

# Government of NCT of Delhi

Request For Proposal (RFP)

for

Doorstep Delivery of Public Services

Department of Administrative Reforms,  
Govt. of NCT of Delhi  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.

Last date and time for submission of the e-Tender

**Date: 23<sup>rd</sup> March, 2018 (Friday)**

**Time: upto 02.00pm**

Pre-Bid Meeting

**Date: 08<sup>th</sup> March, 2018 (Thursday)**

**Time: 02.00pm**

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## I. FACTSHEET

S. No.	Particular	Details
1	Tender ID	2018_ARDPT_146586_1
2	Tender date	02.03.2018, Friday
3	Selection Method	QCBS (Quality & Cost Based Selection): Technical Parameter (70%) and Financial Parameters (30%).
4	RFP issued by	Department of Administrative Reforms, Govt. of NCT of Delhi
5	Availability of RFP	RFP can be downloaded from e-Procurement platform of Delhi Government ( <a href="https://govtprocurement.delhi.gov.in">https://govtprocurement.delhi.gov.in</a> )
6	EMD	Earnest Money Deposit (EMD) of amount <b>Rs.25 Lacs</b> only. Demand Draft / Bank FDR/Bank Guarantee in favour of "Head of Department, Department of Administrative Reforms, Govt. of NCT of Delhi", and payable at Delhi from any Commercial Bank to be submitted in original physical form at Department of Administrative Reforms, Govt. of NCT of Delhi, 7 <sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002 on or before last date and time of submission of proposal.
7	Performance Bank Guarantee (PBG)	Bank Guarantee as mentioned in Form-7
8	Nodal Officer for correspondence and clarification	Deputy Director, A.R. Department (Email:- arupdate@nic.in)
9	Language of Proposal	Proposals should be submitted in English language only
10	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
11	Last date for receipt of Pre bid queries	07.03.2018, Wednesday
12	Pre bid Meeting	A pre-Bid meeting will be held on 08.03.2018, Thursday at 02.00pm at Conference Hall No.3, C-Wing, Level-2, Delhi Secretariat, I.P. Estate, New Delhi-110002.
13	Issue of addendum /clarification (if any)	14.03.2018, Wednesday
14	Last date of bid submission	Proposals must be submitted no later than the following date and time: 23.03.2018, Friday upto 02.00pm
15	Opening of Bid - Pre-qualification	23.03.2018, Friday at 03.00pm
16	Opening of Technical bid	To be communicated later
17	Opening of Financial bid	To be communicated later

## II. REQUEST FOR PROPOSAL

The Department of Administrative Reforms, Govt. of NCT of Delhi, 7<sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002 invites Request for Proposal (RFP) from Implementation Agencies (hereafter referred as Intermediary Agencies/Agency) for the Project – “Doorstep Delivery of Public Services”. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in the Section: **Pre-qualification Criteria (PQ)** of this RFP Document.

## III. ABOUT THE PROJECT

The intermediary agency shall be engaged by Department of Administrative Reforms through an open tender, which shall, in turn, deploy required IT infrastructure including unification software, engage service representatives (Mobile Sahayaks), manage their operations as well as coordinate with corresponding departments, call centre and software development teams of NIC, during the contract period. Bidding parameters shall be Service Fee per successful transaction which shall include the Facilitation Fee.

The broad modus operandi of the project is that one representative (Mobile Sahayak) of the selected Agency shall visit the residence of citizen who has requested to the call centre for availing the public service. The representative shall facilitate citizen in applying for public service and also collect the physical documents, if required for availing the said service/services, deposit the physical documents to respective Departments and deliver the service/certificate of citizen at his door step. Government shall allow representative to collect facilitation fee on behalf of Intermediary Agency directly from citizen for each successful transaction.

- **Vision**

- To Provide **multi-department services** to citizens in a **time bound manner with no hassle to visit government offices** to avail the services
- Reduce the complexity of getting the G2C (Government to Citizen) services from various Departments and multiple platforms and to provide the G2C Services at doorstep on request of a citizen.
- To provide faster delivery of citizen services.

The Project will be implemented in the entire Delhi.

### **Operation Flow**

The typical operation flow can be categorized in three parts:

- A. Handling of Citizen Service Requests/Queries
- B. Citizen Service Fulfillment (Facilitation at the residence of the citizen by the Mobile Sahayak)
- C. Delivery and feedback of Services
- D. Definition of successful transaction

#### **A) Handling of Citizen Service Requests/Queries**

- i. A citizen will call on a specified number (provided by the GOVT. OF NCT OF DELHI) and requests for any Government to Citizen (G2C) services. The department shall provide the Call Centre Facility including infrastructure, manpower etc. in order to manage the traffic of the project-Doorstep Delivery of Public Services. However, Intermediary agency shall deploy the Call Centre application as define in the section VII (Scope of Work). The

List of G2C services that can be requested through phone call will be provided by the Administrative Reforms Department from time to time.

- ii. Citizen Service request may also be handled by Web/Mobile Application.
- iii. The Call Center will function 24 x 7.
- iv. If the call is with reference to complains or query, it would be recorded and forwarded for necessary action.
- v. If the call is for service requests, the Call Center executive would first confirm if the citizen has Aadhaar/Voter Id or any other specific ID as prescribed by the Department. If a citizen is eligible for service requested, the call center executive will record the name, address, contact details, Service request, etc. in a suitable format which is approved by the Department
- vi. The Call Center executive will let the caller know about the documents required and payment details. The call center executive will also confirm regarding preferred time of facilitation of the requested service.
- vii. The entire details with reference to service request will be recorded and assigned to the respective Mobile Sahayak as per pre-defined algorithm through an application

#### **Request Allocation Algorithm (Tentative)**

Depending upon the service area location and the Mobile Sahayaks mapped to that location, the request will be assigned to the Mobile Sahayak mapped with that location. If the **Mobile Sahayak has already been assigned 15 requests for that day**, it will be assigned to the Mobile Sahayak nearest to the location with lowest job assigned for that day and so on. If needed, Request Allocation Algorithm can be changed/improved by the AR department during project implementation.

- viii. A unique number will be allocated to each service requests received by the Call Center and the same may be intimated to the caller so that the same number is quoted by the caller during his/her subsequent call to know the status of any pending service request. The caller will also get acknowledgement by SMS/prompt with the unique number, name and phone number of Mobile Sahayak.
- ix. Application software shall assist call centre operator by providing the operator with the previous requests logged status through the caller number, identification number and combination of name, PIN code etc. This will help in identifying whether application is already logged or not, bogus caller etc.
- x. The service request will be pushed to Mobile Sahayak via a portal/app. Once Mobile Sahayak accepts the call, he/she will confirm the time of visit or visit as per scheduled time. Any such confirmation with the applicant should be recorded on the tablet device and all such recordings should be uploaded to the selected bidder's servers for later verification, if required.

#### **B) Facilitation at the residence of the citizen by the Mobile Sahayak**

- i) The Mobile Sahayaks will be provided with a tablet (details provided in section – Minimum Indicative Technical Specifications) with an application where Mobile Sahayak will login, select the appropriate department for service. Upon service selection, the application will be redirected to Service Processing Department. The application has to be filled and submitted by the applicant with the assistance of Mobile Sahayak. Aadhaar based Biometric authentication will be done through fingerprint or Iris or as specified by the Department. OTP option for submission shall be used in case where biometric authentication is not feasible due to connectivity issue etc.
- ii) The Mobile Sahayak shall collect the prescribed Government fee in Cash for the required service, if citizen has no ePayment facility and the same shall be deposited in the Government Account digitally by Mobile Sahayak through their e-wallet on the spot.

- iii) Mobile Sahayak shall collect the facilitation fee per successful transaction from the citizen on behalf of Intermediary Agency. Mobile Sahayak shall get their remuneration from the Intermediary Agency. However, there will be no relation between Facilitation Fee and Remuneration of the Mobile Sahayak.
- iv) The Citizen will be provided Receipt against amount paid through SMS/PoS (Point of Sale) device.
- v) Mobile Sahayaks will be engaged and recruited by the Intermediary Agency.
- vi) The selected agency will have to support any other payment mechanisms which may be prescribed by the Department concerned in future if required.
- vii) All the information including scanned documents has to be uploaded to the respective Department's Application/website then and there. In case of any prescribed original documents to be collected by the Mobile Sahayak from the applicant, such documents shall be collected on proper receipt and will have to be submitted by the selected agency/Mobile Sahayak in the corresponding department's office within 2 working days and returned of the same as the case may be within 2 working days.

**C) Delivery and Feedback of Services**

- i. At every stage of service request processing, the service requestor and the Call Center will be automatically updated via email/sms. Citizen can track the status of their application through the application interface at any time.
- ii. At any given stage, the requestor may call up the call center to know the status of the service request.
- iii. All the MIS reports should be available on a real time basis. The software developed for registering service requests received by the call centre executives and the updates from the Mobile Sahayak should have support for detailed analysis to identify and understand the bottlenecks at different stages to improve the efficiency in the delivery of services. Any changes in this software as required by the Department will have to be made by the selected bidder.
- iv. Once the service has been provided by respective Departments, the service/certificate/documents will be delivered to the applicant by the Mobile Sahayaks, if not delivered through postal service by the Department concerned and the call will be closed.
- v. Upon completion of Service Requests, a feedback call will be given to applicant after 72 hours.

