

**Minutes of the Pre-Bid Meeting for Selection of Service Provider Agency (SPA) for  
'Setting-up and Management of the Public Facilitation Centers (PFCs) in the districts of  
Assam (excluding the seven districts under the Sixth-Schedule Autonomous Councils) for  
providing services under the ARTPS Act, 2012 held on 2<sup>nd</sup> April, 2019 at 11:00 AM in the  
PMU of ARIAS Society, Khanapara- 22, Guwahati.**

Ref. ICB IFB No: ARIASS/ACCSDP/155/2019/10, dated 6th March, 2019

The following officials of ARIAS Society and representatives of the consultancy firms were present in the pre-bid meeting:

**Officials of the ARIAS Society:**

1. Sri M. Rahman, Sr. Procurement Specialist cum OSD
2. Sri Piyanada Singh W., Sr. BPR & IT Specialist
3. Sri P.R. Dash, Procurement & Contract Management Specialist
4. Smt. Sheetal Sharma, Social Safeguard Specialist
5. Smt. A. Ray Majumder, Jr. BPR & IT Specialist
6. Sri R. Bezbaruah, Jr. ICT Infrastructure Specialist
7. Sri A.W. Choudhury, Procurement Management Executive
8. Smt. R. Sultana, Procurement Management Executive

**Representative of the Firms:**

1. Sri S. Ghosh, IL&FS Technologies Ltd.
2. Sri S. Baruah, IL&FS Technologies Ltd.
3. Sri M. Acharjee, IL&FS Technologies Ltd.
4. Sri S. Borbora, DS Systems Pvt. Ltd.
5. Sri D. Chakravorty, BSNL
6. Sri S. Choudhury, BSNL
7. Sri S. Das, Trans Virtual Pvt. Ltd.
8. Sri K. Kalita, CMS Computers
9. Sri S. M. Adil, Sahaj e-village Ltd.
10. Smt. Anamika, Oasys Cybernetics Pvt. Ltd.

Attendance sheet of the meeting is enclosed at **Annex-1**.

1. The OSD cum Sr. Procurement Specialist welcomed all the participants present in the pre-bid meeting and mentioned briefly about the PFC initiative under ACCSDP in the districts of Assam (excluding the seven districts under the Autonomous Councils) and the purpose of hiring Service Provider Agency (SPA) for the assignment.
2. During the Conference, the ARIAS Society officials clarified the queries of the representatives of the firms who attended the meeting, subject to the approved minutes of pre-bid meeting to be formally issued. The queries received through email till the date of finalization of the pre-bid minutes were also clarified. The queries raised and the clarifications provided (including the clarifications received through email) are enclosed at **Annex-2**.


**Minutes approved,**

Minutes Reviewed by

  
11/4/2019

(M Rahman),

OSD to SPD and Sr. Proc. Specialist

  
11/04/19  
(Vinod Seshan, IAS)

**State Project Director, ARIAS Society**

**Memo No: ARIAS/ACCSDP/155/2019/20-A**

**Dated Guwahati the 11<sup>th</sup> April, 2019**

Copy by email to:

1. Service Provider Agency: **(a)** IL&FS Technologies Ltd; Email- samrat.ghosh@ilfsttechnologies.com; sapon.baruah@ilfsttechnologies.com; manashij.acharjee@ilfsttechnologies.com ; **(b)** DS Systems Pvt. Ltd.; Email- samor.borbora@dssystems.in ; **(c)** BSNL; Email- chakravarty.d@gmail.com; shantu39m@yahoo.co.in ; vineet-saxena@bsnl.co.in; **(4)** Trans Virtual Pvt. Ltd.; Email- susmit@transv.net; **(d)** CMS Computers; Email- kuladeep\_kalita@cms.co.in; **(e)** Sahaj e-village Ltd.; Email- sm.adil@sahaj.co.in; **(7)** Oasys Cybernetics Pvt. Ltd.; Email- oasys-marketing@oasys.co; anamika123m123@gmail.com; **(f)** HP India Sales Pvt. Ltd; Email- satyam.rai@hp.com; **(g)** InspiriSYS Solutions Limited; Email- anindya.sinha@inspirisys.com .
2. Internal: All concerned officials of the ARIAS Society present in the meeting/ MIS Section for uploading in website.

