

Sr. No.	Para Page No	RFP Clause details	Remark / Proposed Amendment
1	Pg-5 Para 1.3 (b)	Center for e-Governance which is the State Designated Agency for implementing e-Governance in the State of Uttar Pradesh has issued a List of Districts as per Annexure D where similar Common Service Centers are proposed to be established. This RFP is being issued for as one of the 45 Districts across the State of Uttar Pradesh, where the selection of the District Service Provider is to be done. A bidder may apply for any number of Districts as per his choice but the total number of	A bidder may apply for any number of Districts as per his choice but the total number of Districts allotted to any successful bidder shall be restricted to not more than 25 Districts. Proposed restriction criteria for allocation of number of districts to anyone will be applicable for all the 75 district in the state of Uttar Pradesh. In the remaining 30 District where existing SCA contract period is upto Nov-2015 will not be allowed for participation/allocation of additional districts.
			RFP will prevail
2	Pg-6 Para 1.3 '(c)	All Bid documents must be accompanied by a non-refundable Bid Security of <Amount of Bid Security> in the form of DD in favour of <Name of individual/office>.	All Bid documents must be accompanied by a "refundable" Bid Security in the form of Demand Draft or Bank Guarantee issued by any Scheduled bank
			Accepted and Ammended in the RFP clause "as All Bid documents must be accompanied by a "refundable" Bid Security in the form of Demand Draft or Bank Guarantee issued by any Scheduled bank."
3	Pg-6 Para 1.4	Last date for submission of Bid and Location	To be changed with Centralized Location at CeG, GoUP, Lucknow for timely submission, evaluation of Bid
			RFP will prevail
4	Pg-6 Para 1.4	Place, Date and Time of opening of Technical Bids	To be changed with Centralized Location at CeG, GoUP, Lucknow
			RFP will prevail
5	Pg-6 Para 1.4	Place, Date and Time of opening of Financial Bids	To be changed with Centralized Location at CeG, GoUP, Lucknow
			RFP will prevail
6	Pg-7 Para 1.6 (a)	DSP shall establish at least one Jan Seva Kendra in the Urban area, between a population of 10000 with an equitable distribution. The distance between the two centers must not be less than 1Km. The number of centers to be established in the rural area is given in the Annexure D. There should be one Common Service Center in a group of 6 villages in the rural areas.	Details of District wise Urban population size with tentative no. of urban outlets required by DEGS to be provide to work out bid proposal.
			RFP will prevail
7	Pg-7 Para 1.6 (d)	The DSP would select such Computer Centres / Cyber Cafe owners and other enterpreneur in IT related business only in urban and rural areas of the District who fulfill the basic infrastructure requirement for provision of G2C and B2C Services to the citizens. DSP shall give preference to the existing Jan Seva Kendra / Lokvani Kendra Owner. DSP has to ensure that Centres Owner should have a minimum one computer set with broadband connection of at least 512 kbps speed and antivirus installed, multifunction printer (photocopier, scanner and printer), web-cam, a wardrobe to store the hard copies / documents received from the citizens etc.	Broadband connection is subject to availability by service providers else where the available resource of Internet connectivity will be used by the center owner.
			Accepted and amended in RFP document as "Broadband connection is subject to availability by service providers else where the available resource of Internet connectivity will be used by the center owner."
8	Pg-7 Para 1.6 (e)	DSP shall establish one office at each District with minimum 3 resources (manpower).	Given resource requirement is not applicable of all districts because of less CSC mandate & business requirement in the district. With respect to the office in each district, we will request to DEGS/District Admin/CeG/GoUP to provide the Sitting for DSP team on free of cost basis for execution, monitoring, maintenance and record keeping at district level.
			RFP will prevail
9	Pg-8, Para 1.8 (b)	Minimum education qualification of the Centre Owner should be a 12th pass from any recognized board.	In case of existing CSC this condition will not be applicable as the qualification of center owner might be 10 th pass as per previous selection criteria.
			Accepted and amended in RFP document
10	Pg-09 Para 1.9.2 (a)	Mandatory delivery of G2C Services: The Centres will have to provide all the provisioned e-Governance services as approved and decided by the District Administration/DeGS to the citizens. The DSP would charge fees for the e-Governance	DSP would be free to decide revenue sharing with service provider & center owner for the non-government services bcoz B2C services are market driven and no prior approval to be required from DeGS.
			Accepted and amended as " DSP would be free to decide revenue sharing with service provider & center owner for the non-government services under due intimation to the DeGS."
11	Pg-9, 1.9.2.(b) -II	Security deposits for Centre Infrastructure and Franchisee Fee: In case, business model of DSP envisages any security deposits (in form of Bank guarantee/Demand draft etc) to be made by Centre Owner, It needs to be finalized with due approval of DeGS. This security deposit must be refundable within 3 months, after the completion/ termination of the DSP - Centre Owner contract as per the terms of the contract	Security deposits for Centre Infrastructure and Franchisee Fee Refundable/ Non-Refundable will be taken care by the DSP as per agreement signed between DSP & Center owner.
			Accepted and amended as Security deposits for Centre Infrastructure and Franchisee Fee Refundable/ Non-Refundable will be taken care by the DSP as per agreement signed between DSP & Center owner and intimation shall be given to the DeGS.
12	Pg-9, 1.9.2.b(V)	While terminating the Centre owner, DSP shall take the prior permission of the District Magistrate/ District e-Governance Society.	DSP shall have rights to Hold/Terminate center owner services if found guilty for non-adherence of the conditions of the agreement/guideline in line to the right sprit of the project.