**D) Definition of Successful Transaction:**

A service request call will be considered successfully closed only if all of following conditions under different options are met:

**i) CASE 1 – SUCCESSFUL TRANSACTION AND COLLECTION OF FACILITATION FEE IN SINGLE VISIT :**

In case the service is delivered through postal department, the transaction is successful as soon as the Mobile Sahayak uploads the data, submits the requisite government fee for the service (if applicable) and SMS/prompt is received by the applicant regarding the transaction. The Mobile Sahayak can then collect the facilitation fee on behalf of the Intermediary Agency.

**ii) CASE 2: SUCCESSFUL TRANSACTION AND COLLECTION OF FACILITATION FEE AFTER THE DELIVERY OF HARD COPY AT THE RESIDENCE OF THE APPLICANT**

In case the service is delivered online through e-portal, the transaction is successful as soon as the Mobile Sahayak uploads the data, submits the requisite government fee for the service (if applicable) and SMS/prompt is received by the applicant regarding the transaction and delivery of the hard copy of the service (certificate, document etc) at the residence of the applicant. The Mobile Sahayak can then collect the facilitation fee on behalf of the Intermediary Agency.

**iii) CASE 3: SUCCESSFUL TRANSACTION AND COLLECTION OF FACILITATION FEE AFTER THE FIXING OF THE APPOINTMENT FOR THE PHYSICAL APPEARANCE OF THE APPLICANT**

In case the delivery of the service requires a physical appearance by the applicant, the transaction is successful as soon as the Mobile Sahayak uploads the data, submits the requisite government fee for the service (if applicable) and SMS/prompt is received by the applicant regarding the transaction and the date and time for physical appearance of the applicant is fixed. The Mobile Sahayak can then collect the facilitation fee on behalf of the Intermediary Agency.

**NOTE – Whenever the applicant's physical presence is required and submission of the original document is also required then, the Department concerned shall make necessary arrangements for timely submission of the original documents as per procedure laid down for the particular service.**

There would be a penalty in case the service call would be inappropriately closed and the citizen feedback would be negative.

**iv) Services and Transaction details**

Number of services to be initially offered through this project is enclosed at **Annexure-A** of RFP, however, the Government of NCT of Delhi reserves the right to scale up the project by adding more number services of departments to existing bouquet.

**40 high volume Public Services as per Annexure-A will be launched in the first phase and another 30 Public Services (approx.) are likely to be incorporated within a period of 30 days of the launch of the project.**

**Another 30 Services (approx.) are likely to be incorporated in the project within a period of 60 days of the launch of the project.**

**AR Department reserves the right to add/delete the services as per citizen/department demand/response.**

**v) Project Monitoring Unit:**

- (a) A Project Monitoring Unit (PMU) shall be set up independently by AR Department to exercise the power conferred on, and to perform the function assigned to it under the project and, by the AR Department from time to time.
- (b) PMU shall monitor SLAs of the selected agency and also to investigate complaints. PMU will constitute of Govt. Officer(s) and Consultant(s) from open market to perform this task.
- (c) The Expenditure on PMU shall also be borne separately by the AR Department.

**vi) Branding and Marketing of the Project:**

To provide impetus to the Service, the Government/Departments will do project advertisement through own channels. However, the selected bidder may do advertisements at his own cost but with due approval of content, channel and methodology from the AR Department.



#### IV. INSTRUCTIONS TO THE BIDDERS

**(1) i) General Instructions:**

- a) While every effort has been made to provide comprehensive and accurate background information, requirements and specifications. Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVERNMENT OF NCT OF DELHI. Any notification of preferred bidder status by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall not give rise to any enforceable rights by the Bidder. DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVERNMENT OF NCT OF DELHI may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI.
- d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

**(2) Completeness of Response:**

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - > Include all documentation specified in this RFP;
  - > Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - > Comply with all requirements as set out within this RFP.

**(3) Pre-Bid Meeting & Clarifications:**

**(a) Pre-bid Conference:**

- i) DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in fact sheet.
- ii) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Nodal Officer at email id: [arupdate@nic.in](mailto:arupdate@nic.in) on or before 07.03.2018, Wednesday.
- iii) The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference & Page Number	Content of RFP requiring Clarification(s)	Points of clarification
1.			
2.			
3.			

- iv) DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVERNMENT OF NCT OF DELHI shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVERNMENT OF NCT OF DELHI.

**(b) Responses to Pre-Bid Queries and Issue of Corrigendum:**

- i) The Nodal Officer notified by the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVERNMENT OF NCT OF DELHI will endeavor to provide timely response to all queries. However, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI undertake to answer all the queries that have been posed by the bidders.
- ii) At any time prior to the last date for receipt of bids, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI 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 a corrigendum.
- iii) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI website.
- iv) Any such corrigendum shall be deemed to be incorporated into this RFP.
- v) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may, at its discretion, extend the last date for the receipt of Proposals.

#### (4) Tenure of the Contract

The contract shall be for Three (3) years from date of award of contract. However the contract may be extended on mutual consent for a further period of 1 year on same terms and conditions and cost.

#### (5) Key Requirements of the Bid

##### (a) Right to Terminate the Process:

- i) DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may terminate the RFP process at any time and without assigning any reason. DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii) This RFP does not constitute an offer by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI. The bidder's participation in this process may result DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI selecting the bidder to engage towards execution of the contract.

##### (b) RFP Document Fees:

RFP can be downloaded free of cost from e-Procurement portal (<https://govtprocurement.delhi.gov.in>) of Delhi Government.

##### (C) Earnest Money Deposit (EMD)

- i) Bidders shall submit the EMD in the form of a Demand Draft OR FDR or Bank Guarantee issued by any Commercial Bank in favor of "Head of Department, Department of Administrative Reforms, Govt. of NCT of Delhi", payable at New Delhi, and should be valid for 225 Days from the due date of the tender / RFP. In case of expiry of validity period of EMD, Fresh EMD to be resubmitted at least 7 days prior to expiry.
- ii) EMD of all unsuccessful bidders would be refunded by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- iii) The EMD amount is interest free and would be refundable to the unsuccessful bidders without any accrued interest on it.
- iv) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- v) The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

**(d) Submission of Proposals:**

- The bidders should upload the completed bids on the Delhi Government e-Procurement portal <http://govtprocurement.delhi.gov.in>.
- The Response to Pre-Qualification criterion, Technical Proposal and Commercial/Financial Proposal should be uploaded respectively.
- Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Financial Proposal.

**(e) Registration on e-Procurement Platform:**

Bids must be submitted online through e-portal <https://govtprocurement.delhi.gov.in> on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the last date & time for submission of the bid.

**Instructions to Bidders for Registration on e-Procurement Platform**

- In order to participate in e-Procurement platform the vendor should register (if not already registered) on e-procurement platform of GOVT. OF NCT OF DELHI, after paying the prescribed registration fee, at <https://govtprocurement.delhi.gov.in>.
- Bidder can contact for registration query at e-Procurement Cell, 6<sup>th</sup>Floor, B-Wing, VikasBhawan –II, Bela Road, Near-Metcalf House, Delhi-110054.
- The vendor should have in possession of Class – II Digital Certificate.
- The vendor can take the training on e-Procurement platform of GOVT. OF NCT OF DELHI at e-Procurement Cell, 6<sup>th</sup>Floor, B-Wing, Vikas Bhawan –II, Bela Road, Near-Metcalf House, Delhi.
- For any clarification on e-Procurement System, please contact at Help Desk number (011-23813523-24) and email [e-proc@nic.in](mailto:e-proc@nic.in)

**(f) Authentication of Bids:**

A Proposal should be accompanied by a Power-of-Attorney in the name of the signatory of the Proposal issued by the company.

**(g) Bank Solvency Certificate:**

The bidder should have a bank solvency of Rs. 2.50Crores from Scheduled Bank (Attach Financial Information as per Form 8)

**(6) Preparation of Proposal**

**(a) Proposal Preparation Costs:**

- The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DEPARTMENT OF ADMINISTRATIVE REFORMS, Govt. of NCT of Delhi to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

ii) DEPARTMENT OF ADMINISTRATIVE REFORMS, Govt. of NCT of Delhi will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

**b) Language:**

(i) The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

(ii) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained in this regard.

**(7) Consortium**

- i) Consortium shall mean more than one company(ies)/firm(s) with complementing skills joining together to undertake the scope of the work defined.
- ii) In case of consortium applicant, Consortia shall submit a Self-Declaration Agreement mentioning each organization's responsibility to execute the project. The agreement must be signed by the authorized signatories of all the companies/firms forming a consortium dated prior to the submission of the bid.
- iii) Each member of the consortium shall be equally responsible jointly and severally for execution of the contract in accordance with the terms of the contract/agreement and a statement to this effect shall be included in the consortium agreement. The Lead Bidder shall hold authorization in form of Power of Attorney. On behalf of Consortium, the lead bidder shall give an undertaking for successful completion of the project upon award of contract.
- iv) The Consortium must designate one or more person(s) to represent the bidder in its dealing with AR Department. Unless, specifically advised to the contrary, AR Department will assume that person(s) designate is authorized to perform all tasks, including, but not limited to, providing information, responding to queries and entering into contractual commitments on behalf of the Consortium/Bidder and all limitation on the Authority of the designated person(s) should be provided in detail.
- v) All Members of Consortium shall be evaluated collectively in respect of Pre-Qualification and Technical Qualification criteria unless specifically mentioned to the contrary (except financial turnover).
- vi) In consortium, number of members shall be limited to three including the Lead/prime bidder.
- vii) A bidding company/firm cannot be part of more than one consortium. Any member of consortium cannot bid separately as a sole Prospective bidder.
- viii) Sole Bidder/All consortium partners must have company/firm registration certificate, GST registration certificate and Income Tax return with Audit report from CA.
- ix) All pertinent information that may affect the performance of responsibilities of any Consortium member-such as ongoing litigation, financial distress of any other such matter-must be disclosed.

