

CORRIGENDUM # 1 Dated 23rd April, 2018

Following addition/ deletion/ modification(s) have been made in the RFP for Selection of Service Operators in three Zones to Operate, Maintain and Manage 500 Sewa Kendras in Punjab dated 13.04.2018

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
1.	Vol. I	9	3.3	Currently there are approximately 2139 Sewa Kendras in the urban and rural areas of the State of Punjab. Approximately 170 Services are being delivered through Sewa Kendras. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. It has now been decided that the services shall now be delivered from 500 Sewa Kendras (241 urban Sewa Kendras	<p>Clause to be read as:</p> <p>Currently there are approximately 2139 Sewa Kendras in the urban and rural areas of the State of Punjab. Approximately 170 Services are being delivered through Sewa Kendras. All Sewa Kendras have basic facilities for service delivery including ICT and Non-ICT infrastructure, good ambience, and amenities for citizens. It has now been decided that the services shall now be delivered from <u>505</u> Sewa Kendras (<u>242</u> urban Sewa Kendras</p>

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				(Type 1 & 2) and 259 rural Sewa Kendras (Type 3)).	(Type 1 & 2) and <u>263</u> rural Sewa Kendras (Type 3)).
2.	Vol. I, Vol. II Vol. III	Various	Various		Please read Total Number of Sewa Kendras, Number of Type I Sewa Kendras, Type II Sewa Kendras, Number of Type III Sewa Kendras as: Total Number of Sewa Kendras are 505. Type I - 22 Type II - 220 Type III - 263
3.	Vol. I	11	5.4	The details of these zones are given below:-	The details of these zones are given below:- Please refer Annexure I

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
4.	Vol. I	13	6.3.3.7	The service operator shall arrange to hold periodic training workshops for improving the skills of the counter operators in proper and efficient usage of the system and its day-to-day operation as and when required	<p>Clause to be read as:</p> <p>The service operator shall arrange to hold periodic training workshops for improving the skills of the counter operators in proper and efficient usage of the system and its day-to-day operation as and when required. <u>The Service Operator is required to deploy full time 1 (one) Master Trainer at each District. The roles and responsibilities and qualification of Master Trainer will be as per Annexure II of this corrigendum.</u></p>
5.	Vol I	20	7.6.2.	Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS and share a copy with PSeGS (till this is available on PSP). The register should contain all required applicable information	<p>Clause to be read as:</p> <p>Service Operator will maintain asset register for all assets supplied by Service Operator or PSeGS and share a copy with PSeGS (till this is available on</p>

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
				including date of purchase, quantity, vendor, guarantee/warranty/AMC etc. and shall be available at Sewa Kendras at any point of time for inspection by PSeGS or any third party auditor appointed by PSeGS and will submit preventive maintenance schedule to PSeGS.	PSP). The register should contain all required applicable information including date of purchase, quantity, vendor, guarantee/warranty/AMC etc. and shall be available at Sewa Kendras at any point of time for inspection by PSeGS or any third party auditor appointed by PSeGS and will submit preventive maintenance schedule to PSeGS. <u>The details of OEM warranty of existing IT equipments is as per Annexure III of this corrigendum.</u>
6.	Vol III	42	Operations	Product Liability	Clause to be read as: “Product Liability (if applicable).”
7.	Vol III	75	Annexure - B	General SLAs based on online logs - Non Operationalization of a counter due to any reason - Equipment downtime -	Baseline of this specific SLA to be read as “2 hours”. Other terms and conditions remains same as per clause.

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
				Unavailability of equipment, consumables etc: 30 minutes	
8.	Vol III	81	Annexure - B		<p>New SLAs added as below:</p> <p>General SLAs:</p> <p>i. New SLA for data entry added in General SLAs. Please refer Annexure IV of this corrigendum.</p> <p>Citizen Service Delivery SLA</p> <p>Average Wait Time between token generations to call of token: 45 minutes. Please refer Annexure V of this corrigendum</p>
9.	Vol I	8	5.11.4	Transaction Volume	Please refer Annexure - VI in this corrigendum
10.	Vol I	29	7.7.5	Electricity and Water Expenses for power and water consumed at Sewa Kendras will be borne by Service Operator.	<p>Clause to be read as:</p> <p>Electricity and Water Expenses for power and water consumed at</p>

