

Corrigendum No 2 to MP CSC RFP No. MPSEDC/CSC/2007-08/01

The following changes have been made in the RFP document. These changes shall form part of RFP at relevant locations. The clarifications to bidder's queries which do not call for any changes in the document are also given at pages 4 to 9.

Page No	Clause no.	Original Statement/ Specifications as per RFP	Modified Statement/ Specifications
1	Vol. 1 Page No. 22	Exhibit 7: Specifications for Computer Hardware Processor: Intel Core 2 Duo dual Core Processor 1.8 GHz, 800 MHz FSB, 2 MB L2 Cache. Mother Board: Intel Q963 Express Chipset	Processor: Intel Core 2 Duo 1.8 GHz, 800 MHz FSB, 2 MB L2 Cache (or) AMD Athlon64 X2 @ 2.2 GHz or above (Dual Core) with 1 MB L2 cache and 2000 MHz system Bus Mother Board: Intel Q963 Express Chipset (or) Nvidia/ AMD 690
2	Vol. 2, Page No. 5	3.2 Bid Documentation	Copies of Sales Tax / VAT Registration and Sales Tax / VAT returns filed in the last financial year (Wherever applicable)
3	Vol. 2; Page No. 6 & 7	Clause 4.1 (b) & 4.2 (a)	Revised Bid Security & Performance Security has been mentioned below at Annexure
4	Last Date for purchase of RFP document	18 th July, 07	3 rd August 2007
5	Last Date for submission of Bids	19 th July, 07	4 th August 2007

Bid Security Existing:

Sl. No	Division	No. of Districts	No of CSCs	Bid Security (Rs. In Lacs) for Bidders except NGO/Trust/ Society	Bid Security (Rs. In Lacs) for NGO/Trust/Society
1	Chambal	3	393	10.00	5.00
2	Gwalior	5	825	20.00	10.00
3	Ujjain	6	1028	25.00	12.50
4	Indore	7	1130	30.00	15.00
5	Bhopal	6	1311	35.00	17.50
6	Hoshangabad	2	257	10.00	5.00
7	Sagar	5	1076	25.00	12.50
8	Jabalpur	8	1765	45.00	22.50
9	Rewa	6	1447	35.00	17.50
		48	9232		

Bid Security Revised/ Modified:

Sl. No	Division	No. of Districts	No of CSCs	Bid Security (Rs. In Lacs) for Bidders except NGO/Trust/ Society	Bid Security (Rs. In Lacs) for NGO/Trust/Society
1	Chambal	3	393	5.00	2.50
2	Gwalior	5	825	10.00	5.00
3	Ujjain	6	1028	12.50	6.50
4	Indore	7	1130	15	7.50
5	Bhopal	6	1311	17.5	9.00
6	Hoshangabad	2	257	5	2.50
7	Sagar	5	1076	12.5	6.50
8	Jabalpur	8	1765	22.5	11.00
9	Rewa	6	1447	17.5	9.00
		48	9232		

Existing Performance Security:

Sl. No	Division	No. of Districts	No of CSCs	Performance Security (Rs. In Lacs) for Bidders except NGO/Trust/Society	Performance Security (Rs. In Lacs) for NGO/Trust/Society
1	Chambal	3	393	40.00	20.00
2	Gwalior	5	825	80.00	40.00
3	Ujjain	6	1028	100.00	50.00
4	Indore	7	1130	110.00	55.00
5	Bhopal	6	1311	130.00	65.00
6	Hoshangabad	2	257	25.00	12.50
7	Sagar	5	1076	110.00	55.00
8	Jabalpur	8	1765	170.00	85.00
9	Rewa	6	1447	140.00	70.00
		48	9232		

Revised/ Modified Performance Security:

Sl. No	Division	No. of Districts	No of CSCs	Performance Security (Rs. In Lacs) for Bidders except NGO/Trust/Society	Performance Security (Rs. In Lacs) for NGO/Trust/Society
1	Chambal	3	393	20	10
2	Gwalior	5	825	40	20
3	Ujjain	6	1028	50	25
4	Indore	7	1130	55	27.5
5	Bhopal	6	1311	65	32.5
6	Hoshangabad	2	257	15	7.5
7	Sagar	5	1076	55	27.5
8	Jabalpur	8	1765	90	45
9	Rewa	6	1447	75	37.5
		48	9232		

