

1. Changes to Critical Dates in Datasheet

S. N.	INFORMATION	DETAILS
1	RFP Issuing Authority	Directorate of Urban Local Bodies, Haryana
2	RFP Issue Date	24.02.2018 @ 9:00 AM
3	Availability of RFP documents	The RFP can be downloaded from the e-Tendering Website https://www.ulb.haryanaeprocurement.gov.in
4	Non Refundable Tender Cost	INR 5,000/- (INR Five thousand only) through e-procurement portal.
5	Non Refundable e-Service Charges	INR 1,000/- (INR One thousand only) through e-procurement portal.
6	Earnest Money Deposit (EMD)	INR 5,00,000 (INR Five Lakh only) by Bank guarantee as per format provided in RFP. The scan of the EMD is to be uploaded as part of the technical proposal, original EMD to be submitted in hard copy before the last date of submission
7	Last date and time for submission of queries for clarifications	01.03.2018 @ 3:00 PM
8	Date, time and venue of pre-bid conference	05.03.2018 @ 3:00 pm
9	Posting of responses to queries by DULB (on website)	https://www.ulb.haryanaeprocurement.gov.in
10	Last date, time (deadline) and venue for receipt of proposals in response to RFP notice	16.04.2018 @ 4:00 PM, Submission will be only through online eprocurement portal
11	Last Date for Sale of Tender	16.04.2018 @ 4:00 PM
12	Date, time and venue of opening of Technical Proposals received in response to the RFP notice	17.04.2018 @ 11:00 AM Venue: Office of Municipal Corporation, Panchkula, Sector – 14, Panchkula

2. Response to Pre-bid Queries

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
A.	Pinnacle Software Solutions			
1	Volume 2 Section 2.3	(4) The Bidder must have an average annual turnover of minimum of INR 10 crores in last three financial years 2014-15, 2015-16, 2016-17	You are kindly requested to lower the turnover to average 5 crores or lesser in last 3 financial years.	Please refer to revised Pre-qualification Criteria provided in the Corrigendum.
2	Section:2, Page:15, Sub Section 2.2 (a	Sole Bidder	There are other places wherein Consortium allowed, however mentioned here not allowed. It is requested to allow consortium of at least 2-3 firms/companies	<p>Please read Section 2.2 as: "Bids may be submitted by either of the following categories of bidders only: The Bidder can be either an individual entity (Sole Bidder) or a Consortium of companies / corporations as described below:</p> <p>a. Sole Bidder The Sole Bidder must be a company which has the capabilities to deliver the entire scope as mentioned in the RFP. The Sole Bidder cannot bid as a part of any other consortium bid under this RFP.</p> <p>b. Consortium of Firms Bids can be submitted by a consortium of firms. A consortium should not consist of more than two parties (including the Lead Bidder). One of the Bidding Firms shall be designated as a "Lead Bidder". The Lead Bidder shall have the sole</p>

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				<p>responsibility of ensuring the delivery of equipment and services mentioned in all volumes of this RFP. The Lead Bidder shall also be responsible for ensuring the successful set-up and operations of CFC including all components and meeting all the SLAs. List of Consortium Members Shall be required to be declared in the Bid which cannot be changed by the Bidder / (s) later on. Any change in Consortium Members shall be required to be approved by Purchaser.</p> <p>c. Lead Bidder shall be responsible for:</p> <ul style="list-style-type: none"> i. Management of Consortium Member who is part of the Proposal and ii. The supply, installation and configuration of all equipment and provide services for CFC operations as submitted in their Proposal and elaborated in their Contract <p>In addition, bids submitted by a consortium shall comply with the following requirements:</p> <ul style="list-style-type: none"> i. The Lead Bidder shall be authorized to incur liabilities and receive instructions for and on behalf of Consortium Member. Entire