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
					Sewa Kendras will be borne by Service Operator. Please refer Annexure VII of this corrigendum for approximately current average electricity and diesel consumption.
11.	Vol II	40 & 112-118	5.5 & Annexure-IV	The financial bid should provide aggregate value of share in the facilitation charges for a Zone, subject to a minimum value. The specific inputs on revenue projections and percentage share of PSeGS needs to be mentioned for each Type of Sewa Kendra in the Zone and thereafter aggregated per Month The discount factor @10% will be taken for calculating the Net Present Value of the revenues accruing to PSeGS. The bidder quoting the highest NPV will be the successful bidder for that Zone.	Please refer Annexure VIII of this corrigendum

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12.	Vol I	9	6.3.1.5	Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services shall be deposited in an escrow account held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.	Clause to be read as below: “Service Operator will collect the prescribed statutory Govt. fees and facilitation charges from citizens for requested service/s and issue receipt. Service operator shall deposit the government fees at designated treasury bank branches within one working day. However the facilitation charges collected for G2C services shall be deposited in an escrow or any other similar arrangement for held in the name of SPV and PSeGS. However the SoP to deposit the government fee will be intimated to successful bidder.”
13.	Vol I	19	7.4.6	For G2C services, where facilitation charges are not charged from citizens but are	Clause to be read as below:

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
				received directly by PSeGS from different agencies/departments, the share of Service Operator shall be transferred to the Escrow account of the service Operator/s by PSeGS once they are received from the respective department/agency/s.	For G2C services, where facilitation charges are not charged from citizens but are received directly by PSeGS (List of services is attached as Annexure IX of this corrigendum) from different agencies/departments, the share of Service Operator shall be transferred to the Escrow/ any other similar account of the service Operator/s by PSeGS once they are received from the respective department/ agency/s.
14.	Vol I	25	7.2.3	For G2C, G2G, G2E services, applied through any online channel like state portal/any other portal/mobile apps, where the output of the service is delivered at Sewa Kendras, the service operator shall follow an SOP, prescribed by PSeGS, for delivery of online Service requests. For delivery of such	Please refer Annexure X for the list of services.

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				services, service operator would be required to enter the details in PSP software, take print out of digitally signed output (Certificate/License etc.), paste hologram and stamp on final output. For these services, PSeGS will pay Rs. 5/- per page to service operator.	
15.	Vol II	27 to 36	4.19 &4.20	Certification of documents from Statutory Auditors for Pre-Qualification & Technical Qualification.	The clause to be read as below: Certification of documents from Statutory Auditors/ Practicing Chartered Accountant for Pre-Qualification & Technical Qualification.
16.	Vol II	36&37	4.22(b)	Bidder may note that the award shall be on a Zone wise basis and the Bidders submitting bids for more than one zone shall be deemed to have acknowledged that their award shall be on such	Clause to be read as below: Bidder may note that the award shall be on a Zone wise basis and the Bidders submitting bids for more than one zone shall be

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
				basis, and Bid contingent on award of more than one zone shall be liable for rejection.	deemed to have acknowledged that their award shall be on such basis. Any Bid contingent on award of more than one zone shall be liable for rejection
17.	Vol II	109-111	Annexure VI	Format for Financial Proposal	Please refer Annexure VIII in this corrigendum
18.	Vol II	76	Annexure II	Format for Bank Guarantee for EMD	Please refer Annexure XI in this corrigendum
19.	Vol I	22		Service operator would be responsible for making all payments with regard to the manpower deployed on or before 7th day of every month including all the statutory payments on account of manpower	Clause to be read as: Service operator would be responsible for making all payments with regard to the manpower deployed on or before 7th day of every month. All the statutory payments on account of manpower to be complied with respective department guidelines.
20.	Vol I	10	6.3.2.3	Service Operator shall have the flexibility to fix the facilitation	Clause to be read as:

S.No	RFP Vol.	RFP Page #	Clause/Annexure/Article/Schedule	Content of RFP requiring Clarification(s)/ Section heading	Modification/ Change/ Addition
				charges of B2C, B2B Services only after intimation to PSeGS	Service Operator shall have the flexibility to fix the facilitation charges of B2C, B2B Services and intimate PSeGS post finalization of the same.
21.	Vol I	2	5.4	From operational and bidding perspective of this Project, the State has been divided into 3 zones with each zone comprising of 6-9 districts. The details of these zones are given below:-	Please refer Annexure XI in this corrigendum

