



## ARIAS SOCIETY

Assam Rural Infrastructure and Agricultural Services Society

(An Autonomous Body of the Govt. of Assam)

Project Management Unit (PMU) of the World Bank financed

Assam Citizen-Centric Service Delivery Project (ACCSDP)

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

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No: ARIAS/ACCSDP/155/2019/21

Dated Guwahati the 11<sup>th</sup> April, 2019

### CORRIGENDUM

To the Bidding Document under the

ICB IFB No: ARIASS/ACCSDP/155/2019/10, Dated 6<sup>th</sup> March'2019


With reference to the RFP Document under the ICB IFB No. cited above, relating to procurement of Service Provider Agency (SPA) for providing Non-Consulting Services for Setting-up and Management of the Public Facilitations 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, under the World Bank financed ACCSDP, the following Amendments are hereby issued:

Section	Clause	Page	Original provision	Amended Provision
IFB	2	3	..... Internet connectivity (of minimum 4 Mbps for Download and minimum 1 Mbps for upload)	the words "minimum 4 Mbps for Download and minimum 1 Mbps for upload", shall be replaced by the words " of adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes"
Section VI (C), Page 46, Scope of Services	7(a)	46	The agency shall have to <b>Supply and install</b> the machines (computers & peripherals), internet connectivity (of <b>minimum 4 Mbps for Download and minimum 1 Mbps for upload</b> ), power conditionings & backup equipment and qualified Service Center Operators to ensure that the PFCs are fully operational and functional	The agency shall have to <b>Supply and install</b> the machines (computers & peripherals), internet connectivity ( <b>of adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes</b> ), power conditionings & backup equipment and qualified Service Center Operators to ensure that the PFCs are fully operational and functional
	8(b)	46	<b>Internet Connectivity:</b> The SPA shall provide internet connectivity of atleast minimum <b>4 Mbps</b> (Megabits Per Second) for Download and Minimum <b>1 Mbps</b> for Upload) at each PFC;	<b>Internet Connectivity:</b> The SPA shall have to <b>provide Internet Connectivity of <u>adequate bandwidth</u> at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes [Please refer to the SLA at SCC Clause 6.4.3(g), as amended below]</b>
	11(a)	51	The SPA shall have to provide atleast <b>minimum 4 Mbps for Download and Minimum 1 Mbps for Upload</b> internet connectivity at each PFCs <b>on monthly rental basis</b> . The potential bidders are encouraged to be innovative in their proposed services so as to provide the most reliable, robust and cost-effective solution using various media and/or technologies or failover options and quote their prices accordingly. <b>The SPA shall be responsible for selection of the most advantageous Internet Service Provider at the location of each PFC</b>	The SPA shall have to provide <b>Internet Connectivity of <u>adequate bandwidth</u> at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes</b> . The potential bidders are encouraged to be innovative in their proposed services so as to provide the most reliable, robust and cost-effective solution using various media and/or technologies or failover options and quote their prices accordingly. <b>The SPA shall be responsible for selection of the most advantageous Internet Service Provider at the location of each PFC</b>  [Please refer to the SLA at SCC Clause 6.4.3(g), as amended below]

*Handwritten signature and date: 11/04/19*



Section	Clause	Page	Original provision	Amended Provision																										
Section VII	6.4.3 (g)	79	<p><b>Time required for submitting RTPS application at the PFC Desk:</b> The time taken for submitting each application will be recorded in the ARTPS Portal/other application provided by the client. The ARTPS Portal/other application will have a functionality to calculate and record the time consumed for submitting an application by the operators. The calculation will start from the opening of the application form and clicking "submit" button to submit the application. The calculation will include the scanning of the prerequisite documents</p> <table border="1"> <thead> <tr> <th colspan="2">The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by the ARTPS Portal</th> </tr> <tr> <th>Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>30 Minute</td> <td>1.0</td> </tr> <tr> <td>35 Minute</td> <td>0.8</td> </tr> <tr> <td>40 Minute</td> <td>0.6</td> </tr> <tr> <td>&gt; 45 Minute</td> <td>0.5</td> </tr> </tbody> </table> <p>Note: Note: Down time of computer/internet connectivity due to force majeure conditions like earthquake, natural calamities, floods, riots etc. will be excluded while calculating the down time</p> <p>This SLA will be linked for payment for the remuneration of the PFC Operators</p>	The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by the ARTPS Portal		Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day	Score	30 Minute	1.0	35 Minute	0.8	40 Minute	0.6	> 45 Minute	0.5	<p><b>Time required for submitting RTPS application at the PFC Desk:</b> The time taken for submitting each application will be recorded in the ARTPS Portal/other application provided by the client. The ARTPS Portal/other application will have a functionality to calculate and record the time consumed for submitting an application by the operators. <b>The calculation to the time shall start from the opening of the application form in the RTPS portal, continue during clicking the "submit" button to submit the application and till generation of acknowledgement receipt. The time calculation shall include the discussion with the citizen, if any, and also scanning of the requisite documents for the RTPS application</b></p> <table border="1"> <thead> <tr> <th colspan="2">The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by NMS/ARTPS Portal</th> </tr> <tr> <th>Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day</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</td> </tr> </tbody> </table> <p>Note: Note: Down time of computer/internet connectivity due to force majeure conditions like earthquake, natural calamities, floods, riots etc. will be excluded while calculating the down time</p> <p>This SLA will also be linked for payment for the remuneration of the PFC Operators</p>	The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by NMS/ARTPS Portal		Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day	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
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<p>Further, wherever the words "<b>minimum 4 Mbps for Download and minimum 1 Mbps for upload</b>", is mentioned in the Bidding Document, the same shall be replaced by the words "<b>of adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes</b>"</p>																														

  
11/04/19  
 (Vinod Seshan, IAS)

State Project Director, ARIAS Society

**Copy for information and needful to:**

1. All the firms who attended the pre-bid meeting (by email)
2. All concerned officials of the ARIAS Society ; MIS Specialist for publication in the website of ARIAS Society.