



## ARIAS SOCIETY

**Assam Rural Infrastructure and Agricultural Services Society**

(An Autonomous Body of the Govt. of Assam)

Project Management Unit (PMU) of the World Bank financed

**Assam Citizen-Centric Service Delivery Project (ACCSDP)**

Agriculture complex, Khanapara, G.S. Road, Guwahati-781022 (Assam, India)

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No: ARIAS/ACCSDP/136/2018/109

Dated Guwahati the 3<sup>rd</sup> May, 2019

### CORRIGENDUM-5

To the Bidding Document under the  
**ICB IFB No: ARIASS/ACCSDP/136/2018/32; Dated 2nd February 2019**

With reference to the Bidding Document under the ICB IFB No. cited above and the Corrigendum No. 3 issued vide No: ARIAS/ACCSDP/136/2018/99, dated 11th April'2019, relating to procurement of a Service Provider Agency (SPA) for providing non-consulting Services for Setting-up and Management of the Public Facilitation Centers (PFCs) in the seven districts of Assam covered under the Sixth Schedule Autonomous Councils, for providing services under the ARTPS Act-2012, under the World Bank financed ACCSDP, the following further Amendments are hereby issued:

1. **Internet Connectivity:** The SPA shall have to provide Internet Connectivity **of adequate bandwidth at each PFCs, so as to ensure submission of each RTPS application together with uploading of atleast 50MB data within maximum 40 minutes.**

[Please refer to the SLA at SCC Clause 6.4.3(g), as amended below]

2. Further, wherever **Internet Connectivity** is mentioned in the Bidding Document, the same shall be suffixed by the words "**of adequate bandwidth at each computer of every PFCs, so as to ensure submission of each RTPS application together with uploading of atleast 50MB data within maximum 40 minutes**".

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

**Time required for submitting RTPS application at the PFC Desk:** The time taken for submitting each application will be recorded in the ARTPS Portal and/or monitored through other NMS applications by the client (including applications based on internet speed measurement). The ARTPS Portal/other application *inter alia* will also have a functionality to calculate and record the time consumed for submitting an application by the PFC operators including the average time required to upload 50MB Data per computer in each PFC. The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by ARTPS Portal / NMS applications:

Average time required	Score
Within 25 Minutes	1.00
More than 25 Minute and less than or equal to 30 Minutes	0.75
More than 30 Minutes and Less than or equal to 35 Minutes	0.50
More than 35 Minutes and Less than or equal to 40 Minutes	0.25
More than 40 Minutes	0.00

**Note:**

1. This SLA shall also be linked for payment for the remuneration of the PFC Operators
2. Down time of computer/internet connectivity due to force majeure conditions like earthquake, natural calamities, floods, riots etc. will be excluded while calculating the down time.
3. Delay in upload of 50 MB data due to RTPS Portal Server/ RTPS Application Server issues will be excluded while calculating the time for this SLA.
4. The time calculation shall include scanning of the requisite documents for the RTPS application

(Vinod Seshan, IAS)

State Project Director, ARIAS Society

**Copy for information and needful by email to:**

1. All concerned officials of the ARIAS Society ; MIS Specialist for publication in the website of ARIAS Society.
2. All the firms who attended the pre-bid meeting (by email).