Annexure - I List of Sewa Kendra

Zone	District	Type 1	Type 2	Type 3	Total
Zone 1	Amritsar	1	18	22	41
	Gurdaspur	1	0	39	40
	Hoshiarpur	1	9	9	19
	Jalandhar	1	27	6	34
	Kapurthala	1	13	6	20
	Pathankot	1	3	10	14
	SBS Nagar	1	4	12	17
Zone 1 Total		7	74	104	185
Zone	District				
	Fatehgarh Sahib	1	6	7	14
	Ludhiana	1	27	10	38
	Patiala	1	16	23	40
	Rupnagar	1	8	14	23
	SAS Nagar	1	11	03	15
	Sangrur	1	16	13	30
Zone 2 Total		6	84	70	160
Zone	District				
Zone 3	Barnala	1	8	2	11
	Bathinda	1	20	11	32
	Faridkot	1	2	10	13
	Fazilka	1	5	12	18
	Ferozepur	1	8	16	25
	Mansa	1	4	8	13
	Moga	1	7	5	13
	Sri Muktsar Sahib	1	3	10	14
	Tarn Taran	1	5	15	21
Zone 3 Total		9	62	89	160
Grand Total		22	220	263	505

Annexure II: Roles and Responsibilities

#	Position	Roles and Responsibilities
1	Master Trainer	<p>The responsibilities of Master trainer includes but not limited to following:</p> <ul style="list-style-type: none"> • Single point of contact for all trainings. • To coordinate with PSeGS for all training related needs. • Plan trainings for all the Sewa Kendras falling under his/her Zone • Conduct trainings at Sewa Kendras • Take feedback from Sewa Kendras to assess the effectiveness of training. • Assess on regular basis the training needs of the resources

Sr. No.	Position	Qualification, skills and experience
1.	Master Trainer	<ul style="list-style-type: none"> • Graduate in Engineering from a recognized University • Good knowledge of Computer • 3 years of relevant experience in trainings • Knowledge of English, Hindi & Punjabi

Annexure III

IT Equipment warranty details

S.No.	Equipments	Make	Model	Maintenance Type (OEM Warranty/In-house maintenance/Others (plz specify))	OEM Warranty period	OEM Warranty Type (Onsite/Offsite)
1	Desktop Preloaded with Operating System	HP	HP 285 Pro G1 Micro tower PC	OEM	5	Onsite
2	Printers	HP	HP Laser Pro P1106 Printer	Others (WEP)	1	Onsite
3	Scanner	HP	HP Scanjet 8270 Document Flat bed Scanner	OEM	5	Onsite
4	LAN Switch - 24 Ports PoE with one OFC port	HP	HP 1920-24G-POE (180 W) Switch (JG9255 A)	OEM	5	Onsite
5	2 TB Sata Hard Disk	WD Elements Portabl	WD Elements	OEM	3	Onsite (Pick and drop) mechanism

S.No.	Equipments	Make	Model	Maintenance Type (OEM Warranty/In-house maintenance/Others (plz specify))	OEM Warranty period	OEM Warranty Type (Onsite/Offsite)
		e Storage	Portable Storage			
6	UPS, Battreys, UPS Rack and Battrey Rack	Emmerson	Emmerson-Liebert GXT MT	OEM	5	Onsite
7	CCTV Fixed Camera	CP Plus	CP-UNC-VE13ZL5-MD	OEM	3	off- site
8	CCTV NVR with HDD	CP Plus	CP-UNR-408T1	OEM	3	off- site
9	Biometric Attendance System	CP Plus	CP-VTA-L4024CB	OEM	2	off- site
10	Digital Slate with Digital Pen	WACOM	WACOM-CTL-471	OEM	3	off- site