# Annex-1

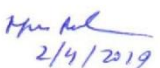

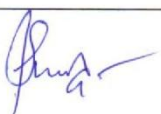



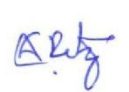
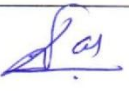

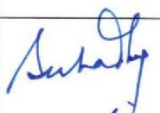
Attendance Sheet of Pre-Bid Meeting for procurement of Service Provider Agency (SPA) for providing non-consulting Services for Setting-up and Management of the Public Facilitations Centers (PFCs) in the districts of Assam (excluding the seven districts under the Sixth-Schedule Autonomous Councils) for providing services under the ARTPS Act, 2012 under ACCSDP

Date: 2nd April, 2019

Venue: PMU of ARIAS Society,

Time: 11:00 AM

Khanapara, Guwahati -22

Sl.	Name of the Attendant	Organization with Designation	Email ID & Contact No.	Signature
1.				
2.	M. Rahman	OSD / R- Proc. Specialist		 2/4/2019
3.	P. Ranjan Das	PCMS, Arias		 2/4/19
4.	Sampat Ghosh	IL&FS Technologies Ltd Manager	Sampat.Ghosh @ ilfstechologies.Ltd	
5.	Safor Boruah	IL&FS Techno logies Ltd	Safor. Boruah @ ilfstechologies .Ltd	
6.	Samor Boruah	DS SYSTEMS Pvt Ltd DIRECTOR	Samor. boruah, @ dssystemss .in 986 40277 26	
7.	Manashij Acharyee	IL&FS Technologies Ltd. GM.	manashij.acharyee@ ilfstechologies.com	
8.	D. Chakravasthy	A.G.M. (EB) BSNL	chakravasthy.d@ gmail.com	
9.	Susmit Das	TVPL Marketing Mgr	susmitetransv.net	
10.	Kuladeep Kalita	CMS Computers Project Manager	kuladeep-kalita@ cms.co.in	
11.	Shantanu Choudhury	ADT/EB BSNL	Shantanu39m@yaho. co.in	



12.	S.M. Adil.	Sr. Manager, Sahaj - Village Ltd.	SM-ADIL@SAHAJ. CO.IN.	Sahaj
13.	Priyamanda S.W.	Sr BPR & IT Specialist ARIASS.	priyamanda@ arias.in	Priyamanda
14.	Anamika Mfon	Service Engineer	oasys-Marketing@oasys.co anamika.123.mfon@ gmail.com	Anamika
15.	Rabindra Bhatnagar	Tr. Per Specialist	rabindra.bhatnagar@ arias	Rabindra
16.	Apurbita Ray Majumdar	Jr. BPR & IT Specialist	apurbita@arias.in	Apurbita
17.	Sheela Sharma	Social Safeguard Specialist, ARIASS	sheelasharma@ arias.in	Sheela
18.	Abdul Wahid Chowdhury	PME, ARIASS		Abdul 02/04/19
19.	Rehana Sultana	PME, ACLSDP	rehanasultana@ arias.in	Rehana 02/04/2019
20.				
21.				
22.				
23.				
24.				

## Annex- 2


### Queries and Responses on the ICB No. ARIASS/ACCSDP/155/2019/10 for the Selection of Service Provider Agency (SPA) for 'Setting-up and Management of the Public Facilitation Centers (PFCs) in the districts of Assam (excluding the seven districts under the Sixth-Schedule Autonomous Councils) for providing services under the ARTPS Act, 2012 under ACCSDP