			Accepted and amended as "DSP shall have rights to Hold/Terminate center owner services if found guilty for non-adherence of the conditions of the agreement/guideline in line to the right sprit of the project and intimation shall be given to the DeGS. "
13	Pg-10, 1.9.2 (f)	Adherence to Service Level Metrics: DSPs are expected to ensure strict observance of Service Level Metrics laid out in this RFP document. The DSP shall ensure that the Centre Owner keeps a citizen charter / GOs of the complete list of services available at	In the event that DSP fails to achieve agreed Service Levels due to delay from the Issuing Authority, Department, Service delivery portal, force measure conditions,
			RFP will prevail

		the Centre, time taken for delivery and pricing of the various services prominently. In the event that DSP fails to achieve agreed Service Levels, the DSP would have to pay liquidated damages as prescribed in this RFP document Annexure 4.7.	DSP would not be liable for any liquidated damages.	
14	Page 11 Para 2.1 b	The selection of the DSP will be for a period of 4 Years from the date of signing of contract. Before issue of Work Order, the DSP shall submit a single security in the form of Fixed Deposit or Performance Bank Guarantee (Annexure - Form 4) in favour of District e-Governance Society, for valid until 4 years. The performance bank guarantee shall be Rs.25,00,000/- (Twenty Five Lacs Only) per district.	Value to Performance Bank Guarantee should be in proportionate with the number of Rural & Urban CSCs mandated in the district. 23 District Less than 150 Rural CCS 18 District 151 to 250 CSC 17 District 251 to 350 CSC 13 District 351 to 700+ 6 e-District locations	RFP will prevail
15	Page 11 Para 2.2.1 a	The Applicant should be a registered company/Partnership firm/LLP/society (as defined in related Act).	Definition of Partnership firm and the role, Responsibilities number of Members as bidder to be categorized.	RFP will prevail
16	Pg 11 Para 2.2.1	Point to be added	Applicant/Firm should not be associated with CSC project in the state as part or Member of State/District Governing Council/Apex committee/e-Mission Team/Project e-Mission Team/ Monitoring/Advisory Board/Committee/SPV in the National/State/Project/DEGS	RFP will prevail
17	Page 12 Par 2.2.3	Cost Of Bidding (III) The Bidder shall submit, along with their bids, Earnest Money Deposit of Rs3,00,000/- (Three Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled bank in favor of the District e-Governance Society, at <District Name> and should have validity for 3 months from the due date of the tender RFP.	The Bidder shall submit, along with their bids, Earnest Money Deposit of Rs 1,00,000/- (One Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled bank in favor of the District e-Governance Society, at <District Name> and should have validity for 3 months from the due date of the tender RFP.	RFP will prevail
18	Page 12 Par 2.2.3	Cost Of Bidding (III) The Bidder shall submit, along with their bids, Earnest Money Deposit of Rs3,00,000/- (Three Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled bank in favor of the District e-Governance Society, at <District Name> and should have validity for 3 months from the due date of the tender RFP.	Bid Validity is asked for 180 days from the due date of tender & EMD validity is required for 90days. Please update on the EMD validity requirement.	Accepted and ammended as "Cost Of Bidding (III) The Bidder shall submit, along with their bids, Earnest Money Deposit of Rs3,00,000/- (Three Lacs Only) through Demand Draft or Bank Guarantee issued by any Scheduled bank in favor of the District e-Governance Society, at <District Name> and should have validity for 6 months from the due date of the tender RFP."
19	Pg-13, Para 2.2.4	Submission of Technical & Financial Bid Bidders should submit their Technical Bid physically by duly filling and signing each page of bid documents along with all required enclosures in sealed cover clearly marked on the top of the envelop " Technical Bid for Selection of District Service Provider for Establishment/Operations of Jan Seva Kendras at Urban and Rural Areas of <Name of District> District" and should reach <Name and address of DeGS office>, on or before the last date and time mentioned in the RFP.	To be changed with Centralized Location at State Head Quarter for all 45 districts at CeG, GoUP, Lucknow for timely submission, evaluation of Bid	RFP will prevail
20		Date & Time for Submission of Technical & Financial Bid	To be specified	Date & Time for Submission of Technical & Financial Bid will be "22-Jan-2015, 17:00Hrs"
21	Pg- 16 P 2.2.5	Evaluation Criteria: Experience in Successfully executing Citizen Centric Project in the State of Uttar Pradesh.(Attach Work completion Letter from The client)	Experience in Successfully executing Citizen Centric Project in the State of Uttar Pradesh.(Attach copy of Orders /Agreement/ System Generated transaction reports)	RFP will prevail
22	Pg-29 Exhibit Para (1)	The DSP will be required to establish and operationalize Centres as per the target set by DeGS in 3 months time from signing of MSA. (Centre will be deemed to be operational only after being certified by DeGS or its nominated agencies).	A Liquidated Damages of Rs.5 per day per Centre for each of the Centres whose rollout has been delayed is higher side & its should be on monthly basis @ Rs 5/- Per month per center	RFP will prevail
23	Pg-29 Exhibit Para (1)	In offering Government Services: A Centre needs to offer available Government Services throughout the year except on the Holidays. A Centre will be deemed inoperable if it is not offering available Government Services for a continuous period of 7 days, or more than a cumulative period of ten days in a month except in cases of force majeure.	Rs. 100/- per month per center will be recovered from Center owner & DEGS/DSP will have rights to Terminate / replace Center owner if not performing for more than 30 days.	RFP will prevail