Annexure - IV - General SLAs

Sr No	Category	Definition	Baseline	Penalty Level	Method of Measurement
1.	Data Entry	The wrong data entry by the operator	Zero	Rs. 100/- per instance	<ul style="list-style-type: none"> a) Complaint lodged by the applicant b) Finding by PSeGS or its designated agency or by authorized person of PSeGS c) Written feedback by Citizen
2.	Non operationalization of a counter due to any reason except unavailability of PSP Portal	<ul style="list-style-type: none"> - Equipment downtime - Unavailability of equipment, consumables etc. ...log 	2 Hour	Rs. 1000/- per hour per counter	<ul style="list-style-type: none"> a) Complaint lodged by the applicant b) Biometric attendance record c) Monitoring by CCTVs by PSeGS designated agencies d) Login details of common user

Sr · No	Category	Definition	Baseline	Penalty Level	Method of Measurement
					interface d) Finding by PSeGS or its designated agency or by authorized person of PSeGS

Annexure V: Citizen Service Delivery SLAs

S.No.	SLA Parameter	Baseline performance	Penalty calculation per month	Method of measurement
1	Average Wait Time between token generation to call of token	45 Minutes	45-60 minutes: INR 5000 per Kendra for the month More than 60 minutes: INR 20000 per Kendra for the month	1. Average for one month for each Sewa Kendra.

Annexure - VI - Transaction Volume

Transaction Volume- Month Wise (Period from 12/08/2016 To 31/03/2018)										
Year	Month	Type 1			Type 2			Type 3		
		Count	Govt. Fee	Service Charges	Count	Govt. Fee	Service Charges	Count	Govt. Fee	Service Charges
2016	August				29943	149142	1441265	873	3100	43300
	September				144121	3153513	8032574	7638	54920	396146
	October	52101	13181736	9157204	172969	14797127	13447327	29744	1358680	2423361
	November	59837	15758671	9015176	137017	10113853	9752877	65495	2405764	4343815
	December	73280	18398413	9709450	200774	18307412	14880365	180700	8586541	11321484
2017	January	61747	17831258	7351946	168501	14751467	11856108	198263	7520531	9041324
	February	55497	16931095	6896329	147612	17324863	12055118	177467	7459581	7423806
	March	71395	22773237	9060479	191925	24151703	15521156	273827	10812495	10359785
	April	58790	15641351	7444893	197417	16442852	13549120	302665	9368272	11616098
	May	74918	19424371	9647672	247592	19360886	16196721	362115	10256165	13072682
	June	74757	17783532	9113827	229166	18128674	14301210	305289	8313663	10369474

Transaction Volume- Month Wise (Period from 12/08/2016 To 31/03/2018)										
Year	Month	Type 1			Type 2			Type 3		
	July	88032	1753063	9330221	34103	1962189	1644169	38769	9271983	1309937
			9		9	1	9	1		8
	August	78025	1643266	9269332	32138	1627486	1557787	33639	9196009	1187743
			2		1	2	4	9		3
	September	83818	1611385	9341018	37782	1684283	1887011	35826	9613520	1306625
			8		9	9	7	3		8
	October	73220	1381001	8523885	29729	1469396	1513253	29053	8227639	9600879
			3		7	0	6	6		
	November	73356	1732707	9934957	29605	1763089	1508830	28301	1169007	9742761
			2		4	6	0	5	0	
	December	73219	1956587	1019300	30996	2381641	1709717	26221	1479110	9866182
			6	0	1	9	9	9	8	
2018	January	76605	2025334	1094252	30810	2372989	1737044	29120	1524275	9488656
			7	9	9	8	8	1	2	
	February	75470	2140333	1075657	30613	2589466	1911190	26244	1497048	1003248
			0	7	4	2	2	3	2	5
	March	80441	2153557	1037256	32768	2659113	1884412	28398	1287057	9961330
			7	0	4	2	0	5	5	

Annexure - VII

Average Electricity and Diesel Charges per Cycle/ Type wise

Type of Center	Type I	Type II	Type III
Average Electricity Consumption per Month	Rs. 25000	Rs. 6000	Rs. 4000
Average Diesel Consumption per Month	Rs. 6000	Rs. 2500	Rs. 1500

