

REQUEST FOR PROPOSAL  
FOR  
THE SELECTION OF DISTRICT SERVICE PROVIDERS FOR  
ESTABLISHMENT & OPERATIONS OF COMMON SERVICE  
CENTERS/ JAN SUVIDHA KENDRA IN DISTRICTS  
MUZAFFARNAGAR OF  
UTTAR PRADESH  
**(CSC 3.0)**

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# Acronyms

B2C	Business to Citizen
CeG	Centre for e-Governance
Centre(s)	Common Service Centre(s) / Jan Suvidha Kendra(s)
DeGS	District e-Governance Society
DIO	District Informatics Officer
DM	District Magistrate
DSP	District Service Provider
GoUP	Government of Uttar Pradesh
G2C	Government to Citizen
ICT	Information and Communication Technology
IT	Information Technology
NIC	National Informatics Centre
RFP	Request for Proposal
SSDG	State Service Delivery Gateway
SPOC	Single Point of Contact
SCO	Service Center Operator
GO	Government Orders
MSA	Master Service Agreement

# 1 Background

## 1.1 Project Background

This Request for Proposal (RFP) is being released by the Centre for e-Governance for the successful operations of the existing 80,000 (approx.) Common Services Centers (CSC's) also known as Jan Sewa Kendra in all the 75 Districts of Uttar Pradesh. The successful bidders shall enter into an agreement with the District e-Governance Society after the bid-process completion. Successful bidder shall also abide to open new centers whenever required after approval from DeGS.

Modern administrative systems have become more and more information-based. This has profoundly altered the environment in which Governments, Citizens and other organizations operate. It has also influenced the way in which new systems are being designed. Common Service Centers/ Jan Suidha Kendras are an excellent e-Governance initiative of Govt. of Uttar Pradesh being implemented at each District Level. The initiative is not only giving a practical shape to the Right of the Citizens to receive Government Services near to their home. These centers are also creating job opportunities for the educated but unemployed youth of the Districts of UP. Common Service Center is a unique public private partnership program, which gives citizens an opportunity to interact with the Government without coming to any Government office.

The Jan Seva Kendras have been envisioned as the front end delivery points for the Government, Business and Social Services to all citizens.

As on 1st Jan 2008, Common Service Centers /Jan Seva Kendras> are actively running and delivering the Government Services in all the districts of Uttar Pradesh. Instead of coming all the way to the District Office, the citizens can now avail various Government Services at the nearest Jan Seva Kendra itself. Services/ information like Land Records, Employment Information, Caste, Income, and Domicile certificate etc. more than 240 Government services are online now. To ensure transparency, details of developmental works, ration allotment to fair price shop dealers, money sent to Gram Sabhas etc. are made available to people. The CSC system not only gives citizens an avenue to track the progress on their grievance, but also provides the District Magistrate an effective tool to monitor the performance of various Departments. CSC also provides details of various Government schemes, Government prescribed forms, details of developmental work in the District, lists of old age pensioners, lists of scholarship beneficiaries, Funds allotted in various Govt schemes, allotment of food grains to kotedars, allotments of funds to gram panchayats etc.

### Objectives

- To establish Centers/Kiosks for facilitating citizens of urban and rural areas across the District.
- To bring all the Centers under unique set of rules and regulations and manage them under the umbrella of DSP which acts as a bridge between owners of the Centers and District Administration / District e-Governance Society.
- To create proper monitoring mechanism and uniqueness in the charges for opening new centers and renewal of existing Centers,
- To deliver the Government Services to the urban, semi-urban and rural population through Centers so that they do not have to approach to the District Collectorate, Tehsils, Blocks and other Govt. offices.

## 1.2 RFP Notice

- a. The District e-Governance Society, Muzaffarnagar invites offers from interested bidders to establish the Common Service Centers in the Urban, and Rural area of the districts. This document is just an invitation to make an offer and does not in any way create any kind of binding relationship till the finalization of the bid process.
- b. Center for e-Governance which is the State Designated Agency for implementing e-Governance in the State of Uttar Pradesh has issued a List of Districts as per Annexure where similar Common Service Centers are already established. This RFP is being issued for the 75 districts across the State of Uttar Pradesh, where the selection of the District Service Providers is to be done. A bidder has to choose number of Districts as per the annexure but the total number of Districts allotted to any successful bidder shall be restricted to not more than 40 Districts. The final selection of District Service Providers shall be made at the Center for e-Governance, Lucknow in coordination with respective DeGS as per the criteria mentioned in this document.
- c. The project involves setting up of e-enabled Centers at urban, semi-urban and rural areas of these Districts for delivery of G2C and B2C services to the citizens. These centers will be managed by private partners called as "District Service Provider (DSP)". The rates of services to be rendered through this system as per the latest GO of the Department of IT & Electronics, Government of Uttar Pradesh are as given below:

S.No.	Category of Service	DSP's& VLE Share (in INR)	Department Share (in INR)	DeGS Share (in INR)	CeG Share (in INR)	Total User Charge INR)
1	All G2C Services	15	3	10	2	30

***"Every entity mentioned above getting/sharing user charges shall be liable to pay their taxes individually on their share. Above mentioned user charges are inclusive of taxes.***

- Interested bidders are advised to study the RFP document carefully. Submission of Bids shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- Interested bidders may download the RFP from <Name of Office>or on the <District Website>after filling the non-refundable online tender fees of Rs. 20,000/-+GST
- All Bid documents must be accompanied by Bid Security (Ernest Money Deposit) of Rs. 5, 00, 000 (Rupees Five lakhs) in form of DD in favor of <Name of Office>this will be held till agreement is finalized.

### 1.3 Timelines

S.No.	Information	Details
1.	Date of publication of RFP notice	26.08.2020
2.	Last date for submission of written queries for clarifications	03.09.2020
3.	Release of response to clarifications	09.09.2020
4.	Last date and time for receipt of Bids	21.09.2020
5.	Last Date for Submission of Priority List For District Selection	21.09.2020
6.	Place, Date and Time of opening of Technical Bids	DeGS, collectorate Muzaffarnagar 22.09.2020 Time 11:00 am
7.	Place, Date and Time of opening of Financial Bids	Will be communicated
8.	Date For sending Technical and Financial Score Sheet by DeGS to CeG	Will be communicated
9.	Finalization of DSP List by CeG	Will be communicated
10.	Contact Person for any Query	Manager, CeG
11.	Cost of RFP document (non-refundable)	Rs. 20,000(GST extra) in favour of District e-Governance society, Muzaffarnagar
12.	EMD fees	Rs. 5,00,000 in favour of District e-Governance society, Muzaffarnagar

### 1.4 Context of the RFP

- The overall objective of this RFP is to select Organizations/ Firms to establish and run the Centers in Urban and rural areas of the Districts aforementioned. The Selected Agency would be responsible for running the centers in the district to deliver the G2C and B2C services to the citizens of Uttar Pradesh.
- District e-Governance Society Muzaffarnagar has to select DSP(s) from the bidder Organizations/ Firms by evaluating their Technical Capabilities regarding their experience in delivering the G2C services, proposed methodologies etc. as per criteria given in this RFP document.

## 2 Scope of Work

- There will be two District Service Providers (DSP) in each district for rural & urban area.
- Each DSP has mandate to operate existing CSCs and open new Centers considering at least one Jan Seva Kendra (CSC) in urban area covering population of 10000 and one CSC in each Gram Panchayat. It is mandatory that at least 01 CSC shall be functional by each DSP in 10000 population of urban area and every gram panchayat of Rural area of every district.
- Each DSP shall ensure to establish & operate targeted CSCs in next 4 months after signing of agreement with DeGS.
- The DSP will integrate suppliers, partners, the State Government, the CSCs and Customers into a Web enabled value chain. The key challenges for DSP would be to manage secured, safe and trusted service delivery channel on one hand and integrate pieces of service delivery chain on the other. DSP would host applications in the Centralized Data Center and applications via internet. The DSP will maintain the security and integrity of the Data, business processes and transactions at all the times and protect all the assets of the project, intellectual and physical. The DSP will assume complete responsibility for the managerial, Financial and technical, HR, Logistics and other resources and ensure viability, visibility and high quality performance of the CSCs.
- The DSP shall act as a Service Access Provider and Network manager for the CSCs. For this purpose, it is expected that the DSP should consider setting up of a portal for enabling access to the services of the non-Government businesses and make them available to the CSC access points.
- The DSP would select such Computer Centers / Cyber Cafe owners and other entrepreneur in IT related business only in urban and rural areas of the District who fulfill the basic infrastructure requirement for provision of G2C and B2C Services to the citizens. DSP shall give preference to the existing Lokvani Kendra Owner. DSP has to ensure that Centers Owner should have a minimum one computer set with broadband connection of at least 512 kbps speed and antivirus installed, multifunction printer (photocopier, scanner and printer), web-cam, a wardrobe to store the hard copies / documents received from the citizens etc.
- Protecting IT infrastructure and Data from Virus attack, unauthorized access/modification/deletion of data. Service provider shall be responsible for any loss or damage suffered by CeG, Departments or Citizens due to such causes. The bidder will be liable legally in such an event.
- DSP shall establish one office at each District with minimum 3 exp. resources (manpower) dedicated for G2C services.
- DSP shall ensure the proper management of the hard copies / documents received from the citizens and delivery of certificates to the citizens.
- DSP shall be required to manage the Centers on self-sustaining model.
- DSP could add private domain services other than Government Domain services to service basket for the sustainability of the model. However, the same should be in conformity with guidelines issued by District Administration / District e-Governance Society from time to time. DSP or its authorized Centre owner would be accountable for rendering these services.
- DSP will provide financial statements for reconciliation purposes to CeG as and when required. Facilities for e-payments should also be made available.