**(8) Evaluation Process**

- a) DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall constitute a Committee to evaluate the responses of the bidders.
- b) The Committee constituted by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.

- c) The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Committee may recommend for rejection of any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) In case any bid is rejected by the competent authority, the concerned bidder may request DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI to disclose the reason of rejecting the bid. DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall convey the reason to concerned bidder.
- g) **Tender Validity:** The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Bid.

**h) Tender Evaluation:**

**i) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:**

- Are not submitted as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period
- Received without EMD or less EMD

**ii) All responsive Bids will be considered for further processing as below.**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

## **V. CRITERIA FOR EVALUATION:**

### **a) Pre-qualification criteria**

The Prospective bidder must possess the requisite experience, strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents. The Prospective bidder must possess the technical know-how and the financial wherewithal that would be required to successfully implement the System and support services sought by the Department, for the entire period of the Contract.

The invitation to bid is open to all Prospective bidder/s who qualify the eligibility criteria as given below:

S.No.	Pre-Qualification Criteria	Documents Required
1	The sole bidder/all consortium partners should be Company(s)/Firm(s) registered under the Indian companies act, 2013 (or) a firm registered under the Limited Liability Partnership Act,2008 (or) a firm registered under the Partnership Act,1932 and should be registered at least five year before the last date of bid submission.	-Certificates of incorporation of company/registration of firm
2	Apart from company registration, sole bidder/all consortium partners must have valid Service Tax Registration Certificate and Income Tax Return.	Copy of Service Tax Registration Copy of GST Registration Income Tax returns for last 3 financial years (till 2016-17) Copy of PAN card
3	The sole/lead bidder should have an average annual turnover of at least 20 Crore from similar operations in last three financial years as on March 31, 2017.  <b>Definition of Similar Operations:</b> ➤ IT Application Development / Data Centre Operations And/or ➤ Logistics of goods/services.(logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions through IT application) And/or ➤ Citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application.	Certificate from statutory Auditor appointed by the company or Certificate from Chartered Accountant (CA) and Authorized Signatory
4	The lead bidder or consortium partner/s must have successfully completed at least the following numbers of projects in last Three years as on last date of bid submission of value specified herein : ❖ Any One project of value not less than the 2 Crore as defined below ; OR ❖ Any Two projects of value not less than the amount equal to 1.5Cr each as defined below; OR ❖ Any Three projects of value not less than the amount equal to 1Cr each as defined below  <b>Definition of Project for this context:</b> ➤ IT Project: Single work order in IT Application/Data Center Operation ➤ Logistics Project: Consolidated Billing/Invoice from Logistics of goods/services.(logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions through IT application). ➤ Citizen Service Project: Consolidated Billing/Invoice from Citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application.	Work Order + Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Authorized Signatory ); OR Work Order + Phase completion certificate from client OR Copy of Invoices, self-certificate and client certificate (In case of Logistics).
5	The sole bidder/each member of the consortium should have	Copy of Certificate

	valid ISO 9001:2008 or Higher Certification OR The sole bidder/any of consortium partner should have valid ISO 27001 or Higher Certification and the sole bidder/any of consortium partner should have valid CMMi Level-3 or Higher Certification	
6	The lead bidder must have Local office in Delhi/NCR.	Authorization Letter with office address (OR) Declaration by Authorized signature to open office in Delhi within 45 days of award of contract.
7	Any Participants should not be an entity which has been black-listed by Central Government or any State Government/s	Undertaking on company letter head.
8	The sole bidder/ each member of the consortium of bidders should have positive Net Worth	Certificate from statutory Auditor appointed by the company or Certificate from Chartered Accountant (CA) and Authorized Signatory

**Note: The turnover and experience of holding/subsidiary companies/associated companies shall not be considered.**

#### b) Technical Qualification Criteria:

The shortlisted Prospective bidder will be further evaluated based on their technical strength and capabilities in providing the services necessary to meet the requirements, as described in the tender documents.

The Prospective bidder/s meeting the eligibility criteria would be required to make a presentation of the project understanding and proposed solution submitted by them. The technical presentation should be in line with the requirements specified in Technical Evaluation Criteria. The eligible Prospective bidder/s would be intimated of the time and venue of the presentation through email. Followed by the presentation the Technical Evaluation Committee (TEC)/Committee constituted by AR Department vide Order No.F.20/03/2016/AR/Pt.file/9906-9914 dated 22.11.2017 will undertake a detailed evaluation of the technical bids

S.No.	Technical Evaluation Criteria	Basis of Evaluation	Marks	Documents Required
1.	Average Annual turnover of sole bidder/lead bidder from similar operations (as defined in PQ point number 3) in the last three financial years as on March 31, 2017.  <b>Maximum Marks: 30</b>	Equal to or Greater than 100 Cr	30	Certificate from statutory Auditor appointed by the company or Certificate from Chartered Accountant (CA) and Authorized Signatory
		More than or equal to 80 cr and less than 100 cr:	27	
		More than or equal to 60 cr and less than 80 cr	24	
		More than or equal to 40 cr and less than 60 cr	21	
		More than or equal to 20 cr and less than 40 cr	18	
2.	Project Experience of sole bidder/lead bidder/consortium partners of value more than 1 Cr.  Definition of Project for this	More than or equal to 10 projects	30	Work Order + Completion Certificates from the client;  OR Work Order + Self
		More than or equal to 8 projects and less than 10 projects	26	

	context (as defined in point No. 3 of PQ): ➤ IT Project: Single work order in IT Application/Data Center Operation ➤ Logistics Project: Consolidated Billing/Invoice from logistics ➤ Citizen Service Delivery Project: Consolidated Billing/Invoice from Citizen Service Delivery on behalf Single Government Client. <b>Maximum Marks: 30</b>	More than or equal to 5 projects and less than 8 projects	22	Certificate of Completion (Certified by the Authorized Signatory); OR Work Order + Phase completion certificate from client  ** Bidders with less than 3 project experiences are not eligible.
		More than or equal to 3 projects and less than 5 projects	18	
3.	The sole bidder/any of consortium partner should have valid CMMi Level-3 or Higher Certification  <b>Maximum Marks: 10</b>	CMMi Level-5	10	Copy of certificates
		CMMi Level-4	8	
		CMMi Level-3	6	
OR				
	The sole bidder/each member of the consortium must have a valid International Organization for Standardization (ISO) certification, with the minimum acceptable certification being - ISO 9001:2008 <b>Maximum Marks: 10</b>	ISO 9001:2015 or higher certification	10	Copy of certificates
		ISO 9001:2013 or higher certification	8	
		ISO 9001:2008	6	
4.	Understanding of the requirements of the project and proposed solution  <b>Maximum Marks: 30</b>	Proposed technical submission and technical Presentation		Technical Submission and Presentation (To be submitted with TQ)
		- Project Understanding	05	
		- Implementation Methodology	05	
		- Proposed System Architecture	05	
		-Proposed Resource Hiring and Deployment plan	05	
		- Data Center and DR Plan	05	
		- Innovation in approach and other value added service	05	
	<b>Total</b>		<b>100</b>	

- i) Each Technical Bid will be assigned a technical score out of a maximum of 100 as per the criteria specified above.
- ii) **Minimum absolute technical score to qualify for Technical Bid is 70%.** However, each bidder has to separately score 60% (18 marks) to Qualify in Point (4) of Technical Qualification Criteria i.e. Understanding of the requirements of the project and proposed solution.
- iii) The decision of Department of Administrative Reforms, Govt. of NCT of Delhi shall be final in this regard and Evaluation of Technical Proposals by Committee shall not be questioned by any of the Prospective bidder(s).



**(c) Financial Bid Evaluation of Tender on the basis of QCBS (Quality and Cost Based Selection):**

- i) The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.
- ii) The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial Scores for other than L1 Bidders will be evaluated using the following formula:
- iii) Financial Score of a Bidder (Fn) = {(Commercial Bid of L1/Commercial Bid of the Bidder) X 100} % (Adjusted to two decimal places)
- iv) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- v) The bid price will exclude all applicable taxes, cess, levies etc. shall be in Indian Rupees and mentioned separately.
- vi) Any conditional bid would be rejected.
- vii) Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

**(d) Combined Financial and Technical Evaluation**

- i) The technical and financial scores secured by each Bidder will be added using weightage of 70% and 30% respectively to compute a Composite Bid Score.
- ii) The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-  
$$B_n = 0.70 * T_n + 0.30 * F_n$$
Where  
B<sub>n</sub> = overall score of Bidder  
T<sub>n</sub> = Technical score of the Bidder (out of maximum of 100 marks)  
F<sub>n</sub> = Normalized financial score of the Bidder
- iii) In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

**VI. APPOINTMENT OF SUCCESSFUL BIDDER:**

**(a) Award Criteria**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has got the highest marks under the combined evaluation of Technical Bid and Financial Bid made through QCBS basis as above.

**(b) Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI action.

**(c) Notification of Award**

Prior to the expiration of the validity period, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed

within the stipulated period, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

**(d) Performance Guarantee**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value equal to (1 lakh X (service fee, as quoted by bidder X3). For consecutive years, the selected bidder shall have to pay performance guarantee for a value equal to ((Number of transactions in previous year X 3 X ((service fee, as quoted by bidder)/10)). The Performance Guarantee should be valid for a period of T1+6 months (T1= Month of Termination of contract). The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI at its discretion may cancel the order placed on the selected bidder without giving any notice. DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

**(e) Signing of Contract**

After DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI notifies the successful bidder that its proposal has been accepted, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI and the successful bidder.

