Request for Proposal

For

Selection of Contract Service Provider (CSP)

Operation and Maintenance of Government owned ESD Centres

For the O/o ESD

State of TELANGANA

Under Payment for Transaction Model

Volume-I

(Functional & Technical Specifications)

Prepared by

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1. ABOUT PROJECT

1.1 INTRODUCTION

The Government as part of its vision to provide Good Governance and taking Governance to the doorsteps of its citizens, initiated steps to harness the potential of IT to provide integrated services to the citizens by deploying Information and Communication Technology (ICT) to enhance Quality, Transparency, Convenience, Certainty and Accountability in providing Citizen services through the concept of 'One-Stop-Shop' facility. The first initiative was e-Seva which was implemented in the year 2001 in Twin Cities of Hyderabad and Secunderabad. In 2003, same concept was implemented successfully in all the Municipal Towns of the erstwhile State of AP. eSeva focussed on utility payments. Subsequently Mee Seva was launched in 2011 which focussed on delivering G2C services. Commissioner ESD, ITE&C Government of Telangana is responsible for managing the project.

Electronic Service Delivery (ESD) of State of Telangana platform consisting of MeeSeva has improved the governance in a transparent innovative and accountable manner. ESD has redefined the way Government services are delivered to citizens. It has reduced the digital divide and create alternate delivery channel for government to citizen (G2C) services through an Integrated and collaborative approach by many government departments to service the citizens requests in a seamless manner within defined timelines. ESD platform currently offers more than 550 services relating to more than 38 departments, through about 4200 centres spread across the state. The objective is to have close to 600 services by 2020. The Certificates are issued with digital signatures of the authorized signatories in consonance with the Information Technology (Amendment) Act, 2008 and Andhra Pradesh Information Technology Rules (ESD) Rules, 2011. ESD is thus a big step for taking Governance to the doorsteps of the citizen.

ESD is regarded as one of the most successful e-Governance initiatives in the country. The bottom-line is that on an average for about 1 Lakh citizens served by ESD per day removing the avoidable contact between the Bureaucracy and the citizens as the contact brings challenges in ensuring transparency. Removing contact on such a large scale has ushered in great transparency. ESD is thus a big step for taking Governance to the doorsteps of the citizen.

There are at about 108 Government Centres at present in the State of Telangana spread over in all the Districts. These centres are present in District HQ and important towns in each district through which MeeSeva services are delivered. The spread of the centres is as under (Adilabad-1: Asifabad -1: Bhupalpally-0: Gadwal -1: Jagtial-2: Jngoan-2: Kamareddy-2: Karimnagar-3: Khammam-6: Bhadradri-5: Mahabubabad-1: Mahboobnagar-: Manchiryal-3: Medak-1: Nagarkurnool-0: Nalgonda-3: Nirmal-2: Nizamabad-5: Peddapalli-3: Sangareddy-3: Siddipet-1: Siricilla -1: Suryapet-2: Vikarabad-1: Wanaparthy-1: Warangal (Rural)-2: Warangal (Urban)-5: Yadadri-1: Medchal (GHMC)-17: Ranga Reddy (GHMC)-7: Hyderabad (GHMC)-26). There will be more than one counter in many centers. The total number of counters is

expected to be 400 to 500. This is besides about 4000 franchisees spread throughout the state. The list of Departments providing service through ESD at present is available in the website. The list of services presently delivered through ESD is also available in the website. The detailed locations of 108 Government centres in all the Districts are at **Annexure I**

1.2 Objective of this RFP

ESD through this RFP invites proposals from qualified Service Providers on a Transaction based payment model for Operations and Maintenance of 108 Government owned centres spread throughout the state for a period of 3 years for delivering MeeSeva services from the date of signing on contract. The payment for the services will be on a transaction based payment model.

1.3 Time schedule of various tender related events

Bid calling date	22.4.2019
Pre-bid conference date/time	11:300 AM on 27.4.2019 Office of the Commissioner ESD 2nd floor, MCH Building, Road No.7,Banjarahills, Hyderabad ,Telangana
Last date/time for issue of clarifications	29.4.2019
Bid closing date/time	13.5.2019 at 3.00 pm
Bid opening date/time	13.5.2019 at 3.30 pm
Bid Document Fee	Rs 10,000/- (DD drawn in favour of The Managing Director, TSTS from any Nationalised bank at Hyderabad)
Contact Person	mngdirector-tsts@telangana,gov.in dydir_fin_esd@telangana.gov.in dydir_admin_esd@telangana.gov.in rpushpa-tsts@telangana.gov.in
Tender Reference No-	TSTS/CS/ESD-GOC-O&M/2019

The complete set of Bid document is available on the Website www.tg.meeseva.gov.in,www.ts.meeseva.telangana.gov.in, www.tsts.telangana.gov.in and https://tender.telangana.gov.in and for information as well as for download. Bidders may note that if they choose to down load Bid document from Web site, bidders have to pay Bid Document Fee as indicated above well before the last date of bid submission or enclose DD for such fee in Pre Qualification bid. Bid will be accepted only from those bidders who have paid Bid document fee as indicated above. Non-payment of Bid document fee will make the bid as non-responsive. Bid document is not transferable.

This RFP contains two Parts -   Part-I (Functional & Technical Specifications)

Part-II (Bidding Process and Evaluation)

1.3 Venue of Pre-bid Conference:

Office of the Commissioner ESD

COMMISSIONER ESD
2nd floor, MCH Building, Road No.7,Banjarahills
Hyderabad ,Telangana

1.4 Submission of Bid: Online

Bids shall be submitted online on www.eprocurement.gov.in platform only. Physical bids are not accepted. Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are solely responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.

1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website http://tender.telangana.gov.in /
2. Bidders can login to e-procurement platform in secure mode only by signing with the Digital certificates.
3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-procurement portal.
4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed at Section E & G of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.
5. The rates should be quoted online only.

1.5 Other conditions:

1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the MD, TSTS,BRKR Bhavan,Hyderabad as and when required.

2. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The ESD/TSTS shall not hold any risk because of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.

3. ESD/TSTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.

4. The Documents that are uploaded online on e-procurement will only be considered for Bid Evaluation

2. Scope of Work

2.1 Objectives of ESD: MeeSeva services in Government centres

The following is the set of Broad Objectives of service delivery of ESD

a. To provide G2C services as pre agreed by ESD in a convenient, efficient, Transparent and accountable manner through existing 108 Centres and new centres added from time to time spread over in 31 Districts of Telangana. The likelihood of adding new centres is less as the focus is on having more franchisees.

b. To provide B2C services as pre agreed by ESD, in convenient, efficient, Transparent and accountable manner through existing 108 Service Centres and new centres added from time to time spread over in the Telangana state

c. To take Government to the citizen's door steps with the concept of one Government than multiple departments of the Government

d. To enhance the accountability, transparency and responsiveness of Government while serving the citizens.

e. To provide efficient and real-time MIS reports (soft & hard copies) to the departments.

f. To ensure quality and reliability of provision of services through enforcement of mutually agreed SLAs.

g. To enable the government departments and agencies to focus on their core functions and responsibilities by freeing them from the routine operations like maintenance of detailed software application, collection of revenues and accounting, setting up of payment gateway, issuing of certificates etc, and thereby enhance the overall productivity of the administrative machinery.

2.2 Expected Outcomes of the ESD: MeeSeva

ESD Project is already implemented and is a stabilized one and is now in the maintenance mode. The primary responsibility of Contract Service Provider is to provide ESD services in the 108 Government centres while meeting the SLA by deploying appropriate manpower and ensuring that all Systems and equipment in the centres is up and running all the time.

The broad set of expected outcomes of the Project, which the service provider is expected to meet, is as under:

a. The citizens should get all the services that are made available by ESD in the Mee Seva platform during the contract period without any relation to the jurisdiction of a particular office of a particular department or agency.

b. The quality of service should be in accordance to the best practices in the industry for Citizen Service while meeting the SLAs as per this RFP.

c. Ensure that the Citizen's Charters in respect of quality, efficiency and responsiveness in the provision of services is met fully.

d. The MeeSeva Citizen Charter is at **available in the website**

2.3 Service Focus of ESD Project

ESD is to be Operated and maintained with a very high degree of focus on quality of service delivery in terms of speed, Convenience, Certainty and Accountability while meeting the SLAs mentioned in this RFP. The payments to the Service Provider for the services delivered to the citizens will be directly linked to quality of service delivered and meeting the SLAs

2.4 Operative timings of the centres

2.4.1 Working Hours of the centers in GHMC area:

The centre shall operate all counters on all working days from 8.00 AM to 8.00 PM
- a. **First Shift:**   08.00 AM to 04.00 PM
- b. **Second Shift:** 12.00 Noon to 08.00 PM
- c. **Public Holidays & Sunday:** Service Centre will operate in one shift
9.00 AM to 2.00 PM with 1 & 2 operators
where operators are below 3 &   more than (3)   respectively.

Shift wise operator allotment								
Time	No of operators in centre							
	3	4	5	6	7	8	9	10
8.00 to 4.00	1	2	2	3	3	3	3	4
10.00 to 6.00	1	1	1	1	2	2	3	3
12.00 to 8.00	1	1	2	2	2	3	3	3
*Single operator centres: 9.30 to 5.30 & Holiday on Sunday								
* Aadhar Operator : 9.30 to 5.30 & Holiday on Sunday								

Operators availability in centre								
Time	No of operators in centre at different timings							
	3	4	5	6	7	8	9	10
8.00 to 10.00	1	2	2	3	3	3	3	4
10.00 to 12.00	2	3	3	4	5	5	6	7
12.00 to 4.00	3	4	5	6	7	8	9	10
4.00 to 6.00	2	2	3	3	4	5	6	6
6.00 to 8.00	1	1	2	2	2	3	3	3

2.4.2. <u>Working Hours of the centres in other Districts:</u>

The Centres will operate from 09.30 AM to 5.30 PM on all working days

a. **Timings**: 09.30 AM to 5.30 PM with reporting with all Operators
b. **Public Holidays:** Service Centre will operate in one shift 9.00 AM to 2.00 PM

Sundays: Holiday

National Holidays & Other Holidays: ESD centres across the state shall remain closed on National Holidays on 26th January, 15th August and 2nd October. Further, the centres shall remain closed during other Holidays as per such list communicated by the ESD

2.5 ROLES & RESPONSIBILITIES

The following are the roles and responsibilities of ESD, ITE & C Department, Government of Telangana, the selected Service Provider, Participating Departments.