### 2.1 Key Deliverables

- The Selected service provider shall prepare a plan of action for smooth takeover of operation of CSC Centers from the exiting service providers. Plan of action shall be submitted by selected service provider at the time of signing of contract to DeGS. The selected service provider shall work along with existing service provider for 15 days

subsequent to the date of signing of contract. The DSP will ensure the delivery of Government services as directed by the District Administration/DeGS from the proposed Centers.

- The DSP will ensure regular interaction with the District Administration/DeGS everyweek to update them about the progress in the roll out of Centers and other issues and challenges faced during roll out.
- The DSP shall be responsible to impart training to the center operators on a regularbasis and shall keep them apprised of the new developments and changes made by the state in the processes.
- The citizens should get all the services of government that are made available electronically to CSC's, during indicated time periods on Government working days and holidays but without any relation to the jurisdiction of a particular office of a particular department or agency within a particular District.
- The quality of service should be in accordance to the best practices in the industry for Citizen Service.
- Service Provider shall be responsible for maintaining, changing, upgrading and developing its software application for existing as well newer services. Application Software to meet the demand of current services and new services being added from time to time.

## **2.2 New Centre Owner Selection Criteria**

- It is envisaged that the Centre Owner should be minimum of age of 18years.
- Minimum education qualification shall be a minimum 10<sup>th</sup> pass from any recognized board.
- DSP shall give preference toexisting Lokvani Kendra Owner,Cyber Cafe, Computer Centre Owners and agents of Various Business Services such as IRCTC, BSNL etc.
- He / She / Transgender should be able to read and write in the local dialect as well ashave basic level knowledge of English language.
- He / She / Transgender should be versed in basic operations of the computer and usageof standard applications. Otherwise, the DSP should arrange for the selected Centre Owner to be trained in Basic Computer operations/ usage.

## **2.3 Operational Guidelines for DSP**

### **2.3.1 Scheme Rollout Period**

- The Selected service provider shall prepare a plan of action for smooth takeover of operation of CSC Centers from the exiting service providers. Plan of action shall be submitted by selected service provider at the time of signing of contract. The selected service provider shall work along with existing service provider for 15 days subsequent to the date of signing of contract. During this period of 15 days. The DSP will ensure the delivery of Government services as directed by the District Administration/DeGS from the proposed Centers.
- The DSP shall manage the Centers for next 3 years from the date of signing the MSA with DeGS. The MSA would be signed within 30 days from the issuance of the Letter of Intent (LoI). The DSP shall establish, operate and manage the centers for overall duration of 3 years.
- At the end of contract period , the contract period of DSP may be extended for 2 years on mutual agreeable basis and after approval from Govt. of UP.

- Once the DSP signs an agreement with the DeGS, the DSP has to formulate and submit a detailed plan of implementation. It may be noted that the timelines and the service level agreements will be enforced strictly. Any delay in implementation of the Centers within the stipulated period would be deemed as an event of default.
- All Selected DSPs shall provide a separate application logins (administrative user) rights to CeG Officials for the overall monitoring of roll-out of CSC across the State of UP.

### 2.3.2 Key Guidelines

Following are some of the key operational guidelines for the DSPs to conduct and run the Centers:

- Mandatory delivery of G2C Services:** The Centers will have to provide all the provisioned e-Governance services as approved and decided by the District Administration, DeGS & GoUP to the citizens. The DSP would charge fees for the e-Governance services as prescribed by the State Government from the time being in force. However, the DSP would decide charges for the non-government services as agreed with concerned organization, such services and charges will be communicated to DEGS.
- DSP-Centre Owner Relationship;** The Centre Owner are preferred to be Existing Lokvani/ Computer Centre / Cyber Cafe Owners / Agents of Various Business Services and other entrepreneur in IT related business. In order to safeguard the interest of the Centre Owner participating in the scheme, following guidelines need to be adhered by DSP:
  - Capital Investments:** Business model of DSP envisages Capital Investments to be made by Centre Owner/DSP in the Centre infrastructure.
  - Registration fees for New Centers:** -: Bidder can charge maximum of registration fees in case of new centers as per the below table on yearly basis. This fees will be only charge if new center has to be opened in District.

S. No.	Type of Center	Cat-A District	Cat-B District	Cat-C District.
1.	Urban	Rs. 2000	Rs. 1500	Rs. 1000
2.	Rural	Rs. 1000	Rs. 750	Rs. 500

No DSP is allowed to charge more than above mentioned fees. If found guilty, Contract shall be liable for termination.

- One time Transition fees from old active VLE's -** The below mentioned one time fees shall be charged from active VLE's during transition and roll out. No DSP is allowed to charge more than below mentioned fees. If found guilty, Contract shall be liable for termination.

S. No.	Type of Center	Cat-A District	Cat-B District	Cat-C District.
1.	Urban	Rs. 700	Rs. 500	Rs. 300
2.	Rural	Rs. 350	Rs. 250	Rs 150

- Security Fee / Deposit:** -Security fees must be in digital mode only i.e. Demand draft etc. to be made by Centre Owner. This security deposit must be refundable within 3 months after the completion/ termination of the DSP - Centre Owner contract as per the terms of the contract. This is one time fee.

S. No.	Type of Center	Cat-A District	Cat-B District	Cat-C District.
1.	Urban	Rs. 2000	Rs. 1500	Rs. 1000
2.	Rural	Rs. 1000	Rs. 750	Rs. 500

- Recurring Expenses:** All monthly recurring expenditures are to be borne

by Centre Owner. The DSP needs to establish a grievance redressal mechanism for sorting out the DSP- Centre Owner contractual and operational issues.

VI. While terminating the Centre owner, DSP shall inform the District Magistrate/ District e-Governance Society.

- c) **Location of Centers:** DSP will take a prior approval from DeGS regarding locations of the Centers to be opened. DeGS will decide on the number of Centers to be opened in the urban areas of the district based on the population and requirement in the District. The number of mandated Centers in the rural areas will be two CSC in each Gram Panchayat.
- d) Activation & Deactivation of VLE's ID, DSP will inform DeGS at least 3 day in advance.
- e) **Timings of Operation:** The Centers will function for a minimum of 8 hours on all days notified as working days by the DeGS. On all Sundays and public holidays, excluding the National Holidays, Centers will function for a minimum of four hours. This is only indicative and can be different as will be prescribed by the DeGS.
- f) **Service Level Agreements:** DeGS will prepare an Agreement and sign with DSP, based on the Rules and Regulation in this RFP.
- g) **Adherence to rollout Metrics:** DSPs are expected to ensure strict observance of Service Level Metrics laid out in this RFP document. The DSP shall ensure that the Centre Owner keeps a citizen charter / GOs of the complete list of services available at the Centre, time taken for delivery and pricing of the various services prominently. In the event that DSP fails to achieve agreed Service Levels, the DSP would have to pay liquidated damages as prescribed in this RFP document Annexure.
- h) The DSP will obtain all applicable statutory clearances for providing all G2C and B2C service at the Centers.
- i) DSP/VLE are not allowed to use UP Govt. name, logo etc. as branding for B2C, B2B etc. services.

### 3 Bid Process

#### 3.1 General Terms & Conditions of RFP

- a. The Agency/Agencies selected by the Center for e-Governance, Lucknow shall be called District Service Provider(s) (DSPs).
- b. The selection of the DSP will be for a period of max. 3 Years from the date of signing of contract. Before issue of Work Order, the DSP shall submit a single security in the form of Fixed Deposit or Performance Bank Guarantee (Annexure - Form 4) in favor of District e-Governance Society, <District Name> for valid until 42 months. Selected Bidder will have to extend their PBG in case of extension. The performance bank guarantee shall be as per the below table for Districts.

