

H.P. STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.  
(A Unit of H.P. Government Undertaking)



**Request for Proposal**  
**for**  
**System Integrator for Redesign, Maintenance and Expansion of**  
**Himachal Online Seva (e-District) portal**  
**(E-Tender No: HPSEDC/eDistrict/2K24-22940)**

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<https://hptenders.gov.in>

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## DISCLAIMER

- The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the HPSEDC, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- This RFP is neither an agreement nor an offer and is only an invitation by HPSEDC to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice, wherever necessary. HPSEDC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. HPSEDC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- This is not an offer by the HPSEDC but only an invitation to bid in the selection process initiated by the HPSEDC. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the HPSEDC and the Bidder.

## Letter of Invitation

HPSEDC through this Letter of Invitation invites eligible bidders as System Integrators for Redesign, maintenance and expansion of Himachal Online Seva (e-District) Project (<https://edistrict.hp.gov.in/>) to create an integrated service delivery mechanism for provision of all digital services through a unified platform. The bidders shall have prior experience in executing the said works as described in detail under the Scope of Work section in this tender.

1. The Press e-Tender Notice has been published on 15/03/2024 in the following newspapers
  - a) Punjab Kesari (Chandigarh/ Delhi Edition)
  - b) Indian Express (Chandigarh/ Delhi Edition)
2. You are requested to visit the websites [www.hpsedc.in](http://www.hpsedc.in) and <https://hptenders.gov.in> for downloading the e-bid and any communication pertaining to changes in the bid document, corrigenda etc.
3. Details on the bid submission date, time and address are provided below:

Particulars	Details
Tender Number	<b>HPSEDC/eDistrict/2K24-22940</b> <b>Date 15/03/2024</b>
Participation Fee (Non-Refundable)	Rs. 5,000/- in the form of Demand Draft of Nationalized/ Scheduled commercial bank drawn in favour of “Managing Director, HPSEDC, Shimla” payable at Shimla or through RTGS (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.)
Bid Security (EMD)	Rs. 3,00,000/- (Rs. Three Lakh only) in the form of Demand Draft of Nationalized / Scheduled Commercial Banks, drawn in favour of “Managing Director, HPSEDC, Shimla” payable at Shimla or through RTGS (A/C No. 050010200006521, IFS Code: UTIB0000050, Axis Bank, SDA Complex, Shimla-9, HP.)
Bid Validity	180 days (from final date of Bid Submission)
Pre-Bid Meeting	Pre-bid meeting will be held on 22/03/2024 at 11:30AM through Video Conferencing. VC Link is as under:  <a href="https://meet.google.com/qmc-hrst-uzh">https://meet.google.com/qmc-hrst-uzh</a>
Date Submission Start Date	27/03/2024
Last Date and time for submission of Bids	15/04/2024
Date and Time of Opening of Technical Bids	16/04/2024

If any of the dates given above happens to be public holiday in Shimla, the related activity shall be undertaken on the next working day at the same time.

Bidders may connect with HPSEDC on [procurement@hpsedc.in](mailto:procurement@hpsedc.in)

Yours’ Sincerely  
Managing Director, HPSEDC  
1<sup>st</sup> Floor, I.T Bhawan  
Mehli, Shimla-171013, H.P

## **SECTION – I**

### **Introduction to Department of Digital Technologies and Governance (DDT&G)**

Department of Digital Technologies and Governance (DDT&G) of Himachal Pradesh plays a pivotal role in spearheading the state's initiatives towards technological advancement and digital governance. With a vision to leverage information and communication technologies for socio-economic development, the DDT&G focuses on enhancing the efficiency of government services and facilitating inclusive growth.

#### **Key Functions and Responsibilities:**

- a) **E-Governance Initiatives:** The DDT&G is instrumental in conceptualizing, implementing, and managing various e-governance projects. These initiatives aim to simplify citizen-government interactions, streamline administrative processes, and promote transparency.
- b) **Infrastructure Development:** The department is responsible for developing and maintaining the IT infrastructure of the state. This includes network systems, data centers, and other essential technology resources to support government operations.
- c) **Digital Literacy and Skill Development:** In line with the national agenda, the DDT&G works towards enhancing digital literacy among the citizens. It often collaborates with educational institutions and organizations to promote IT skill development programs.
- d) **Cybersecurity and Data Protection:** Ensuring the security of government data and information systems is a critical aspect of the DDT&G's mandate. It employs measures to safeguard against cyber threats and breaches, aligning with national cybersecurity standards.
- e) **Implementation of State IT Policies:** The DDT&G formulates and implements policies that guide the adoption and use of information technology across government departments. These policies are designed to foster innovation and efficiency.
- f) **Collaboration with Stakeholders:** The department collaborates with various stakeholders, including other government departments, private sector entities, and non-governmental organizations, to create a conducive environment for IT growth in the state.

## **Introduction to Himachal Online Seva (e-District MMP)**

Reforms in the public sector aimed at improving service delivery have received considerable focus during the last few decades. The Himachal Online Seva (E-District MMP) (**URL: <http://edistrict.hp.gov.in/>**) was launched with this objective to provide services in a self-service mode to the citizens and provision of integrated services through authenticated, updated and interlinked Government databases. The project also aimed to improve this experience and enhance the efficiencies of the various Departments at the district-level to enable seamless service delivery to the citizen. Creation of front-end platforms in the form of Sugam Centers (Citizen Facilitation Centers), Common Service Centres, referred to as Lok Mitra Kendras in Himachal Pradesh at Village/Panchayat level for delivery of services, back-end automation and simplification of process flows, business process reengineering to bring services under the ambit of the project and strengthening the infrastructure at District, Tehsil and Block levels to enable the Government to deliver services through the created platform were the major components of the program.

Since its inception in the year 2015, the project has expanded to cover 217 services of 39 departments. Further the network of the Lok Mitra Kendras has been simultaneously strengthened to bridge the digital literacy gap and provide services to the citizens in their vicinity. The digital availability of services was a boon during the COVID pandemic as it helped in the provisioning of services to the citizens at their door step through the network of LMKs, given the restricted movement during the lockdown period. The availability of services through the online platforms also saves the precious time of citizens spent in visiting government offices, which is an additional challenge in the mountainous and dispersed terrain of Himachal Pradesh.

### **Purpose of Engagement**

Department would like to invite a proposal for Redesign, and maintaining the Himachal Online Sev (eDistrict) portal for Himachal Pradesh. eDistrict portal is an important platform for providing a variety of government services to citizens in a seamless and efficient manner. Department requires technical resources to provide technical support, maintenance, and updates to ensure that the portal is functioning optimally and that services are available to citizens at all times.

The scope of the project includes the following:



- Handover of existing eDistrict portal from the existing vendor including source code, software design document, etc. required for smooth transaction of running application to shortlisted bidder.
- Redesigning of eDistrict application using latest technologies and introducing data analytics, AI features in the application.
- Technical support and maintenance for the eDistrict portal
- Regular updates and improvements to the portal
- Troubleshooting and issue resolution
- Monitoring and ensuring the cyber security of the portal
- Ensuring that the portal is accessible to all users, including those with disabilities
- Development and integration of new services
- Providing training and support as needed
- Maintenance of departmental portals of Labour & Employment, MC Shimla and Lok Mitra Kendra which are developed and integrated with the existing eDistrict Portal
- Mobile App

### **Scope of Work**

There are 248 schemes that are notified by different departments under Himachal Pradesh Public Service Guarantee (PSG) Act, 2011. This Department intends to digitize all these schemes so that citizens can access them online and concerned departments can provide these services in a time bound manner. Due to COVID, it has become a necessity to digitize all the G2C services so that footfall at Government offices may be reduced and end-to-end digital delivery of services shall be achieved. The components of the project are enumerated below:

#### **A. Maintaining existing eDistrict Portal**

Currently, 217 services of 39 departments are being provided through this portal. The list of services is attached at Annexure I for reference.

#### **B. Maintaining of Labour & Employment Portal (<https://labour.hp.gov.in/>)**

The portal of Labour & Employment Portal is developed and integrated with eDistrict Portal. There are 10 services which are being provided to the citizens. Please refer attached list for reference. The resources are expected to maintain this portal as well as this portal is developed and maintain by current implementing agency.

### **C. Maintaining of MC Shimla Portal (<https://www.mybill.shimlamc.org>)**

The portal of MC Shimla is developed and integrated with eDistrict portal. There are 3 services that are being provided to the citizens through this portal. Please refer above attached list for reference. The resources are expected to maintain this portal as well as this portal is developed and maintain by current implementing agency.

### **D. Maintaining existing Lok Mitra Kendras portal and integration of eDistrict services with Lok Mitra Kendras (LMKs)**

Currently, 84 services are integrated and being provided through LMKs. This Department intends to provide all citizen-centric services through LMKs.