1. Responsibilities of ESD, ITE & C Department, Govt of Telangana

As owner of the Project, ESD, ITE & C Department, Govt of TS has the following responsibilities

a. Issuance of Government Orders, wherever required, on policy issues like

    i. Providing services through online
    ii. Acceptance of payments through the service centres and their accounting
    iii. Effecting a tie-up with a Bank or financial institution to handle all the cash transactions/Financial management

b. Monitoring SLAs and levying penalties to the Service Provider in case of failures

c. Timely processing and release of payments to the Service Provider as per the contract

d. Ensuring that all the conditions of the RFP are met by the service provider

e. **Procurement of Hardware:** ESD already procured and installed the required IT Hardware like PC/Printer/Scanner, Routers, Modems and related accessories, UPS, systems, Currency Counting Machines / Fake Note Detecting Machines, Adhaar equipment, bio-metric devices such as finger print devices and Iris devices, internet, Credit/Debit card swiping machine, etc. *The maintenance & repair works of this Hardware is however the responsibility of the Contract Service Provider*. If the CSP fails to take up maintenance, ESD shall undertake the maintenance and recover the cost from the payments to CSP cost of such maintenance. More than 99% availability of hardware will be the responsibility of CSP one of the SLA and penalty will be levied and deducted for less than 99% availability.

f. **Provision of Internet bandwidth:** ESD will provide the required bandwidth connectivity to all the centres. The repairs during the course of contract shall be the responsibility of the Contract Service provider. If the service provider fails to take up repairs or replacements/replacements, ESD shall recover the cost from the payments to CSP by taking up such repairs/replacements.

g. **Select the supplier of Secured Stationery:** To select the supplier of secured stationery for ESD services and fix the price. The CSP shall place order on line for the secured stationery and the cost shall be borne by the CSP as per the rates fixed by ESD

h. **Provision of Office equipment, Furniture & fixtures**: ESD has already procured & supplied the required number of Chairs and tables to all the centres. **The repairs during the course of contract shall be the responsibility of the Contract Service provider.** If the CSP fails to take up repairs or replacements/replacements, ESD shall recover the cost from the payments to CSP by taking up such repairs/replacements. Maintenance will be the responsibility of CSP and will be one of the SLA. Penalty will be levied and deducted for less improper maintenance.

i. Payment of leased line charges for connectivity between ESD centres and Data Centre and Between Data Centre and Participating Departments/Agencies.

j. Design/Review of MIS reports for taking corrective steps to meet the objectives of the project

k. Facilitate co-ordination with departments for identification of New Services to be introduced in the ESD

l. Over all supervision of ESD centres functioning with regard to Operations & Maintenance

m. Ensuring that the Service Provider is responsive to the needs of the citizens and putting in place appropriate grievance logging and redressal mechanism for this purpose

n. Ensuring that the departments participating ESD comply with their responsibilities

o. Fixing of Transaction charges as well as revising for existing and proposed G2C services not covered by contract at the time of its signing

p. Fixing the courier charges and courier partner for delivery of certificates

q. Inspecting the centres periodically.

r. Creation of a mechanism for resolution of disputes that may arise between ESD and the Service Provider

2 Roles & Responsibilities of Contract Service Provider CSP

At a high level the Service Provider shall provide Operators and other staff, both technical and non-technical to deliver the ESD services, maintain the range of hardware equipment provided by ESD for service delivery in each of the Government centres along with responsibility for the cash collected from the citizens towards the service delivery.

ESD Centres form the predominant front-end for the citizens accessing G2C and B2C services and hence these centres should be run in the most citizen-centric and citizen-friendly manner. The ESD already provided the site, the required hardware, Aadhaar equipment, bio-metric devices such as finger print devices and Iris devices, internet, Credit/Debit card swiping machine, setup of the network connections and tables, chairs, furniture & fixtures and Office Equipment. The contract Service Provider (CSP) selected is responsible maintenance & any repair works of all these items. CSP is also responsible for electrical wiring, tube lights, bulbs and fans.

The detailed roles and responsibilities during entire contract period are as under

a. Maintenance of Hardware:

a. The centres already have required IT Hardware like PCs/Printers/Scanners, Currency Note Counting machines and Fake currency detecting machines, Aadhaar equipment, bio-metric devices such as finger print devices and Iris devices, internet, Credit/Debit card swiping machine etc.

b. The Service provider is however responsible for

   i. maintenance of all above IT hardware

   ii. upgrade the software from time to time to meet the requirements of quality of service during the period of contract

c. For any equipment if not working the same should be repaired within 3 hrs, so as to render the service without any interruption. Required spares are to be maintained by the service provider.

More than 99% availability of hardware will be the responsibility of CSP one of the SLA and penalty will be levied and deducted for less than 99% availability.

b. Providing Human Resources:
The project should have project Manager(s)/ Technical Manger(s), counter Operators at each centre and other staff for providing services. More specifically

- Service Provider will be responsible for providing required different types of trained and qualified manpower for counter operations and all aspects of project implementation.
- Service provider is responsible for training, supervision and control over Counter operators etc.
- The service provider should plan in such a manner that it provides trained counter operators at all time during the day to meet the SLA
- The Contract Service Provider would be responsible for making all payments to these manpower resources including salary/ESI/EPF etc and other statutory payment related to providing manpower.
- A higher demand in services suddenly should also be met by deploying additional manpower (Counter operators) and additional collection equipment such as Hand Held Devices as and when required
- The Contract Service Provider would be responsible for prompt, courteous and efficient service without mistakes.
- **CSP should have a help desk with 4 members with its own infrastructure for the helpdesk**

c. Cash Management

a. The Contract Service provider shall be responsible for Collection of money from the citizens in the form of cash, cheques, DD, Debit Cards and credit cards at these ESD Centres, accounting for the same and remitting it to the designated bank daily or the next day morning strictly in accordance with the procedure laid down by Commissioner, ESD from time to time.

b. The Contract Service provider will be solely responsible for making good to ESD towards any loss because of misappropriation, damage, accident, fire accident, loss, theft, temporary misappropriation, fake currency notes/instruments or short collection or remittance of the amounts collected by any one including its

staff.

   c. CSP shall responsible to coordinate with the authorized banker of ESD to ensure money collected is deposited into the ESD bank accounts on daily basis

d. Insurance *Cover*:

   a. CSP shall take adequate insurance cover for all assets, staff, Cash, Cash/Instruments in Transit from ESD Centres to Designated Bank and material during entire period of Contract towards thefts, burglary, fire, flood, earthquake, accidents and against any incident of misappropriation by staff.

   b. The CSP shall file the evidences of Insurance cover to ESD one in a year.

   c. The CSP shall be responsible for handling of accounts/cash and safe transfer of Financial Instruments and cash to designated bank by every day evening/next day morning. Any shortfall shall in whatsoever form should be made good to ESD by the CSP

   d. If case of any financial misappropriations, CSP shall be responsible to settle the entire amount to ESD

   e.

e. Monitoring Connectivity:

   a. Maintenance and up keeping of connectivity between Centres and State Data centre in co-ordination with the connectivity service providers on a real time basis is the responsibility of the service provider. This is very crucial aspect of service.

f. Security from Virus Threats and Data maintenance:

   a. The Contract service provider is responsible for protecting entire IT infrastructure and Data in each centre from Virus attack, unauthorized access/modification/deletion of data through appropriate Anti-Virus software and other security measures. A certificate should be filed once every quarter.

   b. Contract Service provider shall be responsible for any loss or damaged suffered by ESD, Departments or Citizens due to such causes.

g. Other Maintenance

a. The Contract Service provider shall be responsible for expenses & providing of necessary Electricity, Courier, Postage, Telephone bills and Fax Communication, Consumables and Stationery etc for all the centres.

b. The Contract Service provider shall be responsible Maintenance of Electrical Fittings, Tube Lights, Bulbs, Fans, Sign Boards in good condition to present nice look and feel.

c. The Contract Service provider shall be responsible to carry out colourwash/whitewash of all Centres once in the beginning of the contract and periodically based on wear and tear.

d. The Contract Service provider shall be responsible for Replacement and Maintenance of ESD Sign Boards in good condition to present a nice look and feel.

e. Maintenance of furniture like tables, chairs etc

f. CSP is responsible to provide at least one land line telephone connection to each centre and those numbers will be available in MeeSeva website.

h. Drinking water, Usage water & House Keeping:

Service Provider should bring another agency as consortium partner for supply of drinking & usage water and House Keeping. This is only part time activity. The service provider shall

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mention charges for the above activity of the agency in the bid. This is to ensure that service provider will pay agency properly so that agency will provide quality services.

i. **Stationery:**

    a. The Contract Service provider shall supply and be responsible for providing all types of stationery required for printing of Receipts, Certificates, Accounts/Accounts Books and all MIS reports Certificates issued under Mee Seva Category A and Category B services etc.

    b. The agency from whom the secured stationery is to be procured and the charges shall be fixed by ESD but paid by the CSP

j. **Courier Charges**

    a. Service Provider should be responsible for sending certificates and documents through courier where citizens request for such delivery. CSP shall collect the charges from the citizen.

    b. The courier charges shall be finalised by the Commissioner, ESD to be collected from the Citizens.

k. **Physical Security Maintenance:**

Safe guard the assets of ESD at each of the ESD Centre for all 24 hours.

l. **EQMS Electronic Queue Management System** that supports issue of Tokens for serving the citizens in a serial manner. Following are the requirements

    a. There are 38 EQMS machines at present in ESD centres.

    b. CSP has to move these 38 to District centres and install new EQMS systems in all remaining centres as far as possible. The expenditure on new EQMS shall be borne by ESD. The programme has to be monitored by CSP and should ensure that EQMS is operational across all centres within 2 months of contract.

    c. Through this Issue of Tokens to citizens in less than 5 seconds with stamping of Number, time and date of issue

    d. Ensuring Integration of Token Issue System with ESD application for stamping various activities like issue of Token, Time of Call for token, Completion of transaction so as to measure quality parameters at each citizen transaction level.

    e. Ensuring Integration with all the counters to display the token numbers and counter numbers dynamically through a digital display system

    f. Ensuring System should have a provision for multiple queue management for different class of services such as Bill payments, application submissions, information etc.

m. **REPORTS**

    a. Providing required MIS reports and reconciliation statements on daily basis to ESD and Department concerned. In case of discrepancy, Contract Service provider shall provide Signed Printed copy of MIS reports

    b. Daily Reconciliation of payments made through Credit Cards with Payment gateway reports and appropriate action in case of discrepancy to safe guard the receipt of funds. The Contract Service provider will be solely responsible for making good, any loss on account of short remittance by Payment Gateway.

n. CCTV

Some centres have CCTVs at present. ESD Mee Seva shall ensure that CCTV Cameras (actual number in each centre will be decided in due course but total number can be assumed to be 500) in all Govt centres which are connected to a central control centre located at CSP & ESD with a large screen. ESD shall have a right to access the footage at any time. The footage should be stored for a period decided by ESD. The connectivity charges shall be paid by ESD Mee Seva.