S. No.	Category Wise	PBG-Amount(Per District)
1	A-Category District	Rs. 20,00,000(Rupees Twenty Lakhs only)
2	B- Category District	Rs. 15,00,000 (Rupees Fifteen Lakhs Only)
3	C-Category District	Rs. 10,00,000(Rupees Ten Lakh Only)

- c. The Performance Bank Guarantee of DSP shall be refunded only after the successful return of Security amount received from all the VLE's. After fulfilling this criteria, DSP's are entitled for the claim of PBG. PBG shall be returned within 30 days after expiry of the Agreement after satisfactory reconciliation of accounts between the DSP and the DeGS.
- d. The DSP and DeGS shall work together in the respective areas/fields for providing quality services.
- e. At the time of allotment of the work to the DSP, an Agreement defining the terms and conditions of the RFP will have to be signed between DeGS and the DSP.
- f. If the DSP hides some information, gives wrong information, or is found misrepresenting, selection of that DSP shall liable to be cancelled.
- g. DeGS has rights to cancel the tender at any point of time during bid process management. After cancellation, DeGS has rights to re-tender.
- h. DEGS has right to conduct fresh bidding in case two DSPs are not selected, and in case of cancelation of agreement of a DSP.

#### 3.2 Eligibility & Evaluation Criteria

The following criteria must be fulfilled by any organization willing to become a DSP:

##### 3.2.1 Pre-Qualification Criteria

- a. The Bidder should be a registered Company/Partnership firm/LLP/society (as defined in related Act).
- b. The Bidder organization need to be in operation for at least 3 years from bid calling date. A Certificate of Incorporation and Certificate of Commencement issued by the Registrar of Companies.
- c. Bidder should not be blacklisted or declared ineligible for corrupt and fraudulent practices by any Central/State Government /affiliate or Public Sector undertaking. Self-certification from authorized signatory will be required to submit along with the Bid.
- d. Bidder should have experience in implementing IT/e-Governance projects having direct interface with citizens/Govt. agencies/PSUs/Government Undertakings.(Work Order/Completion Certificate)

### 3.2.2 Financial Criteria

- Annual Turnover of the applicant averaged over the last 3 financial years must be at least Rupees 3 Crore for bidding in one district. The bidder is free to bid for any number of Districts in the State but at the time of allotment of District to the successful bidder the average turnover of the bidder should be minimum Rs.3 Crore per District. For Example If the bidder has applied for 6 Districts and is declared successful in 4 Districts then the average turnover over the last three Financial Years of the Bidder must be a minimum of Rs.12.0 Crore (Rs. 3 Crore X 4 Districts)

### 3.2.3 The Bidding Documents

#### **Cost of Bidding**

- I. The Bidder shall bear all costs associated with the preparation and submission of its bid and Society, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- II. The bid document will be available on <https://etender.up.nic.in>. Interested bidder shall download the copy from the website. The bidders shall have to pay online tender fee of Rs. 20,000 (Twenty Thousand Only) in favor of the District e-Governance Society Muzaffarnagar.
- III. This RFP document will also be available on the district website <https://muzaffarnagar.nic.in> to view and download the bidding document.
- IV. The Bidder shall submit, along with their bids, Earnest Money Deposit for every district of Rs. 5,00,000/- (Five Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled or nationalized bank in favour of the District e-Governance Society, Muzaffarnagar and should have validity for 3 months from the due date of the tender RFP. Bidder has to submit scanned copy of EMD in online financial bid and Hardcopy to be submitted at bid submission.
- V. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.
- VI. RFP document fee will be non-refundable to the bidders.

#### **Contents of Technical Bid**

Bidding procedures and other terms and conditions are prescribed in the RFP. The Technical Bid document should include details about the following:

- a. About the Organization / Firm,
- b. Roles & Responsibilities of DSP as per their understanding about this Project,
- c. Approach & Methodology for implementation,
- d. Work Plan, Transition & Roll-Out Plan
- e. Business Plan / Revenue Model,
- f. As per forms defined in this RFP i.e

- I. Notice to Submit Request for Proposal
- II. Certificate of Incorporation
- III. Turnover during Last 3 Years(CA Certificate to be attached)
- IV. Experience in implementing IT/e-Governance Projects
- V. Earnest Money Deposit.
- VI. Checklist: Mandatory Supporting Documents
- VII. Exhibit 1: Table of Service Level Metrics
- VIII. Liquidated Damages
- IX. Self-Declaration
- X. Annexure (A) –District Category List
- XI. Annexure (B) - List of services being provided at present

The Bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required as per the RFP or submission of a bid not responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of his bid.

#### **Clarification of Bid**

All those bidders who had obtained bid document, by paying Bid document Fee, from the DeGS prior to Date and Time fixed for Pre Bid meeting can participate in the meeting to seek clarifications on the bid, if any.

All the queries that need to be clarified by DeGS and must be received by way of email / letter to the mentioned email id in bid document on or before mentioned date so as to clarify the same during the pre-bid meeting.. However it is not mandatory to participate in pre Bid meeting. Pre Bid Meeting will be held at the following address:-

DeGS, collectorate Muzaffarnagar.

#### **Amendment of RFP Documents**

At any time prior to the deadline for submission of bids, DeGS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by amendments. Such amendments shall be intimated through corrigendum and shall form an integral part of bid documents. The relevant clauses of the RFP shall be treated as amended accordingly.

All prospective bidders those who have purchased the bidding documents should check the website for the amendments, No separate notification shall be sent to them. Amendment will also be placed on website where RFP was hosted.

In order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, the DeGS, at its discretion, may extend the deadline for the submission of bids

### 3.2.4 Preparation and Submission Of Bids

- **Language of Bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and Society shall be written either in Hindi or English language. Only English numerals shall be used in the bid.

- **Period of Validity of Bids**

- a. Bids shall remain valid for 180 days after the date of bid opening prescribed by CeG. A bid valid for a shorter period shall be rejected by DeGS as nonresponsive.
- b. In exceptional circumstances, DeGS may solicit the Bidder's consent to an extension of the period of bid validity. The request and the response thereto shall be made in writing. The bid security shall also be suitably extended. However a bidder granting the request will not be permitted to modify its bid.
- c. The outer envelopes shall clearly indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late".
- d. If the outer envelope is not sealed and marked as required above, DeGS will assume no responsibility for the bid's misplacement or premature opening

- **Submission of Technical Bid**

- a. Bidders should submit their Technical Bid online as well as physically copy at DeGS office. by duly filling and signing each page of bid documents along with all required enclosures in sealed cover clearly marked on the top of the envelop " Technical Bid for Selection of District Service Provider for Establishment/Operations of Jan Seva Kendras at Urban and Rural Areas of Muzaffarnagar and should reach DeGS Collectorate, Muzaffarnagar, on or before the last date and time mentioned in the RFP.".
- b. For delay in submission of bids due to any reasons, the bidders shall only be held responsible.

- **Sealing and Marking of Financial Bid**

All the financial shall be uploaded online only. No Hard copy to be submitted, any hard copy submitted shall be liable for rejection.

- **Deadline for Submission of Bids**

- a. Bids must be submitted by the bidders as per the time and date as mentioned in RFP/ Corrigendum. Bids submitted after the due date shall not be accepted.
- b. DeGS may, at its discretion, extend this deadline for submission of bids by amending the RFP Document, in which case all rights and obligations of DeGS and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

- **Late Bids**

- a) Once the bid submission date and time is over, the bidder cannot submit its bid.

- **Withdrawal and Resubmission of Bids**

- a) At any point of time, a bidder can withdraw its bid submitted before the bid submission end date and time.
  - b) No bid can be resubmitted after the deadline for submission of bids.
  - c) No bid cannot be withdrawn after bid submission end date. Withdrawal of a bid will result into forfeit of its bid security (EMD).
- **Bid Opening and Evaluation Of Bids**
  - **Opening of Technical Bids by Tender Committee**
    - a. DeGS will open all technical bids as per the Schedule in RFP/Corrigendum. In the event of the specified date of bid opening being declared a holiday for DeGS then the bids shall be opened on next working day and at the same scheduled time in the office of DeGS.
    - b. Bids shall be opened in the presence of bidder's authorized representatives, who choose to attend. The bidder representatives who are present shall sign a register evidencing their attendance.
    - c. The bids of only those bidders shall be considered for evaluations that are found responsive to the terms and conditions of this RFP document. The bids that are found non-responsive to the terms and conditions of RFP document shall be outrightly rejected and no fee shall be returned to the bidder.
  - **Clarification of Bids**
    - a. During evaluation of bids DeGS may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing.
    - b. No Bidder shall contact Society on any matter relating to its bid, from the time of the bid opening till the time of disposal of its bid. If the bidder wishes to bring additional information to the notice of DeGS, Bidder can do so in writing.
    - c. Any effort by a Bidder to influence DeGS in its decisions on bid evaluation may result in rejection of the Bidder's bid.
  - **Evaluation of Bids**
  - **Evaluation of Pre-Qualification Bids**
    - Pre - qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the bidder will be examined prima facie to see if the technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the need of this project.
    - In the second step, DeGS may ask bidder(s) for additional information, visit to bidders site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation
  - **Evaluation of Technical Bids**
    - Technical bids of only those bidders will be opened and evaluated who are declared qualified in Pre-Qualification Bid evaluation
    - DeGS will examine the bids to determine whether they are complete, whether they meet all the conditions of the RFP, whether required RFP fee and other required documents have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Any bid not

fulfilling these requirements shall be rejected.

