHA centers is provided in separate excel file "SUWIDHA_Infra". The Service Operator will operate and maintain this infrastructure and ensure	We request you to share SUWIDHA_Infra File	SUWIDHA_Infra.zip file is already available on websites mentioned in RFP

Sr. No	RFP Vol.	Page No.	Point No./ Section	Clause/ Annexure / Article/ Schedule	Content of RFP requiring Clarification(s)	Points of clarification	Response
214	I	27	Point V		Service Operator shall take over the existing SUWIDHA manpower which is directly involved in delivery of citizen centric services in various capacities, on the last gross salary drawn basis. Majority of existing manpower are Computer Operators whose current average salary is Rs. 9000/- per month	What would be the maximum expectation in salary for existing resources.	As per RFP
215	I	Page 26, Point II			The fee or financial transaction management at Sewa Kendras / SUWIDHA Centers includes collection of money in the form of cash and other modes of payment from the citizens and its safe custody, deposit, accounting and reconciliation. The Service Operator is required to accept the payments through various payment modes like cash, demand draft, cheques, debit cards, credit cards etc. and deposit the same in authorized/designated banks or departments or organizations as identified by PSeGS during the course of project. The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time. In case of any payments received through cheque where any clearing time is involved, SLA shall not be linked to such clearing time. Service Operator shall only be responsible for deposit of financial instruments in the Bank and not for	We need to know frequency and SOP for cash handling	The Standard Operating Procedure (SOP) for the same will be devised by PSeGS in due course of time and will be shared with service operator

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216	I	27	Point II		Providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.	We need to know the value of Non IT Infra.	The bidders may make own assessment of non IT infrastructure provided by PSeGS based on items and quantities mentioned in RFP. The exact value of non IT infrastructre provided by PSeGS shall be shared with selected service operator.
217	I	29	Point IV		Service Operator will be solely responsible for cleaning and housekeeping of Sewa Kendras premises including toilets.	We request you to kindly remove this Clause	As per RFP
218	I	29	point VI		service Operator will provide toiletries, etc. for resources at Sewa Kendras and citizens.	We request you to kindly remove this Clause	As per RFP

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219	I	31	point Xxi		Service Operator will maintain department wise "DAK Register" for maintaining comprehensive records for all incoming and outgoing documents exchanged with each department. Service Operator shall be solely responsible for getting/maintaining the proper acknowledgment receipts (mentioning name and designation of the concerned departmental official) while handing over any document(s) to the departments pertaining to any kind of service delivery being handled through Sewa Kendras. Further, Service Operator will provide the similar	Can it be automated	As per RFP. Please note the provision also covers physical documentation.
220	I	33	Point xxxi/Section h		Providing services through State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.	It is assumed that issues related to software application would be sorted out by the current service provider. We would want to know the current SOP/SLA.	PSeGS shall be responsible for maintenance of software provided for service delivery by PSeGS, however, the service operator will be responsible for other modules/components deployed by Service Operator for operational purpose and integrated with state portal as per requirement of service operator.

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221	I	8	Section g		Setting up of State Data Centre - to function as central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc.	It is assumed that Data center setup is in the scope of PSeGS	As per RFP
222					Applications received are manually transferred to the back offices of Departments for further processing once the applications are processed, documents pertaining to service delivery are either manually dispatched back to Service centers for citizens to collect or citizens themselves are required to collect them from the respective departments.	Please share SOP How Documents are to be transferred manually and who will bear travel cost ?	The service operator shall be responsible for transferring the documents. The Standard Operating Procedure (SoP) shall be shared with the selected service operator
223	I	11	Section B	Cluase 3.3	To and fro electronic transfer of data from Sewa Kendras and back offices of the departments.	It is assumed that backup software shall be provided by PSeGS, Please confirm.	As per RFP
224	I	11	Section D	Clause 3.3	Robust online management information system (MIS) reporting customized as per the needs of the departments to facilitate policy makers in quick and informed decision making.	Request you to kindly provide the features required in MIS to achieve functional requirement.	The MIS shall be developed and implemented by PSeGS. However, Service operator may deploy its own software for its internal MIS & operational control at its own cost. PSeGS will not responsible for any hardware/hosting requirement for such software/s.

