

Sub: Selection of Service Provider Agency (SPA) for 'Setting-up and Management of the Public Facilitation Centers (PFCs) in the districts of Assam (excluding the seven districts under the Sixth-Schedule Autonomous Councils) for providing services under the ARTPS Act, 2012'- **Replies to the 2nd set of queries on the ICB etc.**

Dear All,

With the reference to the ICB IFB No: ARIASS/ACCSDP/155/2019/10 dated Guwahati the 6th March, 2019, I would like to furnish the replies to the **2nd set of queries** made by some of the potential SPAs on the ICB for 'Setting-up and Management of the Public Facilitation Centers (PFCs) in the districts of Assam (excluding the seven districts under the Sixth-Schedule Autonomous Councils) for providing services under the ARTPS Act, 2012' for your information and needful.

Sl	Clause No.	Clarification/Query	PMU's Response
1.	General query	Request for extension of Bid submission date. We humbly request you to extend the bid submission date by another 8-10 days from the due date.	Already extended till 18th June 2019
2.	Page 10, Clause 5.4 of Section 1: ITB	Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the BDS: Please clarify maximum partners allowed in a joint Venture.	There is no Limit. Joint venture can be of two or more firms
3.	Page no. 20, clause ITB 5.3 of Section 2: BDS	Note: Bidders have the option to Bid for any one or more packages. Bids will be evaluated package-wise, taking into account discounts offered, if any, for combined packages. The contract(s) will be awarded to the Bidder or Bidders offering the lowest evaluated cost to the Employer for combined packages, subject to the selected Bidder(s) meeting the required qualification criteria for combination of packages as the case may be. Kindly amend the clause like: Note: Bidders have the option to Bid for any one or more packages. Bids will be evaluated package-wise, taking into account discounts offered, if any, for combined packages. The contract(s) will be awarded to the Bidder or Bidders offering the lowest evaluated cost to the Employer for combined packages particular package, subject to the selected Bidder(s) meeting the required qualification criteria for combination of packages as the case may be.	No Change.
4.	Page-21, Clause ITB 5.5(a) of Section 2: BDS	The package wise required minimum annual volume of Services i.e. Average Turn Over for the successful Bidder in any of the last ten years shall be: and Achieved in each of the past three years (2017-18; 2016-17 & 2015-16) an annual average turnover of at least:- Statement contradictory: Ten years or Three years: In our understanding it is three years, please clarify.	Ref. ITB 5.5(a) at page 21: The package wise required minimum annual volume of Services i.e. Average Turn Over for the successful Bidder shall in any of the last three (3) years as indicated in the table (and not ten years). However, please note that the Bidder needs to provide information relating to the following as mentioned at Qualification Information: Para 1.2 at page 33 of Bid. Document: a) Total annual volume of Services performed i.e. Turn Over in each of the last ten (10) years , in the internationally traded currency specified in the BDS: b) The annual volume of Services i.e. Average Annual Turnover in each of the last three years (2017-18; 2016-17 & 2015-16) [Ref. ITB 5.3]:
5.	Page-22, Clause ITB 17.6 of Section 2: BDS	The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV. In our understanding Joint Venture can submit the Bid Security on behalf of Lead JV.	<ul style="list-style-type: none"> Please note that in case the JV is legally constituted at the time of bidding - the Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of <u>all future partners as named in the letter of intent to constitute the JV</u>
6.	Page 23, clause ITB 35.1 of Section 2: BDS	The Performance Security @ 10% of the total contract value shall be the in the Standard Form of Bank Guarantee or Demand Draft. In case of JV, the Performance Security of a JV must be in the name of the JV that submits the bid. In our understanding Joint Venture can submit the Performance Security on behalf of Lead JV Bidder.	Please note that in case the JV, which must be legally constituted before award of contract - the Bid Security or Bid-Securing Declaration of a JV must be in the name of the JV that submits the bid