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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				execution of the Contract, including payment, shall be conducted exclusively with the Lead Bidder ii. Any firm participating as a Lead Bidder cannot be a Consortium Member with another bidder in a separate bid iii. Any firm participating as a Consortium Member cannot be a Lead Bidder / Consortium Member with another bidder in a separate bid iv. Internal arrangement between the Consortium Members is left to the bidders. It is the responsibility of the Lead Bidder to ensure that the Consortium Member in the bid is compliant to all the clauses as mentioned in the bid, failing which bid can be disqualified
3	Volume 2 Section 2.3	(7) The bidder must have been awarded and successfully executed at least two (2) similar project of operation & maintenance of the citizen facilitation center of project value of INR 5 crore with at least 50 centers in India in the last three years as on last date of bid submission	It is requested to lower this condition to 1. One Similar Project of 30 Lac. 2. One CFC in Haryana State.	Please refer to revised Pre-qualification Criteria provided in the Corrigendum.
4	Volume 2 Section 2.3	(8) The bidder must have at the time of bidding at least 100 resources on its pay roll	Kindly lower this to 15-20 Manpower	Please refer to revised Pre-qualification Criteria provided in the Corrigendum.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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5	Section 2, Page: 20, Sub Section 2.10 (a, b, c)	Price being constant	1. There should be provision of pricing increase as cost of living increases and you must increase salary of people every year so that you can retain experienced talent. 2. Prices should be exclusive of taxes, as the Government changes taxes and it could be unbearable at times, taxes anyways go to Government	RFP Clause remains AS IS. System Partner shall have to follow all Labour Laws prevalent at the time of execution of the Contract.
6	Volume 1 Section 4.4 Page 30-32	Technical Bid Evaluation	The Evaluation criteria is to be changed accordingly.	Please refer to revised Technical Evaluation Criteria provided in the Corrigendum.
7	Section: 4, Page: 35, Sub Section 6	Payment Schedule	Payment schedule should be 1 month.	RFP Clause remains AS IS.
8	Section 1.6.1.3, sub section VI	Additional Resources	What percentage, it should be recommended, else it would make pricing structure and factor different and bidding may not be competitive	Bidder is expected to study the RFP in detail and estimate.
9	Section:2, Page:15, Sub Section 2.1 (f)	Tenure of contract 3 or 5 years	Kindly Clarify the duration, there are other places its mentioned as 5 years	Contract tenure is for 3 years, extendable by 2 years.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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10	Volume 2 Section 1.6.1.5 sub section I, ii, iii, iv	Insurance	MC should lease out CFC premises to SP to get insurance.	<ol style="list-style-type: none"> 1. CFC premises shall NOT be leased out to System Partner. System Partner is expected to take insurances for the ICT hardware, manpower and other equipment deployed by them as part of delivery for the Project. 2. Safety of documents collected at CFC (until handover to Municipality / agency appointed by Municipality / Department of Urban Local Bodies) shall be the responsibility of the System Partner 3. System Partner shall ensure that the CFC facility shall always be well maintained and no damage to the CFC facility property is incurred
11	Volum2 Section 1.6.1.4 sub section VI	Cheque	Cheque should not be accepted	Request is accepted.
12	Volume 2 Section 1.6.1.4 sub section VIII	Cash Wallet	You are requested to omit out the Cash Wallet	Request is accepted. System Partner shall be required to deposit cash collected to authorized / designated banks or with authorised designated person in the municipality as identified by Department of Urban Local Bodies in T+1 days.
13	Volume 2 Section 1.9.3	DULB roles	Bill submission, approval and payment process with timeline.	Query is NOT clear - hence NOT clarified.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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14	Volume 2 Section 1.7	Help Desk Setup	Kindly mention the requirement of infrastructure, software and in detail.	Requirements with respect to Help Desk along with roles and responsibilities of Department of Urban Local Bodies and System Partner are elaborated in detail in the RFP. Kindly request to refer to the same.
15	Volume 2 Section 1.7, Sub section 1.7.2.iv	Call Logs and Recording	Who will provide the required infrastructure	Setting up infrastructure (including IT Application and peripherals for operations) for helpdesk and token management shall be the responsibility of System Partner. Only server infrastructure for hosting IT Applications for helpdesk and token management shall be provided by Department of Urban Local Bodies.
16	Volume 1 Section 4.13	10% of project cost	EMD of Rs. 5,00,000/- or 10% of project cost is also very much on higher side. It should be lowered to Rs. 1,00,000/- only or 5% of quarterly payment to SP	RFP Clause remains AS IS.
17	Volume 1 Section 7.3.1	Commercial Bid	In the Panchkula Cluster, where the rates of the Help Desk is to e mentioned.	Please refer to revised Commercial Bid format provided in the Corrigendum.
B.	Simplex eSolutions Pvt. Ltd.			
18	Section:2, Page:15, Sub Section 2.1 (f)	Tenure of contract 3 or 5 years	There are other places its mentioned as 5 years	Contract tenure is for 3 years, extendable by 2 years.
19	Section:2, Page:15, Sub	Sole Bidder	There are other places wherein Consortium allowed, however mentioned here not allowed. It is	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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	Section 2.2 (a)		requested to allow consortium of at least 2-3 firms/companies	
20	Section:2, Page:15-17, Sub Section 2.4	(4) The Bidder must have an average annual turnover of minimum of INR 10 crores in last three financial years 2014-15, 2015-16, 2016-17	It is requested to lower the turnover clause to average 5 crores or lesser in last three financial years	Replied earlier
21	Section:2, Page:15-17, Sub Section 2.5	(7) The bidder must have been awarded and successfully executed at least two (2) similar project of operation & maintenance of the citizen facilitation center of project value of INR 5 crore with at least 50 centers in India in the last three years as on last date of bid submission	It is requested to lower this condition to 1 (one) similar project with project value of 30 lakh with 1 (one) center and preferably within the state of Haryana. Having experience within state of Haryana would be more effective in selecting SP.	Replied earlier
22	Section:2, Page:15-17, Sub Section 2.6	(8) The bidder must have at the time of bidding at least 100 resources on its pay roll	It is requested to lower this condition to 15-20 employees on payroll	Replied earlier
23	Section 2, Page: 20, Sub Section 2.10 (a, b, c)	Price being constant	<p>1. If the term is of 3/5 years then there should be provision of pricing increase as cost of living increases and you must increase salary of people every year so that you can retain experienced talent</p> <p>2. Prices should be exclusive of taxes, as the Government changes taxes and it could be unbearable at times, taxes anyways go to Government</p> <p>3. Even DC rates are revised literally once/twice every year</p>	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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24	Volume 1 Section 4.4 Page 30-32	Technical Bid Evaluation	This section should be revised as changes requested above to allow existing vendors to participate under section 4.10 of volume 1	Replied earlier
25	Section: 4, Page: 35, Sub Section 6	Payment Schedule	For effective function of CFC, payment schedule should be one month and 3-4 days for ULB to release payments with penalty clause of delay in payment	Replied earlier
26	Section 1.6.1.3, sub section VI	Additional Resources	What percentage, it should be recommended, else it would make pricing structure and factor different and bidding may not be competitive	Replied earlier
27	Volume 2 Section 1.6.1.4 sub section VI	Cheque	This should be handled in software of the ULB instead of SP, rather cheque should not be allowed as part of service delivery	Replied earlier
28	Volume 2 Section 1.6.1.4 sub section VIII	Cash Wallet	Please explain this better in RFP, point is not clear, also in high volume MCs wherein per day transaction value goes in crores and maintaining such amounts in wallets may not be feasible and in case of MCs with low transaction volume, leaving cash in wallet without interest is also blocking operational funds	Replied earlier
29	Volume 2 Section 1.6.1.5 sub section I, ii, iii, iv	Insurance	ULB/MC must lease out CFC premises to SP on proper stamp paper, else can't get insurance. Also, insurance provider should be mentioned along with coverage	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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			parameter else, it would make costing haywire	
30	Volume 2 Section 1.6.1.7	DAK Register	Why not use IFMIS or something like that, why manual register?	IT Application for DAK Management shall be provided by Department of Urban Local Bodies and System Partner shall be expected to utilize the same for DAK Management. In addition, System Partner may decide to maintain physical registers.
31	Volume 2 Section 1.7, Sub Section 1.7.1.ii	Tenure mentioned 5 years	Clarify 5 years or 3 years, as the costing of capital has to recovered within that period	Replied earlier
32	Volume 2 Section 1.7, Sub section 1.7.2.iv	Call Logs and Recording	Who will provide the required infrastructure	Replied earlier
33	Volume 2 Section 1.9.3	DULB roles	Bill submission, approval and payment process with timeline to be explained and detailed	Bills shall be submitted by System Partner to individual municipalities. A Cluster Head shall be appointed for each ULB. The Cluster Head shall be responsible for assessing pay-out to the System Provider with respect to every Municipality in his / her Cluster. Municipalities upon receipt of instruction from Cluster Head shall make payments to System Partner individually.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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34	Volume 2 Section 2.3 Annexure 3	Desktop O.S.	Instead of Windows, it is requested to have Open Source OS like Ubuntu which is more robust and serves purpose of CFC operations. This will also eliminate need of anti-virus software. Gol also recommends using Open Source software.	Please read Minimum Technical Specifications for OS in Annexure 3, Section 1.1 as: "Latest version as preferred by the Bidder"
35	Volume 2 Section 2.3 Annexure 3	Printers resolution up to 1200 x 1200	It is requested to keep printing resolution to 1200 x 1200 or higher. 1200 x 1200 is minimum basic requirement for generating medium quality prints.	Please read Minimum Technical Specifications for Resolution in Annexure 3, Section 2.1 as: "1200 x 1200 or higher"
36	Volume 2 Section 2.3 Annexure 3	Multi-Functional Printer Resolution 600x600	It is requested to keep printing resolution to 1200 x 1200 or higher. 1200 x 1200 is minimum basic requirement for generating medium quality prints.	Please read Minimum Technical Specifications for Resolution in Annexure 3, Section 2.2 as: "1200 x 1200 or higher"
C.	BLS International Services Limited			
37	Clause 1.2, Pg 13, Volume 1	The Department of Urban Local Bodies, Haryana is also planning to have a common help desk facility	How many seater help desk is envisaged. What equipment will be required and who will provide it. Who will provide the manpower & equipment. If Service Operator has to provide, how will he bill for it.	Bidder is expected to estimate the team size such that they will meet all SLAs specified in the RFP. RFP Clause remains AS IS.
38	Clause 2.1 (f), Pg 15 of RFP Volume 1, Section 2	The tenure of the contract of the successful bidder shall be for a term of 3 Years ("the term"). DULB reserves the right to extend the contract by 3 years on the same terms and conditions on the contract pieces decided pursuant to this RFP.	The bidder should assume that the initial agreement to be of 3 years or 5 years. Kindly clarify the same.	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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39	Clause 2.2, pg 15	Eligible bidders - The bidder has to be a Sole bidder only, no Consortium or sub-contracting is allowed.	It is requested that Consortium & sub-contracting be allowed	1. Consortium: Replied earlier 2. Sub-contracting: Please read Section 2.4 as: "Sub-contracting shall be allowed as part of this project."
40	Clause 2.3, Pg 16, Minimum Eligibility Criteria point 4, Volume 1	Minimum Eligibility Criteria pt 4 - The bidder must have an average annual turnover of minimum INR 10 Crores in last 3 financial years 2014-15, 2015-16 & 2016-17 as per form 7.2.3. For the purpose of this criterion, standalone turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered	It is requested that turnover of subsidiaries be considered while calculating turnover of bidders or Holding company executing its project through specialist project specific companies or special purpose vehicle (SPV) should be allowed to use their consolidated credentials (Technical and Financial)	Replied earlier
41	Clause 2.3, Pg 16, Minimum Eligibility Criteria point 7, Volume 1	The bidder must have been awarded and successfully executed at least Two(2) similar projects of operation & maintenance of the citizen facilitation centre of project value of INR 5 Cr with atleast 50 centres in India in last three years as on last date of bid submission	It is requested that projects executed by subsidiaries or special purpose vehicle (SPV) will be considered. We further propose that the experience of delivering the similar services through facilitation centres including data collection, delivery of services for transaction recording through IT application will be taken into consideration	Replied earlier
42	Clause 6, Pg 35, Volume 1	Payment Schedule - The payment to System Partner would be made on quarterly basis	It is requested that the payment be made on monthly basis.	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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43	7.3 Annexure 3-Format for Commercial proposal, pg 56, Volume 1	Cost of operating for Category - 1, Category - 2, Category - 3	Months should be taken as 36 or 60	Please refer to revised Commercial Bid format provided in the Corrigendum.
44	7.3 Annexure 3-Format for Commercial proposal, pg 56, Volume 1	Manpower cost	Should it be calculated and shared got 36 months or 60 months	Please refer to revised Commercial Bid format provided in the Corrigendum.
45	7.3 Annexure 3-Format for Commercial proposal, pg 56, Volume 1	Infrastructure cost	Should it be calculated and shared got 36 months or 60 months	Please refer to revised Commercial Bid format provided in the Corrigendum.
46	Clause 1.6.1.2 (iv), Volume 2	Incase of CFC, having high volume of citizens a token management system will be deployed to streamline customer flow management & improve efficiency & customer satisfaction	Please specify volume in numbers, share specifications of token machines and whose responsibility will it be to integrate Token Management System with the application.	<p>1. Volume: Bidder is expected to study the RFP in detail and estimate</p> <p>2. Specifications of Token Machines: Token Machines shall include Token dispensing machines (Touch-screen tablets and thermal printers) and Token no. displays (1 for public display). Token Machines shall be compatible with the Token Management System provided System Partner in Panchkula Cluster.</p> <p>3. Responsibility of supply of Token Machines: System Provider in Panchkula Cluster (responsible for set-up of Token Management System) shall submit specification of Token Machines compatible with their Token Management System to</p>