### **E. Integration of eDistrict portal with HIMPARIVAR and Single Sign On (SSO) portal**

### **F. Integration with GoI platforms like UMANG, Digilocker, etc.**

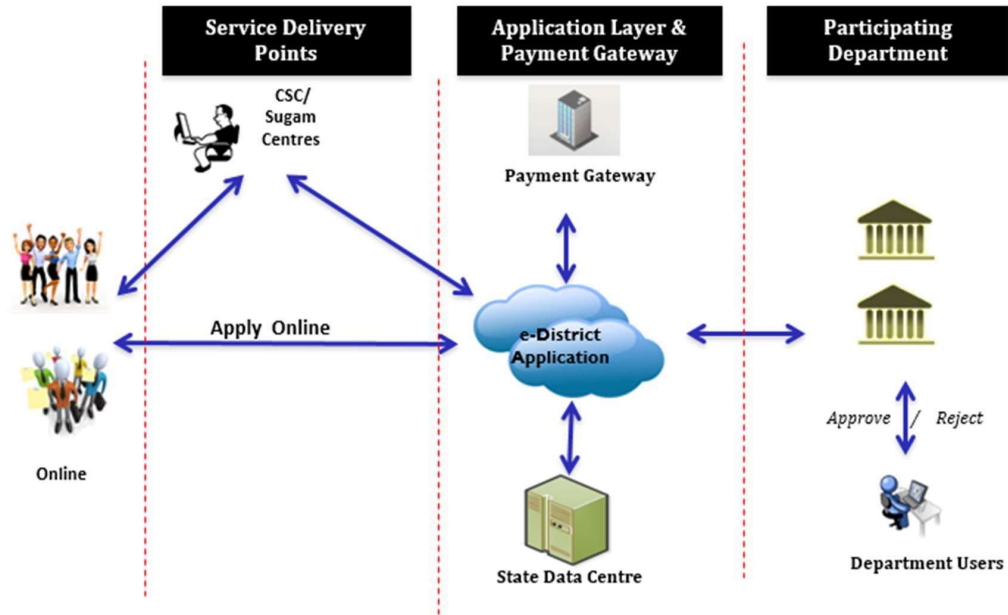
### **G. Development of new services and integration of already digitized services**

There are 248 schemes that are notified by different departments under Himachal Pradesh Public Service Guarantee (PSG) Act, 2011. List is attached in **Annexure II** The Department intends to digitize all these schemes so that citizen can access them online and concerned departments can provide these services in a time bound manner. Further, additional services/schemes as may be launched from time to time shall also be digitized through the Himachal Online Seva platform. The citizen centric services which are already digitized by the concerned departments need to be integrated with the eDistrict Portal.

### **I. Development of Mobile App – Himachal Online Seva**

Development of mobile app to provide a single platform to the citizens for accessing digital services and streamline public service delivery mechanism. The App shall be a single sign-on platform to provide state-wide Citizen Centric Services of various Government Departments and shall be integrated with various e-governance platforms such as Digilocker, facility of online transactions, UPI, etc. At the same, App would provide dashboard to the district administration as well as HODs about pendency of applications at various levels, escalation matrix, alerts generation etc.

## Architecture



### *Service Delivery Architecture of the Application*

The above architecture diagram provides an overview of the main conceptual elements and relationships including different delivery points, systems, data stores, and users. The architecture is designed to support the different stakeholders accessing the portal services. The architecture provides a clear separation of duties into various components. This distribution allows individual components to scale vertically and horizontally, as necessary, to support increased loads.

Citizens may apply for the service directly from this portal or may apply through Sugam or LMK centers in the State. The payment gateway has been integrated to facilitate online payments. Participating departments' process received applications online and citizen receives a certificate online accordingly.

## SECTION II

### IMPORTANT INFORMATION TO THE BIDDERS

#### **DELIVERABLES/ OUTPUT TIMELINES**

- Development, Deployment and configuration of the eDistrict application, which is to be made available for project stakeholders, should be up and running at all times.
- The duration of the contract shall be five years from the date of commissioning of the project. Based on the requirement of the Department, Govt. of HP may extend the project further for two years.

#### **PRE-BID MEETING & CLARIFICATIONS**

- All interested bidders can participate in pre-bid meeting to seek clarification on the bid, if any.
- The bidders designated representatives may attend the Pre-Bid meeting online through video conferencing.
- The Bidders are requested to send their consolidated queries to email id or at address mentioned below:-

**Managing Director,  
Himachal Pradesh State Electronics Development Corporation Ltd.  
1<sup>st</sup> Floor, IT Bhawan, Mehli,  
Shimla (H.P.)-171013  
Email ID: hpsedc@hpsedc.in**

#### **Annexure-1**

The queries must be sent in an excel sheet as per the format specified below:

<b>S. No.</b>	<b>Page No.</b>	<b>Section</b>	<b>Sub-section</b>	<b>Details</b>	<b>Clarification required</b>

- The queries not adhering the above-mentioned format will not be entertained.
- HPSEDC shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the HPSEDC.
- Non-attending the pre-bid meeting will not be a cause for disqualification of a bidder.

#### **RESPONSES TO PRE-BID QUERIES AND ISSUANCE OF CORRIGENDUM**

The HPSEDC will endeavor to provide timely response to all queries. However, HPSEDC makes no representation or warranty as to the completeness or accuracy of any response made in neither good faith, nor does HPSEDC undertake to answer all the queries that have been posed by the bidders.

## **CLARIFICATIONS AND AMENDMENTS OF RFP**

HPSEDC may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out posted on the website and the bidders may be asked to amend their proposal due to such amendments. No separate emails or any communication shall be sent to any prospective bidders. Bidders are advised to keep on visiting the official website for any changes.

## **INSTRUCTIONS TO THE BIDDERS FOR PREPARATION AND SUBMISSION OF PROPOSALS**

- All bids should be accompanied with Tender fee and the EMD. Any bid submitted without Tender Document Fee and EMD or with the lesser amount may be rejected being non-responsive. The bidder should ensure that Tender Document Fee and EMD has to be attached with the Bid.
- The bid should contain eligibility and technical offer containing documents, qualifying criteria, technical specifications and all other terms and conditions except the rates (price bid).
- Bidder will submit their eligibility-cum-technical bids online on HP Govt. e-Procurement Portal i.e. <https://hptenders.gov.in>.
- The bidder may submit original DDs or Bank Guarantee in favor of HPSEDC.
- In case of any change in the authorization, it shall be the responsibility of management / partners of the company/firm to inform the certifying authority about the change.
- The bidders are strictly advised to follow dates and times as indicated in RFP. The date and time shall be binding on all bidders.
- The Client may, at its discretion, extend the submission date for any administrative reason.
- Notwithstanding anything else contained to the contrary in this Tender Document, the Managing Director, HPSEDC, Shimla, reserves the right to cancel/withdraw/ modify fully or partially the 'Invitation to Bidders' or to reject one or more of the bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.

### SECTION III

#### PRE-QUALIFICATION CRITERIA

Before opening and evaluation of their technical proposals, bidders are expected to meet the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting pre-qualification criteria are liable to be rejected summarily.

<b>S.No</b>	<b>Company Eligibility Condition(s)</b>	<b>Supporting Document(s)</b>
1	The Company must be registered in India under the Companies Act 1956 / the Companies Act 2013 having its registered office in India or a Partnership Firm registered under the Partnership Act, 1932 or LLP firm registered under the Limited Liability Partnership Act, 2008. Certified Copy must be attached.	Attested copy of the Certificate of Incorporation. Attested copy of proof of registered office address
2	The Company/Agency should have annual Average Turnover of Rs.100 Crores in last 3 Financial Years (2020-21,2021-22,2022 - 23) and should be a profit-making company before tax in each of the last three audited financial years from similar work.	Audited Balance sheet and Profit & Loss account statement of financial years. In Case of 2022-23 provisional balance sheet duly signed by Chartered Accountant will also be considered. Certificate duly signed by Company Secretary/Chartered Accountant of the Company confirming the positive net- worth for the last three financial years
3	The Company/Agency must have project experience in 3 or more of the following during the last five preceding years in State/Central Government/PSU as following: a) Opensource Portal Development/software development i) Expertise in web	Work Order with Client Certificate/Payment Record /Self Certification duly signed by the Promoter/CMD of the company

	<p>development, database management, and security protocols.</p> <p>ii) Portal Integration experience.</p> <p>b) Mobile App Development</p> <p>i) Proven experience in developing mobile applications, preferably for e-governance platforms.</p> <p>ii) Expertise in creating apps with single sign-on capabilities, integration with e-governance platforms, online transactions, UPI, and other relevant features)</p> <p>a) IT Manpower (BE/ B Tech/ MCA/ MBA) of minimum 250 professionals</p>	
5	CMMI (Level 3 or above) and Quality Certification ISO9001:2008/ISO20001-1:2018	Copy of certificates (must be valid at the time of bid submission).
6	Selected company should not have been blacklisted in the last three years by any Government entity in India (Centre/State Organizations/Departments/Institutions) for breach of any applicable law or violation of regulatory prescriptions or breach of agreement as on date of submission of Bid	Self-certificate duly signed by the Promoter/CMD of the company.

The proposals meeting the above qualification criteria will be evaluated as per the Technical Evaluation criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals may be rejected.

Bidder to submit only relevant documents sought in the tender. For project experience bidder to limit its submission to maximum 5 pages per experience.

**\*NOTE: -**

As per Notification No. 4-Ind/SP/Misc/F/6-10/4/80-Vol-V dated 16.05.2020 issued by Controller of Stores Himachal Pradesh or any other orders issued by Govt. of Himachal Pradesh, a bidder may be granted exemption in tender fee and EMD provided it meets either of the below mentioned criteria:

- The bidder is registered with the State store purchase organization, or
- Bidder is registered with NSIC

The bidder shall submit either of the above-mentioned certificates to avail exemption from EMD and Tender Fee.



## SECTION IV

### EVALUATION OF BIDS/ PROPOSALS

#### **BID OPENING SESSION**

The bids will be opened on the specified date, time and address. In the event of the specified date of bid opening being declared a holiday for HPSEDC, the Bids shall be opened at the same time and location on the next working day.