**(f) Failure to agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may award the contract to the next best value bidder or call for new proposals from the interested bidders.

In such a case, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall invoke the EMD of the most selected bidder.

**VII. SCOPE OF WORK:**

Following is the broad scope of work to be taken up under this project.

- (A) Application Development, Deployment and Maintenance of two interface application.
- (B) Data Center, DR and Near DR Infrastructure, Hosting and Operation management.
- (C) Engagement, Recruitment, Training, Facilitation and End-to-End operation of Mobile Sahayaks and the coordination team.

(D) Minimum Indicative Technical Specification

(A) Application Development, Deployment and Maintenance of two interface application:

a) Service Request Handling Application:

- i. The selected bidder will develop, deploy and maintain the application to be used by the call center executive for service request handling
- ii. As this interface is to be used by the Call Center Executive, Number of Screens and Data input fields are to be minimum. Form will be approved by the department
- iii. Citizen service request may also be handled by Web/Mobile Application which has to be developed by Vendor.
- iv. Each Call Center executive will enter the application using their login and password. Executives will have landing page where he can (i)add service request or (ii) add complaint with reference to existing service request (iii) search/track existing service request and answer query. The team leader will have separate landing page where he/she can see the call details of other executives be it query or complaint or new service request. Team leader may forward the complaint to respective officer via email/sms.
- v. All the entries will be automatically time-stamped.
- vi. Each call will have unique topology and id. For ex- Service request will start with SRDDMMYY(DepartmentCode-xx)xxxx, complaint will start with CPDDMMYY(DepartmentCode-xx)xxxx, Query will start with QRDDMMYY(DepartmentCode-xx)xxx.
- vii. Search can be done on the basis of various attributes such as- Mobile number, Service Request id, Name, UID etc
- viii. All the details with reference to the caller, requested service, preferred time of visit etc has to be captured on this application. All the fields will have basic auto-validations.
- ix. There should be an Eligibility Test Mechanism in the interface at the Call Centre by which the executive will be able to check the primary eligibility of the applicant and be able to create the listing of documents available with the applicant. Also develop a mechanism for inclusion of any new query of applicant into the existing FAQ. MIS Alarms for every SLA has to be there.
- x. The complaints with reference to any services have to be captured against service request id.
- xi. The status of application should be updated on this application on real time basis. If a citizen enquires about status of service, the call center executives should be able to provide status of application at any time
- xii. The service request allocation to Mobile Sahayak as per predefined rule should be done using this application.
- xiii. The development of an application that would provide a stage wise update to the citizen regarding the progression in the service delivery process.
- xiv. The application has to be integrated with NIC-SMS gateway for sending updates to citizen
- xv. The application should provide all other function as specified in "Brief Description of the Project".
- xvi. Feedback call to be conducted by call center executive after the delivery of the service to the citizen,

## b) Service Delivery Application Interface:

- i. The selected bidder will develop, deploy and maintain the application to be used by the Mobile Sahayaks for service delivery.
- ii. The application should be android based mobile app or mobile compatible as this has to be used by Mobile Sahayaks.
- iii. The application should support following key features:
  - Single Signature for all departmental applications
  - Payment Gateway, Payment Wallet integration
  - SMS integration with NIC server
  - Integration with Aadhaar for Biometric Authentication
  - Integration with Departmental Application
- iv. Every Mobile Sahayak will be provided their secured login id & password
- v. Mobile Sahayaks landing page will have following components (i) Daily To-Do List (ii) Service fulfillment form against Service Request id (iii) FAQ (iv) Raise Grievance (iv) role based MIS etc.
- vi. After login, they should be able to view the daily planner for scheduled activities. This should be in sync to delivery time as chosen by citizens against their service request id. Daily planner will raise alerts to Mobile Sahayaks.
- vii. Service Request handling application will push the new service requests to Mobile Sahayaks as per predefined rule through this application. Once assigned, Mobile Sahayaks should be able to view the filled data by call Center Executive, Applicant's Contact Details, Requested Service Details, Scheduled Time of visit etc.
- viii. Mobile Sahayaks may call in case of rescheduling and update it accordingly
- ix. Mobile Sahayak will login to the wrapper interface following which the Mobile Sahayak may select requested service and then it will be redirected to the departmental application interface where the service form will be filled and supported documents has to be uploaded and submitted with biometric authentication (Iris/finger). In case the biometric authentication of the applicant's identity fails more than twice an OTP shall be sent to the applicants registered mobile number to bypass the biometric authentication.
- x. E-District/Any other application of department shall be accessed after Biometr/OTP based authentication in addition to username/password of applicant/citizen.
- xi. THE MOBILE SAHAYAK MUST NOT STORE ANY USER INFORMATION ANYWHERE
- xii. Upon submission of application, the Government Fee will be directly deposited to respective department electronically by the citizen. However, Mobile Sahayak shall collect the government prescribed fee for the required service in cash, if citizen has no ePayment facility and same shall be deposited electronically in the account of respective department through the Mobile Sahayak's ePayment facility on the spot.
- xiii. Mobile Sahayaks will also collect the facilitation fee from the citizen.
- xiv. All the transaction and payment details should be properly logged. For every monetary transaction that is carried out by the Mobile Sahayak receipt must be provided to the citizen in the form of an SMS prompt or through a POS ( Point of Sale ) machine.
- xv. All the entries done by the Mobile Sahayaks should be time-stamped, Geotagged and should be enforced by application. This data should be available with the department too.
- xvi. Supervisors and Mobile Sahayaks will have role based access.

- xvii. Every district must have at least one Supervisor.
- xviii. The application should generate payment receipt as per prescribed format.
- xix. The issued certificate will be delivered electronically via Departmental Application through e-portal or postal service. The mobile sahayaks may also require to physically deliver the certificate/etc.
- xx. Services will be delivered after biometric authentication/OTP of requestor and call will be closed.
- xxi. API integration with other application will also be required and has to be done by the selected agency.
- xxii. The application should provide all other function as specified in "Brief Description of the Project".

c) All the MIS reports should be available on a real-time basis.

d) Change Requests:

- i) All change requests have to be fulfilled without any additional fee. At any instant of time, The Government may change work-flow or add some SMS or tracking or add new module without any additional cost.
- ii) Citizen can track their application from application interface at any time through SMS/application or both
- iii) The selected bidder will provide dialer along with solution for call-recording, all the calls will be recorded from the time when Mobile Sahayak made calls to citizen regarding Appointment. The selected bidder has to provide the solution for recording of the calls inside the tablet and storing it and then this will get uploaded to the cloud or data centre in 48 Hours time.

**B) Data Center, DR and Near DR Infrastructure, Hosting and Operation management:**

**a) The selected bidder shall carry out following activities:**

- i. To host and provide all data center, DR and near DR infrastructure which includes servers, storages, DB licenses(if any) etc
- ii. Hosting application in at least tier-3 data center or equivalent Cloud Infrastructure. Data Center should be situated in India Only.
- iii. Shall get application audited from CERT-IN certified auditors before deployment of application.
- iv. All the data which includes Service related and Citizen Data is sole property of department only. Citizen data is very critical and it must be ensured that it is not being stored.
- v. All the data will be stored in proper interoperable format and regular backup will be provided to the Department/Sync to Department Server on Quarterly basis. Upon cessation of contract, all the Software, latest Source-code and data with reference to citizen, service and Mobile Sahayaks will be provided to the Department.
- vi. Diligent carrying out of System Administration, System upgrades management, Application Deployment and Upgrades;
- vii. Maintenance and management of the Operating System, Data Base Management System, Network and Security administration system;
- viii. Data backup as per mutually agreed schedule and preservation of backed up data;
- ix. Proper handling of application failure within the primary data centre and the disaster recovery site;
- x. Maintenance of multiple security zones in the data centre;
- xi. Proper maintenance of documentation of Physical and Network Security devices, processes and policies;
- xii. Maintenance of infrastructure management tools and reports;
- xiii. Maintenance of incident and false report tracking;

- xiv. Maintenance of an asset register with end of support and end of life particulars and tracking of the same;
- xv. Monitoring of Internet connectivity, including liaising with network service provider for line faults, provisioning of new lines, and related matters
- xvi. All equipment must be at least under on-site support from the OEM or an authorized agency.
- xvii. Backup of all the trading and other recorded data to be provided at end of every month in open data or interoperable format

**b). Data Security and Standards Related changes:**

i) Administrative Reforms Department is the sole owner of data and the selected bidder/agency must ensure that the citizen data must not be tampered/stolen by the company or any of its employees.

ii) Security has to be an important design consideration. Selected agency shall adhere to following prevailing standards and guidelines:

- Cert-In guidelines
- STQC guidelines
- State/UT Security Related Guidelines
- Information Security Management System (ISMS)
- All the applicable guidelines issued by NIC/MeitY (Ministry of Information & Communication Technology)

iii) Selected agency shall assist in Security Audits and when applicable and will rectify the errors raised in security audits. Cost of Security Audit will be borne by the Department

iv) Security related Design Considerations:

The system must address following:

- Authentication
- Authorization
- DoS attack
- SQL Injection
- Data Tampering and other ways to security threat

**c) Role Based Access Management and Data Access Restrictions:** System functionality access will be provided at the role and location level. In order to restrict the information access, system will ensure user will have access to the information he/she is entitled to. System should be secure and feature an intelligent Log-in & Log-out facility. The same user should not be able to Log-in simultaneously at different machines.

**d). Audit Trail and System Logs:** Audit trails and System logs with reference to all application and database users and respective activities should be available at all the time. The selected agency must ensure that Audit trails should not be deleted or tampered.

