

**Pre-bid Queries – RFP for Selection of Service Provider for Operating and Maintaining Jan Seva Kendras, under Smart City Mission (SCM) at Patna for five years**

Name of Bidder			Karvy Data Management Services Limited		
RFP			Selection of Service Provider for Operating and Maintaining Jan Seva Kendra, under Smart City Mission (SCM) in Patna		
S. No	Page No	RFP Clause No	As per RFP	Clarification Required	PSCL reply
1	Page 8	Section 2 - Invitation for proposals	Altogether, 28 Jan Seva Kendras are being constructed in Patna Municipal Corporation Area, out of which 9 have already been constructed by PSCL and have been furnished. PATNA SMART CITY through this RFP invites proposal from qualified Service providers to Operate and Maintain the nine Jan Seva Kendras which have already been constructed and furnished.	This RFP is restricted to only 9 completed JSK'S or it will be extended up to 28 JSK'S on completion basis	As per RFP
2	Page 8	4. ELIGIBILITY CRITERIA 4.2 Technical	Similar assignments/works mean:  Experience of IEC Strategic Media Planning and Brand Positioning in Government /Public listed companies	Request to remove this eligibility criteria, it is not in line with RFP scope and requirement.	As per RFP
3	page 10	Section 2 - Invitation for proposals	The Average Turnover of the Agency should not be less than Rs. 20,00,000/- (Rupees Two Lakh) per annum from similar activities in 2017-18, 2018-19 and 2019-20.	In words it is written as two lakhs instead of twenty lakhs.	Refer Corrigendum-1 in this regard

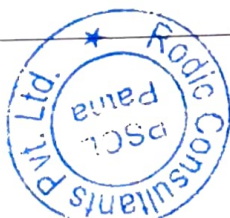


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4	Page 13	Section 7 - scope of work	point a The Agency shall takeover all the 9 Jan Seva Kendras, within 15 days of signing of contract for carrying out citizen related B2C and G2C services and signing the MOU as necessary with the concerned department (Patna Municipal Corporation, BSNL, Dept.. Of Post, Transport Department/ DTO, Passport Department, and many more) in which PSCL will willingly associate itself.	Takeover process will depend on the readiness of that particular department services. so time limit maybe increased from 15 days to 1 month.  Please provide how many counters to be setup in each center.	As per RFP
5	Page 13	Section 7 - scope of work	point a The Agency shall takeover all the 9 Jan Seva Kendras, within 15 days of signing of contract for carrying out citizen related B2C and G2C services and signing the MOU as necessary with the concerned department (Patna Municipal Corporation, BSNL, Dept.. Of Post, Transport Department/ DTO, Passport Department, and many more) in which PSCL will willingly associate itself.	Please Provide details of the department readiness to deliver the services through JSKs using the integrated portal (Technical, administrative and payments and transactions reconciliation) Please provide department wise available B2C and G2C services with transaction volume/counts for the last financial year on monthly basis with projected transactional counts for next	As per RFP



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				five years period for better and faster service delivery operations through JSKs and for financial sustainability.	
6	Page 13	Section 7 - scope of work	point b Identification and implementation of newer B2C and G2C Services as approved by PATNA SMART CITY LTD. - Responsibility to implement the new services by the department or the selected agency.	Please mention department/ selected agency wise roles and responsibility to implement and perform service delivery operations through JSKs for new Services	As per RFP
7	Page 13	Section 7 - scope of work	point k Proposed Staff at the JSK centres (Service Delivery operators, Supervisory Financial, House Keeping, Security and Help desk	Pease provide details on JSKs proposed operational timings for working days and non-working days (holidays and Sundays) Please specify the educational qualification and experience for the proposed for JSK Staff	It's (qualification) flexible, and as per job entrusted to personnel.  JSKs shall remain closed on National Holidays
8	Page 14	Section 7 - scope of work	point r Maintenance of Portal for providing JAN SEVA KENDRAS services and information services through Internet.	Please provide the details of the existing Service portal and its functional capabilities to deliver the services through JSKs	The bidder has to themselves explore the same.

