

Common Services Centers Scheme in Punjab

Pre-bid Meeting : 17.07.2010

Clarifications and Corrigendum

S. No	Clause No / Page No	Company	Query	Existing Clause	Response
1.	4.1 b of CSC RFP, Volume 2, Pg 14	SPANCO Ltd, Callance	Whether the same Bank Guarantee documents from the previous bid process for CSC Scheme in Punjab can be resubmitted with appropriate changes in the bid number and extension of guarantee period to comply with the terms and conditions of the invited tender document	The Bid Security will be in the form of Demand Draft (in favour of PSEGS payable at Chandigarh) / Bankers' Cheque (issued by a Nationalized bank)/ Bank Guarantee of Rupees 10 Lakhs per zone. (Rupees Ten Lakhs per zone). Any Bid that is not secured in accordance with the above terms will be rejected by the SDA, as non-responsive.	The same is permitted with covering letter from the existing bank indicating changes as per the present CSC RFP.
2.	4.15 of CSC RFP, Volume 2, Pg 20	SPANCO Ltd	Whether the pre-qualification and technical qualification documents submitted as part of the previous bid process can be returned to the bidders	The proposal and all supporting documentation submitted by the SCA shall become the property of SDA.	No. All the Bidders are required to submit common document for Pre-qualification and Technical bid respectively, irrespective of the number of bid zones. However they should submit separate financial bids for each bid zone.

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3.	Exhibit 9 of CSC RFP Volume 1, Pg 49-51	Callance, Bharatiya Samriddhi Finance Ltd (BSFL), Sanjay Diesels	<ol style="list-style-type: none"> Whether Laptop can be permitted in place of desktop as part of Minimum Computing Infrastructure Whether the number of Computers mandated can be reduced to 1 The D.G Set should be at least 1.6 times the size of the UPS 	<p>Note: The SCA can also opt for Laptops meeting the minimum specification (Display size of at least 15"). This will help the VLE in better space management and lowering the power requirement. (Page 50)</p> <p>Generator at least 1.25 times of the rating of the UPS</p>	<ol style="list-style-type: none"> Bidders are allowed to provide one Laptop in place of one Desktop out of the two work stations to be provided as part of CSC IT infrastructure, Thus the bidder may provide : 1 laptop and 1 desktop OR 2 desktops ,subject to adherence to the minimum specifications as per the RFP Computers – 2 Nos No change
4.	Clause 5.1 b of CSC RFP Volume 1, Pg 55	Callance	Whether a dedicated Data center by the SCA is required to be set up	The SCA will be required to establish and operationalize the central SCA infrastructure and systems like SCA data center, SCA Portal, Cash Management system for collection and deposit of Cash from the CSCs as per Service Level Agreements, Transaction Monitoring System, Help Desk etc within 6 months from the Effective Date, as per the Deliverables outlined in the RFP document.	The SCA is required to provide data center services towards provision of Business to Citizen (B2C) services through the SCA portal. The SCA Data Center can also be a common shared infrastructure, provided adequate measures are established for the information security of the network of CSCs operated by the SCA.
5.	Volume 1, 5. 1f, Pg 56 & 6.4 b ,	Bharatiya Samriddhi	The payment terms should be on the basis of revised guidelines of the	The release of revenue support to the SCA would be as per the CSC rollout	No Change

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	Pg. No 85	Finance Ltd (BSFL)	Ministry of Information Technology & Communication i.e. revenue support should be start after 10% roll-out of the CSC Centers	milestones of 20%, 40%, 70% and 100% rollout. Once the SCA has set up and made CSCs operational as per a particular roll out milestone, the SCA shall be eligible for equivalent percentage of the revenue support for the operational CSCs. The balance shall be deferred till the roll out of the 100% rural CSCs.	
6.	5. 3, Exhibit 12 & 13 of CSC RFP Volume 1, Pg 61-66	Callance	Whether the indicative transaction charges under Exhibit 13 are also applicable for work under Unique ID Scheme?	The Charges mentioned below are indicative charges and the GoP is free to decide the transaction charges and Government/ SDA share in the transaction charges at a later stage for Govt. services in consultation with the SCA keeping in view the scope of work, service delivery process, service level agreement and agencies involved in a particular service delivery on case-to-case basis. (5.4 b of CSC RFP Volume 1, Pg 62)	All the guidelines issued by the Government of India (GoI) for the CSC Scheme including those regarding indicative transaction charges for various Government schemes will be applicable to the selected SCAs from time to time. As outlined in 5.4 b of CSC RFP Volume 1, Pg 62, the State Designated Agency (SDA) will fix the transaction charges on a case-to-case basis.
7.	1.2 a of CSC RFP Volume 2,	Bharatiya Samriddhi	Whether the purchase made for the earlier tender document by a bidder	A complete set of the Bid Documents may be purchased by the interested	No. The prospective bidder has to adhere