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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				Department of Urban Local Bodies. These specifications shall be then published by Department of Urban Local Bodies to System Providers of other 6 Clusters. System Providers (of Clusters other than Panchkula Cluster) shall have to procure Token Machines in accordance with the provided specifications, complete their installation and undertake their maintenance throughout the Contract duration.
47	Clause 1.6.1.3, (iv), Volume 2	Manpower Requirement & Training for each CFC	Can the System Partner outsource manpower to a third party	NO outsourcing shall be allowed for RFPs for all 7 Clusters.
48	Clause 1.6.1.3, (iv), Volume 2	The System Partner will be required to maintain a reserve pool of adequate manpower in order to maintain uninterrupted operations of all types of centres	Please specify percentage or numbers	Replied earlier
49	Clause 1.6.1.4, (iii) Volume 2	The System Partner is required to accept the payments through various payment modes like cash, demand draft, cheques, POS, debit cards, credit cards, ets	It is requested that cheques be excluded because if a cheque bounces then recovery of money from citizen will not be possible and the System Partner will have to bear the loss	Replied earlier
50	Clause 1.6.1.5, (i), Volume 2	The System Partner will be responsible for ensuring security of all assets, deployed resources, records, cash, etc. at each CFC	Will the System Partner be required to deploy guards at CFCs for providing security	System Partner shall not be required to deploy security guards at CFCs.
51	Clause 1.6.1.5, (iii) Volume 2	Security & Insurance of Assets	Please specify details of non IT assets as these assets will be in the name of Departments. The System	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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			Partner cannot take insurance cover of these assets. It is requested that the Department takes insurance policies of these assets or reimburse the insurance amount to System Partner	
52	Clause 1.7.2 (i), Volume 2	Help Desk Operations - The System Partner shall maintain the Help Desk Operations for a period of Five (5) years after successful implementation/ date of final Go-Live of the proposed Help Desk	As per Clause 2.1 (f), Pg 15 of RFP Volume 1, Section 2, the tenure of contract (Term) is of three years then why a Help Desk has to be maintained for 5 years	Help Desk Operations are envisaged in accordance with Contract tenure. Contract tenure is for 3 years, extendable by 2 years.
53	Clause 1.8, Volume 2	Desirable Timelines	Operation & Maintenance Period for CFCs & Help Desk is mentioned Sixty (60) months while the tenure of Contract (Term) is of three (3) years	Please read Table rows no. 5 and 6 in Section 1.9.1 as: * Operations & Maintenance Period: T5 (36 months from launch of all CFCs) * End of Contract: 36 months from launch of all CFCs (T3 + 36 months) Please read Table rows no. 5 and 6 in Section 1.9.2 as: * Operations & Maintenance Period: T5 (36 months from launch of Help Desk) * End of Contract: 36 months from launch of Help Desk (T3 + 36 months)
54	Clause 2.4.Sub-Contracting	Sub-Contracting is not allowed as part this project	Request you to please ammend the clause and allow subcontracting of non core activities.	Replied earlier
55	Clause 1.4 (b), Volume 2	Possession of completed centres will be handed over to the System	We understand that the centres will be provided by the authority and we are required to operate & maintain	CFC facilities that shall be handed over to System Partner shall have basic furniture for System Partner,

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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		Partner within one month of signing of the contract.	these centres. Kindly clarify that in what condition the CFC will be handed over.	electrical wiring, telephone connection and seating facilities for CFC visitors. System Partner may consider the condition of CFC facilities to be adequately ready for starting operations after deployment of IT hardware and manpower.
D.	Perfect Webtech Pvt. Ltd.			
56	Section:2, Page:15, Sub Section 2.1 (f)	Tenure of contract 3 or 5 years	There are other places its mentioned as 5 years	Replied earlier
57	Section:2, Page:15, Sub Section 2.2 (a)	Sole Bidder	There are other places wherein Consortium allowed, however mentioned here not allowed. It is requested to allow consortium of at least 2-3 firms/companies	Replied earlier
58	Section:2, Page:15-17, Sub Section 2.3	(4) The Bidder must have an average annual turnover of minimum of INR 10 crores in last three financial years 2014-15, 2015-16, 2016-17	It is requested to lower the turnover clause to average 5 crores or lesser in last three financial years	Replied earlier
59	Section:2, Page:15-17, Sub Section 2.3	(7) The bidder must have been awarded and successfully executed at least two (2) similar project of operation & maintenance of the citizen facilitation center of project value of INR 5 crore with at least 50 centers in India in the last three	It is requested to lower this condition to 1 (one) similar project with project value of 30 lakh with 1 (one) center and preferably within the state of Haryana. Having experience within	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

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		years as on last date of bid submission	state of Haryana would be more effective in selecting SP.	
60	Section:2, Page:15-17, Sub Section 2.3	(8) The bidder must have at the time of bidding at least 100 resources on its pay roll	It is requested to lower this condition to 15-20 employees on payroll	Replied earlier
61	Section 2, Page: 20, Sub Section 2.10 (a, b, c)	Price being constant	<p>1. If the term is of 3/5 years then there should be provision of pricing increase as cost of living increases and you must increase salary of people every year so that you can retain experienced talent</p> <p>2. Prices should be exclusive of taxes, as the Government changes taxes and it could be unbearable at times, taxes anyways go to Government</p> <p>3. Even DC rates are revised literally once/twice every year</p>	Replied earlier
62	Volume 1 Section 4.4 Page 30-32	Technical Bid Evaluation	This section should be revised as changes requested above to allow existing vendors to participate under section 4.10 of volume 1	Replied earlier
63	Section: 4, Page: 35, Sub Section 6	Payment Schedule	For effective function of CFC, payment schedule should be one month and 3-4 days for ULB to release payments with penalty clause of delay in payment	Replied earlier

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67	Volume 2 Section 1.6.1.5 sub section I, ii, iii, iv	Insurance	ULB/MC must lease out CFC premises to SP on proper stamp paper, else can't get insurance. Also, insurance provider should be mentioned along with coverage parameter else, it would make costing haywire	Replied earlier
68	Volume 2 Section 1.6.1.7	DAK Register	Why not use IFMIS or something like that, why manual register?	Replied earlier

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69	Volume 2 Section 1.7, Sub Section 1.7.1.ii	Tenure mentioned 5 years	Clarify 5 years or 3 years, as the costing of capital has to be recovered within that period	Replied earlier
70	Volume 2 Section 1.7, Sub section 1.7.2.iv	Call Logs and Recording	Who will provide the required infrastructure	Replied earlier
71	Volume 2 Section 1.9.3	DULB roles	Bill submission, approval and payment process with timeline to be explained and detailed	Replied earlier
E. VFS Global				
72	RFP Vol I/ Page16/ 2.3 - Point no 7 of the Table	The Bidder must have been awarded and successfully executed at least Two(2) similar project of operation & maintenance of the citizen facilitation centre of project value of INR 5 Cr with at least 50 centres in India in the last three years as on last date of bid submission	We request that criteria of 50 centres may please be reduced to maximum 10-12 centers in each of the project . We also request you to consider client certificate and self certified project value as supportive documents since in case of Government Pay models which are transaction based ,government official may not certify the project value and Work Order contains only per transaction or service charge.	Please refer to revised Pre-qualification Criteria provided in the Corrigendum.
73	RFP Vol I/ Page 18/ 2.4	Sub-Contracting is not allowed as part this project.	Considering the nature of the project, we request that sub contracting for some of the activities such as manpower etc. may please be allowed.	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
74	RFP Vol I/ Page 20/ 2.10.b & C	<p>b) The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.</p> <p>c) The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by System Integrator.</p>	<p>AS taxation is entirely a legal matter directly controlled by the Government and is beyond any estimation/ control of the bidder.</p> <p>Hence it is requested that commercial bid should be taken without taxes and all applicable taxes & government levies should be paid on prevailing prices at the time of actual transaction processing.</p>	<p>1. Commercial Bid shall solicit prices without Goods and Service Tax (GST) and GST applicable on the prices quoted (calculated in accordance with applicable laws at the time of bidding).</p> <p>2. Any subsequent increase in the tax rates or introduction of new tax will be compensated to System Partner.</p> <p>3. All payments to System Partner shall be subject to deduction of taxes at source as per applicable laws at the time of payment.</p>
75	RFP Vol I/ Page26/ 3.18	Bid Submission	We request to reconsider the option of taking single bid for all 7 clusters to have uniformity, control as well as ease of operation and management.	RFP Clause remains AS IS.
76	RFP Vol I/ Page26/ 3.18	Bid Submission	Since the Pre-Qualification & Technical Qualification bid is common for all 7 bids, we request that rather than taking 7 different bids, there should be single common Pre-Qualification & Technical Bid however separate Commercial Bid may be taken for cluster wise comparison. Kindly clarify and assist	RFP Clause remains AS IS.
77	RFP Vol I/ Page 31/ 4.4 - Point 3 of table	The Bidder must have been awarded and successfully executed similar project of operation & maintenance of the citizen facilitation centre of project value of INR 5 Cr with at least 50 centres in India in the last three years as on last date of bid submission	We request that criteria of 50 centres may please be reduced to maximum 10-12 centers in each of the project .	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
78	RFP Vol I/ Page 31/ 4.4 - Point 4 of table	Key Professionals Staff Qualification and Competencies for the Assignments:	As there are more than 1 CFC head/ Accountant / Executive in each cluster, how the marking would be done? Please clarify. Further it is not feasible to provide CV of each person at the time of bidding. Please reconsider & clarify.	Detailed CVs in format prescribed in the RFP for CFC Heads and Accountants only to be deployed across CFCs in the Cluster shall be provided as part of the Proposal.
79	RFP Vol I/ Page 35/ 6	The payment to the System partner would be made on a quarterly basis, the system partner shall submit the invoices on a quarterly basis. The service charge earned at the CFC by means of providing services would be of the selected system partner, the difference amount (if any) would be compensated to the system partner by the purchaser on a quarterly basis.	Request you to consider monthly payments instead of quarterly payment so that it will help the Service Provider to maintain smooth cash flow for best interest of the project.	Replied earlier
80	RFP Vol I/ Page 47/ 7.2.4	CV format for Proposed Resources	Submission of CV of all proposed resources is not feasible & practical. They can be provided after award of the contract So please reconsider this requirement by aligning on number of man power on payroll	Replied earlier
81	RFP Vol I/ Page 56/ 7.3.1	Commercial Bid	We understand cost of operating of CFC includes manpower cost and other operational cost as well as infrastructure cost, So kindly clarify exact meaning o Operational Cost and also please clarify why Manpower & Infrastructure cost is required separately?	Please refer to revised Commercial Bid format provided in the Corrigendum.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
82	RFP Vol II/ Page 11/ iv.b	Possession of completed centres will be handed over to the System Partner within one month of signing of the contract.	We understand that System Partner shall not be responsible for any civil & refurbishment work. Please confirm.	CFC facilities that shall be handed over to System Partner shall have basic furniture for System Partner, electrical wiring, telephone connection and seating facilities for CFC visitors. System Partner may consider the condition of CFC facilities to be adequately ready for starting operations after deployment of IT hardware and manpower - NO civil and refurbishment with respect to CFC facilities is expected as part of the project.
83	RFP Vol II/ Page 14/ II	Services Software Application would be provided by the department, System partner would be responsible for installation and configuration of the software	Kindly provide details of Centralized Hardware, Software Application to be used and whether it will be web based software? Do we need to install the software?	Details of Centralized Hardware and IT Application will be provided to successful Bidder. All IT Applications that shall have to be used and will be have to be used by System Partner shall be web-based.
84	RFP Vol.II / Page 15/ 1.6.1.2. iv	In case of CFC, having high volume of Citizens a token management system will be deployed to streamlines customer flow management & improves efficiency & customer satisfaction.	Who will bear the cost of Token Management System? If System Partner has to bear it, please specify the Token Management System requirement to consider the cost impact in the pricing.	1. IT Application for Token Management System shall be provided by System Partner. 2. Please refer to revised Commercial Bid format provided in the Corrigendum.