CSP has to ensure that all the CCTVs are in working condition all the time and that footage is sent to ESD on a real time basis. CSP has to follow up with the CCTV suppliers or connectivity providers on any issue. Penalty will be levied on CSP in case there is any issue with receiving footage.

o. System Support

The minimum Systems Support functionalities to be provided by the Contract Service Provider include the following:

a. Installation and Reload on Desktops OS like Windows 7/Windows 10, Browsers like IE, Mozilla Firefox etc.

b. Installation and Reload on Server OS like Windows 2003/2007/2010 Server, etc. if required,

c. Installation and Reload Support for Application software in the desktops in the centres

d. Rectification of system software problems due to crashing or malfunctioning of the OS or front end, within the time limits prescribed in the SLA

e. Installation of upgrades of system software for the Desktops based on the changes to the ESD application

f. Guarding the systems against virus infections using the latest anti-virus Tools

g. Firewall, IDS and IDP configuration and management
h. Asset Management for Physical and Digital Security

p. System Administration

This includes the design of an appropriate System Administration policy with precise definition of duties and adequate segregation of responsibilities, obtaining the approval for the same from the ESD. System Administration includes the following activities:

a. Security Policy Administration
b. Creation of Users & Administering User IDs for ESD Officers, ESD centre operators and authorized employees of Departments participating in ESD
c. Creation and maintenance of whatsapp Groups as needed.
d. User level helps in logging on to the domains, Network and other resources.
e. Helping Users to use common resources on Network etc.
f. Change & Configuration Management for MeeSeva Application
g. Performance tuning of the system as may be needed to comply with SLA requirements on a continuous basis.

q. Network Administration

Design of Network Administration Policy and getting it approved from the ESD for effective and efficient management of Network resources. Network Administration should consist the following activities:

a. Network Security Policy administration
b. Creation of Network Users & administering User IDs for ESD Officers, ESD Centre operators and ESD participating Departments.
c. Administering IP addresses
d. Creation of VLANs as required for effective network management.
e. User level help in logging on to the Network and other related activities
f. Helping Users to use common resources on Network
g. Network Traffic analysis and performance tuning
h. Continuous monitoring & management of network during the working hours & restoration of breakdown within prescribed time limits.

r. Other responsibilities:

a. Effecting overall coordination with all the participating agencies/Departments to achieve successful delivery of services
b. Popularizing ESD Project through a media plan for attracting the attention of citizens
c. Any other works entrusted by the ESD, ITE & C Department, GoTS that are related to the scope of the ESD Project.
d. Service Provider should be responsive to the needs of the citizens and put in place appropriate grievance lodging and redressal mechanism for this purpose
e. Ensuring adequate number of coated chairs for citizens to wait for their turn. The same will be Provided by ESD.
f. Maintenance of toilet facilities for gents and ladies wherever available.
g. Drop box for collection of citizen feedback along with Feed Back Forms
h. Ensuring UPS backup is available in all centres. The UPS will be provided by ESD. These have to be maintained.
i. LAN facility connecting all the computing systems in the service centre including the token dispensing system and the EQMS. (Provided by ESD). The maintenance of LAN is the responsibility of the service provider
j. Suitable printers for each counter for issuing receipts and certificates is provided by ESD. Maintenance of these printers is the responsibility of the service provider
k. Suitable printers for printing MIS reports provided by ESD. The maintenance is the responsibility of the service provider
l. Adequate parking arrangements
m. To keep the interiors in a uniform colour pattern to give good look and feel.

s. Utilization of existing assets of ESD Centres

All the assets provided/available in all the 108 Centres by existing Service Provider with any additions will be available for use free of charge to new service provider during the entire contract period. Similarly, Contract Service provider can also use existing ESD application software and other software being used in ESD free of charge.

2.6 Number of Counters for each Centre:

ESD proposes to rationalize and fix the number of counters for each centre basing on monthly average number of transactions over last 6 months. The details of number of transactions in the last 6 months in these centres are enclosed in **Annexure I.**

The details of collected user charges amount for last 6 months is enclosed at **Annexure-II**

The number of counters proposed along with Operators for each centre in Districts is enclosed at **Annexure III.**

2.7 Productivity of ESD CENTRE Counter Operators

The efficiency of service delivery through ESD and satisfaction of citizens depends substantially on the efficiency of the operators who operate the counters at the ESD Centres. It is in the interest of ESD Project, and therefore of all the stakeholders that every effort is made to enhance their efficiency to optimum levels. The following guidelines are prescribed in this regard.

a. The Contract Service Provider shall exercise due care and caution while selecting the operators with the right skill sets. ESD/CSP shall conduct a test through online for the selection of operators. This applies even where existing operators are taken by the CSP. The test results shall be shared with ESD and should be approved by ESD Mee Seva.

b. Every resource to be employed by CSP should be approved by ESD which will be based on qualifications and ability to deliver service.

c. The Contract Service Provider shall impart necessary pre-job training and orientation to the operators so that they are all at acceptable levels of efficiency to begin with.

d. The Contract Service Provider should ensure that the operators behave courteously and deliver service without mistake like entering wrong bill number, wrong mobile number, casual reply to the citizens etc. ESD will take action against CSP for violation of any of these and CSP in turn is free to initiate action against the concerned operator. **Lot of these issues are being faced currently and hence the CSP is expected to pay special attention to this during the period of contract and this will be watched carefully by ESD. If CSP fails to follow the above instructions, ESD will impose fine based on the issue.**

e. The Contract Service Provider shall also impart necessary in-service training, for duration of at-least one day to all the operators, once in a period of 180 days / as and when the new services are added to the Mee Seva Portal.

f. Selected Contract Service Provider shall have a tie up with a training facility for regular training of operators of services with a minimum capacity of 100 operators with all facilities and amenities. The agreement shall be enclosed while filing the bid.

g. The salary to the counter operators is productivity-linked incentives.

h. Generally, bill payment (utility bill/Tax payments) transactions take maximum of 1 minute and Application submission transactions can take maximum of 5 minutes. Most of the transactions in Government centres as are utility bills and tax

payments. On an average, the time for each transaction is assumed to be 3 minutes. Assuming about 7.5 hours 450 minutes per day each operator has to do at least 150 transactions per day in GHMC area (subject to variation of 10% more or less). In other districts, the load is less and hence the transactions are fixed at 125 per day (subject to variation of 10% more or less). The number of operators per centre is to be rationalized regularly considering these parameters and performance levels. This will be reviewed every 3 months by ESD.

i. The manager in every center to oversee the operations is dispensed with. Everyone has to do transactions. CSP may designate one of the competent and knowledgeable operators of the center (irrespective of the experience) as the Center in charge who will take care of the center maintenance and handling of cash. The center in charges should be paid an extra allowance for doing this activity in addition to the operator's duty.

j. It is the responsibility of CSP to observe the day wise transactions of the operators and make adjustments by transferring or warning the operators those who are not performing up to the mark.

2.8 Human Resources Deployment requirements

The Contract Service Provider at all the ESD Centres, in terms of the agreement, shall deploy the required human resources as detailed below

1. Operators shall be deployed as per the Counters fixed for each centre by ESD after rationalisation as discussed earlier.
2. ESD shall review the counters and operator's status periodically. CSP is required to change number of operators where the number of counters is increased/increased after review. The CSP can adjust the operators from centres where the number of counters is to be reduced as result of review by ESD. Any surplus operators are found in excess over the number of counters finalised after such review by ESD, the CSP shall withdraw the services of operators starting from the one who joins latest.
3. The CSP while recruiting the operators shall put the above clauses to avoid unnecessary complications and disturbance to the day-to-day operations of the ESD centres.
4. The new Service Provider shall try as far as possible retain the existing staff particularly the operators working with the current service providers as many of these have put in long years with ESD and are very experienced and well trained in the ESD services, provided that the operator has no complaints pending and passes the qualifying test.
5. The CSP shall withdraw the services of operators on account of rationalization of counters starting from the one who joins latest

2.9 Other conditions while recruiting operators

  a. Preference should be given to the existing operators

  b. Minimum education qualification of new operators shall be a pass in Degree with a minimum knowledge of handling computers such as data entry and usage of MS - office and e-Mails login and password credentials. These shall be verified at the time of test while recruiting. The candidate should be fluent in English and Telugu typing.

  c. The Contract Service Provider will maintain a Bio metric attendance registers which should be made available to ESD at all times.

  d. The operators should enter the correct details of Mobile number, Bill number etc

  e. The Operators will handover cash/instruments/documents to ESD Centre Centre In charge Cum operator at the end of each shift before he/she is relieved from his/her duty.

  f. The qualification of Centre in charge Cum operator should be a Graduate with at-least 3 years of experience in maintaining of Accounts and should have good customer management skills

2.10 Salaries

The minimum monthly wages/remuneration payable for various categories shall be as under. The CSP is free to pay more.

Area	Basic salary (A)	Incentive per Transaction on all transactions			Final salary
		eSeva @ Rs.	MeeSeva @ Rs.	Aadhaar @Rs.	
GHMC Area	9000	1.25	3	6	Basic Salary + Incentive amount
Other Districts	8000	2.5	5	6	
*Center Manager will get additional Rs.3,000 in GHMC area and Rs.2,000 in Districts					

2.11 For other staff:

S.No.	Designation	Monthly Salary payable including ESI & EPF in Rs
1	District Coordinator/ Technical engineer	25,000
2	Project Manager	As may be decided by CSP
3	Technical Managers	As may be decided by CSP
4	Network Administrator	As may be decided by CSP

a. The Contract Service Provider shall be responsible for payment of statutory contributions like Insurance, ESI & PPF etc to be payable by the employer.

b. The person attending to duty shall come in uniform as may be suggested by ESD

c. *The Contract Service provider shall furnish a bank guarantee as indicated in the RFP towards Performance Security.*

A. Project Manager

The Project Manager will be solely responsible for the implementation of the project. The Project Manager will suitably be empowered by the CSP to take all necessary decisions (including financial decisions) for successful implementation of the project.