- Evaluation of the bids shall be done only as per the evaluation criteria on requirements and experience given below.
- DeGS may carry out physical inspection and verification of the information given by the bidder at any time during or after the selection of the bidder.

### 3.3 Evaluation Criteria:

The evaluation will be undertaken on a score based system as given below:

S.No.	Evaluation Criteria	Max. Marks	Documents
1	Implementation and common service centres/ Lokvani centres in various States. One State ->15 Marks Two & more than Two States -> 20Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.
2	Experience in having worked on more than 100 Locations in any Government Citizen Centric Project in the Last 5 Years for Central/any State Government/PSU(S)/Government Institutions Directly( Work Order/Contract letter to be enclosed)( Project involving anytime anywhere availability of service,Transparent efficient delivery of service and Improved quality of service by the use of ICT). 1-300 Locations-> 10 Marks 301-1000 Locations-> 15 Marks 1001 & above-> 20 Marks	20	Work Order/Contract letter to be enclosed
3	Bidders experience in Successfully executed Similar Citizen Centric Project in the districts in any State of India in last 3 years. 1-10 Districts-> 15 Marks Above 10 Districts-> 20 marks	20	Copy of Work Order/LoI/Completion Certification of Projects certified by the Clients.
4	Bidders experience in Delivering Citizen Centric Services through Common Service centres in Districts of UP in Open to All Model. 0-300 Centres-> 10 Marks Above 300 Centres-> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.
5	Annual Turnover of the applicant averaged over the last 3 financial years upto Rs. 3 Cr-> 15 Marks Above Rs.3 Cr-> 20 Marks	20	CA Certificate Clearly showing last three financial year turnover and Avg Turnover.
<b>Total Marks</b>		100	

Based on the evaluation criteria mentioned above, each Technical Bid will be assigned a technical score out of a maximum of 100 points.

The minimum technical score required for qualifying is 65 Points. Those bidder scoring

minimum 65 points would only be considered for opening of financial bid.

• **Evaluation of Financial Bids**

- 1) Total share of DSP&VLE is Rs. 15/- for all G2C services.
- 2) Minimum share to VLE in DSP&VLE Share is Rs. 11/-, otherwise bid will be rejected.
- 3) The bidder quoting maximum share to VLE will be declared H1.

Below are the example: - Where three bidders X,Y and Z have participated in bid process and quoted below mentioned user charges share to VLE.

Particulars	Bidder X		Bidder Y		Bidder Z	
	DSP Share	VLE Share	DSP Share	VLE Share	DSP Share	VLE Share
DSP& VLE share for G2C Services (Rs. 15/-)	2	13	3	12	4	11

As per point no. 3 mentioned above of Financial evaluation below is the final rating of bidders:-

S.No	Bidder Name	Share to VLE(Rs.)	Rank
1	X	13	H1
2	Y	12	H2
3	Z	11	H3

As two DSPs shall be selected in a district, H1 bidder has quoted the highest share per transaction to be given to VLE. So, H2 bidder will have to match the VLE share being quoted by H1 bidder in order to be the second successful DSP in a district. After matching the rate of H1 bidder by H2 bidder, the second selected DSP share will be as follow:-

S.No	Bidder Name	Share to VLE(Rs.)	Rank
1	X	13	H1
2	Y	13	H2

If H2 bidder is not willing to match the H1 bidder rates then, H3 bidder will be offered to match the rate of H1 bidder and so on.

**Process in case of a Tie**

If two Bidders have quoted the same amount of highest share per transaction to be given to VLE, then the DeGS will select both bidders.

If more than two Bidders have quoted the same amount of highest share per transaction to be given to VLE, then the DeGS will prioritize the criteria's for final selection of the DSP as follows:

- I. Bidder having highest Technical evaluation marks will be selected as H1 & H2 Bidder. ***if even the technical scores are same then the second criteria will be adopted for the selection of the successful bidder***
- II. ***Bidders having highest average turnover in last three Financial years as per the CA Certificate will be selected as H1 & H2 bidder.***

**After financial evaluation, DeGS will prepare a list in the following format:**

Sr No	Bidder Name	Rank	Aggregated	Technical Score
-------	-------------	------	------------	-----------------

			Share to VLE (Rs)	(Out of 100)
1	ABC	H1		
2	XYZ	H2		
3	...	H3		
..	....	...		
..	...	....		

**Announcement of Bids**

The Financial Bids will be opened in the presence of Bidder's representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of Bidder, DSP-VLE Share, etc. will be announced at the meeting. In the event of the specified date of Bid opening being declared a holiday for, the Bids shall be opened at the appointed time and location on the next working day.

**District Allotment by CeG**

CeG has classified 75 districts into 3 categories (Category A, B, C) based on the number of transactions associated for financial year 2018-19 for G2C services as per Annexure(High Transaction Districts are in Category A, Medium Transaction Districts are in Category B & Low transaction Districts are in Category C)

Category A	Category B	Category C
30 Districts	25 Districts	20 Districts

Each district will send the details of their selection of H1, H2 and H3 based on financial bid in following format –

Sr No	Bidder Name	Rank	Share to VLE (in Rs)	Technical Score (Out of 100)
1	ABC	H1		
2	XYZ	H2		
3	...	H3		

- CeG will compile the lists received from 75 districts
- Allotment will be conducted at CeG headquarters Lucknow.
- During this District allotment presence of nodal officer from respective DeGS and a representative of DSP is mandatory.
- District Allotment to the bidders will start from the district which has the least number of transactions associated for financial year 2018-19 for G2C services and will end at highest transaction district in sequential manner.
- District will be allocated to the two successful bidders (H1) as notified by DeGS.
- In case if H1 bidder is not willing to work in that district, H2 and H3 bidder will be given the opportunity. H3 bidder has to match the H2 rates. EMD of H1 bidder (decliner) will be forfeited.
- To any bidder the maximum allocation in each category will be as follows –
  - Category A – 20 districts
  - Category B – 10 districts (Max 40 districts to single bidder)

- Category C – 10 districts
- Selected bidder can have maximum 40 districts to be allocated from all categories.
- In case if a district doesn't have any bidder; CeG has authority to re conduct bidding through DEGS or allocate those districts to the bidders who show their interest.
- In case a district is still un-allocated CeG will allocate them to top three bidders.
- Final allotment will be published by CeG
- Successful bidder will be notified and will submit the performance bank guarantee to respective DeGS
- DeGS will communicate for final allocation of district to bidder,
- DeGS shall enter into a separate contract, incorporating all agreements between DeGS and the successful bidder within next 7 days.
- DeGS will promptly notify each unsuccessful bidder and return their Bid Security / EMD after the agreement with successful bidders.
- **Code of Conduct**
  - a. Relationship with Centre Owner: Dealings with Centre owners must be conducted in an ethical manner, terms of agreement should be clearly and precisely expressed and fulfilled in good faith.
  - b. Work undertaken should be carried out promptly and efficiently and Centre's owner's interests properly safeguarded.
  - c. Relationship with Employees: DSP shall strive to employ high caliber staff, offer fair, and equal opportunities for growth and development. Relevant training and constant upgrading of the employees has to be provided in line with job responsibilities. Also, employees have to be informed of their obligation to keep important data confidential and of the fact that any professional misconduct constituting of unauthorized disclosure of confidential nature or violation of copyright laws will cause employers to take disciplinary action.
- **Termination for Default**

DeGS may without prejudice to any other remedy for breach of contract, or on default by the DSP, terminate the contract in whole or in part if:-

- DSP fail to deliver any or all of the obligations within the time period specified in the work order/contract, or any extension thereof granted.
- DSP fail to perform any other obligation under the work order/contract.
- Termination / Suspension of Selection
- DeGS may at any time terminate contract without compensation to the DSP, if DSPs becomes bankrupt or otherwise insolvent.
- DeGS may at any time terminate the contract for its convenience due to degraded performance of assigned work or due to false information provided by DSP.
- **DeGS may terminate the contract on violation of Moral Code of Conduct. If the DeGS finds any of the activities of the DSP or VLE as illegal and against the**

**accepted norms the contract shall be terminated.**

• **Settlement of Disputes**

- In case a Party is of the opinion that a dispute has arisen under this RFP, the Party shall notify the other Party of the detailed nature of the dispute, the right or obligation under this Agreement to which the dispute relates, and the relief sought by the Party raising the dispute.
- The Parties shall in the first instance attempt to resolve the dispute in good faith. In case, the Parties are unable to resolve the dispute, the matter shall be referred to the DeGS in accordance with the Agreement.
- The DeGS shall attempt to resolve the dispute in a meeting specially convened for the purpose. The representatives of all Parties shall be invited to participate in such meetings.
- The negotiations between the Parties and the proceedings before the DeGS shall be kept confidential unless Parties agree otherwise.
- Each Party shall bear its own cost in relation to the dispute resolution as aforesaid.
- In case the issue remains unresolved the parties shall approach the Divisional Commissioner for final resolution of the conflict.
- All the disputes arises due to B2C, B2B services shall be settled by DSP & VLE itself. No such issues shall be addressed by DeGS, CeG & Dept of IT & E GoUP,

## **Roles and Responsibilities**

### **District e-Governance Society (DeGS)**

A Society, headed by the District Magistrate shall be responsible for the implementation, Monitoring and management of the project at the district level. Society will play a key role in the post implementation operation and maintenance phase of the Scheme. Society is responsible, on behalf of the Government of U.P. to coordinate and monitor the implementation and operation of the Scheme. The Society, through the Districts Administration, shall nominate a nodal officer at District Level with whom DSP will require to interact for smooth operation of day-to-day functioning. The Society may communicate to DSP through fax, e-mail or courier, or even by word of mouth in time of emergency, which subsequently would be supplemented with a communication in writing.