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
85	RFP Vol.II / Page 15/ 1.6.1.2. vi	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 fulfilment as per respective service flow.	On page 14, cameras are not mentioned in the RFP. Does Service provider need to provide cameras as well? If yes, kindly mention the numbers.	ULB Department envisages capturing of digital photo of applicant by scanning a physical photograph - only in case requirement arises.
86	RFP Vol.II / Page 17/ 1.6.1.3. vii. 1	CFC Head - i)Minimum Graduate (with minimum 60% marks) in any discipline	Please relax this condition to 50% as it is difficult to have supervisory staff of this nature with first division.	RFP Clause remains AS IS.
87	RFP Vol.II / Page 17/ 1.6.1.3. vii. 2	Accountant B.Com with first Division from a recognised university having knowledge of handling accounts.	Please remove the criteria of First Division as experience of 3 years is suffice to handle cash management activity.	RFP Clause remains AS IS.

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
88	RFP Vol.II / Page 17/ 1.6.1.3. vii. 3	<p>Counter Clerks cum Process Executives Preferably Graduates/3 year Technical Diploma (with minimum 55% marks) in any field from a recognized university/board OR ii)10+2 pass (with minimum 50% marks) in any stream with 1 year certificate course in computers from a recognized institute/university</p>	<p>Please remove the %age bar so that we should be able to hire the manpower, who knows the role and meets the role criteria, irrespective of the % of marks.</p>	<p>RFP Clause remains AS IS.</p>
89	RFP Vol.II / Page 17/ 1.6.1.3. vii. 4	<p>Dispatch Clerk</p>	<p>Please remove the %age bar so that we should be able to hire the manpower, who knows the role and meets the role criteria, irrespective of the % of marks.</p>	<p>RFP Clause remains AS IS.</p>
90	RFP Vol.II / Page 19/ 1.6.1.4.i	<p>The System Partner is required to collect money at CFCs from the date of their launch / start of operations. The System Partner needs to remit the statutory fees collected to the banks/designated staff of the municipality.</p>	<p>Can we get list of services for which we need to remit into bank account and remit to designated staff of Government for handover of cash/payment. Also we would need name of banks for remittance. Also please indicate how much cash would be handled on daily basis.</p>	<p>List of services for which cash will have to be collected and will have to be remitted shall be provided to successful Bidder.</p>

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
91	RFP Vol.II / Page 19/ 1.6.1.4.iii	The System Partner is required to accept the payments through various payment modes like cash, demand draft, cheques, PoS, debit cards, credit cards etc. and deposit the same in authorized/designated banks or with the authorised designated person in the municipality as identified by Department of Urban Local Bodies during the course of project.	Kindly clarify whether cash collection done by authority's banker from each location or system partner is required to deposit cash into their account and make consolidated remittance to the government. Kindly provide Cash Collection and deposit process	Replied earlier
92	RFP Vol.II / Page 19/ 1.6.1.4.vii	System Partner shall only be responsible for deposit of financial instruments to the designated staff in the respective municipality or in the Bank and not for its clearing. The payments mode such as debit/credit card, online wallets and online transactions using payment gateway etc shall be as finalized & made operationalize by the ULB department. Also the required transaction terminals for debit & credit card shall be provided by ULB department through it designated banks only.	Is System partner need to open account with ULB's designated bank only in case POS collection? In case no then will there by 2 POS machines at each center to collect govt. fees and system parnter's fees? In case of one POS provided by Govt. then how settlement would happen? in case POS provided by system partner then who will bear transaction acquiring charges? who will do integration with the bank, wallet service provider and online payment gateway? Who will bear payment gateway integration and transaction charges	<ol style="list-style-type: none"> 1. System Partner shall NOT be required to opens separate bank accounts for depositing cash. Details of bank accounts of Municipalities where cash is expected to be deposited shall be provided by Department of Urban Local Bodies / Municipalities. 2. POS machines shall be provided by Department of Urban Local Bodies / Municipalities. System Partner shall be required to utilize the POS machines provided by Department of Urban Local Bodies / Municipalities. 3. Payment gateway integration shall be undertaken by Department of Urban Local Bodies. 4. Payment gateway integration and transaction charges shall be paid by Department of Urban Local Bodies / Municipalities.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
93	RFP Vol.II / Page 19/ 1.6.1.4.viii	viii. The Department of Urban Local Bodies will also make a provision in their IT application for creating some sort of wallet to ensure that the cash transaction shall not be exceeded beyond the eligible threshold limit fixed for the particular CFC. The System Partner will have to maintain the required specified amount in the wallet (as fixed by the ULB based on the volume of financial transaction in that municipality) to carry out the transactions at CFCs.	Please provide more clarity on the point as who will fund the wallet? Who will be owner of the wallet? Is system provider is required to keep money in the wallet and collect cash from citizen? Who will bear Wallet transaction charge?-Citizen or Government	Replied earlier
94	RFP Vol II/ Page 19 / XI	The System Partner shall arrange to hold periodic training workshops for improving the skills of the CFC staff in proper and efficient usage of the system and its day-to-day operation.	We are assuming that the initial training of processes, tools and applications will be provided by the authorities to the service provider. Kindly confirm.	Requisite knowledge transfer for processes, tools and applications shall be provided to System Partner by ULB Department / municipalities at the inception of the Project.
95	RFP Vol II/ Page 20 / 1.6.1.6	Consumable Management	We request to share the average numbers of transaction for each CFC for better estimation & cost incorporation.	Bidder is expected to study the RFP in detail and estimate.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
96	RFP Vol II/ Page 21 / 1.7	The System Partner will have to provide the entire requisite IT infrastructure (related Hardware including computers, MFP printers, routers, networking etc and licensed application software for Queue Management application, Public Grievances Management application, call management application etc at their own cost) that is required for setting up & to fully operationalize the Help Desk along with manpower/resources as required by the department.	Please share the exact manpower, no of seats requirement required for helpdesk.	Bidder is expected to study the RFP in detail and estimate.
97	RFP Vol II/ Page 24 1.8	Operational Requirements of the Project	We understand that there will be no travelling required for any CFC deployed staff. Please confirm.	No travel is envisaged for staff deployed at CFC.
98	RFP Vol II/ Page 24	Partner will have to provide technical cum O & M support for the entire infrastructure (applicable Hardware, Software Licenses etc) for a period of three year from the date of satisfactory installation/execution/Go-Live of the proposed Help Desk.	Contract period is for 5 years whereas the help desk set up will be only for 3 years. Please clarify.	Replied earlier
99	RFP Vol.II / Page 25/ 1.8.1.vii	Ensures that statutory/Government fee collected at CFC shall be deposited in the designated Bank and/or any other designated staff / agency as per the guidelines issued by Department of Urban Local Bodies/ SOPs finalized from time to time.	Since CFC shall be working on Saturdays and designated holidays but if banks are not working then deposition of statutory/govt. fees would be done on next banking working day. Please confirm.	In case the CFC is operational on a working day but the day is a bank holiday, System Partner may deposit cash collected to the designated / authorized bank on next working day of the bank. In case cash is to be deposited with municipality, and CFC is operational