It should be noted that the CSP is required to deploy one Project Manager exclusively for GHMC area and one Project Manager for the rest of the Districts

Qualifications

- Graduate (BE/B.Tech/MCA)
- MBA

Mandatory Experience

- Experience of at least 10 years in IT enabled projects. Knowledge of computers related to Office applications, Email, Internet.
- Experience with minimum 10 years of experience in IT enabled projects. Knowledge of computers related to Office applications, Email, Internet
- Should have worked on at least one project similar to Mee Seva in terms of scale, number of centers and operators
- Good communication skills in Telugu, Hindi and English

B. Technical Manager

The Technical Manager for the ESD Project will be responsible for the management of the Technical Infrastructure of the ESD project. This will comprise of the ESD Centres.

It should be noted that the CSP is required to deploy one Technical Manager exclusively for GHMC area one for rest of the Districts to manage.

Qualifications :

BE/BTech Computers / Electronics or MCA/

Experience:

- Total Work Experience of at least 5 years
- Atleast 4 year's experience of management of a complex IT infrastructure comprising of servers located in multiple locations.
- 1 year minimum experience of supervising a team

The Technical Manager has to be placed 15 days prior to commencement of operations defined.

C. District Coordinator (DC)

Should manage all the operations within each district

- CSP shall provide one District coordinator for each erstwhile district in the state other than GHMC area & 2 DCs for GHMC area
- DC shall monitor each centre performance of his/her jurisdiction
- Shall reconcile the centre accounts with financial reports on daily basis
- Shall submit the reconciliation reports to CSP & ESD every month
- Shall provide technical & operational support to the centre staff
- Shall coordinate with line department payments at district level

Other Roles & Responsibilities:

Roles and responsibilities not specifically defined herein or those that arise in future shall be decided and discharged on mutual agreement among the parties.

2.11   Providing services like cleaning of premises through another out sourcing agency

In the current system, CSP is not looking after the center cleanliness or ensuring water filter to the citizens etc. It is decided to take a different approach to these in this RFP. The bidder shall partner with an experienced agency in providing maintenance services (with at least 400 persons working) to provide the following services

a) Cleaning the centre once a day in the morning as soon as the centre opens
b) Ensuring the water filter with cooling is working
c) Ensure bath rooms are cleaned wherever bathrooms are available in the centres
d) Security during day time in all centres in the area of GHMC

The bidder shall provide copy of the agreement along with price arrived at between them as part of the bid. This will be one of the factors for evaluation during the bid to ensure frivolous partners are not taken. If the partner is inexperienced then the bid will be rejected in Pre-qualification. The bidder should file all evidences to prove the capability of the partner.

The CSP shall submit reports of cleaning of maintenance every day to ESD with evidences which includes Photographs, Videos of the centre every day.

It may be noted that no separate payment will be made to the CSP for this. The CSP shall pay out of its share towards this.

3. FUNCTIONAL REQUIREMENTS OF ESD SYSTEM

3.1 Functional Architecture of ESD

The Figure 1 provides the existing functional architecture of ESD Project
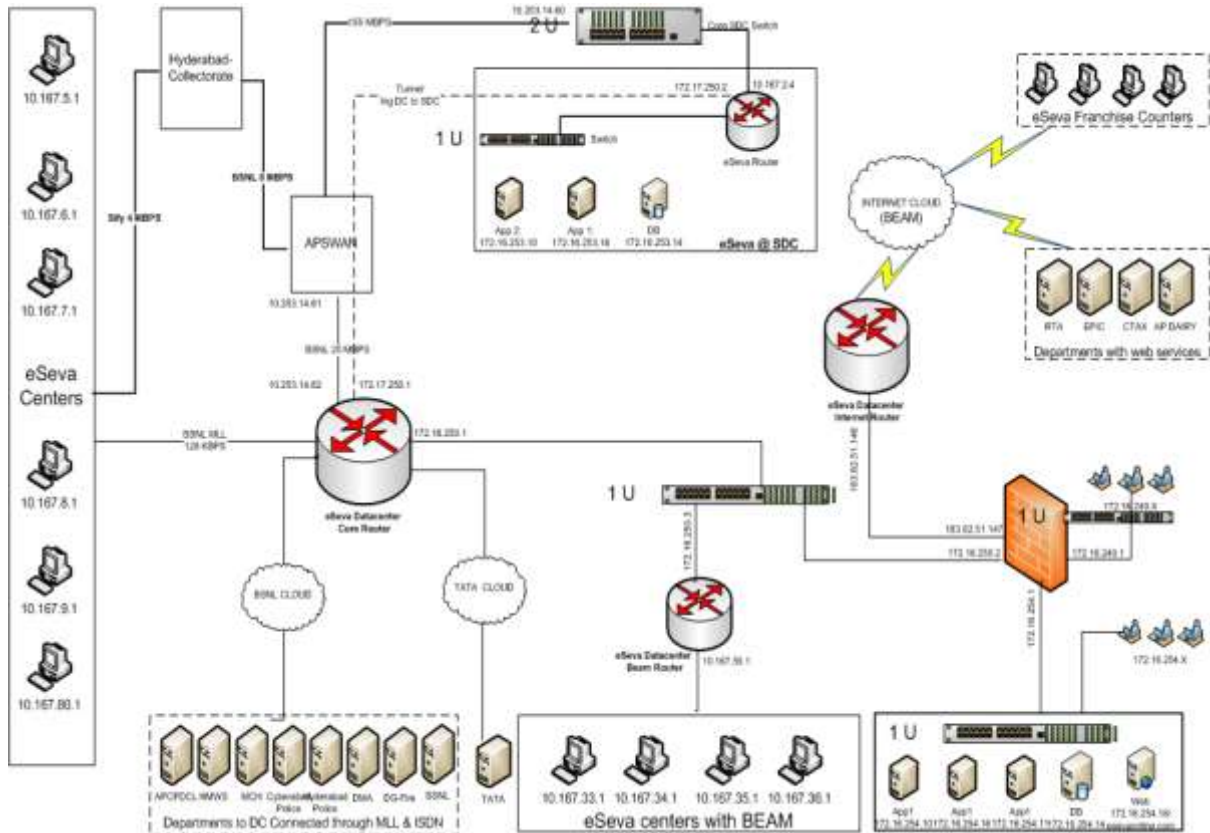
Functional Architecture Details

a. Each ESD centre has number of counters depending upon likely transaction load in that locality.

b. The connectivity between Data Centre and Department Servers/ESD Centres is through leased circuits and back-up by ISDN lines.

c. The centres should provide ALL the ESD services at any of the counters. Any Service/ Any Counter/ Any Centre is the service approach of ESD.

d. The databases will be maintained and updated in the servers at the respective backend departments. However, the basic data relating to citizen for the service in question along with the copies of documents to be scanned and uploaded relating to Mee Seva and Aadhaar services should be maintained at the respective Centres.

e. The operators should undertake transactions of ALL types at the front-end, like bill

payments, filing of applications and returns, issue of certificates, conducting transactions involving digital signatures, scanning and uploading of documents etc.

3.2. Typical Functional Requirements of a Bill Payment sub-system:

As bulk of the transactions relate to the payments, the following generic requirements for the *'Bills payment service' is* given below. For other services also similar generic requirement will follow:

a. **Bill Payment**

   i. The operator accepts the amount specified in the bill in full, either by cash, cheque or DD or by credit card. Part payment should be accepted only if department concerned issues specific direction in this regard. A single payment can be made in multiple modes (e.g. part by cash and part by Cheque/credit card etc). A receipt is printed after committing the transaction at the back-end of the department or in ESD server.

   ii. The permission to reverse a transaction immediately, in case of a wrong entry by the operator, or insufficiency of money with the citizen or In case of failure of connectivity for any other sufficient and valid reason, shall rest only with the Shift Manager of the Service Centre.

b. **Accounting of Transaction Receipts**

   I. ESD System shall be designed to provide the following accounts

      i. Amounts received by each operator during a shift by nature of collection and by department to be printed at the end of each shift. This would enable the operators to handover the amounts received by them during the shift, to the **Centre Incharge** and get relieved from duty for the shift;

      ii. A statement of the documents received by each operator during a shift is to be printed at the end of each shift. This would enable the operators to handover the documents received by them during the shift, to the **Centre Incharge** and get relieved from duty for the shift;

      iii. A statement of account for each Service Centre in a manner that would enable the **Centre Incharge** to render accounts to the ESD and facilitate remittance of the amounts to the designated bank and to transmit the documents to the respective departments and agencies through courier.

      iv. Citizen will pay courier charges additionally.

   II. The financial statements required by the departments in respect of all amounts received by ESD on their behalf should be submitted.

III. Statements of accounts as between ESD and the participating departments as also between ESD and the Bank(s) handling the financial transactions of ESD to enable periodic reconciliation of the amounts received and accounted for should be submitted.

IV. Generate statements relating to bounced cheques and Charge Back from payment gateway bank and a mechanism.

   i. to reverse the corresponding entries of receipt in ESD Server and also in Department database if required by department concerned

   ii. to lock the account of the citizen for Cheque and Credit Card transaction

   iii. to alert the counter operator when citizen comes next time for payment to pursue the issue with the citizen/ consumer for realization of the amount.

3.3 Functional Requirements of Business Services

ESD Platform has some B2C services also to make the Service Centres more citizen-centric. While the responsibility of enrolling the G2C services would be that of ESD, ITE & C Department, GoTS and Service Provider, it is the Contract Service Provider's responsibility to enrol the B2C services. However written permission of Commissioner, ESD is must to launch any B2C service in Mee Seva.

The responsibility for gathering the functional requirements of B2C services rests with the Service Provider since this provides additional revenue stream to the Service provider. The application will be developed by ESD.