**(C) Engagement, Recruitment, Training, Facilitation and End-to-End operation of Mobile Sahayaks and the coordination team**

- i. Intermediary Agency shall engage the number of Mobile Sahayaks depending on the requests received. The number of Mobile Sahayaks should be proportionate to the request received and in no case there should be any delay in the service for want of Mobile Sahayak.

The number of Mobile Sahayak to be engaged shall be decided by the Secretary (AR) in consultation with Hon'ble Minister (AR) from time to time.

- ii. At any time the Govt. may add a new department or service - the operations/ resources would have to be ramped up to support the new services.
- iii. All the resources have to be trained before deployment. Call center agent will be trained on Service request handling application and Mobile Sahayaks will be trained on Service Delivery Application interface for Mobile Sahayaks.
- iv. The selected bidder shall ensure that all Mobile Sahayaks are provided access to Frequently Asked Questions related to the registration of a specific service which may be periodically updated by the respective departments. The selected bidder shall prepare demonstrative guides for the Mobile Sahayaks and load them on the device for reference in case of any trouble using any service-registration website.
- v. In case of Non-performance of any Mobile Sahayaks, he/she may be asked to be replaced by the PMU. Metrics for performance measure shall be provided by the Department and has to be regularly tracked via application.
- vi. The selected bidder shall deploy two resources onsite for Liaisoning with the Department , Call Center and Mobile Sahayaks.
- vii. The selected bidder shall provide technical support with reference to application and hardware to Mobile Sahayaks.
- viii. The Selected bidder shall have a back-to-back agreement on paper with Mobile Sahayaks detailing terms of reference of work. The selected bidder shall be responsible for any defaults made by Mobile Sahayaks.
- ix. At any point of time, AR Department has right to issue revised Guideline regarding Mobile Sahayaks to improve the efficiency or to address the complaints of citizens with reference to delivery of services.
- x. AR Department may issue guidelines in case it has been found inter-mediatory agency of exploiting the Mobile Sahayaks.

**xi. Key guidelines for engagement of Mobile Sahayaks:-**

- The selected bidder shall engage Mobile Sahayaks deployed as per specified criteria and pay the remuneration of Mobile Sahayak for their service in the project.
- All Mobile Sahayaks deployed shall be equipped with a tablet device along with specified hardware for biometric authentication, with minimum specifications as prescribed by the AR Department. The device should also have mobile voice, data connectivity for access to the service registration websites .
- Mobile Sahayaks should have a vehicle with them – minimum Bicycle.
- Mobile Sahayaks will have to visit multiple times, if required, for fulfillment of a service. There won't be any additional fee paid for multiple visits. The facilitation fee paid to Mobile Sahayaks is provided against a service request and remain same even if it incurs multiple visits
- All the deployed resources should be Minimum qualification of (10+2) or 10<sup>th</sup> +3 year diploma, with Computer Knowledge. Mobile Sahayaks should be able to do Data entry in English with 100% accuracy.
- All the deployed resources should be able to speak in Hindi and should be able to understand English.
- The mobile Sahayaks must undergo Police Verification and should not have any Police cases registered against them.

**xii Key requirements with reference to deployment of resources:**

The selected bidder must deploy the following number of resources (minimum) to carry out above mentioned activities. **Minimum Number of resource to be deployed for Management and Coordination Team**

- Project Manager: Sr Engineer or MBA, Min 7 Yrs. of related work Experience
- Project Manager : Engineer or MBA, 3 Yrs . of Experience
- Human Resource: MBA, 5 yr of Exp (min 2 in first month, then one can be continued)

- Human Resource: MBA, 2-3 yr of Exp (min 2 in first month, then one can be continued)
  - Technical Support: Engineer, 4yr of Exp (Provide Support to Mobile Sahayaks)
  - Trainer: Engineer, MBA, 5 Yr of Exp (Prepare Training modules for Mobile Sahayaks and training them, Coordination with Department)
  - Trainer: Engineer, MBA, 2 Yr of Exp (Prepare Training modules for Mobile Sahayaks and training them, Coordination with Department)
  - Mobile Sahayak Supervisor/Coordinator/Trainer 2 year of experience, 1 per District (Total 11) till end of contract.
- xiii. The selected agency shall also provide SLA management tool to department to automate the SLA calculation.

#### **D. Minimum Indicative Technical Specifications**

The Mobile Sahayaks have to carry the hardware as per below technical specification:

##### **i) Android Tablet with 7-inch screen**

- Processor- 1.0 GHz Dual Core or above
- RAM- 2 GB or above
- Internal Storage- 16GB or above
- Expandable storage through micro SD, minimum 64 GB
- USB Port- Minimum One Micro USB port and an optional additional USB Port
- USB port should provide power supply to biometric device and support USB OTG.
- Rear Camera with Auto focus & 13 Mega Pixel resolution or above, LED Flash
- Front Camera with 5 Mega Pixel resolutions or above
- 7" Capacitive touch screen and 1024x600 pixel resolution or above
- Scratch resistant front screen
- GSM SIM card slot with voice calling and call recording support
- Min. Battery backup up to 120 minutes, with minimum 3200 mAh battery.
- SAR values within acceptable range
- Separate charging port with AC adapter 110-240-volt range
- Micro USB host cable
- GPS and AGPS facility for capturing the location coordinates
- Connectivity Requirements
- Mandatory Edge/4G mobile data support
- Wi-Fi IEEE 802.11b/g/n
- Android 5.0 Operating System or Above
- Safety and other standards compliance – CE certification/RoHS certification BIS IS 13252 & FCC certification



## **ii) Single Fingerprint Scanner Device for use with Android Tablet**

- STQC certified Single Finger-print biometric device for Aadhaar Authentication with driver, in-built template extractor software/SDK (mandatorily with license, if required) (STQC Certificate for the device must be submitted)
- API/SDK for Android (5.0 and above) platform.
- Device should be plug and play with any android (5.0 and above) tablet without need of any additional license to be deployed.
- The device should have integrated USB 2.0 type connector or higher.
- Device must come with connector cables to allow connection of the device to Micro USB port
- Vendor has to provide all necessary technical support for integration of their device

## **iii) Iris Authentication Device for use with Android Tablet**

- STQC certified Iris authentication device for Aadhaar Authentication and extractor software/SDK (STQC Certificate must be submitted)
- API/SDK for Android (5.0 or above) Operating System
- Device should be plug and play with any Android (5.0 and above) without need of any additional license to be deployed
- The device should have integrated USB 2.0 type connector.
- Device must come with connector cables to allow connection of the device to Micro USB port
- Vendor has to provide all necessary technical support for integration of their device.
- The officer, employees, Mobile Sahayaks etc. of Intermediary Agency shall observe the highest standard of ethics during the contract period.

## VIII. PROJECT TIMELINES

Project			
1	Contract Signing	T	
2	Operationalization of services as identified by the department		T+6 weeks

## IX. SERVICE LEVEL AGREEMENT

### (a) Pre-Operation SLA/Liquidated Damage

Sl. No.	Description of Service Item	Measurement Methodology	Measurement Frequency	Breach level	Penalty
(1)	(2)	(3)	(4)	(5)	(6)
1	Project Operationalization  In case of more than 4 weeks delay, contract termination clause may be invoked	Project status report/Milestone completion report		Delay against project timelines	8% of First Quarter Payment or Rs. 5 lakh whichever is higher with additional 1% or Rs.50000/- whichever is higher for every additional week.

### (b) Post Operation SLA

Sl. No.	Description of Service Item	Measurement Methodology	Measurement Frequency	Breach level	Penalty
(1)	(2)	(3)	(4)	(5)	(6)
1.	Application Availability	Availability = $\{1 - \frac{[(\text{Application downtime})/(\text{Total Time})]}{24} \} * 100$ Total time shall be measured on	Quarterly	<99.5%	5% of Quarterly payment with additional 1% for every 1% drop in availability

		24*7*365 days. Application downtime shall be measured from the time the application becomes unavailable (due to any reason attributable to the SI) to the end user, to the time it becomes fully available for the user. Planned downtime can be taken at night hrs(12:01am-6am) with prior approval twice in one quarter.			
2.	New Department Onboarding	(i) Changes in application	Quarterly	>7 Days	2% of Quarterly Payment and additional 1% for every further delay of 1 week
3.	New Change Requests	Change Request tracker	Quarterly	>7 days	2% of Quarterly Payment and additional 1% for every further delay of 1 week
4.	Engagement of new Mobile Sahayaks	The ratio of average number of service requests per day : Number of Mobile Sahayaks should be < 16	Quarterly	>7 days	2% of Quarterly Payment and additional 1% for every further delay of 1 week
5.	Security Breach and/or loss of data	Incident Report	Quarterly	>0	2% of Quarterly Payment per instance
6.	Non Availability of Mobile Sahayaks	Resource Entry- Exit report *will be calculated on an average basis	Quarterly	>2 Days	2% of Quarterly payment with additional 1% for additional delay of 1 days
7.	Deviations between actual visit time and scheduled visit time by Mobile Sahayaks	MIS report % of deviations where response time is beyond 12 hrs	Quarterly	>1%	2% of Quarterly Payment and additional 1% for every increment of 1 % of deviation
8.	Delay in submission of physical/original documents to respective department after collection	MIS Report % of applications where submission time of documents in the corresponding department is beyond 2 working Days	Quarterly	>0	Rs 200 per day per instance with additional Rs 100 per day of delay till submission *in case of delay attributable to department or citizen, delay wont be counted

9.	Action on any fraudulent practice/misbehavior complaint etc	Incident/Complaint Report of Mobile Sahayaks or Resources deployed by the selected bidder. PMU(Project Monitoring Unit) will monitor and enquire the performance of the same periodically.	Quarterly	>0	Misbehave or negative feedback report in a month will lead to termination. (if proven )
10.	Collection of additional fee(exceeding facilitation fee set by GOVT. OF NCT OF DELHI) from citizen	Complaint report *PMU Team from Government will judge their complaint in this regard and their judgement will be final	Quarterly	>0	Rs 10,000 per instance, FIR on concerned Sahayak and Immediate termination
11.	Loss of Original Document of Citizen	Complaint Report	Quarterly	>0	Rs 5000 per instance +cost and responsibility of making duplicate certificate.
12.	Delay in delivery of physical documents to respective citizen after collection	MIS Report % of applications where submission time of documents in the corresponding Citizen is beyond 72 hours	Quarterly	>0	Rs 200 per day per instance with additional Rs 100 per day of delay till submission. *in case of delay attributable to department or citizen, delay won't be counted. Note ** - The penalty amount is to be divided equally between the citizen and the AR Department. If the delay is caused by the Government Department the Intermediary Agency would not be held responsible.