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
				on a government holiday, System Partner may deposit cash collected with the designated / authorized person from municipality on next working day of the municipality.
100	RFP Vol.II / Page 36/ 1.10.3.xii	To ensure the day to day activities relating to smooth operation of CFCs: a. Cleaning and housekeeping of CFC premises including toilets. b. Shall be responsible for all expenses incurred for running CFCs including, but not limited to, Water, Sewerage, Housekeeping, Communication including Telephone and Fax, and other administrative and operative expenses etc. c. Providing applicable application forms for the citizens to the CFCs.	We understand that following cost shall be borne by the Department directly and not by the system partner:- 1. Housekeeping 2. Electricity Expenses 3. Water & Sewerage Expenses 4. Telephone Expenses (other than staff mobile) 5. Postal Charges Please confirm.	Understanding is correct - System Partner shall NOT have to bear any of the following costs: 1. Housekeeping 2. Electricity Expenses 3. Water & Sewerage Expenses 4. Telephone Expenses (other than staff mobile) 5. Postal Charges
101	RFP Vol.II / Page 36/ 1.10.3.xii	To maintain a complete log book of Generator Set recording comprehensive date wise detail regarding run time of DG set, diesel consumed, power outage timings and units of power generated by DG set etc.	We understand that DG sets shall be maintained & operated by Department & not in the scope of System Partner. Please confirm. Also clarify who will bear Diesel on daily basis if required.(Operational expenses related to running of DG)	Sufficient power back-up for operations of CFCs shall be provided by System Provider.
102	RFP Vol.II / Page 41/ 2.1.ii	System Partner shall deposit Property Tax Payment Collected on daily basis latest by 11:00 AM on next day to the designated bank of the MC and duplicate copies of the computer generated G8- Receipts to Accounts Branch.	Please share exact process to be followed in case of cash collection including name of their banker and address of CFCs to check the distance ? Receipt would be generated under govt.'s name ? Does	Details of exact process shall be provided to successful Bidder.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
			system partner is required to issue separate receipt?	
103	RFP Vol.III / Page 28/ 18	Escrow Agreement	As software development is not part of this project, what is the purpose of having Escrow Agreement?	RFP Clause remains AS IS.
104	RFP Vol.III / Page 74/ 1	SLA during Centralized System Operations and Maintenance Phase	Under penalty column, some component such as "M6" etc have been referred. Please clarify these components.	1. Clause 40.2, Point (a), Bullets 3 - 5 stand deleted from RFPs of Clusters other than Panchkula Cluster. 2. Clause 40.2, Point (b) stands deleted from RFPs of Clusters other than Panchkula Cluster. 3. Please refer to revised Clause 40.5 - Table of SLAs provided in the Corrigendum (for all RFPs).
105	General	Data Exchange between CFC and Government Servers where application is hosted	How will the data exchange connection between CFC and data servers will be made	Providing Internet connectivity at CFC facility for enabling accessing required IT Applications of Directorate of Urban Local Bodies shall be the responsibility of System Partner.
F.	IL&FS Technologies Ltd.			
106	Vol-I, Section - 2, 2.2.Eligible bidders, Page No:- 15	2.2. Eligible bidders The Bidder has be a Sole bidder only, no Consortium or sub-contracting is allowed.	Requesting you kindly allow Sub Contractor	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
107	Vol-I, Section - 2, Instructions To Bidders, Page No:- 16	The Bidder must have been awarded and successfully executed at least Two(2) similar project of operation & maintenance of the citizen facilitation centre of project value of INR 5 Cr with at least 50 centers in India in the last three years as on last date of bid submission	Kindly amend the clause like: The Bidder must have been awarded and successfully executed at least Two(2) similar project of operation & maintenance of the Citizen Facilitation Centre / e-Governance Project/ System Integration Project of project value of INR 5 Cr with at least 50 centers in India / Abroad in the last three years as on last date of bid submission	Replied earlier
108	Vol-I, Section 4, Evaluation of Bids, Page No:-20 (For 7 ULBs (Ambala, Faridabad, Gurugram, Hissar, Karnal, Panchkula & Rohtak)	2.10. Firm Prices c) The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by System Integrator.	It is Suggested the clause be replaced with following clause: The prices quoted are inclusive of all charges inclusive of Taxes & Duties etc.; However in case of any changes in taxes rates i.e. GST, Custom duties, levies etc shall be account of Directorate of Urban Local Bodies, Haryana e.g. In case of decrease in tax rates i.e. GST , basic custom duties, levies etc. the resulting benefit be passed on to the Directorate of Urban Local Bodies, Haryana and in of increase in tax rates, the impact of such increase be account of to the purchaser i.e. increase in prices. Also it is requested t have a break up of base price and Tax amount in commercial bid, so that it will cut short the discussion in future.	Replied earlier

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
109	Vol-I, Section 4, Evaluation of Bids, Page No:-29 (For 7 ULBs (Ambala, Faridabad, Gurugram, Hissar, Karnal, Panchkula & Rohtak)	Evaluation of Bids	<p>In this regard, we would like to inform you that Department has floated 7 RFPs for (Ambala, Faridabad, Gurugram, Hissar, Karnal, Panchkula & Rohtak) with same submission date and timing. Looking to the online submission of bid, it will be very difficult to submit all the response within same stipulated time. Hence requesting you kindly amend the clause like:</p> <p>If the bidder is quoting for 7 ULBs, say (Ambala, Faridabad, Gurugram, Hissar, Karnal, Panchkula & Rohtak) then the bidder may submit combine EMD of value Rs. 35,00,000 (Rs. Thirty Five Lakhs) and Consolidated Bid response with Different Commercial Bids for 7 ULBs.</p>	Replied earlier
110	Vol-I, Section 4, 4.4.Technical bid Evaluation, Page No:-31	<p>3. No. of similar projects The Bidder must have been awarded and successfully executed similar project of operation & maintenance of the citizen facilitation centre of project value of INR 5 Cr with at least 50 centers in India in the last three years as on last date of bid submission</p>	<p>Kindly amend the clause like: 3.No. of similar projects The Bidder must have been awarded and successfully executed similar project of operation & maintenance of the Citizen Facilitation Centre / e-Governance Project/ System Integration Project of project value of INR 5 Cr with at least 50 centers in India /Abroad in the last three years as on last date of bid submission</p>	Replied earlier

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
111	Vol-I, Section 4, 4.10. First Right of Refusal , Page No:-33	4.10. First Right of Refusal DULB, Haryana grants the CFC vendor associated with the purchaser in the cluster a First right of refusal to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Department of Urban Local Bodies, Haryana at the mentioned cluster, in this case the first right of refusal holder would have to match the quote given by the selected system partner within 7 days of receipt of notice in this regard.	Request to please delete this clause as if CFC vendor associated with purchaser is interested than they should participate in the bidding process and qualify for the various conditions of the contract.	RFP Clause remains AS-IS.
112	Vol-I, Section 4, 6. Payment Schedule , Page No:-35	6. Payment Schedule The payment to the System partner would be made on a quarterly basis, the system partner shall submit the invoices on a quarterly basis. The service charge earned at the CFC by means of providing services would be of the selected system partner, the difference amount (if any) would be compensated to the system partner by the purchaser on a quarterly basis.	Request to please confirm if department is already having the software module for payment reconciliation on quarterly basis if not please provision the same from application partner. This will facilitate automatic settlement of difference amount/payments by department or revenue sharing.	IT Application for reconciling payments received at CFCs is available with Department of Urban Local Bodies. Details of the same shall be made available to successful Bidders.
113	Vol-II, 1.4. About Citizen Facilitation Centres (CFCs), Page No:-12	v. The indicative list of items to be provided by Department of Urban Local Bodies at CFCs	There is lot of dependency of space and infrastructure on the purchaser Kindly confirm what is the current status of readiness of CFCs from Non IT infrastructure as defined in the list or what is the target date to complete this activity at various MC/ULBs. In case the process has not been initiated we request to put this in the	CFC facilities that shall be handed over to System Partner shall have basic furniture for System Partner, electrical wiring, telephone connection and seating facilities for CFC visitors. System Partner may consider the condition of CFC facilities to be adequately ready for

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
			scope of bidder as it becomes easy for them to furnish and start the CFC	starting operations after deployment of IT hardware and manpower.
114	Vol-II,1.5. About Help Desk Set up), Page No:-13	The help desk is expected to work on outsourcing model to be set up by the System Partner at the Department premises and shall be operational from 09:00 to 06:00 PM from Monday to Saturday (Except National holidays). The Help Desk solution would be capable for registration & management of public grievances as call management services.	Please confirm following :- 1)No. of seats /manpower for helpdesk activity to be provisioned as this help desk has to serve all the citizens of Haryana across 81 ULBS. 2) Who will provide software application for helpdesk	Replied earlier
115	Vol-II, 1.4. 1.6.1. Citizen Facilitation Centres (CFCs), Page No:-13	1.6.1.1. Supply, Installation and Configuration of hardware, related software and other peripherals at CFCs. The System Partner will procure and supply brand new hardware and related software (OS, anti-virus, office work utilities etc) of the same make and model across all the centers in order to maintain uniformity and standardization	1.6.1.1. Supply, Installation and Configuration of hardware, related software and other peripherals at CFCs. The System Partner will procure and supply brand new hardware and related software (OS, anti-virus, office work utilities etc) of the same make and model across all the centers in order to maintain uniformity and standardization	Query is NOT clear - hence NOT clarified.
116	Vol-II, 1.6.1.3. Manpower Requirement & Training for each CFC, Page No:-15	The persons deputed for working at CFCs shall wear prescribed uniform as approved by ULB Department	Please confirm who will be responsible for providing Uniform to persons deputed at CFCs(DULB or employee themselves	Persons deputed for working at CFCs shall dressed in formal-ware as prescribed in the table on Page No. 17 as part of point iii of Clause 1.6.1.3. ULB Department does NOT envisage any uniforms for persons deputed for working at CFCs.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
117	Vol-II, 1.6.1.5. Security & Insurance of Assets of each CFC, Page No:-20	The System Partner shall be responsible for ensuring security for all assets, deployed resources, records, cash, etc. at each CFC.	Do we need to provide security personal at CFC as it is not mentioned in the manpower requirements	Replied earlier
118	Vol-II, 1.6.1.6. Consumables Management, Page No:-20	The System Partner shall provide all consumable items and any other goods or articles that will be required on day to day basis for smooth operations of CFC. These includes items not limited to:	We understand that consumables will be provided by system partner request to Please confirm for house keeping staff for various cleaning activities will be whom responsibility.	Replied earlier
119	Vol-II, Section 4, 4.4.,1.6.1.6. Consumables Management, Page No:-20	<p>1.6.1.6. Consumables Management The System Partner shall provide all consumable items and any other goods or articles that will be required on day to day basis for smooth operations of CFC. These includes items not limited to:</p> <p>a. Requisite papers for application forms/ receipts, status updates, final certificates etc and Computer stationery required for various applications, reports and receipts</p> <p>b. IT consumable like Printer Toner/Cartridges, , Batteries for UPS, CDs etc</p> <p>c. Housekeeping and other maintenance consumables (Stationary items like Pens/pencils/ folders/staplers, Self Adhesive</p>	Looking to the scope of Consumables Management , it very difficult to arrive the Consumables quantity at the time of bid submission. Hence requesting you kindly delete this clause and consider Unit Rate of all Consumables in Commercial Bid and billing will b on actual basis.	Replied earlier