Clarifications to CSC RFP No. MPSEDC/CSC/2007-08/01 with reference to Pre-Bid meeting held on 28.06.07

Clause/ Page Sl.No	Original Statement/ Condition in RFP	Bidder's Queries	Clarification to the Queries
Volume I			
1	Existing Kiosks: The SCA should make every effort to subsume existing kiosks within the ambit of CSC Scheme.	Request to share the location of all the existing kiosks division Wise.	Some of the kiosk operators are prospective bidders for the project. Hence the locations cannot be provided at this point of time.
2	Integration of Existing Kiosks	Kindly clarify the revenue model, expenses and technology used for these 3000 existing kiosks. Is the integration mandatory?	Integration of existing kiosks with CSCs has been envisaged with a view to prevent duplication of infrastructure and leveraging the operating experience of the existing kiosks. The modalities for integration need to be worked out between SCA and the Kiosk Operator (s). Integration is not mandatory.
3	Self Help Groups / NGO: The SCA may also like to leverage existing Self Help Groups/ NGOs and other well established and reputed citizen-centric organisations/ groups and encourage them to participate in the CSC Scheme, by supporting them in their activities, in areas such as VLE identification, content localisation and human resource mobilisation.	Request to share the data base of Self help Groups and NGO list on Division wise.	Bidders can contact Panchayat & Rural Development Dept, GoMP or their district offices. They can also contact organizations like NABARD, CAPART (http://capart.nic.in) for details. NABARD has offices in all districts.
4	For kiosks not subsumed as per Clause 1.7.3, the State Government reserves the right to provide G2C services and SWAN connectivity to such existing kiosk operators on terms and conditions which are not adverse to the SCA.	As this clause will have major impact on the revenue of SCA we request there should not be any other agency (Other than SCA) for rendering G2C services in the State.	This is an enabling clause. It has been clearly mentioned that terms and conditions of such arrangement would not be adverse to the SCA functioning.
5	The State may not restrict the use of web-enabled Government services by any future CSC like entities, likely to be set-up or established. However no guaranteed revenue support would be provided to these CSC like entities.	We request G2C Services should be exclusively delivered through CSC only. Otherwise this will have an adverse impact on CSC project success.	There is no exclusivity. However the interest of CSCs shall always be considered.
6.	Key Government Services : <ul style="list-style-type: none"> • Land records • Vehicle Registration 	We request to give us the confirmed list of G2C services, which can be offered through	Dept. of Information Technology will liaise/ expedite with departments for

Clause/ Page Sl.No	Original Statement/Condition in RFP	Bidder's Queries	Clarification to the Queries
10	<ul style="list-style-type: none"> • Issue of certificates/ Government schemes • Utility/Telephone Bills • Employment exchange • Ration cards • Electoral services • Pension schemes • Road transport • Public grievance 	<p>CSC from day one. The present list is very general in nature. Also, we request to elaborate the backend computerization process of these listed services.</p>	<p>computerizing their back end operations, so that department's services can be made on-line.</p> <p>SCA is advised to refer State's e-governance Roadmap (www.mp.nic.in/dit) for more details on e-readiness of the State.</p>
7	<p>Creating awareness: The SCA will sensitize the villagers about the benefits from the CSC and will promote the use of CSCs in the rural areas through the state-level and local promotion campaigns.</p>	<p>We request the government to earmark some amount of money for CSC publicity and awareness</p>	<p>SCA has been asked to perform this role, in a possible way, to improve his business sustainability. Government will create awareness on its own part.</p>
8	<p>MPSWAN: State e-readiness and details of existing projects/initiatives</p>	<p>Request to share the final Commissioning date of MPSWAN. Also, request to share the list of all last mile POPs for all the 9 Divisions.</p>	<p>MPSWAN is expected to be commissioned by June, 2008. List of POPs are provided at Annexure.</p>
9	<p>SDC: State e-Readiness and details of existing projects/initiatives</p>	<p>Please let us know the other alternative available if the SDC is not available for hosting all the G2C services</p>	<p>Please refer Clause 4.3 on page no. 21. MP Online would generally be the gateway for G2C services.</p>
10	<p>Data of Existing Information Centers/ Kiosks:</p>	<p>Kindly provide the G2C services & revenue details from existing Kiosks. Also, would the agency have to use the same technology and any software built. Can the agency replace operators and finally, is the agency bound by the type of services that will be run from these centers?</p>	<p>SCA needs to talk to the kiosks operators for this information.</p>
11	<p>Non IT Hardware: SCA may consider to provide alternate power source e.g. Solar Power etc.</p>	<p>Normally there is power problem in rural areas. Therefore we are planning to use solar photovoltaic as an alternative power solution to run the system. Can State Government provide subsidy on the proposed</p>	<p>SCAs need to explore the possibilities of availing subsidy. State Govt./ MPSEDC will provide necessary support in availing subsidy.</p>