3.4 Addition of new Centres:

As the experience of citizen services projects elsewhere shows, the demand for MeeSeva services will multiply several-fold during the currency of the agreement. Additional Service Centres will have to be set up to meet with the increased volume of transactions. It is therefore, proposed that the selected Service Provider would be responsible to establish such additional Service Centres as per the following terms.

a. The need for opening one or more additional Service Centres would be taken by Commissioner ESD, ITE & C Department, GoTS based on the need like

   I. When the number of transactions in a centre reaches so high that it has become difficult to comply with the Quality parameters in that centre

   II. When there is a public demand for establishment of a Service Centre, in an area which does not have a Centre within a distance of 1KM / 500 Mts or 5000 population of the respective District and as per the Census details'

   III. A request is received making out a case for opening of a new centre and why it should be a Government centre and not a franchisee.

ESD, will be responsible for identification of suitable site for the location of the additional centre(s) and provide facilities on same scale as that for existing centres explained elsewhere else in this RFP. The Contract Service Provider shall provide services to the citizens on the same terms and conditions as that for existing centres.

3.5 Requirement to comply with Service Quality Parameters

MeeSeva is a flagship e-Governance initiative of GoTS for delivery of various services. Efficiency in the delivery of services is the essence of the Project. In order to regulate the relationships of the Service Providers, viz., Commissioner, ESD, ITE & C Department, GoTS, Service Provider selected, participating departments and ESD organization, it is necessary to put in place, a set of Service Level Agreements or MoU.

3.6 Delivery of Aadhaar services

CSP have to provide manpower for the aadhar counters in all Govt centers. Required equipment will be supplied by ESD.

   (a)   2–counters in each center at GHMC area (As per need)

   (b)   1-counter in each center at other districts

3.7 Deliverables

The primary deliverable of the Service Provider in the ESD Project is quality services to the citizens conforming to the Quality requirements.

The Service Provider has to deliver the following to ESD as part of an assurance to full fill the obligations.

   a. Project Plan including manpower resources deployment plan

   b. Project implementation plan

   c. Bill of material for entire project including the resources deployed.

   d. Service Provider has to handover all assets created by it during project period

This will form an important basis for evaluating the responses and awarding the marks.

3.8 Project Management

ESD Project is a multi-departmental, multi-locational initiative. Its implementation is complex and can go out of control unless all the stakeholders, especially the Service Provider designs and implements a comprehensive and effective project management methodology. The following requirements are, therefore prescribed in this regard:

3.8.1 Work Program

   The Service Provider should design a detailed Project Plan, which should include the following components:

a. Project Organization and Management Plan

b. Implementation Plan

c. Manpower management

d. Training Plan, Methodology and Training Details

e. Change Management Plan

f. Approach to meet SLAs.

g. Any other relevant items related to the Project

3.8.2 Reports

The Service Provider shall submit to the Commissioner, ESD the following reports:

a. Monthly progress reports, summarizing:

   I. results accomplished during the period

   II. cumulative deviations to date from schedule of progress on milestones agreed and finalized

   III. corrective actions to be taken to return to planned schedule of progress

   IV. proposed revisions to planned schedule

   V. other issues and outstanding problems, and actions proposed to be taken

   VI. Monthly log of service calls and problem resolutions

   b. Daily and Monthly MIS reports on transactions

3.8.3 Training Requirements of ESD Project

From CSP side

Training is an important activity for the successful implementation of any project. To make ESD project a success, the following training programs are to be arranged by the Contract Service Provider from time to time.

a.   Operator Training

The CSP must impart training to all the ESD centre operators, so that they are aware of all the operations of the ESD software ensuring smooth running of ESD Software implementation at the selected sites. The Service Provider shall also be responsible for re-training the counter operators whenever changes are made in the software and it is the responsibility of the Service Provider to ensure that the operators are familiar with new versions of ESD Software and its allied services and latest developments took place in the Project.

b.   Online Help on the Mee Seva site for the Internet users

The Service Provider should provide help desk (at least 4 seats) and online help in the Mee Seva Portal site for internet users.

From ESD Side:

a. ESD shall arrange training programmes for counter operators and Managers/Accountants with its Designated Bank for Cash management, Cash handling etc., The Contract Service Provider shall submit a programme schedule to ESD so that all operators and managers/accounts shall get training from designated bank of ESD

b. ESD shall also arrange training programmes in consultation with RBI for Cash management and Cash handling

4. COMMERCIAL PROPOSAL

ESD works on the principle of collecting user charges for every transaction for the services rendered through these centres called Transaction charges. These transaction charges are collected either from the citizen or from the departments as may be decided by ESD. The transaction charges are levied for all types of transactions and services including but not limited to G2C, G2G, B2B, B2C and C2C services at different rates.

The transaction volumes per month are the most critical factor in arriving at the economically viable transaction charges for different services. The actual transactions through the 108 Government centres for the last 6 months from Aug 2018 to Jan 2019 are enclosed at **Annexure I.**

However, ESD does not guarantee same level of volumes in future years for any service. Service Provider has to make his own estimate for the volume of transaction. Some of the factors affecting volume of transactions, but not limited to, could be:

   a.   The number of leftover of customers under each of the presently participating departments
   b.   New Departments and new services joining ESD
   c.   Annual growth rates of the number of consumers
   d.   Availability of alternative channels for availing the same service;
   e.   Frequency of interaction of citizens for availing the service monthly, quarterly, annual etc
   f.   Extent of value proposition offered by the Contract Service Provider to attract the consumers to ESD Centres

The Commissioner ESD, ITE & C Department, GoTS will not provide any guarantee, commitment or estimate of the number of transactions possible in the ESD project either for the purpose of sizing of the hardware, networking or for any other technical purposes, nor for the purpose of quotation of transaction rate for the commercial bid. The bidders will have to make their own assessment on the business opportunities and growth possibilities.

Commission Structure:

By considering the past experiences of the service providers, it is decided to give the maximum commission to service provider from each transaction to make the service provider to get some profits.

However while calculating the total transaction charges per month the on line and mobile-based transactions are not considered. The revenue from online and mobile transactions is not shared with CSP, as CSP has no role in these transactions.

In order to avoid too competitive bidding which will affect viability of the ESD services, **a Basic Bidding Price Percentage (BBPP) of 95% of total transaction charges per month (including service tax) is fixed by ESD**. BBPP means that percentage of revenue from the user charges that the bidder is expecting.

The bidders should quote the sharing ratio over and above the BBPP. Bid will be awarded to whoever quotes least, subject to fulfilment of other RFP/Tender conditions prescribed. The response of the Bidders who quote below or same as BBPP shall not be considered for evaluation. The quote should be above BBPP & should be with fractions upto 2 digits only. If more than 2 digits are quoted the quote with fractions upto 2 digits only considered. In case there are more than one bidder with same BBPP, one with higher technical shall be considered as the successful bidder.

4.1 Payment of Monthly Transaction Charges Share of CSP:

a. The salaries in some cadres including the ESI and EPI contribution to the staff of the Operators/Managers/Technical personnel/ shall as fixed by the ESD in this RFP. Where the salary is not specifically mentioned for some types of positions it is left to the discretion of CSP.

b. The CSP shall submit, every month, detailed statement of manpower charges payable to all his employees in the centers at all cadres along with ESI and EPI employer contribution along with details of ESI &EPF account numbers and bank account numbers of all employees.

c. All salaries should be paid only through Bank accounts.

d. All salaries should be paid before 8th of every month whether the amount is received from ESD or not.

e. The CSP shall be required to deposit amount equal to Rs.60 lakhs in a Current account with the designated of bank of ESD with the head CSP Salary Account to be operated by ESD. The interest accrued on there shall be retained by CSP. This will be used for payments of salaries in a situation when transaction charges invoice submitted by CSP is not sufficient to meet the salaries component in any month or there is delay in submission of the invoice or for any reason for delay in releasing the payments. The CSP shall deposit the said advance amount at the time of agreement as decided by ESD.

f. The transaction charges payable to CSP are inclusive of all taxes. The CSP cannot claim any extra portion towards any taxes whatsoever during the entire period of the contract.

g. Tax Deduction at Source (TDS) as per applicable rates (rates fixed by the statutory authorities from time to time) will be deducted from the monthly transaction charges share payable to CSP and will be remitted to the Government Account.

h. The CSP is under obligation to remit the Service Tax portion received from ESD every month to his Service Tax number without fail and submit the remittance particulars to ESD

i. ESD shall furnish Form 16 copy to the CSP every Financial Year showing the remittances of TDS applied on the monthly transaction/User charges share payable.

Method 1

The CSP shall pay the salaries and submit evidence by 15th of every month

Method 2

Should there be any delay in payment of salaries for any month ESD may at its discretion direct the CSP for following method.

a) CSP shall open an escrow account in Bank to be jointly operated by one representative of CSP and one representative of employees called CSP salary account in each district.

b) The CSP shall submit the monthly charges due for the transactions to ESD in the form of two invoices.
   - First Invoice containing the salaries including ESI and EPI share of the employer for all the employees across the state
   - Second Invoice containing balance portion after subtracting amount included in invoice 1 considering the ratio quoted in the bid.
   - The service tax should be indicated in the invoices separately, subject to the ratio quoted in the bid.

c) The amount relating to the first invoice salaries will be credited to the escrow account CSP salary account. From there, the joint signatories shall transfer into the respective bank account of the employees.

d) The amount relating to the second invoice will be paid to directly to the CSPs bank account

e) The amount relating to the third invoice shall be paid by ESD to Government account

f) The CSP shall furnish the master data showing the manpower deployed for each center (updating the additions/deletions) along with their ESI & EPF account numbers. The CSP is solely responsible for the statutory remittances.

4.2 Revenue from Advertisements:

The Commissioner ESD shall decide the Advertisements in Governments centres on the back of the bill receipts, glow sign boards or in TVs installed in the centres. All rights in this regards shall rest with Commissioner ESD as detailed below:

a. The CSP is responsible to supply all consumables including stationery like citizen receipts to all the centres. The CSP will be permitted to allocate certain portion on the backside of the bill receipt for advertisements to earn some revenue. CSP should get the approval for each advertisement to be displayed in the centres. The major portion of the backside of the customer bill receipt shall contain the information on MeeSeva Project along with any new welfare scheme launched by the Government from time to time with the approval of ESD

b. Advertisements allowed under relevant laws only are allowed to be displayed and CSP shall share some portion to ESD as decided between ESD and CSP on case-to-case basis

c. The CSP shall let some portion of Glow Sign boards to Advertisement Agencies with the approval of ESD only. The revenue arising out of the same shall be shared with ESD as per agreed ratio. However, the taxes levied by local bodies if any, on such Glow sign Boards shall be paid by the CSP only.