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225	I	15		Clause 4.4	The centers shall have good ambience, amenities for citizens and responsive manpower. The construction including internal furnishing of the SEWA Kendras across state has already been completed and is ready for handover to the selected service operator.	It is assumed that rent of Sewa Kendra shall be provided by PSeGS, Please confirm.	The buildings of SEWA Kendras are owned by the PSeGS.
226	I	17		Clause 4.7	It is envisaged that rural areas of the State would mostly operate on Type 3 model. Urban areas may have a mix of Type 1, Type 2 and Type 3 centers. All the existing front end service delivery centers like SUWIDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS - WHERE IS basis.	Please confirm if Fard Kendras, Saangh Kendras are also to be harmonized with Sewa Kendras. What are the IT & Non-IT assets of SUWIDHA Centers to be managed by us.	Currently, SUWIDHA Kendra shall be harmonized. In the event of Fard and Saanjh Kendras being included in the scope of work, they will first be declared as appropriate Sewa Kendra i.e., Type I/II/III as the case may be and accordingly same costing as provided by bidder in his commercial bid will be applicable.
227	I	26	Point III		Deails of existing IT Infrastructure including Hardware available at these SWIDHA centers is provided in separate excel file "SUWIDHA_Infra". The Service Operator will operate and maintain this infrastructure and ensure uninterrupted operations.	Please share file SUWIDHA_Infra	SUWIDHA_Infra.zip file is already available on websites mentioned in RFP
228	I	29	Point Iv		Service Operator will be solely responsible for cleaning and housekeeping of Sewa Kendras premises including toilets.	We request you to kindly remove this Clause	As per RFP



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229	I	29	Point V		Service Operator will be responsible to manage and maintain complete infrastructure at Sewa Kendras whether supplied by Service Operator or PSeGS including furniture & fixtures, electrical cabling/equipment, all type of stationeries, consumables etc. However, respective construction agencies will be responsible for defect liability period for one year from construction of buildings.	Please confirm, who will be responsible for defect liability after one year ?	Service Operator shall be responsible for complete maintaince of SEWA Kendras
230	I	29	Point VI		Service Operator will provide toiletries, etc. for resources at Sewa Kendras and citizens	We request you to kindly remove this Clause	As per RFP
231	I	29	Point VII		Service Operator will ensure that statutory/Government fee collected at Sewa Kendra shall be deposited in the designated Bank and/or any other agency as per the guidelines issued by PSeGS/ from time to time	Please share SOP/SLA on how cash transactions shall be handled. Also please share the guidelines.	Standard Operating Procedure would be sharred with service operator
232	I	32	Point xxII		Service Operator will maintain all Sign Boards and Logos in good condition.	Need clarification on who will bear charge in case of physical damage.	The Service Operator shall be liable for the same.

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233	I	32	Point xxIV		Service Operator will submit daily/weekly/monthly MIS reports as per template & mechanism required by the PSeGS from time to time. Some of these reports shall be made available on the State Portal by PSeGS.	Do we need to provide MIS Tool, Reports types are subject to the features available in tool.	The data as generated from the software related to transactions shall be made available to service operator. The Service Operator is required to maintain online as well as offline manual reports.
234	I	33	Point xxx		Sewa Kendras will be equipped with electrical cabling and conduit pipes as per the requirement of the centers. Service Operator will be responsible for network cabling, for laying LAN cabling for connecting all IT & non-IT infrastructure e.g. Desktop, UPS, Biometric machine, DG Set, Token machine etc., IO Ports, Patch cables, face plates etc. for all the Hardware.	Please confirm who will lay the networking cable. It would be difficult to lay if civil work is already done on site.	Clause is self explanatory
235	I	33	Point xxxI		Service Operator will provide centralized monitoring solution/system for IP based CCTV cameras installed in Sewa Kendras. Server for the same shall be provided by the PSeGS. The Service Operator shall be allowed to access live CCTV feeds/centralized monitoring for controlling and monitoring purpose.	It is assumed that monitoring shall be done locally at sewa kendra. Please confirm. Also please share for how many days of recording is required.	As per RFP