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
		Envelopes for packing Forms, punching machines etc) as required. d. Other Items, if any required to meet the requirements of the project.		
120	Vol-II, 1.6.1.7. Dispatch Management, Page No:-21	SP 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 municipality staff pertaining to any kind of service delivery being handled through CFCs. Further, SP will provide the similar acknowledgements to the municipality staff while receiving any documents from the departments and will maintain the record of the same.	Please confirm is software module is available for various DAK management activities with DULB.	Replied earlier
121	Vol-II, 1.6.1.7. Dispatch Management, Page No:-21	Physical Dispatch of documents and files	Is system partner is responsible for physical dispatch of documents to and fro to citizen and concerned ULB using courier or postal services or manual. If yes who will bear the expenses of courier or postal services. Also do we require separate runner/manpower who will go and deliver/collect the documents from ULB.	System Partner shall be responsible for physical dispatch of documents and maintaining record of inward and outward in IT Application for DAK management. Postal / communication charges shall be borne by the respective municipality itself. The government envelopes required for the communication will be provided by the municipalities to the CFCs.
122	Vol-II, 2. Annexures, Page No:-38	2. Annexures 2.1. Annexure 1 – Proposed Services to be rendered through CFCs (Indicative List)	Request to please provide the detailed list of services along with facilitation charges and historical	1. List of services: Please refer to RFP. 2. Facilitation charges: Details shall be shared with successful Bidder.

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
			transaction volume data each ULB wise for period of 5 years.	3. Volume: Bidder is expected to study the RFP in detail and estimate.
123	Volume -III, MSA, Page No:-12	b) To provide the Purchaser or its nominated agencies certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery and performance of this Agreement by the Implementation Agency	<p>Kindly amend the clause like: The Company is in business of Government Contracts and the CEO of the Company has been authorised to for execution of contracts, accordingly, independent Board Resolutions are not passed. Suggest to Modify as under:</p> <p>b) To provide the Purchaser or its nominated agencies certified true copies of its constitutional documents and board resolutions and/or Power of Attorney authorizing the execution, delivery and performance of this Agreement by the Implementation Agency</p>	RFP Clause remains AS IS.
124	Volume -III, MSA, Page No:-21	<p>11. Payments 11.1. Purchaser shall make payments to System Partner at the times and in the manner set out in the Payment schedule as specified in Payment Milestones in RFP Volume I and related corrigendum, if any. Purchaser shall make all efforts to make payments to System Partner within 45 days of receipt of invoice(s) and all necessary supporting documents.</p>	<p>Kindly amend the clause like: 11. Payments 11.1. Purchaser shall make payments to System Partner at the times and in the manner set out in the Payment schedule as specified in Payment Milestones in RFP Volume I and related corrigendum, if any. Purchaser shall make all efforts to make payments to System Partner within 45 days of receipt of invoice(s) and all necessary supporting documents. Delay in Payment beyond forty five (45) days shall</p>	RFP Clause remains AS IS.

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
			entitle the System Partner interest @ 18% per annum for the period of delay.	
125	Volume -III, MSA, Page No:-23	<p>13.2 Bespoke development</p> <p>13.2.1 Upon acceptance of Software as per this Agreement and subject to full payment of consideration, the ownership of all Intellectual Property Rights in any and all bespoke Software developed during the Term for implementation of the Project under this Agreement shall lie with DULB.</p> <p>13.2.2 The Service Provider shall provide source code, object code and all other relevant materials, artefacts etc. of bespoke Software to DULB and DULB shall own all IPRs of such bespoke software for them upon payment of full consideration.</p>	As per RFP application and development will be provided by NIC, hence delete this clause	RFP Clause remains AS IS.
126	Volume -III, MSA, Page No:-25	<p>15 Dispute Resolution</p> <p>15.3 The venue of arbitration shall be Mumbai and the language of the arbitral tribunal shall be English.</p>	<p>15 Dispute Resolution</p> <p>15.3 The venue of arbitration shall be Mumbai Gurgaon and the language of the arbitral tribunal shall be English.</p>	<p>Please read Clause 15.3 of Volume III as:</p> <p>"The venue of arbitration shall be Panchkula and the language of the arbitral tribunal shall be English."</p>

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
127	Volume -III, MSA, Page No:-42	<p>33 Audit, Access & Reporting The Service Provider shall allow access to the DULB or its nominated agencies to all information which is in the possession or control of the Service Provider and which relates to the provision of the Services as set out in the Audit, Access and Reporting Schedule and which is reasonably required by the DULB to comply with the terms of the Audit, Access and Reporting Schedule set out as Schedule III of this Agreement.</p>	<p>For Audit, Access & Reporting, kindly give us 15 days time Reporting Schedule.</p>	<p>RFP Clause remains AS IS.</p>
128	Volume -III, MSA, Page No:-43	<p>34 Governing Laws & Jurisdiction This Agreement and all matters regarding the interpretation and/or enforcement hereof, will be governed exclusively by the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this Agreement</p>	<p>34 Governing Laws & Jurisdiction This Agreement and all matters regarding the interpretation and/or enforcement hereof, will be governed exclusively by the laws of India. The courts of Mumbai Gurgaon alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this Agreement</p>	<p>Please read Clause 34 of Volume III as: "This Agreement and all matters regarding the interpretation and/or enforcement hereof, will be governed exclusively by the laws of India. The courts of Panchkula alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this Agreement."</p>

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
129	General	Minimum Wages clause introduction	<p>It is requested to add a new clause: The manpower deployed for the implementation and O&M phase should deploy the team members and follow Minimum Wages Act 1948. In case of any amendment / Change in laws by Government including but not limited to minimum wages which will impact in increase of Cost of more than 10% then its earlier level, then the System Partner may notify the same to DULB and appropriate compensatory adjustments shall be made to the Total Value of Contract and in the Project timelines, if required to account for the Change in Law. The notice shall be accompanied by all supporting documents, details and information required by the DULB to assess the claims of the System Partner</p>	Request is NOT accepted.
130	General	SLA	Any delay which is not accountable to System Integrator should be exempted from SLA during implementation as well.	Request is accepted.
131	General	Department has issued multiple RFPs with similar scope of work for various clusters	We request to please club all these RFPs in single RFP with option to quote for 1 or more clusters to the prospective bidders. This will help us to make single bid response for all the clusters as managing seven responses on e procurement portal at	Replied earlier

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
			same time is difficult. We are interested in quoting for all the 7 clusters.	
G. Additional points of clarification				
132	Volume 1, Section 6, Pg. No. 35			<p>Please read Section 6 as: "Payment to the System Partner shall be made on a quarterly basis. System Partner shall submit the invoices on a quarterly basis. Service Charge earned at the CFC by means of providing services shall be retained by the System Partner. In case of deficit (difference between cost of operations contracted with System Partner with Directorate of Urban Local Bodies total of Service Charge earned by System Partner through operation of CFC in the quarter) in earnings of the System Partner, the deficit amount shall be compensated to the System Partner. In case Service Charge earned in a particular quarter exceeds the cost of operations contracted with System Partner, System Partner shall be expected to deposit the excess amount earned with the Municipality / Directorate of Urban Local Bodies." Following Clause in Section 6 stands deleted: "If the service charge collected in a</p>

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
				particular quarter crosses the amount quoted by the system partner as per the commercial bid then the amount over and above the quoted price would be shared on a 50:50 basis between the purchaser and the system partner."
133	Volume 1, Section 4.12, Pg. No. 33			Addition to Section: "In case prices quoted by successful Bidder are beyond 10% of the lowest price received within 7 Clusters, successful Bidder shall be invited for price negotiations. Failure to close negotiations to successfully shall constitute sufficient grounds for the annulment of the award and the Purchaser may revoke the PBG and/or forfeit the EMD. In such an event, Purchaser may consider awarding the Contract to the Bidder who has submitted next best value bid or call for new proposals.
134	Volume 3, Clause 15.2, Pg. No. 26			Please read Clause as: "In case the escalations do not result in resolution of the dispute within time stipulated for escalation, then the same shall be referred to the arbitral tribunal comprising of three arbitrators in accordance to the Arbitration and Conciliation Act, 1996 as amended on the date of the reference. Each Party shall nominate one arbitrator and the third arbitrator

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
				shall be Principal Secretary, Urban Local Bodies."
135	Volume 3, Clause 40.1, Point (a), Pg. No. 67			<p>Please read Clause as: "The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the Service Levels which shall be provided by the System Provider of Panchkula Cluster to DULB for the duration of this contract. The benefits of this SLA are to:</p> <ul style="list-style-type: none"> • Make DULB's expectations from the System Provider of Panchkula Cluster explicit with respect to performance and outcomes for Helpdesk and Token Management System • Help DULB monitor the levels of performance of the System Provider of Panchkula Cluster during the duration of the contract. <p>Trigger a process that applies to DULB and System Provider of Panchkula Cluster's attention to any aspect of performance when that aspect drops below an agreed upon threshold or target."</p>

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	DOCUMENT REFERENCE	CONTENT	CLARIFICATION REQUIRED / REQUESTED	RESPONSE TO CLARIFICATION REQUESTED
136	Volume 3, Clause 40.1, Point (b), Pg. No. 67			Please read Clause as: "The System Provider and DULB shall maintain monthly contact to monitor the performance of the services being provided by the System Provider of Panchkula Cluster and effectiveness of this SLA."