#### **PROPOSAL EVALUATION PROCESS**

- 1) Proposals will be evaluated by a Tender Committee (TC).
- 2) HPSEDC has the right to appoint any individual / organization as an expert member of this committee as long as the particular person does not have any conflict of interest in the bidding/evaluation process.
- 3) HPSEDC has the right to share the contents of the proposals or bids with the experts or consultants appointed for the purpose of evaluation of the bids.
- 4) Evaluations of bids will be only based on information provided by the bidders in the proposals, or any additional information provided by the bidders against specific requests for clarifications requested by HPSEDC during the evaluation process.
- 5) During the time of the evaluation of the technical bid, HPSEDC may seek clarifications from the bidder on specific items in the bids submitted by them. All such clarifications will be sent to the contact persons indicated in the proposal either by email or mail.
- 6) The primary role of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. The clarifications provide the opportunity for HPSEDC to state its requirements clearly and for the bidder to state its proposal more clearly.
- 7) The bidder has the option to respond or not respond to these queries. If the bidder fails to respond within the stipulated time, HPSEDC has the right to make assumptions on the Technical bid submitted by the bidder and if such assumptions lead to disqualification of the Technical bid, HPSEDC is not accountable for these omissions.
- 8) All the responses to the clarifications will be part of the Technical Proposal of the respective bidders, and if the clarifications are in variance with the earlier information in the proposal, the information provided in later stages will be the part of the contract for implementation between bidder and HPSEDC.
- 9) Evaluation of the bids will be done in the following sequence and as per the Checklist given in this RFP:
  - a. Scrutiny of Tender fee & EMD and adherence to general guidelines
  - b. Evaluation of Qualification/Eligibility
  - c. Evaluation of Technical specifications

## TECHNICAL BID

Sr. No.	Evaluation Criteria	Marks	Documents to be submitted
<b>A</b>	<b>Company Existence</b>		
<b>A-1</b>	<b>Company Existence in India</b> a) 3-8 Years: 0 Marks b) 9-15 Years: 3 Marks c) More than 15 Years: 5 Marks	5	Certificate of Incorporation to be attached
<b>B</b>	<b>Bidder Turnover</b>		
<b>B-1</b>	Bidder average annual Turnover in last three financial years should be at least 100 crores out of which at least 80 crores from IT & ITES Goods & Services: a) 100 Cr. – 150 Cr.: 8 Marks b) Above 150 Cr. – 200 Cr: 12 Marks c) Above 200 Cr: 15 Marks  Note: Agency should be a profit-making entity with positive Net worth.	15	CA certificate mentioning Total turnover, turnover from IT and ITES Goods and Services & Networth along with Audited Balance sheet and Profit & Loss statement.
<b>C.</b>	<b>Relevant Experience</b>		
<b>C-1</b>	Bidder should have at least 2 completed/ongoing projects that have the following components: - GIGW compliant - Website/web portal for Central Govt./State Govt./PSU's - Each having a minimum value of 2 crores. a) 2 Projects: 10 Marks b) 3-4 Projects: 15 Marks c) More than 5 Projects: 20 Marks  Note: Work order/completion certificate should clearly mention the no. of website/web portal developed.	20	Copy of Work Order and Completion Certificate
<b>C-2</b>	<b>Similar Project Experience</b> The bidder should have experience in customization/development and implementation, support of citizen centric services with workflow and document management system solution with State Government/ Central Government/ Semi Government/ PSU/ Other Government Institutions during last five years as on bid submission date. <ul style="list-style-type: none"> <li>• At least one of the project of similar nature must be of a</li> </ul>	20	Bidder should submit the following: a) Bidder should submit the PO / Work orders for ongoing projects. b) Project Completion Certificate from the client in case of completed projects. c) Work Order + Phase Completion Certificate (for ongoing projects) from the client

	<p>value not less than Rs. 25 Crores – 20 Marks</p> <p>OR.</p> <p>At least two (2) projects of similar nature must be of a value not less than Rs. 15 Crores each. – 20 Marks</p> <p>OR</p> <p>At least three (3) projects of similar must be of a value not less than Rs. 10 Crores each – 20 Marks</p> <ul style="list-style-type: none"> <li>• One (1) project of similar nature must be of a value not less than Rs 15 Crores – 10 marks</li> </ul> <p>OR</p> <p>At least two (2) projects of similar must be of a value not less than Rs. 10 Crores each – 10 Marks</p> <p>Similar nature means ‘Development of Web applications using .Net/ Java and SQL/Oracle/DB2 database:</p> <ol style="list-style-type: none"> <li>1. Web Application</li> <li>2. Integrations with multiple departments. Minimum 5 Departments G2C services integration/onboarding</li> <li>3. Delivering at least 25 G2C Services in Project</li> <li>4. Integration with Payment gateway, SMS Gateway, Digilocker, Aadhaar e-KYC etc.</li> </ol> <p>Note: Project must satisfy at-least any 3 conditions out of 4 as mentioned above.</p>		
<p><b>C-3</b></p>	<p>The Bidder should have experience of managing IT software transition project in any State Government/ Central Government/ Semi Government/PSU/Other Government Institutions in India during the last 5 financial years as on bid submission date.</p> <p>Transition projects means- The project which has been developed and implemented by a different vendor earlier which has been taken over by the bidder and is being managed.</p> <ul style="list-style-type: none"> <li>• 1 Project – 2 marks</li> <li>• 2 Projects – 5 marks</li> <li>• 3 Projects – 10 marks</li> </ul>	<p>10</p>	<p>Bidder should submit the following: Completed Projects: a) Copy of Work Orders/ Agreement/ LOA/LOI b) Successfully Transition/Handover certificate Ongoing Projects: a) Copy of Work Orders/Agreement/LOA /LOI. b) Successfully Transition/Handover certificate</p>

C-4	<p>Number of End to End online delivery of citizen centric services during the last 5 financial years as on bid submission date.</p> <ul style="list-style-type: none"> <li>• Delivering at least 25 G2C Services in Project: 2 marks</li> <li>• Delivering at least 50 G2C services in Project: 5 marks</li> <li>• Delivering 100 or more than 100 G2C services in Project: 10 marks</li> </ul> <p>The project should have all the following component in scope</p> <ul style="list-style-type: none"> <li>• Design, Development &amp; Implementation of e-Governance / Smart Governance application.</li> <li>• Supply, Installation &amp; Commissioning of DC/DR Infrastructure</li> <li>• Training</li> <li>• Helpdesk / NoC Support</li> <li>• Operation &amp; Maintenance for 5 Years out of which minimum 2 years of O&amp;M must have been completed</li> </ul> <p>End to end deliver means: Applying of services online, online payment of fees, Online application processed by concerned officers, online available of certificate.</p>	10	Copy of Work Order/LoA/ Agreement, Completion / Go-Live Certificate, Client Citation for Start of O&M of the Project
<b>D</b>	<b>Quality Certification</b>		
D-1	<p>a) CMMI 5, ISO 9001:2015 : 5 Marks  b) CMMI 5, ISO 9001:2015, ISO 20000:1: 10 Marks  (CMMI certificate will be verified on <a href="https://www.cmmiinstitute.com/pars/">https://www.cmmiinstitute.com/pars/</a>) only</p>	10	Valid Certificates to be attached
<b>E</b>	<b>Technical Presentation</b>		
E-1	<ul style="list-style-type: none"> <li>○ Technology proposed for redesign</li> <li>○ Migration plan</li> <li>○ Cutover to redesigned system</li> <li>○ Approach and Methodology – overall approach</li> <li>○ No. of resources required.</li> <li>○ Detailed work plan alongwith timelines</li> </ul>	10	Copy of Technical Presentation to be attached

**Note:** The team will be deployed onsite at client location fulltime and report to nodal officer.

## FINANCIAL BID

**Quality and Cost Based Selection (QCBS)** method will be followed during the overall selection process. Based on the evaluation of technical proposal, the technically qualified bidders shall be ranked highest to lowest Technical Score (**ST**) in accordance to the marks obtained during the technical evaluation stage. There shall be 70% weightage to technical score and 30% weightage to financial score.

The individual bidder's financial score (**SF**) will be evaluated as per the formula given below:

$$\mathbf{SF} = \left[ \mathbf{Fmin} / \mathbf{Fb} \right] * 100 \text{ (rounded off to 2 decimal places)}$$

where,

**SF**= Normalized financial score of the bidder under consideration

**Fmin**=Minimum financial quote among the technically qualified bidders

**Fb**= Financial quote of the bidder under consideration

$$\mathbf{Combined\ Score\ (S)} = \mathbf{ST} * \mathbf{0.70} + \mathbf{SF} * \mathbf{0.30}$$

Where ST = Technical score secured by the bidder. Where SF = Financial score secured by the bidder.

1. The bidder securing the highest evaluated **Combined Score(S)** will be awarded the contract observing due procedure.
  2. In the event that two or more Bidders achieves the same combined score (the "Tie Bidders") for the Project, the HPSEDC may:
    - adjudicate the bidder securing the highest technical score in the "Relevant Past Experience" Section of Technical Evaluation Table as the "Best responsive bid" for award of the Project;
    - In Case there is again a tie in scores of the "Relevant Past Experience" Section of Technical Evaluation Table adjudicate the bidder securing the highest technical score in the "Resources Proposed for deployment" Section of Technical Evaluation Table as the "Best responsive bid" for award of the Project.
- OR
- in its sole discretion, may annul the Bidding Process.

## **DISQUALIFICATIONS**

HPSEDC may at its sole discretion and at any time during the evaluation of Proposals, disqualify any Bidder, if the Bidder has:

- a. Made any misleading or false representations in the forms, statements and attachments submitted in its bid.
- b. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- c. Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
- d. Failed to provide clarifications related thereto, when sought.
- e. Submitted more than one Proposal (directly/in-directly).
- f. Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- g. Submitted a proposal with price adjustment/variation provision.
- h. Not submitted in as specified in the RFP documents.
- i. Not submitted the Letter of Authorization (Power of Attorney).
- j. Suppressed any details related to bid.
- k. Submitted incomplete information, subjective, conditional offers, and partial offers.
- l. Not submitted documents as requested in the checklists/RFP.
- m. Submitted bid with lesser validity period.
- n. Any non-adherence/non-compliance to applicable RFP content.

## **EVALUATION OF PRE-QUALIFICATION BIDS**

For the evaluation of Pre-Qualification Bids, the documentation furnished by the Bidders will be examined to check if all the eligibility requirements and furnished in accordance with the formats supplied are met.

- a. The HPSEDC may ask the Bidder for additional information whenever committee feels that such information would be required. This may also include reference checks to verify credentials supplied by the Bidder.
- b. Proposals not meeting pre-qualification criteria will not be processed further for technical evaluation.

## **EVALUATION OF TECHNICAL BIDS**

1. Technical Proposals would be evaluated only for those Bidders, who qualify the Pre-qualification evaluation.

2. The Technical Proposals will be evaluated against the requirements specified in the RFP and the Technical Evaluation Criteria.
3. Bidders shall be invited to make a presentation to the Evaluation Committee as per technical evaluation criteria.
4. Consequent upon the evaluation as per technical evaluation criteria, each technical bid will be assigned a Technical Score out of a maximum of 100 points.