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236	I	35	point L		Providing all required Insurance covers, including third party cover, for all the assets including hardware (IT and Non-IT), software, networks etc. available at Sewa Kendras against fire, theft, natural calamities, etc. PSeGS will not be liable for any loss or damage of any asset. The cost of obtaining these insurance and its renewals shall be borne by Service Operator.	Please share the total asset value of Non-IT equipments to be covered under insurance.	The Service Operator is required to make its own assessment in accordance with good industry practices.
237					General Query	In case if PSeGS decide to close the sewa kedras at any location, what would be intimation period.	As per RFP
238					General Query	Required you to please reduce the EMD value	As per RFP
239					General Query	Request you to change the payment Clause for hardware supply. We request to make this 100% within 30 days of delivery.	As per RFP
240					General Query	Shareholding pattern	The query is not complete

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241	I	17		Clause 4.7	It is envisaged that rural areas of the State would mostly operate on Type 3 model. Urban areas may have a mix of Type 1, Type 2 and Type 3 centers. All the existing front end service delivery centers like SUWIDHA Centers, Fard Kendras, Saanjh Kendras etc. would be harmonized with these Sewa Kendras in due course of time on AS IS - WHERE IS basis.	1) What all services does the existing "Saanjh Kendras" fard kendra delivers? Request PSeGS to kindly share the tentative timelines & also confirm on how shall the knowledge transfer be done. This would help us formulate our project management & transition model 2) Should we assume that all existing services delivered through these Saanjh Kendras be moved to the proposed Sewa Kendra? 3) Kindly share the details of hardware both IT and NOT it at these centres	Currently, SUWIDHA Kendra shall be harmonized. In the event of Fard and Saanjh Kendras being included in the scope of work, they will first be declared as appropriate Sewa Kendra i.e., Type I/II/III as the case may be and accordingly same costing as provided by bidder in his commercial bid will be applicable.
242	I	36		Clause 6.1 X& Y	X) To ensure that there is no unauthorized form selling from Sewa Kendras. y) To ensure no touts and/or agents are working in collusion with manpower deployed at Sewa Kendras.	Service operator can only ensure that this is not done inside the premises of seva kendra Service operator can only ensure that this is not done inside the premises of seva kendra	As per RFP

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243	I	39		Clause 6.3 F	f. Providing last mile connectivity with adequate bandwidth to the Sewa Kendras and Data center.	Kindly share the Size of Bandwidth to be provided , 2) Is this bandwidth only for application or Camera recordings will also be seen on this bandwidth 3) In case the bandwidth is shared by camera then either the bandwidth should be dedicated or else the recording is seen in lean hours only	The PSeGS would provide adequate bandwidth of operations of SEWA Kendras.
244	I	39		Clause 6.3 G	Providing necessary ICT hardware at data center required for hosting common user interface/application software.	Clause 6.3 G & H are contradictory , kindly clarify if state portal is to be given by state which hardware is being referred here.	As per RFP
245	I	39		Clause 6.3 H	h. Providing services through State Portal and the required integration requirements for token management system data, manpower deployed statistics, dak management, reports etc.	Kindly clarify , how below will be integrated with State portal 1)Biometric attendance 2)SLA management Tool 3)Payment gateway 4)Online appointment system 5)Cheque returns 6)Bank reconciliation or any other requirement for improving the operations of seva kendra	Service Operator shall be responsible for integration of Biometric attendance, SLA management tool, Online appointment system or any other module required for smooth operations of SEWA Kendras, scope of work and as per SLAs. PSeGS shall be responsible for integration of payment gateway related to service delivery.

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246	I	28		Clause 5.2 a-1	Sewa Kendras shall be operational for 6 days a week. Only Republic Day (26th January), Independence Day (15th August) and Diwali or any other holiday as decided by PSeGS, from time to time, would be observed as holidays. All Sewa Kendras will observe one weekly off day per month with prior approval of PSeGS. In general, scheduled working hours for all Sewa Kendras shall be eight and half hours a day i.e. from 9:30 am to 6 pm. However, PSeGS reserves the right to change the operational schedule (working days and/or working timings) with prior notice. Further, with prior notice, PSeGS may ask Service Operator to extend the working hours of some of the selected Sewa Kendras on need basis	As per labour law after 8 working hours the manpower has to be provided with overtime , kindly share how will the department reimburse the cost of overtime if it desired by PseGS to work in extended hours.	As per RFP
247	I	31			Service Operator will maintain adequate stock of consumables and spares for at least 15 days to maintain uninterrupted operations in each Sewa Kendra Service Operator will maintain adequate stock of consumables and spares for at least 15 days to maintain uninterrupted operations in each Sewa Kendra	Stocking of diesel is prohibited as per land of law ,so kindly exclude diesel from this Clause.	As per RFP