13.	Rejection of Application due to wrong submission of application	Rejection report	Quarterly	>0	Rs 200 per day per instance *if rejected for any reason attributable to citizen, SLA wont be counted
14.	Rejection of Application if Mobile Sahayak uploaded wrong Documents deliberately	Rejection Report	Quarterly	>0	RS 200 per instance, and completion of that service. PMU will monitor and Enquire
15.	Any wrong Closing or Fake closing of Service	Independent Feedback Mechanism will convey to PMU	Quarterly	>0	Rs 200 Per Instance, PMU will enquire

Note:

- i. Total penalty for quarter will be limited to 10% of the Quarterly payment(QP)
- ii. In case of 10% or more penalty calculation for two consecutive Quarters, the performance of bidder will be considered as unsatisfactory and can be terminated. The decision of termination lies with Department of Administrative Reforms, GOVT. OF NCT OF DELHI.

## X. PAYMENT SCHEDULE

- Payments will be made on a Quarterly basis upon submission of invoice.
- Payment will be made by Administrative Reforms Department to intermediary agency on the basis of service fee per successful transaction after deducting
  - The facilitation fee fixed by Government of NCT of Delhi ;
  - Penalty, fine etc imposed on intermediary agency; and
  - Any other due amount on part of intermediary agency.
- Service Fee per successful transaction quoted by the successful bidder shall be hiked by 5% per annum. Payment to selected agency will vary as per Annual Successful transaction volume and shall be applicable as per below mentioned table:

S. No	Annual successful Transaction Volume	Quarterly successful Transaction Volume	Per transaction charges payable
1.	0 - 10 Lakh	0-2.5 lakhs	INR Y (As quoted by bidder)
2.	10 Lakh – 15 Lakh	2.5 lakhs -3.75 lakhs	0.9 multiplied by INR Y
3.	15 Lakh – 20 Lakh	3.75 lakhs- 5 lakhs	0.8 multiplied by INR Y
4.	>20 Lakh	>5 lakhs	0.7 multiplied by INR Y

Quarterly payment shall be done as per slabs defined in Quarterly successful Transaction Volume. However, Final Payment calculation shall be done as per Annual successful Transaction Volume. In case of any discrepancy, adjustment shall be done at the end of year/project.

NOTE \*\*\* \_

- (a) The above calculation parameters are in tandem with the method followed in the Electricity Bill.
- (b) If the amount of Facilitation fee is fixed higher than the service fee at any time by Government of NCT of Delhi, the Intermediary Agency shall have to return the amount received in excess to service fee to Department of Administrative Reforms, Govt. of NCT of Delhi.

## **XI MINIMUM GUARANTEE:**

A minimum of 3 Lakh transactions per annum should be provided as minimum guarantee for the first year under the project. If the number of services are less than 3,00,000 for first year, the service fee for the gap (3,00,000 – Exact number of successful transactions) shall be paid to the bidder by the government (in case successful bidder fulfils all the milestones provided in the RFP).

## **XII FRAUD AND CORRUPT PRACTICES:**

- a) The Bidders and their respective Officers, Employees, Mobile Sahayaks and Advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the AR Department, GOVT. OF NCT OF DELHI for, inter alia, time, cost and effort of the department, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.
- b) For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
  - i) "corrupt practice" means
    - the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);
  - OR**
  - save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at

any time has been or is a legal, financial or technical consultant/ adviser of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI in relation to any matter concerning the Project;

- ii) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
  - iii) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any persons participation or action in the Selection Process;
  - iv) "undesirable practice" means
    - establishing contact with any person connected with or employed or engaged by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process;
- OR**
- having a Conflict of Interest
  - v) "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
- c) In case it has been found at any point of time that the selected agency has indulged in exploitation of Mobile Sahayaks, the department may invoke the termination for default clause or may levy a penalty of 10% of Quarterly payment. This penalty would be in addition to Penalty against SLA violation.

### **XIII. FORCE MAJEURE:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

The bidder or DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

### **XIV. ARBITRATION**

In case any dispute between the Parties, both the parties, will try to resolve the issue mutually within 20 days of dispute raised. Affected party will give notice in writing to other party indicating concern, proposed remedy to settle the issue. If the issue does not settle by negotiation in the manner as prescribed, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Delhi and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof.

## **XV. LIMITATION OF LIABILITY**

The SI (System Integrator)/selected Agency liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The SI shall be liable to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SI and its employees, including loss caused to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI on account of defect in goods or deficiency in services on the part of SI or his agents or any person / persons claiming through or under said SI. However, such liability of SI shall not exceed value of submitted PBG (Performance Bank Guarantee) except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence.

## **XVI. INTELLECTUAL PROPERTY RIGHTS AND SOURCE CODE**

The selected Agency shall agree that all deliverables created or developed by the selected Agency for the project shall be the sole and exclusive property of the Administrative Department, GOVT. OF NCT OF DELHI

The selected agency will be responsible to provide the latest and complete source code which can be compiled and deployed by AR department, GOVT. OF NCT OF DELHI along with all the requisite software (Source Code, Libraries, IDEs (Integrated Development Environment etc.). AR Department, GOVT. OF NCT OF DELHI will be the sole proprietor of the developed modules of application.

## **XVII. CONFLICT OF INTEREST**

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall forfeit and appropriate the EMD as mutually agreed genuine pre-estimated compensation and damages payable to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI for, inter alia, the time, cost and effort of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI hereunder or otherwise.

## **XVIII. EXIT MANAGEMENT**

### **a) Exit Management Purpose**

- i. This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.
- ii. The exit management period starts, in case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the vendor. The exit management period ends on the date agreed upon by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI or Six months after the beginning of the exit management period, whichever is earlier.



#### **b) Confidential Information, Security and Data**

System Integrator/Selected Agency will promptly on the commencement of the exit management period, supply to the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI or its nominated agencies the following:

- i. Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to Project; any other data and confidential information related to the Project;
- ii. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing System Integrator in a readily available format.
- iii. All other information (including but not limited to documents, source codes, records and agreements) relating to the services reasonably necessary to enable the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI or its nominated agencies, or its Replacing Vendor (as the case may be).

#### **c) Rights of Access to Information**

At any time during the exit management period, the System Integrator will be obliged to provide an access of information to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Project.

#### **d) Exit Management Plan**

The selected agency shall provide DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI with a recommended exit management plan ("Exit Management Plan") within 180 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- i. A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- ii. Plans for the communication with such of the System Integrator, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- iii. Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- iv. Plans for training of the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of SI.
- v. System Integrator shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date.
- vi. Each Exit Management Plan shall be presented by the System Integrator to and approved by DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI or its nominated agencies.

- vii. During the exit management period, the System Integrator shall use its best efforts to deliver the services.
- viii. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Plan.

## **XIX. TERMINATION OF CONTRACT**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may, terminate this contract in whole or in part by giving the SYSTEM INTEGRATOR at least One months prior written notice indicating its intention to terminate the contract under the following circumstances:

### **a) Termination for Default**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of three month stating the reason for default to the System Integrator and as it deems fit, terminate the contract either in whole or in part:

- i. If the System Integrator fails to deliver any or all of the project requirements / operationalization / go-live of project within the time frame specified in the contract; or
- ii. If the System Integrator fails to perform any other obligation(s) under the contract; or
- iii. If there is a breach of SLAs beyond a limit; or
- iv. If there is a breach of representations & obligations

Prior to providing a notice of termination to the System Integrator, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI shall provide the System Integrator with a written notice of 7(seven) days instructing the System Integrator to cure any breach/ default of the Contract, if DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI is of the view that the breach may be rectified.

On failure of the System Integrator to rectify such breach within 7(seven) days, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may terminate the contract by providing a written notice of One month to the System Integrator, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI. In such event, the System Integrator shall be liable for penalty/liquidated damages imposed by the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI. The performance Guarantee shall be forfeited by the DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI

### **b) Termination for Convenience**

DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI may in its own discretion, by provision of a written notice sent to the System Integrator, terminate the contract, either in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Subsequently, the pending dues and the payments up to the date of termination will be settled accordingly after deduction of applicable taxes and liquidated damages if any.

### **c) Consequences of Termination**

In the event of termination of this contract for any reason whatsoever, DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI is entitled to impose any such obligations and

conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective continuity of the services which the System Integrator shall be obliged to comply with and take all available steps to minimize the loss resulting from that termination/ breach, and further allow and provide all such assistance to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI and/ or succeeding vendor, as may be required, to take over the obligations of the System Integrator in relation to the continued execution of the requirements of this contract.