- a. DeGS is competent to make administrative decision to ensure smooth and efficient operation for the benefit of the Scheme.
- b. DeGS will provide DSP with the information that may require for smooth and effective running of the Scheme. Such as, copies of latest rules / GOs, regulations, and procedures applicable to the Scheme, tax/fee structures applicable, Calendar of operations for the Centre etc.
- c. DeGS shall not be responsible for any claim/damage awarded for possible deficiency in service attributable to any act of omission/fraud/theft/missing etc. committed by the staff of DSP/Centre either willfully or by negligence or whatsoever.
- d. DeGS will ensure timely redressal of grievances of citizens at large, received through the DSP/Centers.
- e. All the issues related to G2C services shall be entertained by DeGS of respective districts only.

### **State Departments**

- a. Would allow the DSPs to deliver their services through the Centers.
- b. Would dispose all the transactions carried through the Centers within the stipulated time period.
- c. Would address the grievances, which may arise out of Jan Seva Kendra mechanism.

### **District Service Provider**

The responsibilities of the DSP would include the following:

- a. Scouting for entrepreneurs: The DSP would scout for Centre. It is important that a qualified Centre owner is selected through an appropriate selection process. The DSP will need to sign a legal agreement with the Centre owners clearly delineating their respective roles, responsibilities, and commercial terms including security to be deposited by Centre owners with the DSP, tie-ups, Service-Level liabilities etc. The agreement, amongst others, will also provide the provisions to be applicable in case of termination of the contract between DSP and Centre owners, replacement of Centre owners, refund of security etc. The DSP would be responsible for maintaining documents and database of information related to the Centre owners. Prior to commencement of the operations, DSP will submit a certified copy of the legal document (agreement) duly signed with each of the Centre owners to DeGS.

- b. While selecting Centre Owners, DSP shall abide by the criteria set by RFP.
- c. DSP shall appoint a Nodal Officer/SPOC, who would be the contact point with DeGS.
- d. Training of Centre owners: It will be the responsibility of the DSP to train the Centre owner.
- e. Government Services: The DSP would manage relationships with the DeGS for provision of G2C Services through the Centers. The DSP will be required to interface with DeGS to work on improvement of services offered and introduction of new services from time to time.
- f. Manage Service Delivery: The DSPs would integrate the State Government, District administration / DeGS, Centers and customers into a Web-enabled value chain. DeGS will monitor delivery of Government Services on regular basis.
- g. B2C Services: Besides delivering Government services, DSP could add private services, which can be delivered through Centers. However, the private services to be provided through Centers must be in prior approval of DeGS.
- h. DSP/Centers would not create, edit, duplicate or generate hard/soft copies of any transactional data related to the delivery of Government services. Nor will the DSP/Centre disclose or use the data available with it for purposes other than that related to fulfilling its mandate as mentioned in the agreement. The DSP/Centre would be responsible to ensure data management for the transactions.
- i. Maintenance of Prepaid wallet with the CeG: The Center for e-Governance maintains a bank account with the State Bank of India where the DSPs shall keep enough funds on a prepaid wallet basis so as to obtain the G2C Services uninterruptedly. The share of user charges payable to the Government stakeholders i.e. DeGS, Department and the CeG are deducted from this account on a transaction to transaction basis electronically when a transaction is made at the CSC. The DSP needs to maintain the funds in this account for VLE to make successful transactions.
- j. Monitoring and review perspective, DSP shall develop a centralized portal for CeG & DeGS where the actual status of roll-out, renewal can be seen. DSP shall provide at least one admin user rights to CeG & DeGS.
- k. Newly selected DSPs will be responsible for creation of new portal and its integration with State portal.
- l. Bidder shall also ensure the Geo-Tagging of all the VLE on portal. DeGS and CeG shall also get the view rights on the same portal.

### **Centre Owner**

The roles and responsibilities of the Centre owners would include the following:

- a. **Effective Service Delivery:** The Centre owner, through the corresponding Centre, will act as a service delivery point where he/she delivers services through which the population of the catchment area benefits.
- b. The Centre owner is an entity that has to bring about a change in his environment by using ICT as a tool. It is therefore important that the qualified Centre owner is selected through an appropriate selection and training process. He /She is an entrepreneur who will run his business by using the network. In other words, she should try to impart knowledge and try to educate the population.

- c. The Centre owner will endeavor, without any prejudice, to provide all services to the citizens and maintain cordial relationship with Government.
- d. The Center owner needs to keep sufficient funds in his account with the DSP so as to get sufficient transaction limit.
- e. VLEs are bound to adhere the rates determined for G2C services by Govt. of Uttar Pradesh.

- **Liquidated damages:-**

<b>Month</b>	<b>Minimum Roll Out</b>	<b>Penalty</b>
<b>First Month</b>	No. of Centers to be Transitioned/Take Over/New Center: 25%	For every delayed Centre penalty to be imposed Rs 200 per month per center
<b>Second Month</b>	No. of Centers to be Transitioned/Take Over/New Center: 50%	For every delayed Centre penalty to be imposed Rs 200 per month per center
<b>Third Month'</b>	No. of Centers to be Transitioned/Take Over/New Center: 75%	For every delayed Centre penalty to be imposed Rs 200 per month per center
<b>Fourth Month</b>	No. of Centers to be Transitioned/Take Over/New Center: 100%	For every delayed Centre penalty to be imposed Rs 200 per month per center

## 4 Annexures & Forms

### Form 1: Notice to Submit Request for Proposal

#### Application Form for Request for Proposal (RFP)

To,  
 Chairman  
 DeGS, Collectorate  
 Muzaffarnagar

Sir/Madam,

Through this application, We <Name of the Agency / Firm> wish to apply to become a District Service Provider. We have read and understood all the terms & conditions including the scope of the work prescribed for a DSP. We agree to abide by all the terms & conditions mentioned in this RFP. All the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We agree to renew /open, Operate and maintain the numbers of Centers prescribed by the DeGS in the urban and rural areas.

<b>Duration</b>	<b>Number of Centres in the Urban areas</b>	<b>Number of Centres in the Rural areas</b>
<b>Month 1</b>		
<b>Month 2</b>		
<b>Month 3</b>		
<b>Month 4</b>		

**The information given therein is true to our best knowledge.**

**Date**

**(Signature)**

**Place**

**<Name of the Applicant>**

**Form 2: Turnover during Last 3 Years**

<b>Financial Year</b>	<b>Total turnover</b>	<b>Net Profit/ Loss</b>	<b>Tangible Net Worth</b>
Year 1 (2016-17)			
Year 2 (2017-18)			
Year 3 (2018-19)			

**Form 3: Experience in implementing e-Governance Project**

<b>S.No.</b>	<b>Name of the Project</b>	<b>Client Name &amp; Address</b>
<b>1</b>		
<b>2</b>		
<b>3</b>		

#### **Form 4: Performance Bank Guarantee**

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Whereas, <name of the DSP and address> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <name of the assignment> to DeGS <District Name> (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, **<Name of Bank>** a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **<Amount in Rs> (Rupees in Words only)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. **(Rupees only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until **<insert Date>**)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed **Rs. < \_\_\_\_\_ (Rupees only)**.
- II. This bank guarantee shall be valid up to **<Insert Expiry Date>**)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before **<Insert Expiry Date>**) failing which our liability under the guarantee will automatically cease.