### SAMPLE PRICE BID SCHEDULE

Sl No.	Item Name of Application	Price in Rs	Number of item	Total Price in Rs	Total Price in Words
1	One Time Application Redesign and Development Cost		NA		
2	Manpower cost for operation phase (Includes operation and maintenance of existing application and development of new services from time to time during the currency of the contract without additional cost. The extension of project will include cost of manpower only)		NA		
2.1	Project Manager		1		
2.2	System Administrator		1		
2.3	Application Lead Developer		1		
2.4	Senior Developer		4		
2.5	Database Developer		1		
2.6	Senior Developer Mobile App		1		
2.7	Helpdesk Executive		3		
<b>Total</b>					

**Note: \*The bidders may quote the price keeping in view that there can be an increase of 10% in the scope of work indicated in this document. Further, the project can be extended for another two years on mutual consent between both parties at the prices discovered through this tender.**

#### NEGOTIATION

There would be no post RFP negotiations. However, HPSEDC may negotiate with S1 bidder under exceptional circumstances.



## **CORRECTION OF ERRORS**

1. Bidders are advised to exercise adequate care in preparing response to the RFP. No excuse for corrections in the bid will be entertained after the proposals are opened. All corrections, if any, should be performed before submission, failing which such items may not be considered.
2. Arithmetic errors in proposals will be corrected as follows:  
In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the overall proposal price shall govern.

## **NOTIFICATION OF AWARD AND SIGNING THE CONTRACT**

1. HPSEDC will award the contract to the successful bidder whose score is calculated as highest during the proceedings of the Bid Final score evaluation as per R1 method stated as above.
2. Prior to the expiration of the bid validity period, HPSEDC will notify through a “Letter of Intent”, to the successful bidder in writing or by facsimile or email, that their proposal has been accepted and under consideration for signing a contract.
3. The successful bidder who has been issued with a letter of intent is expected to furnish a Performance Bank Guarantee (PBG) for an amount of @3% of total work order value and valid upto 3 months after expiry of work. This Performance Bank Guarantee has to be from any Nationalized/ Scheduled bank.
4. The contract between the successful bidder, HPSEDC/DDT&G and AR will come into force only upon the bidder furnishing the Performance Bank Guarantee in 15 days and HPSEDC/DDT&G signing the contract with the successful bidder.
5. If the successful bidder fails to furnish the Performance Bank Guarantee, within the specified period and subject to specified conditions, HPSEDC has the right to withdraw the notification of award and next qualified bidder shall be awarded the project or go for retendering. The decision of HPSEDC shall be final in this regard.
6. If the successful bidder tries to alter the Financial Proposal or the Technical Proposals, with something which were not part of the proposals and which are in variance with the basic spirit and letters of the proposals, while signing the contract, HPSEDC has the right to withdraw the notification of award and the bidder will forgo the EMD furnished during the bidding process.

7. Failure of the successful bidder to agree with the Terms and Conditions of the RFP, the terms as put forward by HPSEDC and/or the failure to present the Performance Bank Guarantee within the stipulated period and/or non-fulfillment of the condition of executing a contract by the successful bidder shall constitute sufficient grounds for the annulment of the award, and forfeiture of EMD. In such an event HPSEDC may award the contract to the next best value bidder or call for new proposals
8. Expenses for the Contract-The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

#### **PERFORMANCE BANK GUARANTEE**

- The successful bidder shall at its own expense deposit with HPSEDC, within fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank payable on demand, for the due performance and fulfillment of the contract by the bidder. Format of PBG is given at Form-3 of this document.
- The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.
- This Performance Bank Guarantee will be for an amount equivalent to 3% of the contract value. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- The performance bank guarantee shall be valid till the end of three months after the period of end of contract.
- The Performance Bank Guarantee may be discharged / returned by the client upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the bidder being unable to service the contract for whatever reason, the Client would invoke the PBG. The Client shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default. This will be in addition to other penal actions that can be initiated by HPSEDC/DDT&G as detailed in this RFP.
- The HPSEDC shall also be entitled to make recoveries from the Bidder bills, PBG or any other payment due, in case of any error/ omission on bidder's part.

## **EARNEST MONEY**

1. The Bidder shall furnish Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lacs. only) as part of its bid. Any bid, submitted without EMD or with the lesser bid amount, will be rejected being non-responsive.
2. The Earnest Money Deposit (he above mentioned EMD).
3. The EMD may be forfeited:
  - a. If a Bidder withdraws its bid during the period of bid validity specified by the Bidder and required by the HPSEDC.
  - b. During the tendering process, if a Bidder indulges in any such activity as would jeopardize the tender process. The decision of the HPSEDC regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.
  - c. In the case of a successful Bidder, if the Bidder fails,
    - i. To sign the contract, and
    - ii. To furnish Performance Security.
  - d. Violates any of such important conditions of this tender document or indulges in any such activity as would jeopardize the interest of the HPSEDC. The decision of the HPSEDC regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances.

## **ARBITRATION**

- a. All the disputes and/or differences arising out of this agreement shall in the first instance be settled amicably. In the event such amicable settlement is not reached then such unresolved dispute shall be settled through arbitration as provided herein.
- b. Any dispute or differences whatsoever arising between the parties to the agreement, out of or relating to the consideration, meaning, scope, operations or effect of the contract or the validity of the breach thereof shall be settled in accordance with the provisions of Arbitration and Conciliation Act, 1996.
- c. The arbitration shall be conducted at Shimla.
- d. During the period of arbitration there shall be no suspension of the agreement.
- e. The cost of arbitration shall be shared equally by both the parties.
- f. The agreement shall be governed by Indian Laws and competent courts in Himachal Pradesh shall have exclusive jurisdiction.

## **SECTION V**

### **GENERAL TERMS AND CONDITIONS**

The terms and conditions given in the RFP and subsequent corrigendum released by HPSEDC shall apply. These General Conditions shall apply to the extent that these are not superseded specifically by provisions in other parts of this tender document. The main clauses are as follows:

### **ONE PROPOSAL PER BIDDER**

Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

### **COST OF PROPOSAL**

The bidder shall bear all costs associated with the preparation and submission of its Proposal, including site visits, and the HPSEDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

### **AMENDMENT OF RFP DOCUMENTS**

At any time prior to the deadline for submission of Proposal, the HPSEDC may amend the RFP document by issuing suitable Addendum.

Any addendum/corrigendum thus issued shall be part of the Tender document and shall also be posted online at [www.hptenders.gov.in](http://www.hptenders.gov.in). No claim will be entertained or accepted regarding non-receipt of addendum/corrigendum.

To give bidders reasonable time in which to take an Addendum into account in preparing their Proposals, the Client shall extend, if necessary, the deadline for submission of Proposals.

### **LIMITS ON PROMOTION**

The bidder will not make any reference to the department for procurement of resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the authorized representative of the HPSEDC. The bidder shall not perform any kind of promotion, publicity or advertising etc. at the department field offices through any kind of hoardings, banners or the like without the express prior written consent of the same.

## **USE & RELEASE OF BIDDER SUBMISSIONS**

HPSEDC is not liable for any cost incurred by the bidder in the preparation and production of the Proposal, the preparation or execution of any benchmark demonstrations, simulation or training service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the HPSEDC and may be returned at its sole discretion. The content of each bidder's Proposal will be held in strict confidence during the evaluation process, and details of the Proposals will not be discussed outside the evaluation process.

## **DEADLINE FOR SUBMISSION OF PROPOSALS**

Proposals must be submitted online by the bidders no later than the time and date stipulated in the RFP. The authorized authority may, in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum or by intimating all bidders who have been provided the Proposal Documents, in writing or by facsimile or by email in accordance with the RFP requirements. In this case, all rights and obligations of the department and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

## **LATE PROPOSALS**

The e-procurement portal [www.hptenders.gov.in](http://www.hptenders.gov.in) will not accept any proposal past the deadline date & time. Physical or Manual submission of proposals shall not be entertained after the deadline.

## **MODIFICATION AND WITHDRAWAL OF BIDS**

- The bidder may modify or withdraw its Bid after the Bid's submission prior to the deadline prescribed for submission of online Bids.
- No Bid may be modified subsequent to the deadline for submission of Bids, without the explicit consent of the department. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

## **CORRECTION OF ERRORS**

Bidders are advised to exercise greatest care in entering the pricing figures in the Bill of Quote (BoQ). No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened online. All corrections, if any,

should be digitally signed by the person signing the bid form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of department, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

### **CONTACTING DEPARTMENT**

Any effort by bidders to influence the officials in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidder's Proposal. Queries, requests if any regarding the bid should be forwarded to the RFP issuing authority at the address/e-mail-id specified in this RFP.

### **DISQUALIFICATION**

The bid is liable to be disqualified if:

- Not submitted in accordance with this RFP.
- During validity of the bid or its extended period, if any, the bidder increases his quoted prices without the consent of the Client to change the bid quote.
- The bidder puts his own conditions with the bid.
- Bid received in incomplete form or not accompanied by EMD and Tender document fee.
- Manual Bid received instead of online submission, unless authorized by the Client.
- Bid not accompanied by all requisite documents.
- Bidder fails to enter into a contract within 30 working days of the date of notice of the award of tender or within such extended period, as may be specified by an authorized representative.

## **LIQUIDATED DAMAGES**

- In the event Bidder fails to provide the Services in accordance with the Service Standard, Bidder shall be liable for penalty as per the terms and conditions of the agreement signed between the successful bidder, HPSEDC and the End User Department.
- HPSEDC is entitled to withhold (deduct) from the payment due or the Performance Bank Guarantee the liquidated damages that have become due as per clauses of this RFP.
- In the event Bidder fails to provide the Services in accordance with the Service Standard, Bidder shall be liable for penalty @10% of the total contract value.
- HPSEDC is entitled to withhold (deduct) from the payment due or the Performance Bank Guarantee the liquidated damages that have become due as per clauses of this RFP.