4.3 Payment Schedules:

S.No.	Description	Frequency	Roles	
			CSP	ESD
1	Payment of Transaction /User Charges share (e Seva) as per the agreed sharing pattern with ESD	Every Month	Submits the invoice before 5th of every month to Commissioner ESD	Shall release payment 1 week after receipt of invoice **Hyderabad:** by Commissioner ESD by the AOs in Districts
4	Payment of Salaries by CSP to the operators and other employees including ESI & EPF contributions of employer (as per the salary structure in the RFP)	Every Month	By 8th of every month . Submit proof by 15th of every month	
5	Statutory deductions and remittances towards Service Tax	Every Month and or at intervals stipulated by the statutory authority	Remits the Service Tax portion of all user charges share released by ESD without fail. Shall submit remittance slips to ESD	By the due date
6	Statutory deductions and remittances towards TDS	Every month and or at intervals stipulated by the statutory authority	Submits IT returns to IT Department based on Form-16 issued by Commissioner ESD	By the due date

4.4 Manpower deployment to be made by CSP for ESD Centers:

S.No.	Designation	Manpower requirements	
		GHMC area	Other Districts
1	Operator	As per the RFP.	
2	Incharge/Manager (will also do transactions)	1 per Centre	1 per Centre

3	Aadhaar Operator	2-persons per centre (as per need)	1-person per centre
4	District Coordinator	4 in GHMC area	1 per erstwhile district
5	Sweepers (part time) through sub contract agency	1 per centre	1 per centre
6	Project Manager	1	
7	Technical Managers	2	
8	Network Engineers	2	

4.5 Service Level Agreements (SLA):

Service Quality Standards

The Service Quality Standards for delivering service to citizens will be as detailed below

  a. Maximum 15 minutes time interval between the time of issue of token and the time citizen is called to the counter for service for bill payment
  b. Maximum of 45 minutes for application entry services

Other Service Quality Levels are as under

1. Service levels must be maintained to meet all statements of the citizen charter stated above
2. All Services shall be available from 8AM to 8PM
3. All services shall be available in all counters and all centres
4. Up time of all services shall be maintained at minimum 95%
5. Up time of a single service shall be maintained at a minimum of 98%
6. Up time of all centres shall be maintained at 95%

a. SLA and Penalties: The contract Service provider is responsible to maintain the SLA for proving the services to the citizens.

CSP is responsible for ensuring that the operators do not charge excess amount or deny the service without a valid reason.

b. The Penalties are described below:

- Penalty of Rs.10,000/- for each finding by the authorised officer of ESD for denying the existing services by the Operators at the counter.
- Penalty of Rs.10,000/- for each finding by the authorised officer of ESD, for more than 5% absenteeism of the Operators at the counter (on total counters available).
- Penalty of Rs.10,000/- each finding by the authorised officer of ESD, for whole centre

down for more than 12 hrs / more than One day.

- Penalty of Rs.10,000/- each finding by the authorised officer of ESD, for any excess collection of amounts.
- If excess collection or denial of service is repeated beyond reasonable number, then the contract will be liable for termination.
- Penalty of Rs 1,000 per wrong entry of a mobile number of the citizen as a SMS is always sent and there are complaints from citizens about receiving messages without doing any transaction with ESD.
- Penalty of Rs 1,000 per wrong entry of a bill number
- Penalty for single counter down for
    - 1 day @ Rs.5,000/-
    - 2 days @ Rs.10,000/-
    - 3 days @ Rs.15,000/-
    - if more number of counters are down, the same will be adopted.

6c. Penalty for delay in painting to all ESD centres and repairs to furniture and fixtures & Office equipment: Rs. 1000/- per day per centre beyond permissible implementation period up to a delay of 15 days and there after Rs.1500/- per day per centre. If delay is more than 45 days, contract shall be liable for termination.

d. Penalty for failure to achieve Citizen Service Quality Standard: Reduction in transaction charges for that transaction (a) delay upto 30 minutes beyond permissible limit: reduction in transaction charges by 1% for every 1 minute delay or part thereof and (b) delay beyond 30 minutes beyond permissible limit: no transaction charges will be payable for that transaction However, penalty clauses under this head will come into force on expiry of 3 months from the date of signing of contract.

e. Penalty for delay in remittances: 3% interest per month on delayed amount calculated on daily basis upto a delay of 15 days. Thereafter, for next 15 days interest @ 4% per month on delayed amount calculated on daily basis. If amount remains unpaid for next 30 days, contract will be liable for termination

f. Penalty for poorhouse keeping: up to Rs 10,000/- per detection based on inspection or citizen feedback. Housekeeping is satisfactory or not, shall be concluded by the Commissioner ESD based on facts of each case. However, Contract Service Provider will have the opportunity to appeal against such order to Secretary, IT,E&C Department within 30 days of such order. Order of Secretary IT,E&C will be final and binding on both the parties.

g.. **Penalty for not meeting the minimum output prescribed by ESD for Counter Operators and Managers:** Penalty of Rs.10,000/- per detection per month per centre based on inspection and or on each review & subsequent rationalisation. The CSP shall ensure the said parameters as per the timelines prescribed by the Commissioner ESD on case-to-case basis. If the

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parameters are violated continuously beyond the timelines prescribed by ESD, the agreement is liable for termination

h. Other Penalties like failures but not limited to delay in despatching documents, preparation of MIS reports, Reconciliation of Transactions, Data Error corrections, poor response of portal, Delay in implementation of newer services: up to Rs 10,000/- per detection based on inspection or citizen feedback or Departments. There is failure of Contract Service Provider or not, shall be concluded by the Commissioner ESD based on facts of each case. However, Contract Service Provider will have the opportunity to appeal against such order to Secretary, ITE&C Department within 30 days of such order. Order of Secretary IT, E&C will be final and binding on both the parties.

ANNEXURES

Annexure-I

List of centres and No of Txns from last 6 months

District	Centre Address	Aug'18	Sep'18	Oct'18	Nov'18	Dec'18	Jan'19	Total	Avg Txns per month
ADILABAD	COLLECTRATE CHOWRASTHA ADILABAD	6875	6845	9115	6861	5928	8440	**44064**	7344
BHADRADRI	MUNICIPALOFFICE KTDM-II	3766	3428	4162	3447	3317	4310	**22430**	3738
	OPPSURYAPALACE KTDM-1	6160	6297	6107	5388	5192	5777	**34921**	5820
	PALVONCHA	4327	4037	4483	4057	3747	5103	**25754**	4292
	TAHSILDHAR OFFICE MANUGURU	2166	2135	2921	2206	1952	3175	**14555**	2426
	YELLANDU	4714	4329	4613	3868	3749	4484	**25757**	4293
JAGTIAL	METPALLY URBAN ESEVA	286	258	348	212	172	363	**1639**	273
	MPDO Office-JAGITYAL	2748	2504	3918	2137	1940	3791	**17038**	2840
	Veg Market-KORUTLA	1711	1556	2031	1489	1436	1836	**10059**	1677
JANGAON	GADIBAZAR POLICE STATION JANGAON	3672	3763	4634	3742	3386	4690	**23887**	3981
JOGULAMBA	MUNCIPAL OFFICE COMPLEX GADWAL	2590	2248	3011	2175	1828	3306	**15158**	2526
KAMAREDDY	BHAGATH SINGH NAGAR KAMAREDDY	5613	6111	6547	6224	4648	7022	**36165**	6028
	N.G.O COLONY KAMAREDDY	6733	6342	7561	6876	6622	8420	**42554**	7092
KARIMNAGAR	Chaitanyapuri-KARIM NAGAR	1081	825	1971	1161	760	2211	**8009**	1335
	Kashmirgadda-KARIM NAGAR	4621	5090	7561	5821	4232	7837	**35162**	5860
	Unani Centre-KARIMNAGAR	2663	2163	4502	2432	2089	4865	**18714**	3119
KHAMMAM	GUTTALABAZAR KHM	11613	10753	12866	11353	10907	12388	**69880**	11647
	MUNICIPAL COMPLEX MADHIRA	1615	1583	1437	1193	1088	1130	**8046**	1341
	MUNICIPALOFFIC	10798	9653	10463	9482	9057	10655	**60108**	10018

	E KHM							
	PEVILIONGROUND KHM	6172	5301	6905	6269	5396	7018	**37061**	6177
	SATHUPALLI	2397	3016	3160	2233	1250	2449	**14505**	2418
KOMARAMBHEEM	YELLAGOUD THOTA KAGAZNAGAR	1589	1322	2123	1289	997	2103	**9423**	1571
MAHABUBABAD	MEESEVA MUNICIPAL COMPLEX MAHABOOBABAD	1501	1140	1609	869	704	1242	**7065**	1178
MAHABUBNAGAR	MAHABOOBNAGAR-GOVT.HOSPITAL PREMISES	2939	3189	4458	2627	2754	2750	**18717**	3120
	MAHABOOBNAGAR-MUNCIPAL OFFICE COMPLEX	8071	8218	10544	8707	7762	11350	**54652**	9109
	MAHABOOBNAGAR-NEAR MUNICIPAL GUEST HOUSE	1771	1867	531	1715	1482	2161	**9527**	1588
	NRPT MUNCIPAL OFFICE COMPLEX	106	123	367	190	69	229	**1084**	181
MANCHERIAL	MUNICIPAL OFFICE MANCHERIAL	3750	3127	5452	3488	2520	5198	**23535**	3923
	MUNICIPAL OFFICE PREMISES MANDAMARRI	724	683	956	565	932	1114	**4974**	829
	OPP GIRLS HOSTEL BELLAMPALLI	1450	1601	2251	1699	1318	2405	**10724**	1787
MEDAK	CHILDRENS PARK	6864	6188	7203	6452	5209	7359	**39275**	6546
NALGONDA	CHINTAL PARK - NALGONDA	1124	1139	2025	1104	1083	2297	**8772**	1462
	MUNICIPAL PARK - NALGONDA	4174	4045	6746	4670	3151	6740	**29526**	4921
	NSPCAMP ETYPE QUARTER-MIRYALAGUDA	2659	1898	4535	2864	1609	5077	**18642**	3107
NIRMAL	BHAGYA NAGAR NIRMAL	2928	2745	4155	3126	2589	4245	**19788**	3298
	RAM GOPAL AREA BHAINSA	2329	2077	2173	1976	1663	3464	**13682**	2280
NIZAMABAD	BADA BAZAR NIZAMABAD	6233	6529	6572	5738	5961	7115	**38148**	6358
	KANTESWAR NIZAMABAD	7054	7060	7514	6014	6326	8267	**42235**	7039