Annexure - VIII - Formats for Financial Proposal

1. Bidders are required to submit the Financial Proposal as per MS Excel format uploaded on e-Tender portal for the respective zones they are bidding for.
2. Bidders are advised to exercise adequate care in quoting the percentage share of profit from the facilitation charges provided by the bidder to the Government. **The percentage should not be, in any case, less than 30%.** No excuse for corrections in the quoted percentage share of profit from facilitation charges provided by the bidder to the Government will be entertained after the bids are opened.
3. In case of discrepancy between Amounts mentioned in figures and in words, the amount in words shall govern.
4. In view of the above, the declaration of bidder with H1 quote (Annexure VII: Formats for Financial Proposal in this corrigendum) shall be announced for each zone.
5. Sample formats for Financial Proposal are provided on subsequent pages. The entire formats represents the financial quotes provided for a zone. Therefore if a bidder is bidding for multiple zones, they will have to fill up the Financial Proposal for the separate zones.
6. There is a financial worksheet in the excel format. The bidders are required to fill the sheet named as “Form F-1”.

Format for Financial Proposal

(On the letterhead of the Bidder)

Date:

Sub: Selection of Service Operators in three Zones to Operate, Maintain and Manage 500 Sewa Kendras in Punjab - Zone I / Zone II / Zone III *<strike out whichever is not applicable>*

Dear Sir,

The undersigned, on behalf of [give the name of firm in case of sole applicant and consortium member], offer to provide our services on the Project for [Insert title of Assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

Our Financial Proposal for Project “*Selection of Service Operators in three Zones to Operate, Maintain and Manage 500 Sewa Kendras in Punjab*” for *one/two/three <strike out whichever is not applicable>* zones is given below:

Zone	Percentage of share of Effective Gross Profit to be given to Government (FIGURES)	Percentage of share of Effective Gross Profit to be given to Government (WORDS)
<Name of Zone		

bidding for>		
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We understand you are not bound to accept any Proposal you receive.

Note:

- ✓ Our Financial Proposal is inclusive of all the operation expenses. We understand that any expenses over and above the minimum deduction (towards operation costs per month) has to be borne by us.
- ✓ The financial proposal is the %share of the Estimated Gross Profit (EGP) from (but not limited to) facilitation charges and other revenue. The Service Operator has to meet its expenses (including Goods and Service Tax (GST) from his %share. PSeGS has defined a minimum deduction of Rs. 1.33 Crores (towards operation costs per month) from EGP and will not have any further obligation towards any costs (including GST).
- ✓ **We understand that the minimum percentage share to be quoted here should be more than or equal to 30%.**
- ✓ We understand that in case our revenue from facilitation charges exceeds the defined value by PSeGS (**Rs. 33 Crores**) in every contract year in a zone, the quoted percentage on the additional amount will be **15% more of the quoted percentage**. (e.g. quoted percentage is 40% then addition 6% (15% of 40) will be added).
- ✓ We undertake that in competing for and, if the award is made to us, in executing the above task as service provider, we will strongly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We remain,

**Yours sincerely,
 Authorized Signature:
 Name and Title of
 Signatory:
 Name of Firm:
 Address:**

Annexure

Financial form for Zone I:

Table 1

Year	Y1	Y2	Y3	Y4	Y5
Percentage of share of Effective Gross Profit to be given to Government (FIGURES)	X%				
Percentage of share of Effective Gross Profit to be given to Government (WORDS)	<u>X</u> Percentage of Estimated Gross Profit (EGP)				

The bid evaluation criteria should be such as to maximize the total revenue for the Government and protecting the interest of the bidder.

Bid evaluation criteria would be to maximize the total revenue for the Government i.e. H1 Bidder would be the bidder with highest value of

$$H1 = X\%$$

Estimated Gross Profit (EGP) = Y (Total Revenue of the month (excluding Government Fee) - Z (Monthly Operational Cost as defined by PSeGS (Rs. 1.33 Crores))

Illustrative Example:

- Let "A" be the estimated monthly operational cost of the Service Operator.

$$A = 1 \text{ Crore}$$

- Let total Revenue of the month be "B".

$$B = 2 \text{ Crores}$$

- Estimated Gross Profit (EGP) = B - A

$$\text{EGP} = 2 - 1 = 1 \text{ Crore}$$

- Let's assume percentage of share "X" of Effective Gross Profit to be given to Government = 45% (quoted by bidder)

$$\text{PSeGS Share} = \text{EGP} * X \text{ i.e. } 1 * 45\% = 45 \text{ Lakhs}$$

Financial form for Zone II:

Table 2

Year	Y1	Y2	Y3	Y4	Y5
Percentage of share of Effective Gross Profit to be given to Government (FIGURES)	X%				
Percentage of share of Effective Gross Profit to be given to Government (WORDS)	<u>X</u> Percentage of Estimated Gross Profit (EGP)				

The bid evaluation criteria should be such as to maximize the total revenue for the Government and protecting the interest of the bidder.