## **TERMINATION OF CONTRACT**

### **TERMINATION FOR DEFAULT**

HPSEDC/DDT&G, without prejudice to any other remedy for breach of Contract or non-compliance with service levels, by written notice of default sent to the Bidder, may terminate the Contract fully or in part:

- If the selected Bidder fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected Bidder fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of contract, or
- If the Bidder/ selected Bidder has engaged in corrupt or fraudulent practices in competing for or in executing the Contract or

In the event HPSEDC/DDT&G terminates the Contract in whole or in part, it may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the selected Bidder shall be liable to HPSEDC/DDT&G for any excess costs for such similar services. However, the Bidder may continue performance of the Contract to the extent not terminated. HPSEDC/DDT&G would not be liable to pay any damages to the selected Bidder in cases comprising Termination for default.

## **TERMINATION FOR INSOLVENCY**

HPSEDC/DDT&G may at any time terminate the Contract by giving written notice to the selected Bidder, if the selected Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the HPSEDC.

## **TERMINATION FOR CONVENIENCE**

HPSEDC/DDT&G, by written notice sent to the successful bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination be for its convenience. In case of termination for convenience, HPSEDC would pay to the bidder cost of services provided till the date of the termination. The PBG in such a case would be refunded to the successful bidder.

## **FORCE MAJEURE**

- The successful Bidder shall not be liable for forfeiture of its Performance bank guarantee, Liquidated Damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the successful Bidder fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the successful Bidder shall promptly notify the authorized representative of Client in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of the Client in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **EXIT MANAGEMENT**

### **PURPOSE**

- This clause sets out the provisions that will apply on expiry or termination of the contract.



- In the case of termination of contract due to illegality, HPSEDC/DDT&G will decide at that time whether, and if so during what period, the provisions of this clause shall apply.
- The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the successful bidder, carry out their respective obligations set out in this Exit Management Clause.

## **COOPERATION AND PROVISION OF INFORMATION**

During the exit management period:

- The bidder will allow HPSEDC/DDT&G or its nominated agencies access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered.
- Promptly on reasonable request by the HPSEDC/DDT&G or its nominated agencies, the bidder shall provide access to and copies of all information held or controlled by it, which have been prepared or maintained in accordance with the contract. HPSEDC/DDT&G or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The vendor shall permit the HPSEDC/DDT&G or its nominated agencies and/or any Replacement vendor to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the vendor and to assist appropriate knowledge transfer.

## **CONFIDENTIAL INFORMATION, SECURITY AND DATA**

The Bidder will promptly on the commencement of the exit management period supply to the HPSEDC/DDT&G or its nominated agencies the following:

- Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and
- Documentation relating to Intellectual Property Rights; and
- HPSEDC/DDT&G data and confidential information; and
- All current and updated departmental data as is reasonably required for purposes of the HPSEDC/DDT&G or its nominated agencies transitioning the services to its replacement vendor in a readily available format; and

- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable HPSEDC/DDT&G or its nominated agencies, or its Replacement vendor to carry out due diligence in order to transition the provision of the Services to the HPSEDC/DDT&G or its nominated agencies, or its Replacement Operator (as the case may be).
- Before the expiry of the exit management period, the Vendor shall deliver to the HPSEDC/DDT&G or its nominated agencies all new or up-dated materials from the categories set out in point (1) above, and shall not retain any copies thereof, except that the Vendor shall be permitted to retain one copy of such materials for archival purposes only.
- Before the expiry of the exit management period, unless otherwise provided under the contract, HPSEDC/DDT&G or its nominated agencies shall deliver to the Vendor all forms of Vendor confidential information which is in the possession or control of HPSEDC/DDT&G or its nominated agencies or its users

## **EMPLOYEES**

- Promptly on reasonable request at any time during the exit management period, firm shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to HPSEDC/DDT&G or its nominated agencies a list of all employees (with job titles) of firm dedicated to providing the services at the commencement of the exit management period.
- Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from firm to the HPSEDC/DDT&G or its nominees, or a Replacement Vendor ("Transfer Regulation") applies to any or all of the employees of firm, then the Parties shall comply with their respective obligations under such Transfer Regulations.
- To the extent that any Transfer Regulation does not apply to any employee of firm, the HPSEDC/DDT&G or its nominated agencies, or its Replacement Vendor may make an offer of employment or contract for services to such employee of firm and the Vendor shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the department or its nominated agencies or any Replacement Vendor.

## **TRANSFER OF CERTAIN AGREEMENTS**

On request by HPSEDC/DDT&G or its nominated agencies, firm shall affect such assignments, transfers, innovations, licenses and sub-licenses as HPSEDC may require in favor of HPSEDC/DDT&G or its nominated agencies, or its Replacement Vendor in relation to any equipment lease, maintenance or service provision agreement between firm and third party lesser, vendors, or Vendor, and which are related to the services and reasonably necessary for the carrying out of replacement services.

## **RIGHT OF ACCESS TO PREMISES**

- At any time during the exit management period, where Assets are located at firm's premises in relations to this project, firm will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) HPSEDC/DDT&G or its nominated agencies, and/or any Replacement Vendor.
- Firm shall also give HPSEDC/DDT&G or its nominated agencies, or any Replacement Vendor right of reasonable access to firm's premises and shall procure the HPSEDC/DDT&G or its nominated agencies and any Replacement Vendor rights of access to relevant third-party premises during the exit management period and for such period of time following termination or expiry of the contract as is reasonably necessary to migrate the services to HPSEDC/DDT&G or its nominated agencies, or a Replacement Vendor.

## **GENERAL OBLIGATIONS OF FIRM**

- Firm shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to HPSEDC/DDT&G or its nominated agencies or its replacement Vendor and which firm has in its possession or control at any time during the exit management period.
- For the purposes of this Clause, anything in the possession or control of any Vendor or associated entity is deemed to be in the possession or control of firm.
- Firm shall commit adequate resources to comply with its obligations under this Exit Management Clause.
- Application Source Code along with complete database would be the property of HPSEDC/DDT&G and the development Company should hand over all admin, user Id password, hosting, database server details etc. to HPSEDC/DDT&G, along with all software details, deliverables etc. at the time of deployment of application for

future use by HPSEDC/DDT&G. The successful vendor will relinquish all ownership of the application developed to HPSEDC/DDT&G.

#### **EXIT MANAGEMENT PLAN**

- Firm shall provide to HPSEDC/DDT&G or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, the Operation and Management SLA and scope of work.
  - A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
  - Plans for communication with such of firm's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on AR operations as a result of undertaking the transfer; and
  - If applicable, proposed arrangements for the segregation of Firm's networks from the networks employed by HPSEDC/DDT&G or its nominated agencies and identification of specific security tasks necessary at termination; and
  - Plans for provision of contingent support to the HPSEDC/DDT&G or its nominated agencies, and Replacement Vendor for a reasonable period after transfer for the purposes of providing service for replacing the Services.
- Firm shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- Each Exit Management Plan shall be presented by firm to and approved by HPSEDC/DDT&G or its nominated agencies.
- In the event of termination or expiry of the contract each Party shall comply with the Exit Management Plan.
- During the exit management period, the firm shall use its best efforts to deliver the services.
- Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- This Exit Management plan shall be furnished in writing to the HPSEDC/DDT&G or its nominated agencies within 90 days from the Effective Date of the contract.

## **CONFIDENTIALITY**

- Neither party will disclose to any third party without the prior written consent of the other party any confidential information which is received from the other party for the purposes of providing or receiving Services which if disclosed in tangible form is market confidential or if disclosed otherwise is confirmed in writing as being confidential or if disclosed in tangible form or otherwise, is manifestly confidential. Each party will take measures to protect the confidential information of the other party that, in the aggregate are no less protective than those measures it uses to protect the confidentiality of its own comparable confidential information, and in any event, not less than a reasonable degree of protection. Both parties agree that any confidential information received from the other party shall only be used for the purposes of providing or receiving Services under this Contract or any other contract between the parties
- These restrictions will not apply to any information which:
  - is or becomes generally available to the public other than as a result of a breach of an obligation under this Clause; or
  - is acquired from a third party who owes no obligation of confidentiality in respect of the information; or
  - is or has been independently developed by this recipient or was known to it prior to the receipt.
- Notwithstanding Clause (a) mentioned above, either party will be entitled to disclose confidential information of the other (1) to its respective insurers or legal advisors, or (2) to a third party to the extent that this is required by any or where there is a legal right. Duty or requirement to disclose, provided that in the case of sub- Clause (ii) (and without branching any legal or regulatory requirement) where reasonably practicable not less than 2 business days' notice in writing is first given to the other party.
- Without prejudice to the foregoing provision of this Clause above the firm may cite the performance of the services to clients and prospective clients as an indication of its experience.
- The firm shall not, without State prior written consent, disclose the commercial terms of this work order to any person other than a person employed by the FIRM in the performance of the work order.
- The clause on Confidentiality shall be valid for a further period of one year from the date of expiry or termination of the assignment, whichever is earlier.

## **RESPONSIBILITY FOR SAFE CUSTODY AND INTEGRITY OF DATA**

- The firm shall not, without prior written consent from HPSEDC/DDT&G, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the HPSEDC/DDT&G in connection therewith, to any person other than a person employed by the firm in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- The firm shall not, without prior written consent of HPSEDC/DDT&G, make use of any document or information made available for the project, except for purposes of performing the Contract.
- All project related documents issued by HPSEDC/DDT&G, other than the Contract itself, shall remain the property of the HPSEDC/DDT&G and shall be returned (in all copies) to HPSEDC/DDT&G on completion of the firm's performance under the Contract if so required by the HPSEDC/DDT&G.

## **CONTRACT AMENDMENT**

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties.