	MPL. PREMISES ARMOOR	4907	4823	5992	4960	4473	6052	**31207**	5201
	MPL. PREMISES BODHAN	5082	4720	5819	4474	4555	5776	**30426**	5071
	TILAKGARDENS NIZAMABAD	9454	9542	10483	10211	10101	11781	**61572**	10262
PEDDAPALLI	BR Bhavan - GODAVARIKHANI	2702	2707	3946	2877	2866	3625	**18723**	3121
	FCI Cross Road- RAMAGUNDAM	2347	2093	3534	2161	1946	4002	**16083**	2681
	Vittal Nagar - GODAVARIKHANI	966	798	1026	834	596	1061	**5281**	880
RAJANNA	Sub Magistrate Court- SIRICILLA	1750	1514	2855	1634	1013	3259	**12025**	2004
SANGAREDDY	OLD MARKET YARD	5618	4621	7689	5499	4699	6992	**35118**	5853
	SADA SHIVA PETA	3174	3164	3518	2836	2531	3281	**18504**	3084
	ZAHEERABAD	8289	8217	9158	7922	6881	8789	**49256**	8209
SIDDIPET	MUNICIPAL OFFICE	6768	5528	7682	5901	5111	7568	**38558**	6426
SURYAPET	INDIRA PARK - SURYAPET	2060	1937	3211	2143	1451	3172	**13974**	2329
	OPPOSITE MRO OFFICE - SURYAPET	1558	1399	1659	1264	912	1544	**8336**	1389
WANAPARTHY	WANAPARTHY	2152	1341	3254	1692	1874	3162	**13475**	2246
WARANGAL RURAL	MEESEVA MUNICIPAL COMPLEX NARSAMPET	881	904	1484	994	519	1247	**6029**	1005
WARANGAL URBAN	MUNCIPAL HEAD OFFICE COMPLEX MGM	2301	2063	2956	1805	1542	2695	**13362**	2227
	MUNICIPAL MINI CORP COMPLEX KAZIPET	2114	2195	2532	2080	1809	2225	**12955**	2159
	SIVA NAGAR	2739	2780	3361	2612	2648	3400	**17540**	2923
	WATER WORKS COMPOUND CHARBOWLI	4707	5095	5740	4764	4472	5482	**30260**	5043
	WATER WORKS COMPOUND NAKKALAGUTTA	4912	4780	7116	5858	4577	7405	**34648**	5775
YADADRI	MUNICIPAL OFFICE PERMISSES- BHONGIR	2789	2228	5629	2957	2261	5892	**21756**	3626
HYDERABAD	BAHADURPURA	9538	9441	13273	9271	7798	13524	**62845**	10474
HYDERABAD	BANJARA HILLS	17278	17799	18439	16969	15298	18843	**104626**	17438

HYDERABAD	CHIKKAD PALLY	13762	13245	14136	13268	13660	15180	**83251**	13875
HYDERABAD	CITY CIVIL COURT	1729	1769	1718	1886	1582	1603	**10287**	1715
HYDERABAD	DILSUKHNAGAR	4633	4557	5111	4765	4248	4833	**28147**	4691
HYDERABAD	DOMALGUDA	14897	13511	14543	14426	13286	15675	**86338**	14390
HYDERABAD	GREEN LANDS	9599	8907	9402	9241	8818	8996	**54963**	9161
HYDERABAD	H H KALA BHAVAN	15651	13813	14438	15598	14176	13954	**87630**	14605
HYDERABAD	HIGH COURT	843	799	749	829	720	515	**4455**	743
HYDERABAD	KARMANGHAT	15231	13907	19497	15989	13551	18062	**96237**	16040
HYDERABAD	KHAIRATABAD	16406	15093	17146	17071	16700	18561	**100977**	16830
HYDERABAD	Madhura Nagar	1605	1629	1575	1568	1681	1669	**9727**	1621
HYDERABAD	MALAK PET	9703	10373	10905	10515	9789	11220	**62505**	10418
HYDERABAD	MARED PALLY	8613	8580	9300	10060	8716	9908	**55177**	9196
HYDERABAD	MINT COMPOUND	10357	9249	9709	10116	8487	10162	**58080**	9680
HYDERABAD	MUSHEERA BAD	24975	23370	25356	22549	21961	25107	**143318**	23886
HYDERABAD	NALLAKUNTA	17145	17213	17611	17784	16542	18427	**104722**	17454
HYDERABAD	PARADISE	15263	12962	14254	13728	12710	14042	**82959**	13827
HYDERABAD	RAMNAGAR	20587	19955	20331	20986	19595	19557	**121011**	20169
HYDERABAD	S R NAGAR	20729	19118	19485	18645	17010	18238	**113225**	18871
HYDERABAD	SANTOSH NAGAR	10827	9111	11718	9482	8201	12576	**61915**	10319
HYDERABAD	SITAPHALMANDI	13439	12779	13007	14011	11683	13849	**78768**	13128
HYDERABAD	SULTAN BAZAR	13561	11601	12602	11553	12069	12749	**74135**	12356
HYDERABAD	TIRUMALGIRI	12237	11818	12327	12978	10758	14191	**74309**	12385
HYDERABAD	V N COLONY	18244	17644	19048	16465	15356	18174	**104931**	17489
MEDCHAL	A.S.RAO NAGAR	17855	13503	16910	14928	13046	16860	**93102**	15517
MEDCHAL	ALWAL	15280	15333	16670	15790	13345	15406	**91824**	15304
MEDCHAL	BALANAGAR	7491	7770	8038	8120	7474	9248	**48141**	8024
MEDCHAL	FATHENAGAR	7407	7643	7738	7505	7117	8057	**45467**	7578
MEDCHAL	HABSIGUDA	8108	6839	11014	8990	6799	10289	**52039**	8673
MEDCHAL	KPHB	7885	7230	9511	8008	7254	9446	**49334**	8222
MEDCHAL	KUKATPALLY	8307	8886	10638	8467	7729	9289	**53316**	8886
MEDCHAL	MIYAPUR	10798	10170	12215	11237	8715	12005	**65140**	10857
MEDCHAL	MOTHINAGAR	18621	18263	20516	18293	16931	20803	**113427**	18905
MEDCHAL	NEREDMET	9150	8571	9173	10193	8731	9475	**55293**	9216
MEDCHAL	QUTUBULLAPUR	6860	7221	10269	8662	6057	10044	**49113**	8186
MEDCHAL	RAMANTHAPUR	14326	14111	15254	14787	13666	15971	**88115**	14686
MEDCHAL	SANATHNAGAR	11922	8952	12475	11013	10087	11176	**65625**	10938
MEDCHAL	SN COLONY(J GUTTA)	6089	5694	7135	5715	5517	6445	**36595**	6099
MEDCHAL	SNEHAPURI	11627	11094	12744	11185	11184	13056	**70890**	11815
MEDCHAL	VENKATESHWARA ENCLAVE	9601	9050	12537	9871	8532	12581	**62172**	10362
MEDCHAL	VIJAYAPURI COLONY	1989	2015	1913	1944	1646	1933	**11440**	1907
RANGA REDDY	CHANDHA NAGAR	8842	7906	9634	8393	7517	9879	**52171**	8695

RANGA REDDY	MEERPET	11845	11137	14030	12472	11300	10941	**71725**	11954
RANGA REDDY	RAJENDER NAGAR	2641	2440	3658	2434	2442	4024	**17639**	2940
RANGA REDDY	RETHI BOWLI	16763	16738	19819	16166	14258	19390	**103134**	17189
RANGA REDDY	SAROOR NAGAR	7425	7036	8355	7648	6520	8262	**45246**	7541
RANGA REDDY	VANASTHALIPUR AM	15783	16036	24977	16751	15011	23884	**112442**	18740
	Total:	778324	735518	877077	765522	686935	878875	**4722251**	**787051**

Annexure-II

Collected User Charges from 108 centres	
Month	**Total Amount(Rs.) (Including GST)**
Aug-18	8840989
Sep-18	8680983
Oct-18	9508579
Nov-18	8813025
Dec-18	7895785
Jan-19	9683832
Total	**53423192**

Annexure III
Proposed Counters

S. No	#	District	Centre Name	No of Counters with systems	Proposed staff Opr/ Mgr	Aadhaar opr/Mgr
1	1	MAHABUBNAGAR	NRPTMUNCIPAL OFFICE COMPLEX	2	1	0
	2		MAHABOOBNAGAR-NEAR MUNICIPAL GUEST HOUSE	2	1	1
	3		MAHABOOBNAGAR-GOVT.HOSPITAL PREMISES	3	1	1
	4		MAHABOOBNAGAR-MUNCIPAL OFFICE COMPLEX	5	4	1
2	1	WANAPARTHY	WANAPARTHY	3	2	1
3	1	GADWAL	MUNCIPAL OFFICE COMPLEX GADWAL	3	1	1
4	1	NIRMAL	NIRMAL ESEVA BHAGYANAGAR COLONY NIRMAL PIN CODE 504105	2	1	1
	2		BHAINSA ESEVA RAMGOPAL AREA BHAINSA PIN CODE 504103	2	1	1
5	1	MANCHERIAL	MANCHERIAL MUNCIPAL OFFICE COMPLEX MANCHERIAL PIN CODE 504302	3	2	1
	2		MANDAMARRY MUNCIPAL OFFICE COMLEX MANDAMARRY PIN CODE 504301	2	1	1
	3		BELLAMPALLY OPP GIRLS HOSTEL MUNCIPAL OFFICE COMLEX BELLAMPALLY PIN CODE 504251	2	1	1
6	1	ASIFABAD (KOMARAM BHEEM)	KAGAZNAGAR YELLAGOUD THOTA KAGAZNAGAR PIN CODE 504296	2	1	1
7	1	ADILABAD	ADILABAD FILTERBED COLLECTRATE OFFICE ROAD ADILABAD PIN CODE 504001	5	4	1
8	1	KHAMMAM	DataCenter Khammam	7	6	1
	2		Pevillion Grounds Khammam	5	3	1
	3		Guttalabazar Khammam	7	6	1
	4		MeeSeva Sathupally	3	2	1
	5		MeeSeva Madhira	1	1	0
9	1	BHADRADRI KOTHAGUDEM	Municipal office Kothagudem	2	1	1
	2		Opp Suryapalace Kothagudem	3	2	1
	3		Palvancha	3	2	1
	4		Municipal office Yellandu	4	3	1
	5		Tahsildar office Manuguru	2	1	1