Bid evaluation criteria would be to maximize the total revenue for the Government i.e. H1 Bidder would be the bidder with highest value of

$$H1 = X\%$$

Estimated Gross Profit (EGP) = Y (Total Revenue of the month (excluding Government Fee) - Z (Monthly Operational Cost as defined by PSeGS (Rs. 1.33 Crores))

Illustrative Example:

- Let "A" be the estimated monthly operational cost of the Service Operator.

$$A = 1 \text{ Crore}$$

- Let total Revenue of the month be "B".

$$B = 2 \text{ Crores}$$

- Estimated Gross Profit (EGP) = B - A

$$EGP = 2 - 1 = 1 \text{ Crore}$$

- Let's assume percentage of share "X" of Effective Gross Profit to be given to Government = **45%** (quoted by bidder)

PSeGS Share = **EGP * X** i.e. **1 * 45% = 45 Lakhs**

Financial form for Zone III:

Table 3

Year	Y1	Y2	Y3	Y4	Y5
Percentage of share of Effective Gross Profit to be given to Government (FIGURES)	X%				
Percentage of share of Effective Gross Profit to be given to Government (WORDS)	<u>X</u> Percentage of Estimated Gross Profit (EGP)				

The bid evaluation criteria should be such as to maximize the total revenue for the Government and protecting the interest of the bidder.

Bid evaluation criteria would be to maximize the total revenue for the Government i.e. H1 Bidder would be the bidder with highest value of

$$H1 = X\%$$

Estimated Gross Profit (EGP) = Y (Total Revenue of the month (excluding Government Fee) - Z (Monthly Operational Cost as defined by PSeGS (Rs. 1.33 Crores))

Illustrative Example:

- Let "A" be the estimated monthly operational cost of the Service Operator.

$$A = 1 \text{ Crore}$$

- Let total Revenue of the month be "B".

$$B = 2 \text{ Crores}$$

- Estimated Gross Profit (EGP) = B - A

$$EGP = 2 - 1 = 1 \text{ Crore}$$

- Let's assume percentage of share "X" of Effective Gross Profit to be given to Government = **45%** (quoted by bidder)

PSeGS Share = $EGP * X$ i.e. $1 * 45\% = 45$ Lakhs

Annexure - IX

List of G2C services where facilitation charges are not charged from citizens but are received directly by PSeGS

Sr.No.	Name of Service
1.	Enrollment of new Aadhaar card
2.	Up dation / correction in Aadhaar card
3.	eStamp
4.	eRegistration
5.	BSNL bill collection

Annexure - X

List of G2C, G2G, G2E services, applied through any online channel where the output of the service is delivered at Sewa Kendras

SN	Services
Social Security and Women & Child Development Department	
1	Financial Assistance to Disabled Persons (Urban)
2	Financial Assistance to Disabled Persons (Rural)
3	Financial Assistance to Dependent Children under 21 years of age (Urban)
4	Financial Assistance to Dependent Children under 21 years of age (Rural)
5	Old Age Pension (Urban)
6	Old Age Pension (Rural)
7	Financial Assistance Scheme to Widow and Destitute Women below 58 years (Urban)
8	Financial Assistance Scheme to Widow and Destitute Women below 58 years (Rural)
9	National Family Benefit Scheme
10	Senior Citizen Identity Card
SC BC Welfare	
11	Application for Term Loan to SC
12	Application for Term Loan to BC
13	Financial Assistance under Shagun Scheme
14	Application for Caste Certificate SC/bc
Health & Family Welfare	
15	Issuance of Birth Certificate (Rural)
16	Issuance of Death Certificate (Rural)
17	Addition of Name in Birth/Death Certificate
18	Correction in Birth/Death Certificate
19	Delayed Registration of Birth/Death
20	Issuance of Disability Certificate
21	Issuance of Birth Certificate (Urban)
22	Issuance of Death Certificate (Urban)
Home Affairs & Justice	
23	Issuance of Marriageability Certificate (Under The Special Marriage Act, 1954)
24	Solemnization of Marriage (Under The Special Marriage Act, 1954)
25	Registration of Marriage Under The Punjab Compulsory Registration of Marriage Act, 2012
26	Issuance of new Arms License