#	Reference	Existing Clause	Clarification/Query	Reply														
1)	Invitation for Bid (IFB), Page 3	Turnover: (b) An annual average turnover in each of the past three years (2017-18; 2016-17 & 2015-16)	Kindly amend the clause considering the size and complex SLA based prestigious project.  Turnover: (b) an annual average turnover of at least Indian Rupees Hundred Crores (Rs.100 Crores) in each of the past three years (2017-18; 2016-17 & 2015-16)	There shall be no change in the Turnover requirements.														
2)	Invitation for Bid (IFB), Section VI (C), Page 46, Scope of Services	Internet Connectivity: The SPA shall provide internet connectivity of atleast minimum 4 Mbps (Megabits Per Second) for Download and Minimum 1 Mbps for Upload) at each PFC;	Kindly amend as: Internet connectivity ( 4 Mbps Download and 1 Mbps upload speed desirable) with redundant link from two different ISP at each PFC.	<p>The following amendment is issued:</p> <ul style="list-style-type: none"><li>Internet Connectivity: <b>The SPA shall provide internet connectivity of adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes [Please refer to the SLA at SCC Clause 6.4.3(g)].</b></li><li>Accordingly, the words “minimum 4 Mbps for Download and minimum 1 Mbps for upload”, wherever mentioned in the Bidding Document, shall be removed and replaced by the words “adequate bandwidth at each PFCs, so as to ensure uploading and submission of each RTPS application within maximum 40 minutes”</li><li>The SLA matrix at SCC Clause 6.4.3(g) is amended as follows:<table><tr><td colspan="2">The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by NMS/ARTPS Portal</td></tr><tr><td>Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day</td><td>Score</td></tr><tr><td>Within 25 Minutes</td><td>1.00</td></tr><tr><td>More than 25 Minute and less than or equal to 30 Minutes</td><td>0.75</td></tr><tr><td>More than 30 Minutes and Less than or equal to 35 Minutes</td><td>0.50</td></tr><tr><td>More than 35 Minutes and Less than or equal to 40 Minutes</td><td>0.25</td></tr><tr><td>More than 40 Minutes</td><td>0.00</td></tr></table></li><li>The calculation to the time shall start from the opening of the application form in the RTPS portal, continue during clicking the “submit” button to submit the application and till generation of acknowledgement receipt. The time calculation shall include the discussion with the citizen, if any, and also scanning of the requisite documents for the RTPS application.</li></ul>	The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by NMS/ARTPS Portal		Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day	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
The average time required for submitting application shall be calculated on a monthly basis based on the daily report captured by NMS/ARTPS Portal																		
Total number of minutes consumed for submission of the applications in a day/ Total number of application submitted in a day	Score																	
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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																	
3)	Invitation for Bid (IFB), Section VI (C), Page 46, Scope of Services	Internet Connectivity: The SPA shall provide internet connectivity of atleast minimum 4 Mbps (Megabits Per Second) for Download and Minimum 1 Mbps for Upload) at each	As per TRAI, only Telecom/ISP can sell internet connectivity and connectivity related SLA shall be applicable on ISP directly . However, SPA can get the feasibility study from leading Telecom/ISP whose services are available in Assam. Internet charges will be paid to the internet service provider directly based on SLA report. Tripartite agreement shall be signed between ARIASS, SPA and ISP in adherence to TRAI guidelines.	The bidder may consider partnering with one or more Telecom/ ISP in the form of sub-consultancy or JV, as deemed fit and proper, and submit bid accordingly.														
4)	Invitation for Bid (IFB), page 57, Clause 15 (b) Reporting Requirements	Have to install the 'Network Management System (NMS11)' or other similar software (to be provided by the client) on the Computers to be supplied by the SPA in the PFCs and in the SPA-cum-Helpdesk Office, for automatic collection of management information data.	NMS been provided by client, is our understanding correct? Further, it is suggested that, vendor/OEM from whom the NMS has been availed, should also perform the installation work; However, any assistance or supervisions required will performed by SPA.	Please refer to Activity Schedule para 11(e). NMS or similar software, which shall be procured by the client separately and the software shall have to be installed by the SPA in all the computers supplied by them in presence of the representatives from the Authority of the District e-Governance Societies														