10	1	WARANGAL URBAN	ESEVA CENTER,WATER WORKS COMPOUND,NAKKALAGUTTA,HANAMKONDA, WARANGAL.506010	**3**	3	1
	2		ESEVA CENTER,MUNICIPAL HEAD OFFICE,NEAR MGM HOSPITAL,WARANGAL.506004	**2**	1	1
	3		ESEVA CENTER,MINI MUNICIPAL COMPLEX,KAZIPET,WARANGAL.506003	**2**	1	1
	4		ESEVA CENTER,WATER WORKS COMPOUND,CHARBOWLI,WARANGAL.004	**2**	3	1
	5		ESEVA CENTER,NEAR: PALLAVI HOSPITAL,SHIVANAGAR,WARANGAL	**2**	1	1
11	1	WARANGAL RURAL	MEESEVA CENTER,MUNICIPAL COMPLEX,NARSAMPET WARANGAL RURAL	**1**	1	1
12	1	JANGOAN	ESEVA CENTER,NEAR:GADIBAZAR POLICE STATION,JANGOAN,WARANGAL.506167	**2**	2	1
13	1	MAHABUBA BAD	Meeseva Center,Muncipal Complex,Mahabubabad,506101.	**2**	1	1
14	1	Sangareddy	Sangareddy	2	2	1
	2		Sadasivapet	2	2	1
	3		Zaheerabad	3	3	1
15	1	Medak	Medak	3	2	1
16	1	Siddipet	Siddipet	3	2	1
17	1	Nizamabad	Tilak Garden, Nizamabad	5	4	1
	2		Kanteshwar, Nizamabad	3	3	1
	3		Bada Bazar, Nizamabad	3	3	1
	4		Armoor	3	2	1
	5		Bodhan, Mpl Premises	3	2	1
18	1	Kamareddy	NGO's COLONY, Kamareddy	3	3	1
	2		BHAGATHSINGH NAGAR KAMAREDDY	3	2	1
19	1	NALGONDA	NGMP	3	2	1
	2		CTPK	2	1	1
	3		NSPC	2	2	1
20	1	SURYAPET	IPSP	2	1	1
	2		OPPMROS	1	1	1
21	1	YADADRI	BHGR	1	1	1
22	1	JAGTIAL	JGTL	2	1	1
	2		KORUTLA	2	1	1
	3		MTPL	1	1	0
23	1	RAJANNA SRICILLA	SRMC	3	1	1
24	2	KARIMNAG	UNANI	3	2	1

		AR				
	3		CHAITANYAPURI	2	1	1
	4		DATA CENTER KASHIMEERGADDA	4	3	1
25	1	PEDDAPALLI	GODAVARIKHANI	2	1	1
	2		FCI X ROAD RAMAGUNDAM	2	1	1
	3		VITTALNAGAR E-SEVA	2	1	1
26	1	Hyderabad	SULTANBAZAR	6	6	1
	2		NALLAKUNTA	9	9	1
	3		KARMANGHAT	7	7	2
	4		MALAKPET	6	6	1
	5		PARADISE	5	5	1
	6		GREENLANDS	4	4	1
	7		BANJARAHILLS	9	9	1
	8		DOMALGUDA	8	8	1
	9		MARREDPALLY	8	6	1
	10		sitiphal mandi	9	6	1
	11		HIGHCOURT	1	1	0
	12		DILSUKHNAGAR	4	3	1
	13		MINTCOMPOUND	5	4	1
	14		CHIKKADPALLY	6	6	1
	15		vn colony	11	10	1
	16		SANTOSHNAGAR	6	5	1
	17		HHKBHAVAN	7	7	1
	18		MADHURANAGAR	4	1	0
	19		SRNAGAR	10	10	1
	20		RAMNAGAR	10	9	1
	21		BAHADURPURA	9	7	0
	22		VIJAYAPURI COLONY	1	1	0
	23		CITY CIVIL COURT	1	1	0
	24		TIRUMALGIRI	6	6	1
	25		MUSHEERABAD	10	9	1
	26		KHAIRATABAD	8	8	1
27	1	RANGA REDDY	MIYAPUR	4	4	1
	2		RAJENDRA NAGAR	3	2	0
	3		CHANDANAGAR	4	4	1
	4		VANASTHALIPURAM	7	7	1
	5		SAROORNAGAR	5	5	1
	6		RETHIBOWLI	8	8	1
28	1	MEDCHAL	MEERPET	6	6	1

2			SANATHNAGAR	5	5	1
3			SN COLONY(J GUTTA)	2	2	1
4			A S RAO NAGAR	6	6	1
5			BALANAGAR	4	4	1
6			VENKATESHWARA ENCLAVE	4	4	1
7			SNEHAPURI	4	4	1
8			KPHB	6	4	1
9			Ramanthapur	6	6	1
10			QUTBULLAPUR	4	4	1
11			ALWAL	6	6	1
12			FATHENAGAR	4	4	1
13			KUKATPALLY	5	5	1
14			HABSIGUDA	6	4	1
15			NEREDMET	6	4	1
16			MOTHINAGAR	6	6	1
			Total:	**440**	**370**	**99**

Note:
1. At district level, Aadhar operators shall do other MeeSeva transactions also
2. At GHMC Area, Aadhaar operators dedicated to only aadhaar Transactions
3. 10% additional manpower shall be deployed without any change in the contract terms if required based on the volume.
4. The number of operators is only indicative. It can be adjusted between the centres based on the transaction volume

Annexure-IV

Service Delivery and Grievance Handling Process

1. **Service delivery Process at ESD CENTRE Counters:**
   a. Customer comes to ESD Centre and approaches Token Counter
   b. EQMS integrated time stamp:
      i. when customer arrives at the Token Counter and obtains Token
      ii. when customer token is called
      iii. on completion of service delivery
   c. Counter operator enters customer details to display details or use Bar Code Reader to capture details from Bar Coded Bills
   d. Acceptance of payment in form of Cash/Cheque/Demand/Credit Card/T-Wallet
   e. Issue of Receipt and completion of delivery of service
   f. Transmission/Communication of transaction details to ESD Data centre and department server
   g. Cancelling the receipt and reversing the transaction done due to mistakes and treating this transaction as a new transaction with a unique transaction code
   h. Storing the cancelled transaction details and transaction code in the database at the ESD data centre along with a text explanation for cancellation.
   i. In case of Cheque Bounce, provision for reverse entry in Data base of ESD and department server. Provision to prepare refund claim statement for claiming refund from department. Locking Customer account for payment through cheque until account is unlocked under orders of ESD. A Warning display to counter operator of such accounts whenever such customer visits ESD Centre enabling the operator to recover the amount.

2. **Service Delivery through MeeSeva Portal:**
   a. Self serving service for Registration of user and issue of password
   b. Provision for adding services to User account for easy access to services
   c. Providing access to a Form to input customer details
   d. Validating Form fields and providing appropriate error messages on submission
   e. Processing the payment through payment gateway and handling error messages
   f. Generating a unique Mee Seva transaction code and storing transaction information and transaction data to the ESD database
   g. Transmitting and storing the transaction information in the Department Server
   h. Help desk (during working hours) for handling customer's issues and resolving failed transactions details.
   i. Provision for help through email service. Reply to emails with in 24 hours.

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j. Provision to reverse entry in case of failed transaction with complete log for audit

k. Provision for handling and resolving Charge Back claimed by Payment gateway bank.

l. In case of claim for Charge Back, provision should be made for reverse entry in Database of ESD and department server. Provision to prepare refund claim statement for claiming refund from department is to be made. Locking Customer account for payment through Internet till account is unlocked under orders of ESD. Warning display to counter operator of such accounts whenever such customer visits ESD centre, to help recovery of amount.

3. **Grievances handling and Resolution**

   a. Provision for Suggestion and complaint Box at each Centre

   b. Provision to collect such petitions and entry there on in Mee Seva portal

   c. Provision for filing Suggestion and complaint Online in Mee Seva portal

   d. Resolving complaints and updating status

   e. Provision to citizens to view status of their grievance

   f. Generation and printing of report on grievance handling and resolution

ANNEXURE-V

MeeSeva User Charges Sharing pattern

ESD & CSP shall share the user charges collected for all services. List of services can be available in the website. Certificate submission Services that can be delivered to citizens are categorized into two.

1. Category A - delivered across the counter by accessing digitally signed information stored in central databases in SDC.

2. Category B - services involving mandatory Departmental work-flow and field verification.

Category	User charges after deducting statutory shares
A	23.83
B	31.83

Note: For all other bill payment services, commission amount will be shared between ESD & CSP

ANNEXURE-VI

CORE COMPONENTS OF MeeSeva SOLUTION ARCHITECTURE

The core components of ESD project are:

1. Provision of required manpower to manage operations in all counters from 8AM to 8 PM in three shifts in GHMC area & General shift in districts.

2. Regular training of counter staff on services

3. Implementation of EQMS and SLA

4. Housekeeping, watch and ward of all centres.

5. MeeSeva Portal and e-Payment System

ESD is committed to translate the concept of giving to the people of Telangana a Simple, Moral, Accountable, Reliable & Transparent (SMART) Administration. This charter is a step in that direction.

We are committed to provide speedy, transparent and quality services to citizens.

We assure that our services will be accurate, reliable and timely. We shall provide the following services through ESD centres within the time standards mentioned below:

S.No	Name of the service	Maximum time limit for delivery of Service/ transaction
1	Sale of Documents	15 minutes
2	Payment of bills	5 minutes
3	Payment of bills on Internet	5 minutes
4	Submission of application for service including scanning and uploading of documents	45 minutes

Note:
1. The time shall be counted from the time the Citizen collects the token in the service counter concerned.
2. Our aim is to offer courteous and helpful services to citizens
3. We guarantee that the citizen will be treated courteously.
4. If you need guidance or help in filling the forms or information about rules and regulations, please approach the "Help Desk" counter for help.
5. Our Website is www.tg.meeseva.gov.in and www.ts.meeseva.telangana.gov.in

6. If there is any delay in the delivery of our services as committed through this charter, we request the citizens to give their free and honest feedback though feedback form or though Website.

Commissioner, ESD
Road No.7,Banjara Hills, Hyderabad
Phone No: 91-40-23352595
Email: dir_eseva@telangana.gov.in

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