**d) Post termination rights and obligations of vendor**

All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI and before termination or expiration of this contract the System Integrator shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to DEPARTMENT OF ADMINISTRATIVE REFORMS, GOVT. OF NCT OF DELHI. System Integrator shall also deliver proper knowledge transfer as mentioned in clause "Exit Management" of this agreement.

**Appendix-I: Templates**

**Form 1: Particulars of the Bidder**

A	Name and address of the bidding Agency (Corporate office)	
B	Local address of the bidding Agency (In NCR)	
C	Incorporation status of the firm/Agency (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of Company/Firm/Agency registration	
H	Details of registration with appropriate authorities for service tax	
I	Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

**Form 2: Letter of Proposal**

To

Deputy Director,  
Department of Administrative Reforms,  
Government of NCT of Delhi,  
7th Level, C-Wing, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.

**Subject: Submission of the Technical bid for Doorstep Delivery of Public Services for DEPARTMENT OF ADMINISTRATIVE REFORMS, Govt. of NCT of Delhi, Delhi.**

Dear Sir/Madam,

- We, the undersigned, offer to provide solutions to Department of Administrative Reforms, Govt. of NCT of Delhi on the project of "Doorstep Delivery of Public Services" with your Request for Proposal dated <\_\_\_\_\_> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed through eTender procedure.
- We hereby declare that all the information and statements made in this Technical bid are true and accept that any misrepresentation contained in it may lead to our disqualification.
- We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.
- We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.
- We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and the Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_

**Form 3: Compliance Sheet for Pre Qualification**

S.No	Criteria	Required Document	Provided Yes/No	Page No.
1	EMD	Details of EMD		
2	Bank Solvency	As per Form 8		
3	The sole bidder/all consortium partners should be Company(s)/Firm(s) registered under the Indian companies act, 2013 (or) a firm registered under the Limited Liability Partnership Act,2008 (or) a firm registered under the Partnership Act,1932 and should be registered at least five year before the last date of bid submission.	-Certificates of incorporation of company/registration of firm		
4	Apart from company registration, sole bidder/all consortium partners must have valid Service Tax Registration Certificate and Income Tax Return.	Copy of Service Tax Registration Copy of GST Registration Income Tax returns for last 3 financial years (till 2016-17) Copy of PAN card		
5	The sole/lead bidder should have an average annual turnover of at least 20 Cr from similar operations in last three financial years as on March 31, 2017. <b>Definition of Similar Operations:</b> ➤ IT Application Development / Data Centre Operations And/or ➤ Logistics of goods/services.(logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions through IT application) And/or ➤ Citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application.	Certificate from statutory Auditor appointed by the company  Or Certificate from Chartered Accountant (CA) and Authorized Signatory		
6	The lead bidder or consortium partner/s must have successfully completed at least the following numbers of projects in last Three years as on last date of bid submission of value specified herein :  - Any One project of value not less than the 2 Cr as defined below ; OR  - Any Two projects of value not less than the amount equal to 1.5Cr each as defined below;	Work order + Completion Certificates from the client;  OR Work Order + Self Certificate of Completion (Certified by the Authorized		

	<p style="text-align: center;">OR</p> <p>- Any Three projects of value not less than the amount equal to 1Cr each as defined below</p> <p><b>Definition of Project for this context:</b></p> <ul style="list-style-type: none"> <li>▪ IT Project: Single work order in IT Application/Data Center Operation</li> <li>▪ Logistics Project: Consolidated Billing/Invoice from logistics (as defined in point no 3 of PQ)</li> <li>▪ Across the Counter Project: Consolidated Billing/Invoice from Across the Counter Citizen Service Delivery on behalf Single Government Client.</li> </ul>	<p>Signatory );</p> <p>OR</p> <p>Work Order + Phase completion certificate from client</p> <p>Or</p> <p>Copy of Invoices, self-certificate and client certificate (In case of Logistics).</p>		
7	<p>The sole bidder/each member of the consortium should have valid ISO 9001:2008 or Higher Certification</p> <p style="text-align: center;">OR</p> <p>The sole bidder/any of consortium partner should have valid ISO 27001 or Higher Certification and the sole bidder/any of consortium partner should have valid CMMi Level-3 or Higher Certification.</p>	Copy of Certificate		
8	The lead bidder must have Local office in Delhi/NCR.	<p>Authorization Letter with office address OR Declaration by Authorized signature to open office in Delhi with 45 days of award of contract</p>	Yes/No	
9	Any Participants should not be an entity which has been black-listed by Central Government or any State Government/s.	Undertaking on company letter head.	Yes/No	
10	The sole bidder/ each member of the consortium of bidders should have positive Net Worth	<p>Certificate from statutory Auditor appointed by the company</p> <p>Or</p> <p>Certificate from Chartered Accountant (CA) and Authorized Signatory</p>	Yes/No	
11	Power of Attorney regarding authorization of signatory to make bid, sign contract etc.	-		
12	Agreement of Consortium, if any			
13	Form-1	Duly filled in	Yes/No	

#### Form 4: Compliance Sheet for Technical Proposal

The Technical proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Technical proposal.

S.No.	Technical Evaluation Criteria	Documents Required	Provided (Yes/No)	Reference and page No
1.	Average Annual turnover of sole bidder/ lead bidder from similar operations (as defined in PQ point number 3) in the last three financial years as on March 31, 2017.	Certificate from statutory Auditor appointed by the company  OR Certificate from Chartered Accountant (CA) and Authorized Signatory		
2.	Project Experience of sole bidder/lead bidder/ consortium partners of value more than 1 Cr.  Definition of Project for this context( as defined in point no 3 of PQ): ➤ IT Project: Single work order in IT Application/Data Center Operation ➤ Logistics Project: Consolidated Billing/Invoice from logistics ➤ Citizen Service Delivery Project: Consolidated Billing/ Invoice from Citizen Service Delivery on behalf Single Government Client.	Work Order + Completion Certificates from the client;  OR Work Order + Self Certificate of Completion (Certified by the Authorized Signatory);  OR Work Order + Phase completion certificate from client  ** Bidders with less than 3 project experiences are not eligible.		
3.	The sole bidder/any of consortium partner should have valid CMMi Level-3 or Higher Certification.	Copy of certificates		
OR				
	The sole bidder/each member of the consortium must have a valid International Organization for Standardization (ISO) certification, with the minimum acceptable certification being - ISO 9001:2008.	Copy of certificates		
4.	Understanding of the requirements of the project and proposed solution	Technical Submission and Presentation		
5.	Letter of Proposal	Form 2	Yes/No	

**Form 5: Financial Bid Covering Letter**

To

Dated:

Deputy Director,  
Department of Administrative Reforms,  
Government of NCT of Delhi,  
7th Level, C-Wing, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.

**Subject: Submission of the Financial bid for Doorstep Delivery of Public Services for Department of Administrative Reforms, GOVT. OF NCT OF DELHI.**

Dear Sir,

We, the undersigned, offer to provide the services/solution for Doorstep Delivery of Public Services in accordance with your Request for Proposal dated <<\_\_\_\_\_ >> and our Proposal (Technical and Financial Proposals). This amount mentioned in the financial proposal is excluded of all applicable taxes, duties, cess, levies etc.

**PRICE AND VALIDITY**

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.

**1. TENDER PRICING**

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

**2. QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

**3. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive. Thanking you,

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and the Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_ Date: \_\_\_\_\_



## Form 6: Price Bid

To

Dated:

Deputy Director,  
Department of Administrative Reforms,  
Government of NCT of Delhi,  
7th Level, C-Wing, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.

Dear Sir,

I/We hereby submit our price bid for Doorstep Delivery of Public Services for Department of Administrative Reforms, GOVT. OF NCT OF DELHI.

S. No.	Particulars	Total Rate in INR
A.	Service Fee for Per Successful Transaction(Y) including all cost required for required IT infrastructure, development, deployment and maintenance of all software, engagement, recruitment, training, facilitation and end-to-end operation Mobile Sahayaks (including the payment of remuneration to Mobile Sahayaks) as well as coordinate with corresponding departments, call centre and software development teams of NIC, during the contract period (excluding all taxes).	
		(In words)

Rate will vary as per Annual Successful transaction volume and shall be applicable as per below mentioned table:

S. No	Annual successful Transaction Volume	Quarterly successful Transaction Volume	Per transaction charges payable
1.	0 - 10 Lakh	0-2.5 lakhs	INR Y (As quoted by bidder)
2.	10 Lakh – 15 Lakh	2.5 lakhs -3.75 lakhs	0.9 multiplied by INR Y
3.	15 Lakh – 20 Lakh	3.75.lakhs- 5 lakhs	0.8 multiplied by INR Y
4.	>20 Lakh	>5 lakhs	0.7 multiplied by INR Y

Quarterly payment shall be done as per slabs defined in Quarterly successful Transaction Volume. However, Final Payment calculation shall be done as per Annual successful Transaction Volume. In case of any discrepancy, adjustment shall be done at the end of year/project.

**Note:**

-The above calculation parameters are in tandem with the method followed in the Electricity Bill.

- The amount shall be considered as final 'price' quoted by the bidder. This will be excluding all the applicable taxes, duties, cess, levies etc.

-Service Fee per successful transaction quoted by the successful bidder shall be hiked by 5% per annum.

-Successful transaction means applicant is assisted by Mobile Sahayak and processed by respective department (either rejected or accepted) and delivery of Certificate(s)/Document(s) at doorstep of citizen, if required.

**Form 7: Performance Bank Guarantee**

To

Dated:

Deputy Director,  
Department of Administrative Reforms,  
Government of NCT of Delhi,  
7th Level, C-Wing, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.