3. UPDATED: Volume I, Section 2.3 – Pre-Qualification Criteria

S.N.	CRITERIA	SUPPORTING DOCUMENTS
1	Sole Bidder / both Consortium Members must be registered under Indian Companies Act, 1956 or as amended (or) under the Limited Liability Partnership Act, 2008 AND Sole Bidder / both Consortium Members must be in operation for a period of at least five (5) years as on date of bid submission.	▸ Copy of certificate of incorporation / registration certificate
2	Sole Bidder / both Consortium Members must be registered with the Service Tax Authorities	▸ Valid Service Tax Registration Certificate
3	Sole Bidder / both Consortium Members must not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of bid submission.	▸ Letter signed by authorized signatory/ies of Sole Bidder / both Consortium Members.
4	Sole Bidder / Lead Bidder must have an average annual turnover of minimum INR 5 Crores in last 3 financial years (2014-15, 2015-16 and 2016-17) as per Form 7.2.3. NOTE: For the purpose of this criterion, standalone turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered	▸ Audited financial statements for the last three financial years (2014-15, 2015-16 and 2016-17) ▸ Certificate from the Statutory Auditor on turnover details for last three (3) financial years (2014-15, 2015-16 & 2016-17)
5	Sole Bidder / both Consortium Members must be profit-making entity/ies: Should be an operating profit making entity in at least 1 out of each of last 3 financial years ending on 31.03.2017	▸ Certificate from practicing Member of Institute of Chartered Accountants of India from Sole Bidder / both Consortium Members
6	The Net Worth / Cash flow of Sole Bidder / both Consortium Members must be positive for each of the last three financial year ending 31st March 2017	▸ Certificate from practicing Member of Institute of Chartered Accountants of India showing Net worth/Cash flow for each year from Sole Bidder / both Consortium Members

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	CRITERIA	SUPPORTING DOCUMENTS
7	The Sole Bidder / Lead Bidder must have been awarded and shall have successfully executed at least One (1) similar project of operation and maintenance of Citizen Facilitation Centre of project value of INR 30 lakhs with at least One (1) centre in India in the last three years as on last date of bid submission.	<ul style="list-style-type: none"> ▶ Copy of work order + Completion Certificates from the client OR ▶ Work Order + Phase Completion Certificate from client Completion certificate /work order to include scope of work executed
8	Sole Bidder / Lead Bidder must have at the time of bidding at least 20 resources on its pay roll.	<ul style="list-style-type: none"> ▶ Certificate from HR Department of Sole Bidder / Lead Bidder
9	<p>Sole Bidder / Lead Bidder must have ISO 9001 certification.</p> <p>NOTE: 1. In case the certificate is under renewal, the Bidder to provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids.</p> <p>2. In case the certificate is not provided by the mentioned time, the bidder will be disqualified and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned un-opened.</p>	<ul style="list-style-type: none"> ▶ Copy of the Certificate(s) signed and stamped by the authorised signatory of Sole Bidder / Lead Bidder

4. UPDATED: Volume I, Section 4.4 – Technical Evaluation Criteria

S.N.	CRITERIA	MAX MARKS	SUPPORTING DOCUMENTS
1	AVERAGE ANNUAL TURNOVER	10	
	Average annual turnover of Sole Bidder / Lead Bidder in last 3 years (2014-15, 2015-16 and 2016-17) as per Form 7.2.3:		<ul style="list-style-type: none"> ▸ Audited financial statements for the last three financial years (2014-15, 2015-16, 2016-17) ▸ Certificate from Statutory Auditor on turnover for last three financial years (2014-15, 2015-16, 2016-17)
	>= 5 - 15 Cr.	5	
	> 15 - 50 Cr.	7	
	> 50 Cr.	10	
2	NO. OF RESOURCES	10	
	No. of resources on payroll of Sole Bidder / Lead Bidder at the time of bidding		<ul style="list-style-type: none"> ▸ Certificate from HR Department of the Sole Bidder / Lead Bidder
	20 - 50	5	
	51 - 100	7	
	> 100	10	
3	SIMILAR PROJECTS	10	
	Award and successful execution of similar projects of operation and maintenance of CFCs of value INR 30 lakhs with at least 1 centre in India in last three years as on last date of bid submission (Projects of all Consortium Members shall be considered)		<ul style="list-style-type: none"> ▸ Copy of Work Order + Completion Certificates from the Client OR ▸ Work Order + Phase Completion Certificate from Client Completion Certificate / Work Order to include scope of work executed and value of work
	No. of projects: 1 - 2	5	
	No. of projects: 3 - 5	7	
	No. of projects: > 5	10	
4	QUALIFICATION OF KEY PERSONNEL	40	
4.1	CFC Head	30	<ul style="list-style-type: none"> ▸ CVs submitted

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

S.N.	CRITERIA	MAX MARKS	SUPPORTING DOCUMENTS
	> 5 - 7 years of experience	10	▸ Evaluation of each CV will be out of 30. Final score for this criteria shall be calculated by averaging scores of individual CVs
	> 7 - 10 years of experience	20	
	> 10 years of experience	30	
4.2	Accountant	10	
	>3 - 5 years of experience	6	
	> 5 years of experience	10	
5	APPROACH AND METHODOLOGY	30	
5.1	Understanding of requirements	10	Technical Proposal submission
5.2	▸ Technical Solution ▸ Overall Approach and Methodology	10	
5.3	▸ Project Plan ▸ Resource Deployment Plan	10	

5. UPDATED: Volume III, Section 40 – Schedule V: Service Level Agreement

5.1. Volume III (Panchkula Cluster RFP), Section 40.5, Table for SLAs

1. SLA for Help Desk services for Citizens

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
Helpdesk Availability	All call to Help desk are expected to be attended and closed. (No call drops) <i>(Cases where Help Desk Application is not available on account of issues with Application or server infrastructure, SLA shall be waived off)</i>	0% calls dropped	No penalty
		Upto 5% calls dropped	1% of Quarterly Operations Cost for all CFCs within the Cluster
		5% - 10% calls dropped	2% of Quarterly Operations Cost for all CFCs within the Cluster
		> 10 % calls dropped	5% of Quarterly Operations Cost for all CFCs within the Cluster
Issue of Service Ticket Number	All calls to the helpdesk should be logged into the system and Service Ticket Number should be provided to the citizens. <i>(Cases where Help Desk Application is not available on account of issues with Application or server infrastructure, SLA shall be waived off)</i>	100% calls are logged and ticket is generated	No penalty
		Upto 95% calls are logged and ticket is generated	1% of Quarterly Operations Cost for all CFCs within the Cluster
		90% - 95% calls are logged and ticket is generated	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 90% calls are logged and ticket is generated	5% of Quarterly Operations Cost for all CFCs within the Cluster

2. SLA for availability of central Token Management System at CFCs for all Clusters

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
Token Management System Application Uptime	"Application Uptime" shall mean the time period for which the Token Management System Application deployed by System Partner centrally is available for delivery of services. Uptime, in percentage, of any equipment shall be calculated as: $\text{System Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})] * 100\}$	100% uptime	No penalty
		Upto 95% uptime	1% of Quarterly Operations Cost for all CFCs within the Cluster
		90% - 95% uptime	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 90% uptime	5% of Quarterly Operations Cost for all CFCs within the Cluster
Average time taken for access to Pages of Token Management System application from CFC	Script based checking every 5 minutes daily. Quarterly average from the log. Script based checking to be facilitated by System Partner.	Average daily <= 5 seconds	No Penalty
		Average daily > 5 seconds	0.05% of Quarterly Operations Cost for all CFCs within the Cluster
Response time for problem / defect with Application reported	"Response Time", means time taken (after the problem has been reported escalated to System Provider's team) by the respective CFC staff in responding to the call and updating the status of the call in the System. The response time would include: a. Call diagnosis b. Categorization into	At least 99% of the calls resolution within 60 minutes	No penalty
		>= 97% to < 99% of the calls within 60 minutes	0.1% of Quarterly Operations Cost for all CFCs within the Cluster

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
	problem request/ change requests for defect fixes c. Assign severity levels to problems reported d. Tentative timelines for further action.	>= 95% to < 97% calls within 60 minutes	0.2% of Quarterly Operations Cost for all CFCs within the Cluster
		>= 90% to < 95% calls within 60 minutes	0.3% of Quarterly Operations Cost for all CFCs within the Cluster
		< 90% calls within 60 minutes	0.5% of Quarterly Operations Cost for all CFCs within the Cluster
Resolution time for problem / defect with Application reported	"Resolution Time", means time taken by the System Partner staff to troubleshoot and fix the problem / defect from the time the call has been escalated to the System Partner team till the delivery of the solution to the CFC and subsequent updates to the status of the problem reported.	LEVEL – CRITICAL	
		At least 99% calls to be resolve within 1 working day	No penalty
		>= 97% to < 99% calls to be resolved within 1 working day	0.1% of Quarterly Operations Cost for all CFCs within the Cluster
		>= 95% to < 97% calls to be resolved within 1 working day	0.2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 95% calls to be resolved within 1 working day	0.5% of Quarterly Operations Cost for all CFCs within the Cluster
		LEVEL - HIGH	
		At least 99% calls to be resolve within 2 working days	No penalty
		>= 97% to < 99% calls to be resolved within 2 working days	0.1% of Quarterly Operations Cost for all CFCs within the Cluster
		>= 95% to < 97% calls to be resolved within 2 working days	0.2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 95% calls to be resolved within 2 working days	0.5% of Quarterly Operations Cost for all CFCs within the Cluster
LEVEL – MEDIUM			
At least 99% calls to be resolve within 3 working days	No penalty		