## **RESOLUTION OF DISPUTES**

- All disputes and /or difference arising out of this agreement shall on the first instance be settled amicably. In the event such amicable settlement is not reached then such unresolved disputes shall be settled through arbitration as provided herein.
- Any dispute or difference whatsoever arising between the parties to the agreement, out of relating to the consideration, meaning, scope, operation or effect of this contract or the validity of the breach thereof shall be settled in accordance with the provisions of the Arbitration and Conciliation Act,1996.
- During the arbitration there shall be no suspension of the Agreement.
- The cost of arbitration shall be shared equally by both the parties.
- The agreement shall be governed by Indian laws and the competent courts shall have Jurisdiction.
- Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under this contract to ensure continuity of operations.

## **INSURANCE REQUIREMENT**

Firm shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. and submit the list of all the insured items to HPSEDC prior to the start of operations. Firm shall take and keep effective all the insurances during the period of the Contract.

## **NOTICES**

- Any notice or other document, which may be given by either Party under this SLA, shall be given in writing and signed by the duly authorized representatives of the Parties. The notice or document may be given either in person or by pre-paid recorded delivery post or by facsimile transmission or by e-mail. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.
- In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address.
- Immediately on signing of Agreement, firm will appoint its duly authorized representative/ nodal person who will be taking/ sending notices on behalf of firm and will be responsible for deliverables, communication with HPSEDC/DDT&G. The firm will confirm in writing the name of nodal person to HPSEDC/DDT&G along with his/ her official email address. Similarly, HPSEDC/DDT&G will appoint nodal officer and inform firm.

## **INTERPRETATION OF CLAUSES**

In case of any ambiguity in the interpretation of any of the clauses in the bid document, HPSEDC/DDT&G interpretation of the clauses shall be final and binding on all parties.

## **THIRD PARTY CLAIMS**

- The firm (the "Indemnifying Party") undertakes to indemnify the HPSEDC/DDT&G (the "Indemnified Party") from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to tangible property.
- The firm shall indemnify HPSEDC/DDT&G against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in reference to this project in India.

## **PAYMENT TERMS**

**Price as per Bid Document** – The payment to L1 bidder for redesign and development shall be made on successful completion of Final Acceptance Testing. The payment to the L1 bidder would be done on quarterly basis against the quoted cost for operation and maintenance.

## **LIMITATION OF LIABILITY**

The aggregate liability of the firm to the HPSEDC/DDT&G in contract or tort or under statute or otherwise, for any loss or damage suffered by the HPSEDC/DDT&G arising from or in connection with the Services, however the loss or damage is caused, including firm's negligence but not fraud or other deliberate breach of duty, shall be limited to the amount of fee paid to the firm for the Services.

## **APPLICABLE LAW**

The contract shall be governed by the laws and procedures established by Govt. of India/ State of Himachal Pradesh within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

## **TIME SCHEDULE**

The duration of the contract shall be 69 months from the date of signing of contract. If HPSEDC/DDT&G decide the firm to carry on with the activities beyond the stated period, based upon the satisfactory performance of the firm, the same may be extended by additional period as required at the same commercial terms based on concurrence of the firm. The communication for extension of the contract shall be done by the client 3 months before the expiry of the contract. The Successful bidder shall takeover the application from existing vendor including code and other artefacts within One Month of signing of contract. Redesign and redevelopment of existing functionality shall be completed within 9 months of the signing of contract. After redesign and development, FAT shall be conducted, on successful FAT Operations and Maintenance phase of 60 months shall start. During Redesign and Development phase, bidder shall be paid for Operation & Maintenance of existing application after takeover of Application till 9 months after signing of contract on pro rata basis. No O&M charges shall be paid after 9 months in case of delay in Redesign and Development till FAT has been completed.



### Manpower to be Deployed during Operation and Maintenance Phase

S. No.	Designation	Number
1	Project Manager	1
2	System Administrator	1
3	Application Lead Developer	1
4	Senior Developer	4
5	Database Developer	1
6	Senior Developer Mobile App	1
7	Helpdesk Executive	3

**Note:** The team will be deployed onsite at client location fulltime and report to nodal officer.

### Service Level Agreement (SLAs)

S No	SLA Terms	Descriptions
1	System Uptime	<ul style="list-style-type: none"><li>• Time for which user is able to access the applications, website and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network, system software, application etc.</li><li>• Schedule down time for example, backup time, batch processing time, routine maintenance time will not be considered while evaluating the system uptime. However, the selected SI will be required to schedule such downtime with prior approval of DDT&amp;G. The selected SI will plan schedule downtime outside working time. In exceptional circumstances, DDT&amp;G may allow the SI to plan schedule downtime in working hours.</li></ul>

2	Error / Bugs found in the “Form” due to invalid validation check on the Application Form	<ul style="list-style-type: none"> <li>This Error / Bugs will be treated in Critical Bugs / Error category</li> </ul>
3	Other issues reported from different filed units / users like portal not responding, slow speed, wrong processing of data resulting in data corruption etc.	<ul style="list-style-type: none"> <li>This Error / Bugs will be treated in Critical Bugs / Error category</li> </ul>
4	Helpdesk / maintenance support for e District	<ul style="list-style-type: none"> <li>The SI will provide helpdesk maintenance support during O&amp;M period as per SLA defined in the document.</li> </ul>
5	Addition of new service.	<ul style="list-style-type: none"> <li>The development / deployment of new service / functionality will be treated in medium category.</li> </ul>

**Service Category: System up time and Performance –SDC.**

**Measurement Interval:** Weekly, Reporting Period Weekly

**Service Level Title/ Objective:** System Up time and Performance –SDC

**Definition:** Time for which user is able to access the applications, website and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network system, Software application etc.

Scheduled down time for example backup time batch processing time, routine maintenance time will not be considered while evaluating the system uptime. However, the selected SI will be required to schedule such downtime with prior approval of DDT&G. The selected SI vendor will plan schedule downtime outside working time. In exceptional circumstances, DDT&G may allow the SI vendor to plan schedule downtime in the working hours. DDT&G may allow the SI vendor to plan scheduled downtime in the working hours.

**Data Capture:** No of recorded hours on server logs of uninterrupted usage of the system by users during working hours.

**Technical Service Levels for eDistrict Applications**

The following technical Service Levels shall be applicable for the purpose of Operation and Maintenance and new development / addition of service in eDistrict Application.

S.No	Service Metric Parameters	Baseline Metric	Low Performance	Basis of Measurement
1	Average page opening / loading time	<5 sec.	>7 sec.	Measured over 128 kbps speed
2	Average response time for retrieval of information from server	<5 sec.	5 to 10 sec	Server logs
3	Scanned document upload	< 30 sec.	30 to 40 sec	Considering average 5 scanned documents of 0.5Mb over 128Kbps speed
4	Number of concurrent users accessing the application	300	200	There shall be no degradation of performance

**Service Category: Issue resolution efficiency**

**Measurement Interval:** I. Per Incident II. Per Incident

**Service Level Title/ Objective**

- I. Error / Bugs found in the “Form” due to invalid validation check on the Application Form
- II. Other error reported from different filed units / users.

**Definition:** Service considered to be disrupted when users are unable to avail services for both (I, II mentioned in Service Level Title / Objective)

**Data Capture:** Call logged (Applicable for both I, II mentioned in Service Level Title / Objective)

**Service Category:** Addition of new service and final deployment on production

**Measurement Interval:** Per Service

**Service Level Title/ Objective:** Addition of new service

**Definition:** Service considered to be disrupted when SI fails to deploy tested services on production server with in agreed time frame.

**Data Capture:** Work allocated by DDT&G

**Please note:**

- Following conditions will be considered as the Breach of Agreement in case of O&M Phase in any of the following conditions DDT&G reserves the Right to terminate the agreement.
  - System up time at SDC of less than 97% continuously for a quarter
  - Average page loading time for application & report to be more than 20 seconds evaluated for a quarter;
- “Help desk support” shall mean 9 hours X 6 day’s centre which will handle Fault Reporting, Trouble Ticketing and related enquiries during this contract.
- “Response Time” shall mean the time taken (after the incident has been reported to the helpdesk), in resolving, (diagnosing, troubleshooting and fixing) or escalating (to the second level or to respective Vendors, getting the confirmatory details about the same from the Vendor and conveying the same to the end user), the service related troubles the first level escalations. The resolution time shall vary based on the severity of the incident reported at the Helpdesk. The severity would be as follows.
  - **Critical:** Incident which impact the overall solution like outage of eDistrict Application and which has a high impact on the service delivery to citizens and respective departments. Any incident which is affecting a majority of users (over 80% of users including, Department users, Sugam and CSCs)
  - **Medium:** Incidents which impact a limited number of users. The main application at SDC is available but the productivity of limited number of users is getting affected. For e.g. eDistrict application are up and running but certain users are unable to login / access / submit request / process citizen service request etc. Acceptable work around is available. For example, installation of operating system, patches, development/deployment of new services etc.
  - **Low:** Incidents whose resolution shall require changes in configuration of hardware or software, which will not significantly interrupt working of that component. Incident like functionality enhancement and / or support for modifications or maintenance of source code, application versions enhancement etc.

## Penalty Calculations

S.No	Service Category	Hours of Support	Target Service Level	Minimum Service Level	Service Level Dependency	Increase Impact	Severity Wight
1	System up time and Performance –SDC	24X7	99.9%	99%	<ul style="list-style-type: none"> <li>• Power Backup</li> <li>• Upgrades</li> <li>• System Restores</li> </ul>	To be base lined for 6 months	INR 300,000 per month for every drop in percentage point of uptime below 99.5% [The non-availability for application, service website measured on monthly basis and excluding the scheduled maintenance shutdown. Performance of system refers to the proper and timely

							functioning of the system's functionalities. The application should be available and performing as per functionalities
2	Issue resolution efficiency Note : For Invalid validation check	9x6	Per incident reported	Per incident reported			INR of 5,000 per incident reported will be charged as penalty amount.
3	Issue resolution efficiency Note : Other bug reported	9x6	Per incident reported	Per incident reported			INR 5,000 per Critical Incident INR 3000 per Medium Incident INR 1000 per Low incident on the incident which do not meet SLAs
4	Addition of new service	9x6	Per Service	Per Service			SI will submit the development

							<p>, deployment &amp; final UAT plan within 5 working days from the date of providing the relevant document to SI.</p> <p>SI will submit development , deployment &amp; UAT plan along with proposed timelines.</p> <p>After mutual discussion, DTG will submit the final timelines.</p> <p>INR of Rs.1,000 per day for the delay beyond 7 working days of finalize timelines will be charged</p>
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							based on the scope of work.
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**Note: Maximum penalty against every SLA shall not exceed to sum of 5% of respective deliverables value.**

**Penalty on Manpower**

The bidder is required to provide fulltime dedicated manpower at Client Site with requisite qualification and experience prescribed in the RFP. The bidder also has to indicate in its bid about the no. of resources proposed to be deployed in the field to meet SLA defined in the RFP.