7.	Page 49, SPA's Management cum Helpdesk Office"	Hardware at SPA's 'Management-cum-Helpdesk Office: Desktop Computers - 4 (Not in BOQ), Laptop Computers - 10, Web Camera - 6 (Not in BOQ), LaserJet MFP (MFP) - 1 (2 in BOQ), Finger Print Reader - 6 (Not on BOQ), 3.5 KVA UPS-Inverter - 6, Network Router - 1 (Not in BOQ), Network Cables - 8 (Not in BOQ)	The following changes in the Package wise number of machines & equipment required shall be applicable - <ul style="list-style-type: none"> 1. All-in-One Desktop Computer (2 per PFC) + 4 for SPA's Management-cum-Helpdesk Office (MCHO) 2. Laptop Computer (10 Nos.) 3. LaserJet Multi-Function Printer (MFP) for (MCHO) (1 per MCHO) 4. USB Web Camera (2 per PFC) + 2 for SPA's MCHO 5. Finger Print Reader (2 per PFC) + 6 for SPA's MCHO

Sl	Clause No.	Clarification/Query	PMU's Response
		Hardware of SPA's 'Management-cum-Helpdesk Office. a) How to add up the cost of hardware not mentioned in BOQ/ price schedule? b) In our understanding no separate manpower required at Management-cum-Helpdesk Office other than mentioned in BOQ which is per Package wise?	<p>6. UPS-Inverter 2.5KVA - for minimum 4 hours of Power Backup by each. (1 per PFC)</p> <p>7. UPS-Inverter 3.5KVA - for minimum 4 hours of Power Backup by each. (1 per HQ office/MCHO)</p> <p>8. Wireless Network Router: 4 LAN Ports (1 per PFC) + 1 (one) for SPA's MCHO</p> <p>9. Network Cables (4 cables each of 5 mt long per PFC) + 8 cables each of 5 mt long for SPA's each MCHO</p> <p>10. Flatbed Color Image Scanner, USB Powered (2 per PFC)</p> <p>11. Inkjet Wireless Multi-Function Printer (MFP) (1 per PFC)</p> <p>Necessary corrigendum is being issued.</p>
8.	Page-81, Clause 6.4 (j) of Section VIII: SCC	Payment for cost of setup, management, maintenance & Company Overhead - billing period not defined. Monthly as per price format, but Billing frequency & Payment terms for cost of setup, management, maintenance & Company Overhead not defined. Please clarify.	Modified Payment terms is attached at Annex-1 . Necessary corrigendum is being issued.
9.	Page-81, Clause 6.4 (k) of Section VIII: SCC	Printing Charges per A4 size paper for printing acknowledge receipt (Per copy rate) Since the payment for printing of acknowledgement receipts issued to citizens shall be based on actual. Quantity multiplied by unit rate to be indicated in BOQ or only Unit rate to be indicated, please clarify.	Per Copy rate only to be indicated. <i>(For the purpose of evaluation/ranking we will take 30 print-outs per PFC per day)</i>
10.	Page 32, Price Schedule	In price bid (Page 32 of 89), there are totally 12 line items. Except sl.no.11, all line items will be accounted for equals to (Unit price x quantity x no. of months (36)). Whereas, for line item 11, only asking for printing charges per A4 Size paper. The value of printing charges per paper is insignificant without no. of printing sheets per month value. So, we request you to kindly specify tentative quantity of sheets to be printed per month or allow the bidder to quote this separately.	<ul style="list-style-type: none"> The printing quantity for the purpose of quotation/evaluation of bids may be taken as 600 pages per PFC per month. Accordingly, for the purpose of quotation/ evaluation of bids, the printing quantity per month for 328 PFCs may be taken as 600x328=1,96,800 nos or 600xNumber of PFCs in the package =Total Printing charge in a month. Therefore, under the 'Quantity and physical unit' at Col. 3 of Row 11 of the 'Price Schedule: Part-B: For Remuneration of the PFC Operators, Other Key Staff, Charges for Internet Connectivity etc.' the number should be 1,96,800 nos. The SPA shall also quote the rate of printing on per A4 page basis. However, the payment by the client for printing of acknowledgement receipts issued to citizens shall be based on actuals as mentioned in para 6 of the Annex-1 (the Activity Schedule) at page 60 of the bidding document. Necessary corrigendum is being issued.