	Clause/ Page Sl.No	Original Statement/Condition in RFP	Bidder's Queries	Clarification to the Queries
12	Page 24- Para-4.5 e	The SCA should establish and operate a data centre of appropriate size and run applications which will be VLE centric and accessed by all VLEs under the SCA.	solar photovoltaic system used in the project. Is it necessary for SCA to set up Data Centre within MP or any existing data centre outside MP can be used by SCA?	This is acceptable as long as data centre is physically located within India. Successful bidders need to take consent of MPSEDC with details of their data centre, before signing of Master Service Agreement.
13	page 25- Para 5.1 (a)	Once SCA has set up and made operational 50% of CSCs, the SCA shall be eligible for 50% of revenue support for these operational CSCs.	a) Can we get revenue support according to phase-wise implementation (in the break up of 25% rollout) of CSCs b) Can we get revenue support according to our business model e.g. first year revenue support will be higher compare to second year or third year.	No Change. No Change.
14	Clause No. 5.1 (e), Page No. 26	SCA - VLE relationship: The VLEs are preferred to be franchisees or have profit sharing arrangements with the SCA to ensure a sense of ownership. The same needs to be detailed in the business plan submitted by the bidder. SCA should provide a minimum revenue support of Rs.500/- (Rs. Five hundred only) or 50% of the revenue support quoted whichever is higher, every month to the Village Level Entrepreneurs. The terms & conditions of SCA-VLE relationship as proposed by SCA in the business plan and as agreed by MPSEDC (after changes if any) shall form a part of MSA.	We request to delete the sentence: "SCA should provide a minimum revenue support of Rs.500/- (Rs. Five hundred only) or 50% of the revenue support quoted whichever is higher, every month to the Village Level Entrepreneurs." As at present SCA is not in position to finalize the VLE-SCA contract and it would be difficult to agreeing to the terms before hand.	No Change.

Clause/ Page Sl.No	Original Statement/Condition in RFP	Bidder's Queries	Clarification to the Queries
15	<p>Utility Bill Payment: In case of utility bill payments, the VLE shall issue a printed receipt generated through the application. The application should either keep a digitally signed copy of the receipt for the purpose of non-repudiation or if the State Government has an application ready for use at the time of operation, the State would make available such application to the SCA. If such application does not exist, the SCA would have to develop such applications.</p>	<p>Will MPSEDC provide the funding for the development of application? More clarification required.</p>	<p>No. MPSEDC will not fund for any application development.</p>
16	<p>MPSEDC will pay the SCA the revenue support agreed/required on a quarterly basis on submission of provisional financial certificate of operations for the concerned quarter, over a maximum period of four years after satisfactorily operationalizing the CSC and having the same being certified by the MPSEDC or its designated agencies. The SCA will be required to provide a certificate by a Chartered Accountant every six (6) months certifying the financial statement. The SCA shall further submit audited statement of accounts annually. The dates to be used in calculating quarterly periods are: March 31, June 30, September 30, and December 31.</p>	<p>Kindly consider the revenue support on a monthly basis.</p>	<p>No Change.</p>
Volume 2			
17	<p>3.1 Format for Submission of bid/s: a. Interested and eligible Bidders are required to submit the Bid in three separate, sealed envelopes as follows: i. Envelope A should consist of the documentation supporting the pre-qualification criteria. The Bids should be accompanied by a Bid security amount as specified in the tender. ii. Envelope B should consist of the Technical Bid iii. Envelope C should consist of the Financial Bid</p>	<p>If a bidder wants to participate in more than one division then how many envelopes and its copies one has to submit for envelope A/B/C.</p>	<p>Irrespective of number of divisions the bidder is bidding, he shall submit only two copies of the bid, clearly marking each "Original" and "Copy", as appropriate. In Envelope-A, the bidder needs to submit Bid Security in accordance with number of divisions he is bidding for. He needs to enclose a list of divisions he is bidding for.</p>