### Form 5: Bidder's Information

1.	Name of Firm	
2.	Name of Contact Person	
3.	Registered Office	
4.	Address	
5.	Year of Establishment	
6.	Type of Firm	Partnership/Private Limited/Public Limited /Society/LLP/Other
7.	Telephone Number(s)	
8.	e-Mail Address	
9.	Fax No.	
10.	Mobile Number	
11.	Website	

### Form 6: Pre-Qualification

SN	Evaluation Criteria	Proofs submitted	Bid Page No
1	The Bidder should be a registered Company/Partnership firm/LLP/society (as defined in related Act).	Certificate of Incorporation	
2	The Bidder organization need to be in operation for at least 3 years from bid calling date. A Certificate of Incorporation and Certificate of Commencement issued by the Registrar of Companies	Certificate of Incorporation	
3	Bidder should not have been blacklisted or declared ineligible for corrupt and fraudulent practices by any Central/State Government /affiliate or Public Sector undertaking. Self-certification from authorized signatory will be required to submit along with the Bid.	Self-certification from authorized signatory	
4	Bidder should have experience in implementing IT/e-Governance projects having direct interface with citizens/Govt. agencies/PSUs/Government Undertakings.(Work Order/Completion Certificate)	Work Order/Completion Certificate	
5	Annual Turnover of the applicant averaged over the last 3 financial years must be at least Rupees 3 Crore for bidding in one district. The bidder is free to bid for any number of Districts in the State but at the time of allotment of District to the successful bidder the average turnover of the bidder should be minimum Rs.3 Crore per District. For Example, If the bidder has applied for 6 Districts and is declared successful in 4 Districts then the average turnover over the last three Financial Years of the Bidder must be a minimum of Rs.12.0 Crore (Rs. 3 Crore X 4 Districts)	Balance sheet/ Financial statement signed by CA	

**Form 7: Technical Evaluation**

<b>S. N</b>	<b>Evaluation Criteria</b>	<b>Max. Marks</b>	<b>Documents Proofs</b>	<b>Allotted Marks</b>	<b>Bid Page Page No.</b>
1	Implementation and common service centres/ Lokvani centres in various States. One State -> 15 Marks Two & more than Two States -> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.		
2	Experience in having worked on more than 100 Locations in any Government Citizen Centric Project* in the Last 5 Years for Central/any State Government/PSU(S)/Government Institutions Directly( Work Order/Contract letter to be enclosed)(*Project involving anytime anywhere availability of service,Transparent efficient delivery of service and Improved quality of service by the use of ICT). 1-300 Locations-> 10 Marks 301-1000 Locations-> 15 Marks 1001 & above-> 20 Marks	20	Work Order/Contract letter to be enclosed		
3	Bidders experience in Successfully executed Similar Citizen Centric Project in the districts in any State of India in last 3 years. 1-10 Districts-> 15 Marks Above 10 Districts-> 20 marks	20	Copy of Work Order/LoI/Completion Certification of Projects certified by the Clients.		
4	Bidders experience in Delivering Citizen Centric Services through Common Service centres in Districts of UP in Open to All Model. 0-300 Centres-> 10 Marks Above 300 Centres-> 20 Marks	20	Bidder to produce Client Certificate/LOI/Completion certificate.		

S. N	Evaluation Criteria	Max. Marks	Documents Proofs	Allotted Marks	Bid Page No.
5	Annual Turnover of the applicant averaged over the last 3 financial years Upto Rs. 3 Cr-> 15 Marks Above Rs.3 Cr-> 20 Marks	20	CA Certificate Clearly showing last three financial year turnover and Avg Turnover.		
<b>Total Marks</b>		100			

### Form 8: Format of Financial Proposal

S. No.	Category of Service	Total User Charge- DSP+VLE( Rs. 15)	DSP's Share	VLE Share	Amount that will be transferred to VLE from DSP/CSC share (in INR)
1	All G2C Services	15			

\*Minimum VLE share is Rs. 11.

**Annexure (A) - List of District Category (as per applications of FY-> 2018-19)**

Allocation of districts will start from the Lowest Transaction District and will end at highest transaction district in sequential manner. Bidder can select max no. of districts from each category as defined below:-

**Cat- A-> 10 Districts, Cat- B-> 5 Districts, Cat- C-> 5 Districts**

Category -A		
SN	District	Total Applications
1	Shahjahanpur	575359
2	Kushinagar	584320
3	Barabanki	584889
4	Muzaffarnagar	585206
5	Moradabad	593032
6	Sultanpur	616582
7	Faizabad	625035
8	Mau	641068
9	Lucknow	662412
10	Varansi	671428
11	Saharanpur	680243
12	Bijnour	686878
13	Meerut	705169
14	Agra	717426
15	Unnao	724438
16	Ambedkarnagar	740038
17	Aligarh	757536
18	Deoria	769090
19	Kanpur Nagar	775232
20	Gorakhpur	800824
21	Bareilly	802354
22	Balia	826153
23	Hardoi	839845
24	Pratapgarh	872002
25	Khiri	876971
26	Sitapur	998249
27	Jaunpur	1134476
28	Gazipur	1152068
29	Azamgarh	1358048
30	Prayagraj	1536943

Category -B		
SN	District	Total Applications
1	Ghaziabad	362440
2	Rampur	364175
3	Amethi	366345
4	Lalitpur	371312
5	Kaushambi	375498
6	Hathras	380129
7	Pilibhit	386831
8	Amroha	391423
9	Kanpur Dehat	394015
10	Mathura	403739
11	Mainpuri	416458
12	Jalaun	417546
13	Maharajganj	434098
14	Farukkabad	445409
15	Basti	453111
16	Gonda	453872
17	Raibareilly	471726
18	Etawah	472737
19	Jhansi	497078
20	Kannauj	505862
21	Firozabad	522890
22	Mirzapur	536067
23	Fatehpur	546238
24	Bulansahar	555279
25	Badaun	556721

Category -C		
SN	District	Total Applications
1	Shravasti	175537
2	Chitrakoot	177539
3	Gautambudh Nagar	183820
4	Balrampur	193978
5	Mahoba	201058
6	Hapur	202314
7	Hamirpur	252923
8	Baghpat	263302
9	Kasganj	269421
10	Santkabir Nagar	293706
11	Bahraich	295006
12	Siddharthnagar	302776
13	Auraiya	311291
14	Banda	322309
15	Etah	335616
16	Sonbhadra	336061
17	Chandauli	341172
18	Sambhal	350561
19	Shamli	356758
20	Bhadoi	358146

### Annexure (B) - List of services being provided at present

254 Services of 34 Departments are presently being delivered across the Districts of Uttar Pradesh under SSDG scheme.

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
<b>1.</b>	<b>Revenue</b>	<b>1.</b>	Caste certificate	e-District
		<b>2.</b>	Income certificate	
		<b>3.</b>	Domicile certificate	
		<b>4.</b>	Application for Khatauni	
		<b>5.</b>	Cause List Generation	
		<b>6.</b>	Case Tracking	
		<b>7.</b>	Final Order Generation	
		<b>8.</b>	Solvency Certificate	
<b>2.</b>	<b>Medical &amp; Health</b>	<b>9.</b>	Handicap Certificate	e-District
		<b>10.</b>	Disability Certificate	Integrated Service
		<b>11.</b>	Decision on the Age certificate	
		<b>12.</b>	Decision on the registration of Nursing Home	
		<b>13.</b>	Decision on the payment for unsuccessful Family Planning	
		<b>14.</b>	Decision on the Technical scrutiny and inevitability certificate for medical reimbursement	
		<b>15.</b>	Decision on the Medico-Legal certificate (Injury)	
		<b>16.</b>	Decision on Death Certificate for people dying in the hospital	
		<b>17.</b>	Decision on the illness and fitness certificate	
<b>18.</b>	Decision on the Immunization certificate			
<b>3.</b>	<b>Social Welfare</b>	<b>19.</b>	Application for Scholarship (Gen & SC/ST)	e-District
		<b>20.</b>	Application for Marriage & Illness Grant	
		<b>21.</b>	Application for assistance against atrocities	
<b>4.</b>	<b>Women Welfare &amp; Child Development</b>	<b>22.</b>	Dampati Puraskar scheme to promote widow marriage under 35 years	e-District
		<b>23.</b>	Financial assistance to women of dowry scheme	
		<b>24.</b>	Legal assistance to dowry sufferers women scheme	
		<b>25.</b>	Grant for marriage of daughter of widow destitute scheme	
<b>5.</b>	<b>Handicap Welfare</b>	<b>26.</b>	Handicap pension	e-District
		<b>27.</b>	Application for loan to Handicap Person	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		28.	Application for Aids & Appliances	
		29.	Application for Marriage Grants	
6.	Panchayati Raj	30.	Copy of Kutumb Register	e-District
		31.	Birth certificate (Rural)	
		32.	Death certificate (Rural)	
7.	Urban Development	33.	Death Certificate (Urban)	e-District
		34.	Birth Certificate (Urban)	
		35.	Uncontested Mutation of Property in Nagar Nigam area	Integrated Service
		36.	New Connection of Water Supply in Nagar Nigam area(where technically feasible)	
		37.	Birth/Death Certificate in Nagar Plaika Parisad/Nagar Panchayat /Nagar Plaika/ Nagar Nigam Area	
8.	Home	38.	Decision on permission of loudspeakers at public places	e-District
9.	Food & Civil Supplies	39.	Issuance of Ration Card	Integrated Services
		40.	Surrender of Ration Card	
		41.	Modification in Ration Cards	
		42.	Duplicate Ration Cards	
10.	Employment	43.	Registration in Employment Exchange	Integrated Services
11.	Labour Board (BOC)	44.	Labour Registration	Integrated Services
		45.	Labour Renewal	
		46.	Benefits of Scheme	
12.	Food Safety & Drug Administration	47.	Online Drug Store Registration & Licensing System (ODRALS)	Integrated Services
13.	Lok Shikayat (CM Office)	48.	Online Grievance (IGRS)	Integrated Services
14.	Labour	49.	Registration of Establishment	Integrated Services
		50.	Renewal of Establishment	
		51.	Issuance of duplicate certificate for Registered Establishment	
		52.	Notice of Change	
		53.	Amendment Of Contractor License	
		54.	Amendment Registration Of Establishment	
		55.	License Of Contractor	
56.	Notice Of Commencement Or Completion Of Work			