11.	Reference to corrigendum 2 issued on 03.05.2019	Point no. 3-Time required for submitting RTPS application at the PFC Desk. Our understanding is, the time taken for submitting RTPS application at the PFC Desk depending upon following factors: (1) Downtime of computer (2) Internet connectivity (3) PFC operator performance & (4) Responsiveness of RTPS portal In your clarification, "responsiveness of RTPS portal" is not mentioned, since this portal is managed by another party, the Service provider is not having any control and hence this factor should be considered for calculating average time required for submitting application. We request you to please amend this clause accordingly.	<p>Each PFC shall have Internet Connectivity of adequate bandwidth, so as to ensure capability to submit each RTPS application together with uploading of atleast 50MB data within maximum 40 minutes at each PFCs.</p> <p>The client will use NMS/RMS/other applications to measure the average availability of internet connectivity at each PFC computers and its average uploading capability on a monthly basis. The SLA for measuring capability of Internet Connectivity at each computer of each PFC shall be as mentioned in the Corrigendum-2 of the Bidding Document.</p>
12.	General query	We understand that the tender documentation are exhaustive and require more time for preparation of tender document. Hence we request you to please extend the date of submission to minimum 15 days.	Bid submission timeline extended till 18th June 2019
13.	Printer	Inject printer part - request you to kindly remove INK TANK so that we have also an option to quote Canon Maxify printer (Inject Printer) which is having very aggressive price and cost effective on Ink cartridge	There shall be no change in the printer specifications.

Sd/
State Project Director, ARIAS Society

Annex-1: Rest of Assam PFC management- Payment terms matrix

#	Payment Heads	Payment terms:
A	Advance Payment	<p>SCC 6.4.2 Advance Payment shall be made as per the following norms:</p> <p>(a) Ten percent (10%) of the Contract Price shall be paid as interest free advance after signing of the contract, and within 30 (thirty) Working days from the date of submission of a Bank Guarantee (BG) equivalent to the amount and in the currency in which advance payment is sought.</p> <p>(b) The advance payment shall set off by the Client by deduction at the rate of 25% from each bill/invoice certified for payment by the client/authorized agent of the client to the Service Provider Agency (SPA).</p> <p>(c) The deduction from payments will commence 3 (three) months after the date of releasing the advance payment by the Client and will continue till completion of the recovery of full amount of advance payment within 30 (thirty) months from the date of the contract. The amount of deduction will be suitably revised/ raised by the Client, if necessary, so as to complete the recovery of full amount of advance payment within said period of 30 (thirty) months.</p> <p>(d) The Bank Guarantee (BG) for the advance payment shall remain valid until entire amount of the advance payment has been adjusted from the Service Provider Agency's bill, after which the BG shall be returned by the Client.</p>
B	<p>Machines (Computer & Peripherals)</p> <p>1. All-in-One Desktop Computer (2 per PFC) + 4 for SPA's Management-cum-Helpdesk Office (MCHO)</p> <p>2. Laptop Computer (10 Nos.)</p> <p>3. LaserJet Multi-Function Printer (MFP) for (MCHO) (1 per MCHO)</p> <p>4. USB Web Camera (2 per PFC) + 2 for SPA's MCHO</p> <p>5. Finger Print Reader (2 per PFC) + 6 for SPA's MCHO</p> <p>6. UPS-Inverter 2.5KVA - for minimum 4 hours of Power Backup by each. (1 per PFC)</p> <p>7. UPS-Inverter 3.5KVA - for minimum 4 hours of Power Backup by each. (1 per HQ office/MCHO)</p> <p>8. Wireless Network Router: 4 LAN Ports (1 per PFC) + 1 (one) for SPA's MCHO</p>	<p>SCC 6.4.3 (f): Payment for Supply & installation of the Machines (Computers & Peripherals):</p> <p>i) Seventy percent (70%) of the payment for the supply of the Machines [computers & peripherals mentioned in the Activity Schedule] shall be made in accordance with the provisions of the contract agreement subject to the following compliance viz.