27	Issuance of Duplicate Arms License
28	Renewal of Arms License
29	Entry of Weapon
30	Addition/Deletion of Weapon
31	NOC for Sale of Weapon
32	Permission to Carry the Weapon
33	Application of Extension of Jurisdiction
34	Cancellation of License
35	Change of Address
36	Addition/Deletion of Retainer
37	Change of Bore
38	Permission for Deposit of weapon in death Case
39	Permission for sale / transfer Weapon in Death Case
40	Extension of Cartridges
Rural Development	
41	Rural Area Certificate
Personnel	
42	Issuance of Residence Certificate
Governance Reforms	
43	Right to Information Act (RTI)
Revenue	
44	Countersigning of Document
45	Attestation of Documents
46	Copying of Documents
Agriculture	
47	Issuance and renewal of license for sale of seeds/fertilizers/insecticides
48	Addition of Godown in seeds/fertilizers licenses
49	Issuance of Duplicate agricultural license of seeds/fertilizers/insecticides
50	Addition of item in license for Seeds/fertilizers/insecticides
Grievance and Pension	
51	Grievance Redressal system

Annexure - XI - Format for Bank Guarantee for EMD

[To be executed on Stamp paper of appropriate value]

B.G. No.

Dated:

1. In consideration of *Punjab State e-Governance Society (PSeGS), Department of Governance Reforms, having its office at plot no.D-241,Phase-8,Industrial Area,Sec-74 SAS Nagar, India* (hereinafter referred to as the "PSeGS", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Bid of _____ [Insert name of the sole Bidder or all members of the Consortium, as the case may be], a company registered under provision of the Companies Act or from outside India under equivalent law and having its registered office at _____ (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for the 'Selection of the Service Operator to Operate Maintain and Manage the Sewa Kendras in the state of Punjab ("Project") pursuant to the RFP Document dated ***** issued in respect of the Project, we [Name of the Bank] having our registered office at _____ and one of its branches at _____ (hereinafter referred to as the "Bank"), at the request of the Bidder, do hereby in terms of the RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the RFP Document by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the PSeGS an amount of [Rs. [●] (Rupees [●])<<as per number of zones being bid for>>] as bid security/earnest money deposit (hereinafter referred to as the "EMD"/"Guarantee") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said RFP Document.
2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms

and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.

- a) We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the PSeGS is disputed by the Bidder or not merely on the first demand from the PSeGS stating that the amount claimed is due to the PSeGS by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the RFP Document including failure of the said Bidder to keep its Bid valid during the Bid Validity Period as set forth in the said RFP Document for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding [Rs. [●] (Rupees [●])]. (Value of EMD)
- b) This Guarantee shall be irrevocable and remain in full force for a period of not less than [180 (one hundred and eighty)] days or for such extended period as may be mutually agreed between the PSeGS and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
- c) We, the Bank, further agree that the PSeGS shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the RFP Document including, inter alia, the failure of the Bidder to keep its Bid open during the Bid Validity Period set forth in the said RFP Document, and the decision of the PSeGS that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the PSeGS and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other PSeGS.
- d) The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

- e) In order to give full effect to this Guarantee, the PSeGS shall be entitled to treat the Bank as the principal debtor. The PSeGS shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFP Document or to extend time for submission of the Bids or the Bid Validity Period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said RFP Document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFP Document or the securities available to the PSeGS, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the PSeGS or any indulgence by the PSeGS to the said Bidder or by any change in the constitution of the PSeGS or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
- f) Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
- g) We undertake to make the payment on receipt of your notice of claim on us addressed to [name of Bank along with branch address] and delivered at our above branch who shall be deemed to have been duly authorised to receive the said notice of claim.
- h) It shall not be necessary for the PSeGS to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the PSeGS may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

- i) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the PSeGS in writing.
- j) The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

This guarantee shall be valid up to _____.

Signed and Delivered by _____ Bank

By the hand of Mr. /Ms. _____, its _____ and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)