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		<b>57.</b>	Registration Of Establishment Employing Contract Labour	
		<b>58.</b>	Registration Of Motor Transport	
		<b>59.</b>	Renewal Of Contract License	
<b>15.</b>	<b>Commercial Tax</b>	<b>60.</b>	e-Registration	Integrated Services
		<b>61.</b>	e-Return	
<b>16.</b>	<b>Agriculture</b>	<b>62.</b>	Sankar Beej Subsidy - Sankar Beej Dhaan	Integrated Services
		<b>63.</b>	Sankar Beej Subsidy - Sankar Beej Bazra	
		<b>64.</b>	Sankar Beej Subsidy - Sankar Beej Makka	
		<b>65.</b>	Sankar Beej Subsidy - Sankar Beej Jwar	
		<b>66.</b>	Sankar Beej Subsidy - Sankar Beej Kapas	
		<b>67.</b>	Sankar Beej Subsidy - Sankar Beej Rai/Sarso	
		<b>68.</b>	Samanya Beej Subsidy - Gehu Beej	
		<b>69.</b>	Samanya Beej Subsidy - Matar Beej	
		<b>70.</b>	Samanya Beej Subsidy - Chana Beej	
		<b>71.</b>	Samanya Beej Subsidy - Dhaicha Beej	
		<b>72.</b>	Samanya Beej Subsidy - Sarso/Rai Beej	
		<b>73.</b>	Samanya Beej Subsidy - Jau Beej	
		<b>74.</b>	Samanya Beej Subsidy - Makka Beej	
		<b>75.</b>	Samanya Beej Subsidy - Toriya Beej	
		<b>76.</b>	Samanya Beej Subsidy - Alsi Beej	
		<b>77.</b>	Samanya Beej Subsidy - Masoor Beej	
		<b>78.</b>	Samanya Beej Subsidy - Rajma Beej	
		<b>79.</b>	Samanya Beej Subsidy - Barsim	
		<b>80.</b>	Samanya Beej Subsidy - Jai	
		<b>81.</b>	Samanya Beej Subsidy - Lahi Beej	
		<b>82.</b>	Samanya Beej Subsidy - Dhan Beej	
		<b>83.</b>	Samanya Beej Subsidy - Aloo Beej	
		<b>84.</b>	Samanya Beej Subsidy - Moong Beej	
		<b>85.</b>	Samanya Beej Subsidy - Udad Beej	
		<b>86.</b>	Samanya Beej Subsidy - Til MiniKit	
		<b>87.</b>	Samanya Beej Subsidy - Moongfali	
		<b>88.</b>	Samanya Beej Subsidy - Soyabeen	
		<b>89.</b>	Samanya Beej Subsidy - Arhar Beej	
		<b>90.</b>	Krishi Raksha Upkaran Subsidy - Nepsak Sprayer	
		<b>91.</b>	Krishi Raksha Upkaran Subsidy - Power Sprayer	
		<b>92.</b>	Krishi Raksha Upkaran Subsidy - Manav Chalit Sprayer	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		<b>93.</b>	Krishi Raksha Upkaran Subsidy - Foot Sprayer	
		<b>94.</b>	Krishi Raksha Rasayan Subsidy - Khar Patavar Nashi	
		<b>95.</b>	Krishi Raksha Rasayan Subsidy - Keetnashak	
		<b>96.</b>	Krishi Raksha Rasayan Subsidy - Fafood Nashak	
		<b>97.</b>	Krishi Yantra Subsidy - Tractor	
		<b>98.</b>	Krishi Yantra Subsidy - Rotavator	
		<b>99.</b>	Krishi Yantra Subsidy - Seed Drill	
		<b>100.</b>	Krishi Yantra Subsidy - Pump Set	
		<b>101.</b>	Krishi Yantra Subsidy - Chara katne ki machine hastchalit	
		<b>102.</b>	Krishi Yantra Subsidy - Cultivator	
		<b>103.</b>	Krishi Yantra Subsidy - Chep Cutter Manavrahit	
		<b>104.</b>	Krishi Yantra Subsidy - Laser Land leveller	
		<b>105.</b>	Krishi Yantra Subsidy - Treshar	
		<b>106.</b>	Krishi Yantra Subsidy - Osai Pankha	
		<b>107.</b>	Krishi Yantra Subsidy - Sprinkle set	
		<b>108.</b>	Krishi Yantra Subsidy - Hairo	
		<b>109.</b>	Krishi Yantra Subsidy - Boring	
		<b>110.</b>	Krishi Yantra Subsidy - Rain Gun	
		<b>111.</b>	Krishi Yantra Subsidy - Power weeder	
		<b>112.</b>	Krishi Yantra Subsidy - Paddy Thraishar	
		<b>113.</b>	Krishi Yantra Subsidy - Solar Pump	
		<b>114.</b>	Krishi Yantra Subsidy - Farm Machinery Bank	
		<b>115.</b>	Krishi Yantra Subsidy - Aloo bone ki machine	
		<b>116.</b>	Krishi Yantra Subsidy - Aloo khudai ki machine	
		<b>117.</b>	Krishi Yantra Subsidy - Drum seeder	
		<b>118.</b>	Krishi Yantra Subsidy - Conovidar	
		<b>119.</b>	Krishi Yantra Subsidy - Custom hiring kendra ki sthapna	
		<b>120.</b>	Krishi Yantra Subsidy - Water Caring pipe	
		<b>121.</b>	Krishi Yantra Subsidy - Paddy Transplanter	
		<b>122.</b>	Krishi Yantra Subsidy - Power Tiller	
		<b>123.</b>	Krishi Yantra Subsidy - Reaper cum Binder	
		<b>124.</b>	Krishi Yantra Subsidy - Rice Transplanter	
		<b>125.</b>	Other/Micronutrient - Micronutrient	
		<b>126.</b>	Other/Micronutrient - Zinc Sulphate	
		<b>127.</b>	Other/Micronutrient - Gypsum	
		<b>128.</b>	Other/Micronutrient - H.D.P.E. Pipe	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		<b>129.</b>	Other/Micronutrient - Line Saving	
		<b>130.</b>	Other/Micronutrient - Sulphur	
		<b>131.</b>	Other/Micronutrient - Mrida Parikshan	
		<b>132.</b>	Bakhari – Bakhari	
		<b>133.</b>	Bhoomi Upchaar – Usar	
		<b>134.</b>	Bhoomi Upchaar – Banjar	
		<b>135.</b>	Bhoomi Upchaar - Beehad	
		<b>136.</b>	Bhoomi Upchaar – Diyara	
		<b>137.</b>	Bhoomi Upchaar – Jalmagn	
<b>17.</b>	<b>Department of Religious Affairs</b>	<b>138.</b>	E-Puja & Online donation facility for Shri Kashi Vishwanath Mandir, Varanasi	Integrated Services
		<b>139.</b>	Online request for Darshnik Sthal Yatra for Senior Citizen of Uttar Pradesh	
		<b>140.</b>	Online request for seeking subsidy by the pilgrim of Kailash Mansarovar Yatra	
		<b>141.</b>	Online request for seeking subsidy by the pilgrim of Sindhu Darshan Yatra	
<b>18.</b>	<b>Power</b>	<b>142.</b>	NSC Registration	Integrated Services
		<b>143.</b>	Load Enhancement Request	
		<b>144.</b>	Burnt Transformer Replacement Request	
		<b>145.</b>	Meter Replacement Request	
<b>19.</b>	<b>Entertainment Tax</b>	<b>146.</b>	New licenses for single cinemas, multiplexes, movie movies / special motion pictures, video cinemas, mobile video cinemas, local channels, and video libraries.	Integrated Services
		<b>147.</b>	Renewal of a single cinema, multiplexes, mobile cinema / special motion picture, video cinema, mobile video cinema, local channel and video library license.	
		<b>148.</b>	Operator permit for motion picture / digital projection system	
		<b>149.</b>	Permission for various entertainment (Excluding licensed entertainment, cable and DTH, such as the amusement park / water park, cabaret or floor show, hammock, video games, skills sports, mimicry, carnival, puppet show, classical music, horse racing, pool games, balling yale, billiards, Snooker other entertainment than the above list)	
<b>20.</b>		<b>150.</b>	Complaint Registration	Integrated

