



## 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

Tel: +91 361-2332125; email: spd@arias.in; website: www.arias.in

No: ARIAS/ACCSDP/136/2018/99

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

### **CORRIGENDUM NO. 3**

To the Bidding Document under the

**ICB IFB No: ARIASS/ACCSDP/136/2018/32, Dated 2<sup>nd</sup> February'2019**

With reference to the RFP Document under the ICB IFB No. cited above, relating to procurement of a Service Provider Agency (SPA) for providing non-consulting Services for Setting-up and Management of the Public Facilitation Centers (PFCs) in the seven districts of Assam covered under the Sixth Schedule Autonomous Councils for providing services under the ARTPS Act, 2012, and the Corrigendum already issued, the following further Amendments are hereby issued :

1. **Internet Connectivity:** The SPA shall have to provide Internet Connectivity **of adequate bandwidth 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]"


2. Further, wherever **Internet Connectivity** is mentioned in the Bidding Document, the same shall be suffix ed by the words **"of adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes"**

3. Moreover the para 6.4.3 (g) at page 75 of the Bidding Document may be replaced with the following:

**Time required for submitting RTPS application at the PFC Desk:** 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 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**

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

**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. This SLA shall also be linked for payment for the remuneration of the PFC Operators.

  
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.