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	Pg 5	Finance Ltd (BSFL)	is applicable for this RFP?	Bidder on the submission of a written application to the SDA and upon payment of a non-refundable fee of Rs.2000.00 (Rupees Two Thousand only) in the form of a Demand Draft in favor of Member Secretary, Punjab State E-Governance Society (PSEGS), payable at Chandigarh.	to the clause outlined in 1.2 a of CSC RFP Volume 2, Pg 5.
8.	5.2 g of CSC RFP Volume 1, Page 59	Bharatiya Samriddhi Finance Ltd (BSFL)	The clause is in conflict with Punjab Shop and Commercial Establishment act, 1958.	Timings of Operation: The Common Services Center shall function for a minimum of 9 hours (9 am to 6 pm) on all days notified as working days by the Government of Punjab. On all Sundays and public holidays, excluding the National Holidays, Common Services Center shall function for a minimum of four hours (9 am to 1 pm). This is only indicative and can be different in different regions and during different times of the year as will be prescribed by SDA.	The Punjab Shop and Commercial Establishment act, 1958 mandates that “no person shall be employed about the business of an establishment for more than forty-eight hours in any one week and nine hours in any one-day.” The Clause 5.2 g of the CSC RFP Volume 1, will now read as “Timings of Operation: The Common Services Center shall function for a minimum of 8 hours (9 am to 5 pm) on all days notified as working days by the Government of Punjab. On all Sundays and public holidays,

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					excluding the National Holidays, Common Services Center shall function for a minimum of four hours (9 am to 1 pm). This is only indicative and can be different in different regions and during different times of the year as will be prescribed by SDA.” The timings of operations shall comply to Punjab Shop and Commercial Establishment act, 1958 as applicable.												
9.	6.6 of CSC RFP Volume 1, Pg 86	Bharatiya Samriddhi Finance Ltd (BSFL)	a) Please advise on all the conditions under which the CSC would be deemed as un-operational. b) Please confirm all the conditions under which the CSC will be considered as operational.	-	Refer to Service Level Metrics - Exhibit 15 of CSC RFP Volume 1												
10.	Exhibit 3 of CSC RFP Volume 2, Pg 31-34	Bharatiya Samriddhi Finance Ltd (BSFL), GNG Trading Company	1. The Debt equity ratio: The factor is biased against the financial institutions. As per the stringent RBI regulation the financial institutions are allowed leverage ratio of 1:10. 2. Additional clause proposed	Debt-Equity Ratio <table border="1"> <thead> <tr> <th>S. No</th> <th>Debit-Equity Ratio</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>2.a</td> <td>< 1.1</td> <td>5</td> </tr> <tr> <td>2.b</td> <td>1.1:1 - 1.3:1</td> <td>3</td> </tr> <tr> <td>2.c</td> <td>>1.3: 1</td> <td>1</td> </tr> </tbody> </table>	S. No	Debit-Equity Ratio	Marks	2.a	< 1.1	5	2.b	1.1:1 - 1.3:1	3	2.c	>1.3: 1	1	No change in the financial criteria
S. No	Debit-Equity Ratio	Marks															
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2.b	1.1:1 - 1.3:1	3															
2.c	>1.3: 1	1															

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			that in case of bidders that have established, and are successfully managing, at least 400 ICT-enabled kiosks for the past one year, the financial criteria would be applicable to the extent of only 50%.		
11.	2.1 of CSC RFP, Volume 2, Pg 7	GNG Trading Company	The minimum average annual net worth of Rs 5 Crores over the past three financial years should be considered		No change in the pre-qualification criteria
12.	Exhibit 3 of CSC RFP Volume 2, Pg 31-34	GNG Trading Company	Marks for project experience should be reduced to 25 from 35		No change in the technical evaluation criteria

Attendance Sheet

Sr. No.	Name of the Company	Name of representative	Phone No	E-mail
1.	Galance Software	Satish Bansal	09818-99-5215	Satish.bansal.4@gmail.com sbansal@galance.com
2.	FCS software sales Ltd	Mangesh Kumar Shash	9888492318	Mshastri@fcs ltd.com
3.	Basix	Rajesh Bansal	9347527557	rbansal@basixindia.com
4.	AISECT Ltd	Anurag Gupta Sanjeev Sarpal Baljinder Singh Amit Tiwari	9425018949 9815392024 9815964542 09872964621, 07869203036	anurag@aisect.org sanjeev.sarpal@rediffmail.com baljinder12@yahoo.com amit_iasb@yahoo.co.in
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6.		Abhishek singla	9855008800	Abhisingh11@yahoo.com
7.	Scientific Awareness and Social welfare	Sham Lal Singla	9914133001	-----

8.	Sanjay Diesels	Surender Singh	09899787982	info@agsets.com surrender.diesels@yahoo.com
9.	Glodyne Technoserve	Atul Goyal	09310914021	atul.goel@glodyne.com
10.	ASCC	Harjinder Walia	9501700074	harjinderwalia@yahoo.com
11.	CMS Computer	Ambrish Saxsena	9356789321	Saxena_ambrish@rediffmail.com
12.	Intel Technology	Sandeep Sharma	9814092237	sandeep@kestone.in
13.	Spanco Ltd	Gurpreet Singh	9878799700	gurpreets@spancotele.com
14.	Tulip Telecom	Raman	9876743176	Raman.Sharma@tulip.net
15.	TTT Pvt.Ltd	Mohit Sharma	9216373270	mohitsway@indiatimes.com
16.	RTEDS	Tarsem Dhingra Teja Singh	9855473072 9876005141 94175-39621	rteds@indiatimes.com

17.	Centum Learning Ltd Bhagat Enterprises	Sanjay Rajvansthi	9910109574	Sanjay.rajranshi@bharti.in
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20.	Espine Info	Mr Syl	9990212442	N.A