In case of default, following penalty will be imposed on the bidder:

S. No.	Item	% of presence of total manpower (with respect to total no of working days) with requisite qualification and experience	Penalty as % of Quarterly Payment
1	Deployed Manpower as per this Agreement	100 %	Nil
2	Number of client side dedicated Manpower deployed is less than tender requirement or not meeting qualification and/ or experience criterion specified in the RFP	Less than 100%	<ul style="list-style-type: none"> <li>• No payment would be released in the absence of onsite manpower</li> <li>• The quarterly payment would be deducted in proportion to the number of days of absence of manpower or in case manpower deployed lacks necessary qualification or experience. The above deduction shall be calculated on the basis of number of defaulting manpower out of total onsite manpower to be deployed under this contract.</li> </ul>

**Note:**

- a. The Client, while calculating payment to the bidder, may impose penalties for both deliverables as well as penalty on manpower
- b. The Client reserves the right to demand replacement of the manpower deployed by vendor, on account of non-performance or unprofessional conduct of the resource at Client site. Such replacement shall be carried out by the vendor within 4 weeks of written communication by the client, failing which the client shall invoke penalty considering that the manpower deployed by the bidder is less than 100%. The Client may also ask the Vendor to recall the resource where it is found that the presence of the resource at client site is unacceptable due to his/her unprofessional behavior.

Bidder resources must mark attendance for all working days as per DDTG / Govt of HP working days. Non marking of attendance will be considered as absence and considered for penalty calculation.

## SECTION VI – FORMS AND ANNEXURES

### **FORM 1: FORMAT FOR PRE-QUALIFICATION PROPOSAL**

Date: DD-MM-YYYY

**Managing Director,  
Himachal Pradesh State Electronics Development Corporation Ltd.  
1<sup>st</sup> Floor, IT Bhawan, Mehli,  
Shimla (H.P.)-171013**

**Ref: Request for Proposal for Services for Maintenance and Expansion of Himachal Online Seva (e-District) portal**

Dear Sir/Madam

1. Having examined the RFP documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the services as required and outlined in the RFP documents. To meet such requirements and provide such services as set out in the RFP documents, we attach hereto our response to the RFP documents, which constitutes our proposal for being considered for appointment as the Service Operator.
2. We undertake that this is our sole participation, and we are not participating or co-participating in this bid through any other related party or channel.
3. We undertake, if our proposal is accepted, to adhere to the Project Schedule put forward in the RFP documents or such adjusted plan as may subsequently be mutually agreed between us and HPSEDC/DDT&G or its appointed representatives.
4. If our proposal is accepted, we will submit a Performance Bank Guarantee in the format given in the RFP document issued by a Scheduled bank in India, acceptable to the HPSEDC, as per the details specified in the RFP documents for due performance of the Agreement.
5. We have read all the terms and conditions set out in the RFP documents and confirm that these are unconditionally acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our Proposal shall not be given effect to.
6. We have studied all instructions/forms/terms/requirements/other information of the RFP documents carefully and have submitted this bid with full understanding and any implications thereof.

7. We hereby declare that our Proposal is made in good faith, without collusion or fraud and the information contained in the Proposal is true and correct to the best of our knowledge and belief.

8. It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this                      Day of                      2024

(Signature)

(In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

(Name and Address of Company)

(Seal/Stamp of bidder)

Enclosure: Copy of Power of attorney/Board resolution in name of authorized signatory

## **FORM 2: FORMAT FOR FURNISHING GENERAL INFORMATION**

### **Details of the Bidder (Company)**

1. Name of the Bidder
2. Address of the Bidder
3. Status of the Company (Public Ltd/Pvt. Ltd)
4. Details of Incorporation of the Company
5. Details of Commencement of Business
6. Valid Sales tax registration no.
7. Valid Service tax registration no.
8. Permanent Account Number (PAN)
9. GST Identification Number
10. Name & Designation of the contact person to whom all references shall be made regarding this RFP
11. Telephone No. (with STD Code)  
Mobile Number
12. E-Mail of the contact person:
13. Fax No. (with STD Code)
14. Website

**FORM 3: PERFORMANCE BANK GUARANTEE FORMAT**

To

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1. Whereas M/s \_\_\_\_\_ (Name of firm agency) (hereinafter called "firm") has to do project as per agreement dated \_\_\_\_\_ signed between Managing Director, (HPSEDC), Shimla (hereinafter called "Client") and them and as per the agreement M/s \_\_\_\_\_ (Name of firm agency) will submit Performance Bank Guarantee amounting to Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

2. NOW THEREFORE KNOW ALL THE MAN THESE PRESENTS THAT WE, (Bank Name) \_\_\_\_\_ having \_\_\_\_\_ its \_\_\_\_\_ Head \_\_\_\_\_ Office at \_\_\_\_\_

\_\_\_\_\_ (hereinafter called "the Bank") are bound up to the "Client" in the sum of Rs. \_\_\_\_\_ ( \_\_\_\_\_ ) for which payment will and truly to be made to the "Client", the Bank binds itself, its successors and assignees by these presents.

3. "The Bank" further undertakes to pay to the "Client" up to the above amount on receipt of its first written demand, without the "Client" having to substantiate its demand. The Client's decision in this regard shall be final and shall not be called upon to question under any circumstances. The Bank Guarantee will remain in force up to \_\_\_\_\_. However, its validity can be got extended before \_\_\_\_\_ solely at the instance of the "Client". This clause shall remain valid notwithstanding anything else contained to the contrary in the document.

4. Our liability under this guarantee is restricted to \_\_\_\_\_ ( \_\_\_\_\_ ) and it will remain enforce up to \_\_\_\_\_ unless a demand in writing is received by the bank on or before \_\_\_\_\_, all your rights under the said guarantee shall be forfeited and we shall be released and discharged from all the liabilities thereunder.

5. Sealed with the Common Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_. In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

for Bank \_\_\_\_\_

Witness

Signature

Name

M/s. \_\_\_\_\_ (complete address)

**FORM 4: FINANCIAL INFORMATION**

**1. Annual Turnover of the Bidder in IT Application Development**

<b>Financial Year 2020-21</b>	<b>Financial Year 2021-22</b>	<b>Financial Year 2022-23</b>	<b>Page number where the details are provided</b>

**FORM 5: FORMAT FOR LIST OF PREVIOUS WORK ORDERS EXECUTED**

<b>SL. No.</b>	<b>Name of Client</b>	<b>Name of the Project</b>	<b>Project Brief</b>	<b>Project Cost</b>	<b>Status (Complete/ In Progress/ Delay)</b>
<b>1</b>					
<b>2</b>					
<b>3</b>					
<b>.</b>					
<b>.</b>					



**FORM 6: SELF-DECLARATION (to be filled by the bidder)**

To,

**Managing Director,  
Himachal Pradesh State Electronics Development Corporation Ltd.  
1<sup>st</sup> Floor, IT Bhawan, Mehli,  
Shimla (H.P.)-171013**

\_\_\_\_\_,  
In response to the RFP. No. \_\_\_\_\_ dated \_\_\_\_\_ for  
Design & Development of Single Unified Portal under HP Public Services Guarantee Act,  
2011, as an Owner/ Partner/ Director/ Auth. Sign. of

\_\_\_\_\_, I/ We hereby declare that presently our  
Company/ firm \_\_\_\_\_, at the time of bidding: -

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons.
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed in the RFP, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,  
Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**FORM 7: DECLARATION REGARDING CLEAN TRACK RECORD (to be submitted on bidder's letter head)**

To,

**Managing Director,  
Himachal Pradesh State Electronics Development Corporation Ltd.  
1<sup>st</sup> Floor, IT Bhawan, Mehli,  
Shimla (H.P.)-171013**

Dear Sir,

**Declaration Regarding Clean Track Record**

**(RFP No : \_\_\_\_\_ dated \_\_\_\_\_ )**

I have carefully gone through the Terms & Conditions contained in the **RFP No:** \_\_\_\_\_ **dated** \_\_\_\_\_ regarding Services for Maintenance and Expansion of Himachal Online Seva (e-District) portal. We hereby declare that our company has not been debarred/ blacklisted or in fraud list by/of any PSU, Public Sector Bank, RBI, IBA or any other Government / Semi Government organizations in India / Multilateral agencies / Bilateral agencies / authorities / regulators, etc. as on the date of bid submission.

I further certify that I am competent authority in my company to make this declaration that our bid is binding on us and persons claiming through us and that you are not bound to accept a bid you receive.

We further declare that we are eligible and competent as per the eligibility criteria given by the client and the information submitted by the company in all Annexures is true and correct and also able to perform this contract as per RFP document.

Thanking you,

Yours sincerely,

Date Signature of Authorised Signatory ... Place Name of the Authorised Signatory ...  
Designation ...  
Name of the Organisation ...  
Seal ...

**FORM 8: DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS CONTAINED IN THE TENDER DOCUMENT**

To

The Managing Director,  
H.P. State Electronics Development Corporation Ltd.,  
1<sup>st</sup> Floor, IT Bhawan, Mehli, Shimla-171013.

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document No. ....regarding Services for Maintenance and Expansion of Himachal Online Seva (e-District) portal. I declare that all the provisions of this Tender Document contained in this tender and subsequent corrigendum(s)/ clarifications issued from time to time are acceptable to my Company/firm. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours very truly,

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Contact No:

**FORM 9: PROPOSED WORK PLAN**

<u>No.</u>	<u>Activity</u>	<u>Calendar Months</u>											
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>

1. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2. Duration of activities shall be indicated in the form of a bar chart.
3. All activities should meet the 8/80 criteria i.e should at least take 8 hours and a maximum of 80 hours.