</p> <p>a) For PFCs:</p> <ul style="list-style-type: none"> • Installation of Machines (Computers & Peripherals) and related Software including NMS/Monitoring software, along with availability of the PFC Operators and availability of Internet Connectivity of adequate bandwidth at each PFCs, so as to ensure submission of each RTPS application together with <u>uploading of atleast 50MB data</u> within maximum 40 minutes at each PFCs; • Invoice for the machines etc. is submitted by the SPA to the client in accordance with the Activity Schedule; • The PFCs Setup including the machines, connectivity, operators etc. is certified after a Conformity Test by the committee notified by the client or by the Authority of the DeGS pursuant to the para 25 of the Activity schedule. • Insurance for accidental damage and theft protection of the computers and peripherals have been obtained by the SPA and documentary evidence submitted. <p>b) For SPA's 'Management-cum-HelpDesk Office'</p> <ul style="list-style-type: none"> • Installation of Machines (Computers & Peripherals) and related Software including NMS/Monitoring software, along with availability of all other Human Resources [Team Leader (1 per package), Sr. System Administrator (1 per package), Sr. Network Administrator (1 per package), System & Network Administrators (SNA) (1 per district), Helpdesk Operator (2 per package) and Support Staff (2 per package)] and availability of Internet Connectivity of adequate bandwidth (with capacity for uploading of atleast 50MB data within maximum 40 minutes); • Invoice for the machines etc. is submitted by the SPA to the client in accordance with the Activity Schedule; • The 'Management-cum-HelpDesk Office' including the machines, connectivity, HR Resources etc. is certified after a Conformity Test by the committee notified by the client or by the Authority of the DeGS pursuant to the para 25 of the Activity schedule. • Insurance for accidental and theft protection of the computers and peripherals have been covered <p>ii) The balance Thirty percent (30%) of the payment for the supply the Machines (computers & peripherals) will be paid by the client over a period of 36 months and shall be linked to the following SLA:</p> <ul style="list-style-type: none"> • The machines (computers & peripherals) shall be maintained by the SPA. The performance shall be checked by the Client regularly (through a notified committee or through the Authority of the DeGS) and any machines which do not fulfil the requirements shall be replaced by the SPA with the same configuration mentioned in Activity Schedule;

#	Payment Heads	Payment terms:																						
	9. Network Cables (4 cables each of 5 mt long per PFC) + 8 cables each of 5 mt long for SPA's each MCHO	<ul style="list-style-type: none"> There should be no unplanned downtime for more than 30 minutes during 9:30 AM to 5:30 PM of working days; Any schedule maintenance & downtime shall be informed properly to the client/ Authority of the DeGS; If there are any problems or issues with the machines (computer, printers, etc.), the issue/problem shall be logged immediately and it shall be fixed or replaced within 2 (two) working days; Down time due to force majeure like earthquake, natural calamities, floods, riots etc. will be excluded while calculating the downtime of machines. The availability of Machines (computer & peripherals) in a PFC shall be calculated on monthly basis based on the daily availability report captured in the NMS or monitoring software during the working days of the PFCs. The NMS/ RMS Software shall capture the availability on 8 instances on daily basis. SLA matrix for Machines (Computer & Peripherals): <table border="1" data-bbox="555 395 2083 710"> <thead> <tr> <th>Average Availability of Computers & Peripherals at each PFCs for 8 Hours between of 9:30AM to 5:30PM of working days of a month as per report captured in NMS / RMS Software</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Average Availability of 98.00% or More of 8 Hours</td> <td>1.0</td> </tr> <tr> <td>Average Availability of 90.00% to 98.00% of 8 Hours</td> <td>0.9</td> </tr> <tr> <td>Average Availability of 80.00% to <90.00% of 8 Hours</td> <td>0.8</td> </tr> <tr> <td>Average Availability of 70.00% to <80.00% of 8 Hours</td> <td>0.7</td> </tr> <tr> <td>Average Availability of 60.00% to <70.00% of 8 Hours</td> <td>0.6</td> </tr> <tr> <td>Average Availability of 50.00% to <60.00% of 8 Hours</td> <td>0.5</td> </tr> <tr> <td>Average Availability of 40.00% to <50.00% of 8 Hours</td> <td>0.4</td> </tr> <tr> <td>Average Availability of 30.00% to <40.00% of 8 Hours</td> <td>0.3</td> </tr> <tr> <td>Average Availability of 20.00% to <30.00% of 8 Hours</td> <td>0.2</td> </tr> <tr> <td>Average Availability of < 20% of 8 Hours</td> <td>0.0 (No Payment)</td> </tr> </tbody> </table> 	Average Availability of Computers & Peripherals at each PFCs for 8 Hours between of 9:30AM to 5:30PM of working days of a month as per report captured in NMS / RMS Software	Score	Average Availability of 98.00% or More of 8 Hours	1.0	Average Availability of 90.00% to 98.00% of 8 Hours	0.9	Average Availability of 80.00% to <90.00% of 8 Hours	0.8	Average Availability of 70.00% to <80.00% of 8 Hours	0.7	Average Availability of 60.00% to <70.00% of 8 Hours	0.6	Average Availability of 50.00% to <60.00% of 8 Hours	0.5	Average Availability of 40.00% to <50.00% of 8 Hours	0.4	Average Availability of 30.00% to <40.00% of 8 Hours	0.3	Average Availability of 20.00% to <30.00% of 8 Hours	0.2	Average Availability of < 20% of 8 Hours	0.0 (No Payment)