*Sub*  
11/04/19



#	Reference	Existing Clause	Clarification/Query	Reply
5)	Wireless Network Router	Wireless Network Router having Frequency Range 2.4 GHz to 2.497 GHz, <b>Minimum</b> 4 10/100 LAN ports, one 10/100 WAN (Internet) port, IEEE 802.11n/g/b, 5dBi omni-directional External Antenna, Repeater mode- <b>or higher</b>	<b>Please amend the specification as:</b> Wireless Network Router having Frequency Range 2.4 GHz to 2.497 GHz, <b>Minimum</b> 4 10/100 LAN ports, one 10/100 WAN (Internet) port, and one USB Port/external hotspot device, IEEE 802.11n/g/b, 5dBi omni-directional External Antenna, Repeater mode- <b>or higher</b>	There shall be no change to the laid down criteria.
6)	SI No.4-Multi-Function Printer (MFP)	<b>Tender spec in RFP as issued on 2<sup>nd</sup> Feb 2019:</b> The Laserjet MFP shall have the facility for Print, Scan(color) & Copy, at least 20 PPM (Black & White, A4 size paper) or Higher. <b>Warranty:</b> 3 years warranty for the repair or replacement of defective parts of the MFP Printer. The SPA shall be responsible for the setup, maintenance and support for MFP Printer installed at the PFCs during the contract period. The SPA shall also be responsible for refilling/replacing the printer cartridges and other consumables (i.e. A4 paper) whenever needed. <b>Corrigendum as issued on 2<sup>nd</sup> March:</b> Replace the specification with the following: MFP Printer: The Inkjet Wireless MFP Printer shall have the facility for Print, Scan & Copy, at least 20 PPM (Black & White, A4 size paper) or Higher, shall have refillable ink tank. The device shall be compatible both with Open Source Linux and Windows operating systems. The printer shall also be functional on wire in case wireless port fails. Connectivity: Wifi, USB and Ethernet.	<b>Changes required:</b> Request you to change the Printer technology to Laser with composite cartridge and 3 years OEM onsite warranty. Also please remove- WiFi/ Network, as it increases cost. <b>Justification:</b> Laser is a proven technology for rugged environment. Inkjet has tiny nozzles based heads and it is bound to get clogged and fail under dusty and humid conditions. The cost of replacing a head is as good as buying a new printer. Ink based printing would be lighter and blotted. It has also other risk factors like smudging, wiping out, fading, etc.. We have also seen in many eGov projects that the ultimate users seldom use all features of any device- Wi Fi and Ethernet sounds good but practically not even 10% would use it. This unnecessarily increases the cost of device and overall project. More the features more the service calls and disruption of services. It will only lead towards dissatisfaction. We all prefer simple and rugged to use technologies.	(It appears that his query relates to 77 PFCs of Autonomous Councils) There shall be no change to the laid down criteria. No corrigendum has been issued for the current bidding document.
7)		The technical specification of 4 Mbps internet connectivity at 328 locations is not clearly defined in the tender document. It is mentioned in the tender document that the Service Provider should provide 4 Mbps Internet Bandwidth with minimum of 4 Mbps Download and 1 Mbps Upload speeds. There may be different technology used by service providers to provide bandwidth allocation and this kind of uneven download and upload speed may not be possible. Defining the specification & requirement of minimum internet bandwidth speed (Dedicated/Shared) along with Last mile technology requirement, SLA uptime etc. shall provide clarity to service provider to propose the required connectivity solution.SLA and technical details on the internet bandwidth should be more detailed and properly defined so as to make is measurable for the desired uptime of 98%.	Therefore, we request the type of connectivity to be provided for this crucial service. Without proper connectivity, the project cannot be successful. Without the clarity, service provider is bound to quote the lowest possible option of GSM dongle which is not a reliable solution for community service delivery infrastructure.  In light of the above mentioned point, we would like to request your kind self to provide some more clarity and details so that we can provide the best suitable solution which is optimized for high uptime.	There is no such SLA on 'desired uptime of 98%' for internet connectivity in the bid document.  The service provider has to find innovative ways and means to provide at least the minimum requirement. The service provider may choose any type technology or devices to deliver this requirement. Please refer to the replies against query at SI.2 above
8)				The last date for seeking of clarification by the bidders under this procurement is <b>22<sup>nd</sup> April, 2019 (Monday)</b> .

  
 (Vinod Seshan, IAS)  
 State Project Director, ARIAS Society