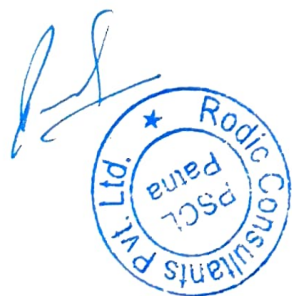


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9	Page 14	Section 7 - scope of work	point s Data Centre and DRS	The proposed data centre would be run from central location at PATNA and who will provide the place and basic infrastructure to setup the Data Centre and what about the DRS ? Please Clarify	As per RFP
10	page 16	section 8.2 - Participating Departments Roles and Responsibilities	point a Take proactive steps to computerize, to the extent possible, their respective department services by developing suitable applications and maintaining the databases on a real-time basis	Who is responsible for JSK service delivery portal integration for transactional reconciliation and grievance management? Please clarify	The Agency/ successful bidder
11	page 21	Section 9.12 - Penalty	In case of default in performance on the part of the successful bidder, PSCL shall decide the penalty to be imposed for such default considering the quantum and other related factors which shall be imposed on the successful bidder.	Requested to provide SLAs, penalty Clauses along with price details	As per RFP

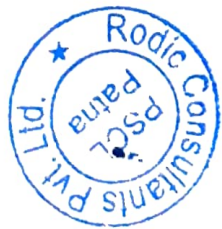


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12	page 23	Section 9.17 - Manpower	The Agency shall provide experienced managers, operators, coordinators, accountants, security personnel and helpers as considered necessary to implement and execute the works properly, safely and efficiently on a continuous daily basis.	Please specify the minimum educational qualification and experience for the proposed JSK Staff to perform the services efficiently	Its flexible, may be as per need.
13	page 25	Section 12 - GRIEVANCES HANDING AND RESOLUTION	Service Agency need to implement and deploy the grievance management system to manage grievances, if so please provide the requirements	please provide the requirements along with proposed delivery timelines	As per RFP



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14	page 26	Section 14 - Financial Proposal	<p>point ii</p> <p>e-Government services not requiring courier services: Maximum of Rs. 25/- per e-Government transaction per page (like birth certificate, encumbrance certificate, marks sheets, etc.) or per service (like payment of tax, etc.) of output to be charged to the citizen.</p> <p>Utility transactions: Maximum of Rs. 5/- per service to the citizen</p> <p>e-Government Services requiring courier service: Rs.50/- per transaction to be charged to citizen.</p> <p>For non-Government services, the Service Provider in consultation with PSCL will decide the rate per transaction limited to Rs 100/- per transaction.</p>	<p>Please provide department wise service level transaction volume/counts with generated revenue for the past two/three financial years on monthly basis with projected transactional counts for next five years period for better and faster service delivery operations through JSKs and for financial sustainability.</p>	As per RFP
15	page 26	Section 14 - Financial Proposal	<p>point ii</p> <p>e-Government Services requiring courier service: Rs.50/- per transaction to be charged to citizen.</p>	<p>Along with courier charge. some services may require additional documents to be scanned ( Ex:- Labor Department services) . so if</p>	As per RFP



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				possible request you to include scanning charges in addition to 50 rs in this sector	
16			<b>14. FINANCIAL PROPOSAL</b>	Please clarify indicated charges are with GST or GST will be paid additionally.	As per rules of GST
17	Page 27	Section 14 - Financial Proposal point	point vi The Service Provider will raise bills on monthly basis for obtaining its share (which takes into account GST and all taxes). (This may be treated as Payment Terms). point vii While submitting the Financial Proposal, the bidder shall ensure that the Financial Proposal has taken into account, all expenses including possible tax liabilities.	What are the applicable GST charges and other taxes while raising the monthly bills , Are they service level or cumulative,. Please clarify Let us know the existing JSK service delivery portal and its built in payment calculation capabilities	As per RFP

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12	Page 17	Section 16, Appendices and Annexures	point 21 This MOU shall be come into force for a period of three years, with effect from (Date) / (Month) / (Year) and may be extended further on year to year basis with the consent of all the parties to this MOU. However, the terms & conditions of this MOU are subject to change based on the changes in the contractual terms between PATNA SMART CITY and Service Provider for JAN SEVA KENDRAS.	MOU period is for 3 years but the contract period is 5 years please clarify	Refer Corrigendum 1 in this regard
	Page 17 Page 18	Section 16, Appendices and Annexures	Annexure 2 Tentative list of Departments likely be participating in Jan Seva Kendras Annexure 3 Department list and provided services through PKs.	Let us know the department/service wise readiness to perform the services by selected Agency through PKs and its current status Who are responsible for implementation of proposed services to handle cashless transactions through payment gateways, banks, wallets and Credit Card and other agencies Please provide the department wise proposed	As per RFP

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20	Page50		Annexure 4: Financial Turnover of last 3 years. annual turnover is from the operations from Civil Construction Works	services readiness including technical, administrative and integration APIs to deliver the services through uniform JSK portal  Please correct the turnover requirement as it is not in line with RFP scope	Refer Corrigendum-1 in this regard



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