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
	<b>Home Department</b>	<b>151.</b>	Application for tenant Verification	Services
		<b>152.</b>	Application for servant Verification	
		<b>153.</b>	Employee Verification Request	
		<b>154.</b>	Issuance of Certificate for Character	
		<b>155.</b>	Confrontation/Strike Request	
		<b>156.</b>	Rally Request	
		<b>157.</b>	Program/MARch Request	
		<b>158.</b>	Film Shooting Request	
		<b>159.</b>	Post-Mortem Report	
<b>21.</b>	<b>Technical Education Department</b>	<b>160.</b>	Issuance of Transfer Certificate for Polytechnic institution's Students	Integrated Services
		<b>161.</b>	Providing Migration Certificate	
		<b>162.</b>	Issuance of Provisional Certificate	
		<b>163.</b>	Return of Caution Money	
		<b>164.</b>	Issuance of Character Certificate	
		<b>165.</b>	Decision on provisional marksheet for polytechnic institution's students	
		<b>166.</b>	Issuance of Diploma certificate for polytechnic institution student who have passed the examination	
		<b>167.</b>	Declaration of Scrutiny Result for Polytechnic students	
		<b>168.</b>	Declaration of Result of Back Paper Exam	
		<b>169.</b>	Rectification of Marksheet	
		<b>170.</b>	Issuance of Provisional Certificate (Diploma)	
<b>22.</b>	<b>Stamp &amp; Registration Department</b>	<b>171.</b>	Issuance of duplicate Marksheet	Integrated Services
		<b>172.</b>	Non-Encumbrance Certificate	
		<b>173.</b>	Registration under Hindu Marriage Act	
<b>23.</b>	<b>Transport Department (Vahan)</b>	<b>174.</b>	Property Registration	Integrated Services
		<b>175.</b>	Duplicate Registration Certificate	
		<b>176.</b>	Transfer Of Ownership	
		<b>177.</b>	Change Of Address In RC	
		<b>178.</b>	NOC	
		<b>179.</b>	Hypothecation Addition	
		<b>180.</b>	Hypothecation Termination	
		<b>181.</b>	Hypothecation Continuation	
		<b>182.</b>	RC Particulars	
<b>183.</b>	Permit Services-New Permit			
		<b>184.</b>	Permit Services-Renewal Of Permit	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		<b>185.</b>	Permit Services-Duplicate Permit	
		<b>186.</b>	Permit Services-Temporary Permit	
		<b>187.</b>	Permit Services-Special Permit	
		<b>188.</b>	Permit Services-Renewal Of Authorization	
<b>23(A)</b>	<b>Transport Department (SAARTHI)</b>	<b>189.</b>	Application For Learning License	Integrated Services
		<b>190.</b>	Application For Driving License	
		<b>191.</b>	Application For Duplicate Driving License	
		<b>192.</b>	Application For Renewal Of Driving License	
		<b>193.</b>	Application For Change Of Address In DL	
		<b>194.</b>	Application For Endorsement Of Another Class Of Vehicle	
		<b>195.</b>	Application For Replacement Of DL	
		<b>196.</b>	Application For International Driving Permit	
<b>24.</b>	<b>Animal Husbandry Department</b>	<b>197.</b>	Decision on registration of cow sheds run by voluntary institutions (Non-government Organizations)	Integrated Services
<b>25.</b>	<b>Dairy Development Department</b>	<b>198.</b>	Decision on registration of Dairy committees	Integrated Services
<b>26.</b>	<b>Vocational Education &amp; Skill Development Department</b>	<b>199.</b>	Issuance of e-Mark sheet / Duplicate e-Mark sheet	Integrated Services
		<b>200.</b>	Request & Status of Medical Leave	
		<b>201.</b>	Return of Caution Money	
		<b>202.</b>	Return of Original Mark sheet and Certificate	
		<b>203.</b>	Request for revised e-Mark sheet / e-Certificate	
		<b>204.</b>	Issuance of e-Certificate / Duplicate e-Certificate	
		<b>205.</b>	Issuance of Transfer Certificate	
		<b>206.</b>	Issuance of Character Certificate	
<b>27.</b>	<b>PWD</b>	<b>207.</b>	Decision on sending report under road side control	Integrated Services
		<b>208.</b>	Registration of contractors:- Decision on sending records for verification after having been provided by contractors	
		<b>209.</b>	Decision on registration/renewal (According to the Registration Rules 1982) on receipt of all records after verification	
<b>28.</b>	<b>Khadi and village industries Department</b>	<b>210.</b>	Decision on sending applications for financial aid from Banks (Chief Minister's village industries Employment scheme)	Integrated Services
		<b>211.</b>	Decision on benefits of interest on gratuity (Grant) (Chief Minister's Village Industries Employment	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
			Scheme)	
<b>29.</b>	<b>Weight and Measurement Department</b>	<b>212.</b>	Verification Of weights and measures in the Office	Integrated Services
		<b>213.</b>	Verification Of Petrol Pumps at its location	
		<b>214.</b>	Verification Of Flow Meters at its location	
		<b>215.</b>	Verification Of Auto rickshaw /Taxi Fare Meter	
		<b>216.</b>	Verification Of CNG/LPG dispensing pumps Meter at its location	
		<b>217.</b>	Verification Of Storage tanks at its location	
		<b>218.</b>	Re-Verification Of weights and measures in the Office	
		<b>219.</b>	Re-Verification Of Petrol Pumps at its location	
		<b>220.</b>	Re-Verification Of Flow Meters at its location	
		<b>221.</b>	Re-Verification Of Auto rickshaw /Taxi Fare Meter	
		<b>222.</b>	Re-Verification Of CNG/LPG dispensing pumps Meter at its location	
		<b>223.</b>	Re-Verification Of Storage tanks at its location	
		<b>224.</b>	Manual to Computerized_Re-Verification Of weights and measures in the Office	
		<b>225.</b>	Manual to Computerized_Re-Verification Of Petrol Pumps at its location	
		<b>226.</b>	Manual to Computerized_Re-Verification Of Flow Meters at its location	
<b>227.</b>	Manual to Computerized_Re-Verification Of Auto rickshaw /Taxi Fare Meter			
<b>228.</b>	Manual to Computerized_Re-Verification Of CNG/LPG dispensing pumps Meter at its location			
<b>229.</b>	Manual to Computerized_Re-Verification Of Storage tanks at its location			
<b>30.</b>	<b>Excise Department</b>	<b>230.</b>	Decision on the supply of rectified spirit to school/college	Integrated Services
		<b>231.</b>	Decision on the export of narcotic medicine (for disease)	
		<b>232.</b>	Decision on the issuance of occasional Bar License	
		<b>233.</b>	Decision on the issuance of sacramental wine	
<b>31.</b>	<b>Secondary Education</b>	<b>234.</b>	Decision on the issuance of original certificates	Integrated Services
		<b>235.</b>	Decision on the issuance of duplicate certificate	
		<b>236.</b>	Decision on the issuance of original Marks Sheet	
		<b>237.</b>	Decision on the issuance of duplicate Marks Sheet	

<b>Sr. No.</b>	<b>Department name</b>	<b>Sr. No.</b>	<b>Name of Service</b>	<b>e-District/ Integrated Service</b>
		238.	Decision on the issuance of corrected certificates	
		239.	Decision on the issuance of corrected Marks Sheet	
		240.	Decision on the disposal of cancelled examination result	
		241.	Decision on the Withheld result	
		242.	Decision on the rectification of incomplete/wrong results	
32.	<b>Horticulture Department</b>	243.	Decision on registration of fruit Nurseries established in private sectors under the Uttar Pradesh Fruit Nurseries (Regulation) Act. 1976	Integrated Services
		244.	Decision on renewal of registered of nurseries	
		245.	Decision on issuance of permit for construction of cold storages under the Uttar Pradesh Regulation of Cold Storages Act, 1976	
		246.	Decision on issuance of license for cold storages	
		247.	Decision on renewal of License for cold storage	
33.	<b>Food Safety &amp; Drug Administration (Food Safety and Standards Authority of India (FSSAI))</b>	248.	License for manufacturing of food materials	Integrated Services
		249.	Registration of food materials	
34.	<b>Housing and Urban Planning Department</b>	250.	Duplicate Order Request	Integrated Services
		251.	Refund Management	
		252.	Online Free Hold	
		253.	Registration For Allotment	
		254.	Mutation Management	

\*\*\*\*\*End of This Document\*\*\*\*\*