Average Availability of Computers & Peripherals at each PFCs for 8 Hours between of 9:30AM to 5:30PM of working days of a month as per report captured in NMS / RMS Software	Score																							
Average Availability of 98.00% or More of 8 Hours	1.0																							
Average Availability of 90.00% to 98.00% of 8 Hours	0.9																							
Average Availability of 80.00% to <90.00% of 8 Hours	0.8																							
Average Availability of 70.00% to <80.00% of 8 Hours	0.7																							
Average Availability of 60.00% to <70.00% of 8 Hours	0.6																							
Average Availability of 50.00% to <60.00% of 8 Hours	0.5																							
Average Availability of 40.00% to <50.00% of 8 Hours	0.4																							
Average Availability of 30.00% to <40.00% of 8 Hours	0.3																							
Average Availability of 20.00% to <30.00% of 8 Hours	0.2																							
Average Availability of < 20% of 8 Hours	0.0 (No Payment)																							
	10. Flatbed Color Image Scanner, USB Powered (2 per PFC)																							
	11. Inkjet Wireless Multi-Function Printer (MFP) (1 per PFC)																							
		<ul style="list-style-type: none"> Payment norms: [(30% of the remaining amount of the quoted price by SPA/ 36 months)/ no. of PFCs] x the SLA score given by the NMS/Monitoring Software. In case the discrepancy between the data provided in the invoices/bills by the SPA and that of the NMS/Monitoring Software is within 10%, the discrepancy will be ignored. However, if the difference is over 10%, the authority of the District e-Governance Society will do a random/impromptu verification in the PFC for compliance of the concerned SLA in presence of the PFC Operators and the data that would emerge from NMS at that point of time shall be applicable. 																						
C	Connectivity	<p>SCC 6.4.3 (g): Internet Connectivity in each PFC Desktop computer:</p> <p>i) Each PFC shall have Internet Connectivity of adequate bandwidth, so as to ensure capability to submit each RTPS application together with <u>uploading of at least 50MB data</u> within maximum 40 minutes at each PFCs.</p> <p>ii) The client will use NMS/RMS/other applications to measure the average availability of internet connectivity at each PFC computers and its average uploading capability on a monthly basis. The SLA for measuring capability of Internet Connectivity at each computer of each PFC shall be as follows:</p> <table border="1" data-bbox="504 1013 2083 1173"> <thead> <tr> <th>Average time required to upload 50MB Data per computer in each PFC</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Within 25 Minutes</td> <td>1.00</td> </tr> <tr> <td>More than 25 Minute and less than or equal to 30 Minutes</td> <td>0.75</td> </tr> <tr> <td>More than 30 Minutes and Less than or equal to 35 Minutes</td> <td>0.50</td> </tr> <tr> <td>More than 35 Minutes and Less than or equal to 40 Minutes</td> <td>0.25</td> </tr> <tr> <td>More than 40 Minutes</td> <td>0.00 (No Payment)</td> </tr> </tbody> </table> <p>iii) The ARTPS Portal/other application <i>inter alia</i> will also have a functionality to record the time consumed for submitting an application by the PFC operators at each PFC.</p> <p>iv) Downtime of computer/internet connectivity due to force majeure conditions like earthquake, natural calamities, floods, riots etc. will be excluded while calculating the downtime.</p>	Average time required to upload 50MB Data per computer in each PFC	Score	Within 25 Minutes	1.00	More than 25 Minute and less than or equal to 30 Minutes	0.75	More than 30 Minutes and Less than or equal to 35 Minutes	0.50	More than 35 Minutes and Less than or equal to 40 Minutes	0.25	More than 40 Minutes	0.00 (No Payment)										
Average time required to upload 50MB Data per computer in each PFC	Score																							
Within 25 Minutes	1.00																							
More than 25 Minute and less than or equal to 30 Minutes	0.75																							
More than 30 Minutes and Less than or equal to 35 Minutes	0.50																							
More than 35 Minutes and Less than or equal to 40 Minutes	0.25																							
More than 40 Minutes	0.00 (No Payment)																							