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248	I	31		Clause 5.2 xix	Service Operator will take all necessary measures to maintain the Sewa Kendras premises in exactly the same condition as at the time of handover to Service Operator	Does this mean that during the contract period whitewashing/painting has to be done once only, kindly clarify is our understanding correct	Whitewashing/painting of the entire SEWA Kendras would necessarily be required to be undertaken at the end of 3rd year of contract. This is without prejudice to the general maintenance obligations of service provider
249	I	31		Clause 5.2 xx	Service Operator will take all necessary measures to maintain the Sewa Kendras premises in exactly the same condition as at the time of handover to Service Operator		
250	I	36		Clause 6.1 u	Service Operator will be responsible for comprehensive maintenance of generator set and all the assets given by PSeGS	1) Request PSeGS to kindly provide more clarity on whether any component supply by PSeGS be covered under any OEM warranty /AMC as is normally the case for any new supply. If yes, will the same be covered for the entire duration of this contract? 2) For Furnitures, who shall validate their quality & durability before handover to the Service Operator?	The Service Operator is required to make its own assessment.

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251	I	59			Scan Formats	<p>1) The scan formats required in the RFP are OEM specific and favouring only one OEM which is forcing us to buy all products (Desktops ,printers and Network switches ) from them only , thus resulting into exorbitant prices from OEM which is a dent to state exchequer and additional burden on citizens of Punjab. 2) Hence we request to ask only for digitigation formats only like PDF ,PDF A , etc which are worlwide accepted ,editable formats like DOC,TXT HTM,Unicode should be deleted as editing formats is a security threat to the digitized documents.</p>	Please refer corrigendum.



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252	I	61,64,66			UPS Frequency range in all the three UPS categories	1) Why in all the three categories different frequency range is being asked where as the source is same i.e electricity department of the state 2) Secondly the under frequency and upper frequency range set by power grid and various generation units is in the range of 48.5 to 51.5 thus request to change the frequency range as per Indian standards 3) last but not the least the specs in RFP is favouring a specific OEM , which is against competitive spirit , and OEM being favourable will charge exorbitant prices OEM which is a dent to state exchequer and additional burden on citizens of Punjab	As per RFP
253	III	68	Schedule 7		<u>Terms of Payment Schedule</u> : Payment Schedule: Year 1: 1.33% of contract value payable on monthly basis Year 2: 1.50% of contract value payable on monthly basis Year 3: 1.67% of contract value payable on monthly basis. Year 4: 1.83% of contract value payable on monthly basis. Year 5: Equated monthly installment of balance contract value	We request to please add these Clauses in payment terms : 5 % of the project cost shall be paid in advance against the submission of additional Bank Guarantee of 110% amount which is to be adjusted against Capex Payment. OR 100 % of the Capex cost shall be paid on operationalisation of Sewa Kendras.	No Change, conditions of RFP prevail

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254	III	68	Schedule 7		<p>Payment Schedule:</p> <p>Year 1: 1.33% of contract value payable on monthly basis</p> <p>Year 2: 1.50% of contract value payable on monthly basis</p> <p>Year 3: 1.67% of contract value payable on monthly basis</p> <p>Year 4: 1.83% of contract value payable on monthly basis</p> <p>Year 5: Equated monthly installment of balance contract value</p>	<p>We request to please add these Clauses in payment terms :</p> <p>5 % of the project cost shall be paid in advance against the submission of additional Bank Guarantee of 110% amount which is to be adjusted against Capex Payment.</p> <p>OR</p> <p>100 % of the Capex cost shall be paid on operationalisation of Sewa Kendras.</p>	No Change, conditions of RFP prevail