WHEREAS \_\_\_\_\_ (Name and address of bidder) has undertaken, Agreement No. \_\_\_\_\_ Dated \_\_\_\_\_ 2017 \_\_\_\_\_ (Description of Services) hereinafter called "the Agreement".

**AND WHEREAS** it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

**AND WHEREAS** we have agreed to give the agency/firm/company a guarantee:-

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of \_\_\_\_\_ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of \_\_\_\_\_ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_.

This bank Guarantee shall be irrevocable, unconditional and shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

**Signature and Seal of Guarantors**

**Dated:**

**Address of the Guarantors:**

\_\_\_\_\_  
\_\_\_\_\_

**Form 8: Bank Solvency Certificate**

**FORM OF BANKERS CERTIFICATE FROM A SCHEDULED BANK**

This is to certify that to the best of knowledge and information that Mrs./ Shri/Ms/M/s. ....having marginally noted address a customer of our bank are/is respectable and can be treated as good for any engagement up to a limit of ...../- (Rupees.....only).

This certificate is issued without any guarantee of responsibility on the bank or any of the officers.

(Signature)

For the Bank

**NOTE:-**

- (1) Bankers certificate should be on **Letter Head Of The Bank Sealed** in over addressed to tendering authority.
- (2) In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

Government of NCT of Delhi  
Administrative Reforms Department

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Subject: Services to be included in "Home Delivery of Public Services".

Sl. No.	Department	Sl. No.	Name of the Service	Online (Yes/No)	Total applications			Remarks
					2015	2016	2017	
1.	Revenue (15 Services)	1	Issuance of Caste (OBC) Certificate	YES	42463	167783	130342	Service available in the e-District Portal
		2	Issuance of Caste (SC) Certificate	YES	50785	145737	115203	Do
		3	Issuance of Caste (ST) Certificate	YES	1380	4792	4146	Do
		4	Issuance of Domicile Certificate	YES	20624	57620	38063	Do
		5	Issuance of Income Certificate	YES	62813	183247	155053	Do
		6	Issuance of Delayed Birth Order	YES	22771	79032	49183	Do
		7	Issuance of Delayed Death Order	YES	1331	2979	2564	Do
		8	Issuance of Lal Dora Certificate	YES	70	427	583	Do
		9	Issuance of Land Status Report	YES		1	260	Do
		10	Issuance of Permanent Identity Card to the Disabled Person	YES	1225	3769	3551	Do
		11	Issuance of ROR	YES				Do
		12	Issuance of Solvency Certificate	YES	75	139	151	Do
		13	Issuance of Surviving Member Certificate	YES	3428	9027	9944	Do
		14	Registration of Marriage	YES	1903	19189	17755	Do (Govt. fees applicable)
		15	Enrolment as Civil Defence Volunteer	YES		2971	12152	Do
2.	Transport (11 Services)	16	Duplicate RC Certificate,	YES	55174	60347	53310	Through Citizen Centric Services SOFTWARE of NIC
		17	Change of Address in RC	YES	11151	6269	3119	Do
		18	Transfer of Ownership	YES	210703	203091	183576	Do

Sl. No.	Department	Sl. No.	Name of the Service	Online (Yes/No)	Total applications			Remarks
					2015	2016	2017	
		19	Hypothecation Addition	YES	403880	550044	365966	Do
		20	Hypothecation Termination	YES				Do
		21	Issue of NOC	YES	57	2574	1344	Do
		22	Learner's License	YES	457653	507210	300806	Through DIMTS/ SARATHI-4 SOFTWARE
		23	Permanent Driving License	YES	262627	289773	230453	Do
		24	Renewal of Driving License	YES	217632	223950	195107	Do
		25	Duplicate Driving License	YES	103917	114104	77439	Do
		26	Change of address in D/L	YES	68926	68328	45927	Do
3.	Social Welfare (03 Services)	27	Delhi Family Benefit Scheme	YES			4828	Schemes launched on e-District portal <edistrict.delhigovt.nic.in> by the department on 27/02/2017
		28	Handicap Pension Scheme	YES			5793	DO
		29	Old Age Pension Scheme	YES			90475	DO
4.	Food & Civil Supplies (02 Services)	30	Issuance of Priority Household Card	YES	536560	4037	10460	
		31	Updation of Member Details in the AAY/Priority Household Card	YES	266161	166209	33802	
5.	Delhi Jal Board (04 Services)	32	New Water/Sewer Connection	YES	173391	140861	71837	
		33	Mutation	YES	9182	10062	8750	
		34	Re-opening (After rebuilding of house etc)	YES	687	800	789	
		35	Disconnection	YES	8136	11289	8981	
6.	Labour (02 Services)	36	Registration of Construction Workers under Building and other Construction Workers (RE & CS) Act, 1996	NO*	85770	111352	53805	

Sl. No.	Department	Sl. No.	Name of the Service	Online (Yes/No)	Total applications			Remarks
					2015	2016	2017	
		37	Renewal of Registration of Construction Workers under Building and other Construction Workers (RE&CS) Act, 1996.	NO*	90611	49445	71272 (as on 30/10/2017)	
7.	Women & Child Development (02 Services)	38	Delhi Pension Scheme to Women in Distress (Widow Pension Scheme)	NO*	20674	24608	22111	NO application fees apply for Scheme. The Scheme is soon to be launched on e- District Portal.
		39	Financial Assistant to Poor Widows for performing the marriage of their daughters and Orphan Girls (earlier the name of the Scheme was known as Widow's Daughter Marriage-WDM)	NO*	2951	3612	3273	NO application fees apply for Scheme. The Scheme is soon to be launched on e- District Portal.
8.	Law & Justice and Legislative Affairs (01 Service)	40	Marriage License to solemnize marriages between Indian Christians	NO*	8	12	3	

\*The Services of the departments at Sl.Nos.6,7,&8 shall be online within 30 days as per the Cabinet Decision No.2522 dated 16.11.2017 communicated vide No.F.3/3/2017/GAD/CN/3716-26 dated 20.11.217.

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**Office of the Committee for preparing 'Request for Proposal'  
On the Project "Doorstep Delivery of Public Services"  
Government of NCT of Delhi  
C/o Department of Administrative Reforms  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002.**

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**CORRIGENDUM**

**Sub.: Corrigendum to the RFP dated 02.03.2018 for selection of Intermediary Agency after considering the queries raised by the prospective bidders through eMails or during Pre Bid meeting held on 08.03.2018.**

**Ref.: eTender ID: 2018\_ARDPT\_146586\_1 dated 01.03.2018.**

This is with reference to this department's Request for Proposal of even number dated 02.03.2018 for selection of Intermediary Agency for undertaking the tasks as specified in that RFP.

2- It is to inform that the following correction may be noted in the said RFP:-

- (i) Under Sub-Heading "Handling of Citizen Service Request/Queries" of Heading "III. About the Project -> Operation Flow -> Request Allocation Algorithm (Tentative)", the words "15 requests" is replaced with "15-20 requests" in Point No.vii at Page No.6.
- (ii) Under Sub-Heading "(1) General Instructions" of Heading "Instructions to the Bidders", the point No. e) is added at page No.9 as "While the Call Centre will be operating 24x7, the visit of Mobile Sahayak will be only from 08.00am to 10.00pm on all days including holidays."
- (iii) The Sub-Heading "(d) Performance Guarantee" of Heading "VI. Appointment of Successful Bidder", at page No.18, the formula "(1 lakh X (service fee, as quoted by bidder X3))" is replaced with "[50,000 X (service fee, as quoted by bidder X 3)]" and the formula "((Number of transactions in previous year X 3 X ((service fee, as quoted by bidder)/10))" is replaced with "[Number of transactions in previous year X 3 X (service fee, as quoted by bidder)/20]".
- (iv) Under Heading "d) Change Request", the Point No.iv is added at page No.21 as: "Intermediary Agency shall make provisions in the application regarding cancellation of already generated request number at the request of citizen at anytime".
- (v) Under Sub-Heading "(b) Post Operation SLA" of Heading "Service Level Agreement" the point No.16 is added at page No.29 as "The RTO and RPO shall not exceed 2 hours and 8 hours respectively. Rs.10,000/- Per Incident with additional Rs.5000/- for every hour.

3- Other contents of the RFP will remain unchanged.

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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>TH</sup> FLOOR, C-WING, DELHI SECRETARIAT, I.P. ESTATE,  
NEW DELHI-110002 :: Phone No.: 011-23392620

No.F.20/03/2016/AR/Pt.file-II/4564

Dated:16/03/2018

**CORRIGENDUM - II**

**Sub.: Corrigendum-II to the RFP dated 02.03.2018 for selection of Intermediary Agency for execution the project "Doorstep Delivery of Public Services".**

**Ref.: eTender ID: 2018\_ARDPT\_146586\_1 dated 01.03.2018.**

This is in continuation to this office earlier corrigendum dated 14/03/2018 for hiring of Intermediary Agency for the execution the project "Doorstep Delivery of Public Services".

2- It is to inform that the following correction/addition may be noted in addition to earlier corrigendum dated 14.03.2018 in relation to above noted Request for Proposal:

The following documents are also allowed in support of project value which mentioned in Sl.No.4 of 'Pre-qualification Criteria' and Sl.No.2 of 'Technical Qualification Criteria'

- (a) '**Client Certificate**' specifying the details which are generally prescribed in work order i.e. period, value and volume etc. of work; and
- (b) '**Self Certificate of Completion** (Certified by the Authorized Signatory)' specifying the project/work done with its value within prescribed period in RFP.

3- Other contents of the RFP will remain unchanged.

  
(Ram Avtar Meena)  
Deputy Director (AR)