#	Payment Heads	Payment terms:																
D	Human Resources																	
	1. Remuneration of PFC Operators (2 per PFC)#1	<p>SCC 6.4.3 (h) Payment for the Remuneration of the Operators of a PFC: Payment for the remuneration of the Operators of each PFC shall be paid by client or by the authorized agent of the client on monthly basis and it is based on the following SLA:</p> <ul style="list-style-type: none"> i) The two (2) PFC Operators shall attend the respective PFCs from 9:30AM to 5:30PM on all working days of the Assam Government. ii) For any leave beyond two (2) days by any PFC Operator, the SPA shall have to provide an alternate Operator with same qualification & experience. No concurrent leave shall be granted by the SPA for both the PFC operators of a PFC. iii) Replacement of any PFC Operator (due to leave or attrition) by the SPA shall be done with specific approval of the client/authority of District e-Gov. Society (DeGS). iv) The availability of PFC Operator shall be calculated on a monthly basis (<i>on all working days of the State Government</i>) based on the daily attendance report captured in the Network Management Systems/Monitoring Software through the Biometric devices installed in the computers in the PFCs by the SPA. v) The Service Center Operator shall login before 9:30AM and logout after 5:30PM. vi) SLA Matrix for payment by Client for PFC Operators: <table border="1" data-bbox="526 475 2085 691"> <thead> <tr> <th>Average Availability % the PFC Operator at the PFC out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>90.00% or more</td> <td>1.0</td> </tr> <tr> <td>80.00% to <90.00%</td> <td>0.9</td> </tr> <tr> <td>70.00% to <80.00%</td> <td>0.8</td> </tr> <tr> <td>60.00% to <70.00%</td> <td>0.7</td> </tr> <tr> <td>50.00% to <60.00%</td> <td>0.6</td> </tr> <tr> <td>40.00% to <50.00%</td> <td>0.5</td> </tr> <tr> <td><40.00%</td> <td>0.0 (No Payment)</td> </tr> </tbody> </table> vii) Client reserves the right to direct the SPA to replace any PFC Operator, without assigning any reason, if the performance of the Operator is not satisfied as per report submitted by the Authority of District e-Governance Society (DeGS). viii) In case the discrepancy between the data provided by the SPA and that of the NMS/Monitoring Software is within 10%, the discrepancy will be ignored. However, if the difference is over 10%, the authority of the District e-Governance Society will do a random/impromptu verification in the PFC for compliance of the concerned SLA and the data that would emerge at that point of time shall be applicable 	Average Availability % the PFC Operator at the PFC out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month	Score	90.00% or more	1.0	80.00% to <90.00%	0.9	70.00% to <80.00%	0.8	60.00% to <70.00%	0.7	50.00% to <60.00%	0.6	40.00% to <50.00%	0.5	<40.00%	0.0 (No Payment)
Average Availability % the PFC Operator at the PFC out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month	Score																	
90.00% or more	1.0																	
80.00% to <90.00%	0.9																	
70.00% to <80.00%	0.8																	
60.00% to <70.00%	0.7																	
50.00% to <60.00%	0.6																	
40.00% to <50.00%	0.5																	
<40.00%	0.0 (No Payment)																	
	2. Remuneration of Team Leader (1 per package)	<p>SCC 6.4.3 (i): Payment for the Remuneration of the Team Leader, Sr. System Administrator, Sr. Network Administrator, System & Network Administrator, Helpdesk Operator and Support Staff: Payment for the remuneration of the Team Leader, System and Network Administrator, Helpdesk Operator and Support Staff shall be paid by the client on Quarterly basis and it is based on the following SLA:</p> <ul style="list-style-type: none"> i) The Team Leader, System and Network Administrator, Helpdesk Operator and Support Staff shall attend the respective office/designated work place from 9:30AM to 5:30PM on all working days of the State Government. ii) For any leave beyond two (2) days by any resources, the SPA shall have to provide an alternate resource with same qualification & experience. iii) Replacement of any resources (due to leave or attrition) by the SPA shall be done with specific approval of the client/authority of District e-Governance Society (DeGS). iv) The availability of resources shall be calculated on a monthly basis (<i>on all working days of the State Government</i>) based on the daily attendance report captured in the Appropriate Monitoring Software to be provided by the client through the Biometric devices installed in their respective computers. v) The resources shall login before 9:30AM and logout