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18	<p>Financial Bid Evaluation: No more than three divisions would be allotted to a particular bidder. Therefore, if a situation arises, wherein, a particular bidder becomes lowest in more than three divisions, he may choose to retain those three divisions, which he would like to and have to surrender remaining divisions. Those divisions would be offered to the second lowest bidder at L1 rates. In case, the bidder refuses to match L1 rates, the next lowest bidder would be offered. The decision of MPSEDC would be final and binding in this regard</p>	<p>We suggest to change the sentence from "Those divisions would be offered to the second lowest bidder at L1 rates." To "Those divisions would be offered to the second lowest bidder at his rates."</p>	<p>No Change.</p>
19	<p>Selection of SCA: In case of a situation where bid quoted by the SCAs are equal (including zero bids); then such SCAs would be offered an opportunity to quote a revised performance security higher than the performance security as indicated in the MSA. In such a situation, the SCA offering the highest performance security will be declared as successful bidder.</p>	<p>We suggest before performance security technical capability and financial strength of the organisation should be given weightage</p>	<p>No Change.</p>
20	<p>Within thirty days of receipt of the MSA, the successful Bidder shall sign and date the MSA and return it to MPSEDC or his authorized representative. Any incidental expenses for execution of agreement shall be borne by the successful Bidder(s). The Bidder will furnish the Performance Security, adjusted against the bid security, in accordance with the conditions of the RFP, drawn in the form of a Bank Guarantee/Demand Draft valid for the entire period of the MSA drawn in the favour of MPSEDC. Upon receipt of the Performance Security as prescribed, MPSEDC will duly sign the MSA with the SCA.</p>	<p>Kindly extend the period between LOI and Performance Guarantee from one month to three months.</p>	<p>No Change.</p>

Clause/ Page Sl.No	Original Statement/Condition in RFP	Bidder's Queries	Clarification to the Queries
21	G2C Service	Request you to elaborate on the G2C service Process flow with the example. The present RFP doesn't specify the process flow and this would become major factor for delivery of G2C Services. Say for example, issuance of Land Records, the process starts from citizen application and ends at final delivery of land record certificate. In between process need to be clarified for each and every services.	At present it would not be possible to specify process flow because various departments are at various stages of Computerization efforts.
Volume 3			
22	Schedule-1; Sl. No. 1 Page No. 21 Rollout of CSCs in phases as per the scheme rollout period specified: (Liquidated damages for breach) No revenue support to be granted during the delay period for any CSCs+ Liquidated damages of Rs.200 per CSC that has been delayed per additional day of delay from the schedule.	We request to reduce the liquidated damages to Rs.100 per CSC that has been delayed per additional day of delay from the schedule.	No Change.
23	Schedule 1 Sl.No.2, Page No.21 Inoperability of CSCs: (Liquidated damages for breach): No revenue support + 20% per CSC per week of monthly revenue support sought or Rs.1000 per CSC per week whichever is more.	We request to reduce the LD as 5% per CSC per week of monthly revenue support sought or Rs.500 per CSC per week, whichever is more.	No Change.
24.	Schedule 1; Sl. No.3; Page No. 22 Timely deposit of Government money payments: (Liquidated damages for breach): 20% of the total amount due or Rs. 1000 per CSC per week, whichever is more.	We request to reduce the LD as 5%of the total amount due OR Rs. 500 per CSC per week, whichever is more	No Change.
25	Schedule 1; Sl. No.4; Page No. 22 Timely deposit of money with utility providers: (Liquidated damages for breach):20% of the total amount due or Rs. 1000 per CSC per day, whichever is more.	We request to reduce the LD as 5%of the total amount due OR Rs. 500 per CSC per week, whichever is more	No Change.