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
		>= 97% to < 99% calls to be resolved within 3 working days	0.1% of Quarterly Operations Cost for all CFCs within the Cluster
		>= 95% to < 97% calls to be resolved within 3 working days	0.2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 95% calls to be resolved within 3 working days	0.5% of Quarterly Operations Cost for all CFCs within the Cluster
		LEVEL – LOW	
		At least 99% calls to be resolve within 5 working days	No penalty
		>= 97% to < 99% calls to be resolved within 5 working days	0.1% of Quarterly Operations Cost for all CFCs within the Cluster
		>= 95% to < 97% calls to be resolved within 5 working days	0.2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 95% calls to be resolved within 5 working days	0.5% of Quarterly Operations Cost for all CFCs within the Cluster

3. SLA for equipment and connectivity uptime at CFCs

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
Average System Uptime	"System Uptime" shall mean the time period for which the specified equipment deployed by System Partner at CFC facility is available for delivery of services. Uptime, in percentage, of any equipment shall be calculated as: $\text{System Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})] * 100\}$	100% uptime	No penalty
		Upto 95% uptime	1% of Quarterly Operations Cost for all CFCs within the Cluster
		90% - 95% uptime	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 90% uptime	5% of Quarterly Operations Cost for all CFCs within the Cluster
Internet Connectivity Uptime (at each CFC)	Internet Connectivity Uptime = $\{1 - [(\text{System Downtime at that Location}) / (\text{Total Time} - \text{Planned Maintenance Time})] * 100\}$	99.99% uptime	No penalty
		99% - 99.99% uptime	1% of Quarterly Operations Cost for all CFCs within the Cluster
		99% - 98% uptime	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 98% uptime	5% of Quarterly Operations Cost for all CFCs within the Cluster

5.2. Volume III (RFPs for Clusters other than Panchkula Cluster), Section 40.5, Table for SLAs

1. SLA for equipment and connectivity uptime at CFCs

MEASUREMENT	DEFINITION	SERVICE LEVEL TARGET	PENALTY
Average System Uptime	"System Uptime" shall mean the time period for which the specified equipment deployed by System Partner at CFC facility is available for delivery of services. Uptime, in percentage, of any equipment shall be calculated as: $\text{System Uptime} = \{1 - [(\text{System Downtime}) / (\text{Total Time} - \text{Planned Maintenance Time})] * 100\}$	100% uptime	No penalty
		Upto 95% uptime	1% of Quarterly Operations Cost for all CFCs within the Cluster
		90% - 95% uptime	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 90% uptime	5% of Quarterly Operations Cost for all CFCs within the Cluster
Internet Connectivity Uptime (at each CFC)	Internet Connectivity Uptime = $\{1 - [(\text{System Downtime at that Location}) / (\text{Total Time} - \text{Planned Maintenance Time})] * 100\}$	99.99% uptime	No penalty
		99% - 99.99% uptime	1% of Quarterly Operations Cost for all CFCs within the Cluster
		99% - 98% uptime	2% of Quarterly Operations Cost for all CFCs within the Cluster
		< 98% uptime	5% of Quarterly Operations Cost for all CFCs within the Cluster

6. ADDITIONAL FORMATS: Consortium Agreement

DRAFT MEMORANDUM OF UNDERSTANDING EXECUTED BY MEMBERS OF THE CONSORTIUM

[On Non-judicial stamp paper of INR 100 duly attested by notary public]

This Memorandum of Understanding (MoU) entered into this day of [Date] [Month] 2018 at [Place] among _____ (hereinafter referred to as "_____") and having office at [Address], India, as Party of the First Part and _____ (hereinafter referred as "_____") and having office at [Address], as Party of the Second Part.

The parties are individually referred to as Party and collectively as Parties.

WHEREAS Directorate of Urban Local Bodies, Haryana has issued a Request for Proposal dated [Date] (RFP) from the Applicants interested in **Request for Proposal for Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana for Purchaser:**

AND WHEREAS the Parties have had discussions for formation of a Consortium for bidding for the said Project and have reached an understanding on the following points with respect to the Parties' rights and obligations towards each other and their working relationship.

AS MUTUAL UNDERSTANDING OF THE PARTIES, IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

- i. The purpose of this Agreement is to define the principles of collaboration among the Parties to:
 - a. Submit a response jointly to Bid for the **“Request for Proposal for Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana for Directorate of Urban Local Bodies, Haryana”** as a Consortium.
 - b. Sign Contract in case of award.
 - c. Provide and perform the supplies and services which would be ordered by the Purchaser pursuant to the Contract.

- ii. This Agreement shall not be construed as establishing or giving effect to any legal entity such as, but not limited to, a company, a partnership, etc. It shall relate solely towards the Purchaser for **“Request for Proposal for Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for Directorate of Urban Local Bodies, Haryana for Directorate of Urban Local Bodies, Haryana”** for and related execution works to be performed pursuant to the Contract and shall not extend to any other activities.

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for
Directorate of Urban Local Bodies, Haryana

- iii. The Parties shall be jointly and severally responsible and bound towards the Purchaser for the performance of the works in accordance with the terms and conditions of the BID document, and Contract.
- iv. ----- (Name of Party) shall act as Lead Partner of the Consortium. As such, it shall act as the coordinator of the Party's combined activities and shall carry out the following functions:
 - a. To ensure the technical, commercial and administrative co-ordination of the work package
 - b. To lead the contract negotiations of the work package with the Purchaser.
 - c. The Lead partner is authorized to receive instructions and incur liabilities for and on behalf of all Parties.
 - d. In case of an award, act as channel of communication between the Purchaser and the Parties to execute the Contract
- v. That the Parties shall carry out all responsibilities as Developer in terms of the Project Agreement.
- vi. That the broad roles and the responsibilities of each Party at each stage of the Bidding shall be as below:

Party A: _____
Party B: _____
- vii. That the Parties affirm that they shall implement the Project in good faith and shall take all necessary steps to see the Project through expeditiously.
- viii. That this MoU shall be governed in accordance with the laws of India and courts in Maharashtra shall have exclusive jurisdiction to adjudicate disputes arising from the terms herein.

In witness whereof the Parties affirm that the information provided is accurate and true and have caused this MoU duly executed on the date and year above mentioned.

(Party of the first part) (Party of the second part) (Party of the third part)

Witness:

- i. _____
- ii. _____

7. **ADDITIONAL FORMATS: Format for Power of Attorney for Lead Member of Consortium**

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney]

Whereas _____ has invited RFP response for _____ (Name of the Project)

Whereas, the Members of the Consortium comprising of M/s. _____, and M/s. _____ (the respective names and addresses of the registered offices to be given) are interested in bidding for the Project and implementing the same in accordance with the terms and conditions contained in the RFP Documents.

Whereas, it is necessary for the members of the Consortium to designate one of them as the lead member with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's RFP response for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT

We, M/s. _____ hereby designate M/s. _____ being one of the members of the Consortium, as the lead member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortium's RFP response for the Project, including submission of the RFP response, participating in meetings, responding to queries, submission of information or documents and generally to represent the Consortium in all its dealings with Client or any other Government Agency or any person, in connection with the Project until culmination of the process of bidding till the Project Agreement is entered into with Client and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us or Consortium.

Dated this the _____ day of _____ 2018

(signature)

(Name in Block Letter of Executant) *[seal of Company]*

Witness 1

Witness 2

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for
Directorate of Urban Local Bodies, Haryana

Notes:

To be executed by the Consortium member only.

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

8. ADDITIONAL DETAILS: Service Charges that may be charged to Citizens by CFC

S.N.	SERVICE TO BE OFFERED	PROPOSED SERVICE CHARGES (INR)
1.	Application for Birth Registration	10
2.	Issue of Birth Certificate	10 Per Copy
3.	Application for Correction of Birth records	10
4.	Application for inclusion of name in Birth Certificate	10
5.	Application for Death Registration	10
6.	Issue of Death Certificate	10 Per Copy
7.	Application for Birth Certificate	10
8.	Application for Death Certificate	10
9.	Verification of Application Birth services	10
10.	Verification of Application Death services	10
11.	Issuance of Marriage Certificate	50
12.	Application for Marriage Registration - 1995	30
13.	Application for Marriage Registration - 2008	30
14.	Verification of Application for Marriage Registration	10
15.	Application for Business License (U/S 330)	100
16.	Application for Renewal of Business License under section 330	50
17.	Application for Business License (U/S 331)	100
18.	Application for Renewal of Business License under section 331	50
19.	Application for Business License (U/S 335)	100
20.	Application for Renewal of Business License under section 335	50
21.	Application for Business License (U/S 336)	100
22.	Application for Renewal of Business License under section 336	50
23.	Application for Building Plan	50
24.	Application for Revision of Building Plan	50
25.	Application for Fire Fighting Scheme	50
26.	Application for Revision of Fire Fighting Scheme	50
27.	Application for Fire NOC	50
28.	Application for Revision of Fire NOC	50
29.	Application for Water Connection	30
30.	Application for Sewerage Connection	30
31.	Unique identification of properties	10
32.	Property Tax	20

Selection of System Partner to Set-up, Manage, Operate & Maintain Citizen Facilitation Centres for
Directorate of Urban Local Bodies, Haryana

33.	Online status of Transaction	10
34.	Verification of Application for Business Licenses services	10
35.	Issuance of Building Plan Approval	20
36.	Verification of Application for Building Plan services	10
37.	Approval for Fire Fighting Scheme	20
38.	Verification of Application of fire services	10
39.	Duplicate House Tax Bill	20
40.	Scanning and uploading of documents	5 per page
41.	Citizen grievances, letters etc. to be entered in CeFMaTIS	Free