after 5:30PM. vi) SLA Matrix for payment by Client for resources: <table border="1" data-bbox="526 1198 2085 1410"> <thead> <tr> <th>Average Availability % the resources out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>90.00% or more</td> <td>1.0</td> </tr> <tr> <td>80.00% to <90.00%</td> <td>0.9</td> </tr> <tr> <td>70.00% to <80.00%</td> <td>0.8</td> </tr> <tr> <td>60.00% to <70.00%</td> <td>0.7</td> </tr> <tr> <td>50.00% to <60.00%</td> <td>0.6</td> </tr> <tr> <td>40.00% to <50.00%</td> <td>0.5</td> </tr> <tr> <td><40.00%</td> <td>0.0 (No Payment)</td> </tr> </tbody> </table> 	Average Availability % the resources out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month	Score	90.00% or more	1.0	80.00% to <90.00%	0.9	70.00% to <80.00%	0.8	60.00% to <70.00%	0.7	50.00% to <60.00%	0.6	40.00% to <50.00%	0.5	<40.00%	0.0 (No Payment)
Average Availability % the resources out of the 8 working hours from 9:30AM to 5:30PM on the working days of a month	Score																	
90.00% or more	1.0																	
80.00% to <90.00%	0.9																	
70.00% to <80.00%	0.8																	
60.00% to <70.00%	0.7																	
50.00% to <60.00%	0.6																	
40.00% to <50.00%	0.5																	
<40.00%	0.0 (No Payment)																	
	3. Remuneration of Sr. System Administrator (1 per package)																	
	4. Remuneration of Sr. Network Administrator (1 per package)																	
	5. Remuneration of System & Network Administrators (SNA) (1 per district)																	
	6. Remuneration of the Helpdesk Operator (2 per package)																	
	7. Remuneration of the Support Staff (2 per package)																	

#	Payment Heads	Payment terms:
		<p>vii) Client reserves the right to direct the SPA to replace any resource, without assigning any reason, if the performance of the Operator is not satisfied as per report submitted by the Authority of District e-Governance Society (<i>DeGS</i>).</p> <p>viii) In case the discrepancy between the data provided by the SPA and that of the NMS/Monitoring Software is within 10%, the discrepancy will be ignored. However, if the difference is over 10%, the authority of the District e-Governance Society or authorized person/committee by the SPD will do a random/impromptu verification for compliance of the concerned SLA in and the data that would emerge at that point of time shall be applicable</p>
E	Others	
	(a) Setup, maintenance cost for Machinery (computer & peripherals), Administrative Management, etc. (No. of PFCs+ 1 HQ):	<p>SCC 6.4.3 (j): Payment for the cost of Set up, management, maintenance, etc.: Payment for the set up, management, maintenance, etc. cost shall be made by the client based on the following principle: Unit rate quoted by the bidder per PFC x the number of PFC, which are fully functional**</p> <p>** Fully Functional: Fully functional PFCs would entail fully equipped PFCs with atleast 2 PFC operators that functions at least 6 hours on all working days capable to receive and submit RTPS service requests from citizens using electronic means. These three parameters will be measured based on the above cited SLAs.</p>
	(b) Insurance coverage charges for the Machinery (for Machineries and equipment in each PFC and in the HQ) per PFC+HQ:	<p>SCC 6.4.3 (k): Payment for Insurance Coverage: Payment for the insurance coverage for Machines (computers & peripherals) including power backup equipment for each PFC shall be made by the client after submission of the original insurance documents to the client by the SPA.</p>
	(c) Company Overheads per Package:	<p>SCC 6.4.3 (l): Payment for the Company Overheads shall be made by the client based on the following principle: Unit rate quoted by the bidder per PFC x the number of PFC, which are fully functional**</p> <p>** Fully Functional: Fully functional PFCs would entail fully equipped PFCs with atleast 2 PFC operators that functions at least 6 hours on all working days capable to receive and submit RTPS service requests from citizens using electronic means. These three parameters will be measured based on the above cited SLAs.</p>
	(d) Payment for the Printing Charges	<p>Payment for the printing of acknowledgement receipt shall be made by the client on monthly basis based on total number of application at each PFC and the invoice submitted by the SPA. Towards this, the PFC Operators shall have to maintain a manual register of the applications submitted and the acknowledgement receipt issued, and the data will be verified by the client on a random basis by the Client through the DeGS. However, going forward this assessment will also be made electronic and integrated with the portal.</p>