**FORM 10: TEAM COMPOSITION**

<b>Name of Staff with qualification and experience</b>	<b>Area of Expertise</b>	<b>Position Assigned</b>	<b>Task Assigned</b>	<b>Time committed for the engagement</b>

**FORM 11: CURRICULUM VITAE (CV) OF KEY PERSONNEL**

<b>General Information</b>	
Name of the person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> <li>• Degree</li> <li>• Academic institution graduated from</li> <li>• Year of graduation</li> <li>• Specialization (if any)</li> <li>• Key achievements and other relevant information (if any)</li> </ul>	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: <b>Organizations worked for in the past</b> <ul style="list-style-type: none"> <li>• Organization name</li> <li>• Duration and dates of entry and exit</li> <li>• Designation Location(s)</li> <li>• Key responsibilities</li> </ul> <b>Prior project experience</b> <ul style="list-style-type: none"> <li>• Project name</li> <li>• Client</li> <li>• Key project features in brief</li> <li>• Location of the project</li> <li>• Designation</li> <li>• Role</li> <li>• Responsibilities and activities</li> <li>• Duration of the project</li> </ul> Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

**FORM 12: DEPLOYMENT OF PERSONNEL**

No	Name of staff	Staff input in Months (in the form of a bar chart) <sup>2</sup>													Total staff man-months proposed
		1	2	3	4	5	6	7	8	9	10	11	12	n	
1															
2															
3															
4															
5															
N															
										Total					

1. Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category

2 Months are counted from the start of the assignment.

**Annexure I****List of Services being provided through Himachal Online Seva (e-District) Portal**

<b>S. No.</b>	<b>Service Name</b>	<b>Status</b>
	<b>Modules under e-governance to Help the Citizens(MEGH): Revenue Department</b>	
1	Application for Agriculturist Certificate	Developed by DIT
2	Application for Backward Area Certificate	Developed by DIT
3	Application for Bonafide Himachali Certificate	Developed by DIT
4	Application for Caste (SC/ST) Certificate	Developed by DIT
5	Application for Character Certificate	Developed by DIT
6	Application for Dogra Class Certificate	Developed by DIT
7	Application for Domicile Certificate	Developed by DIT
8	Application for Freedom Fighter Certificate	Developed by DIT
9	Application for Income Certificate	Developed by DIT
10	Application for Indigent (Needy Person) Certificate	Developed by DIT
11	Application for Legal Heirs Certificate	Developed by DIT
12	Application for Minority Community Certificate	Developed by DIT
13	Application for OBC Certificate	Developed by DIT
14	Application for Rural Area Certificate	Developed by DIT
15	EWS Certificate	Developed by DIT
16	Unemployment Certificate	Developed by DIT
17	Land Holding Certificate	Developed by DIT
18	Revenue Court Cases Management	Developed by DIT
19	Copy of Land records/ Nakal Jamabandi	Integrated Service
20	Copy of Record of Rights	Only Link Provided
21	Online Mutation Request	Only Link Provided
22	Circle Rates	Only Link Provided
	<b>Women &amp; Child Development Department</b>	
23	Beti Hai Anmol Yojna	Developed by DIT
24	CM Bestowing Plan (Mukhya Mantri Kanyadaan Yojana)	Developed by DIT
25	Mother Teresa Asahay Matri Sambal Yojana	Developed by DIT
26	Widow Re-Marriage	Developed by DIT
27	Mukhya Mantri Shagun Yojna	Developed by DIT
	<b>Empowerment of SC, OBC and Minority Affairs Department</b>	
28	Application for Sr. Citizen ID Card	Developed by DIT
29	Application for Disability ID Card	Developed by DIT



<b>Panchayati Raj / Rural Development Department</b>		
30	Copy of Pariwar Register	Developed by DIT
31	Birth Registration & Certificate	Integrated Service
32	Death Registration & Certificate	Integrated Service
33	Marriage Registration & Certificate	Developed by DIT
34	Application for Registration under MGNREGA	Developed by DIT
35	Application for Work under MGNREGA	Developed by DIT
36	Application For BPL Certificate	Developed by DIT
<b>Shimla Jal Prabandhan Nigam Limited</b>		
37	Water Supply Connection	Developed by DIT
38	Water Bill Payment	Developed by DIT
39	Sewerage Connection	Developed by DIT
40	Sewerage Bill Payment	Developed by DIT
<b>Municipal Corporation Shimla</b>		
41	Property Tax Payment	Developed by DIT
42	NOC of Electricity	Developed by DIT
43	Permission of Dumping	Developed by DIT
44	Permission of Canopy	Developed by DIT
45	Online Garbage Charges Collection Application	Developed by DIT
46	Rent & Lease Collection of MCS Property	Developed by DIT
47	Online Building Planning Permission	Developed by DIT
48	Alteration Modification in Building Plan	Developed by DIT
49	Revised-Cum-Completion/Completion Plan Process	Developed by DIT
<b>Horticulture Department</b>		
50	Farmer Registration / Farmer ID Creation	Integrated Service
51	Demand & Supply of Pesticides	Integrated Service
52	Pollination Support in Bee Keeping	Integrated Service
53	Application for Grant of Fruit Nursery License	Integrated Service
54	Addition of Fruit Variety at Registered Nursery	Integrated Service
55	Renewal of Fruit Nursery License	Integrated Service
56	Issuance of Essentiality Certificate	Integrated Service
57	Registration for Import of Plant Material by Importer	Integrated Service
58	Request for Fruit Canning	Integrated Service
59	Registration as Mushroom Grower	Integrated Service
60	Application for subsidy under Mukhya Mantri Madhu Vikas Yojna	Integrated Service
61	Issuance of Pesticide License	Integrated Service
62	Addition of Insecticides In Pesticide License	Integrated Service
63	Renewal of Pesticide License	Integrated Service
64	Advisory on Plant Nutrition Through Leaf Analysis	Integrated Service
65	Application for Subsidy for Horticulture Inputs and Activities (MIDH & RKVY)	Integrated Service
66	Demand & Supply of Quality Horticulture Inputs (Plants, Tools & Implements) (SCA to SCSP)	Integrated Service
67	Demand & Supply for Mushroom Compost	Integrated Service

68	Renewal Application for Import of Plant Material by Importer	Integrated Service
69	Application for Subsidy under MEHAK Scheme	Integrated Service
70	Application for Subsidy under SMAM Scheme	Integrated Service
71	Application for subsidy under Himachal Khumb Vikas Yojna	Integrated Service
72	Application for subsidy under Himachal Pushp Kranti Yojna	Integrated Service
73	Application for subsidy under Horticulture Development scheme	Integrated Service
74	Application for subsidy under Krishi Utpaad Sarankshan Anti Hail net Yojna	Integrated Service
75	Application for subsidy under Mukhya Mantri Green House Renovation Scheme	Integrated Service
76	Application For Subsidy Under Pradhan Mantri Krishi Sinchai Yojana	Integrated Service
77	Application for subsidy under Anti Hail net Scheme	Integrated Service
	<b>Department of Labour &amp; Employment</b>	
78	Application for Registration of Employing Migrant Workmen	Developed by DIT
79	Application for Motor Transport Worker Registration	Developed by DIT
80	Application for Renewal of Motor Transport Worker Registration	Developed by DIT
81	Migrant Workmen Contractor License Registration	Developed by DIT
82	Migrant Workmen Contractor License Renewal	Developed by DIT
83	Registration of Shops And Commercial Establishment	Developed by DIT
84	Renewal of Shops And Commercial Establishment	Developed by DIT
85	Registration of Establishment Employing Contract Labour	Developed by DIT
86	Application for Contract Labour License	Developed by DIT
87	Renewal of Contract Labour License	Developed by DIT
88	Online Factory Registration Information System	Only Link Provided
89	Job Portal	Only Link Provided
90	Apply for un-employment allowance	Only Link Provided
	<b>District Administration (EoDB)</b>	
91	Cinematograph License & License for Screening Films	Developed by DIT
92	NOC for Setting up of petroleum, diesel & Naphtha manufacturing, storage, sale, transport	Developed by DIT
93	License for Sale of Crackers	Developed by DIT
94	Certificate of Non-Availability of Non-Forest land	Developed by DIT
95	NOC for explosives manufacturing, storage, sale and transport	Developed by DIT
96	Tourism event - Performance license	Developed by DIT
	<b>Department of Food, Civil Supply And Consumer Affairs</b>	
97	Application For Verification of Weights and Measures	Developed by DIT
98	Application For Ration Card	Integrated Service
99	Registration for Fair Price Shops	Integrated Service
100	Renewal of License for Fair Price Shops	Integrated Service

<b>Himachal Pradesh Swasthya Bima Yojana Society</b>		
101	Mukhya Mantri Himachal Health Care Scheme-HIMCARE	Only Link Provided
102	Mukhya Mantri Sahara Yojna	Only Link Provided
<b>Urban Development Department</b>		
103	Water Connection	Developed by DIT
104	Sewerage Connection	Developed by DIT
105	Trade License	Developed by DIT
106	Renewal of Trade License	Developed by DIT
107	NOC of Electricity	Developed by DIT
108	Permission of Canopy	Developed by DIT
109	Dumping of Malva	Developed by DIT
<b>Electricity Department</b>		
110	Electricity Bill Payment	Integrated Service
111	Electricity New Connection	Integrated Service
112	HPSEBL - Apply for PAC (Power Availability Certificate)	Integrated Service
<b>Department of Agriculture</b>		
113	Chief Minister Nutan Polyhouse Scheme	Integrated Service
114	Mukhya Mantri Khet Sanrakshan Yojna	Integrated Service
115	Chief Minister Greenhouse Renovation Scheme	Integrated Service
116	Anti-Hail Net under Krishi Utpadan Sanrakshan Yojna	Integrated Service
117	Rajya Krishi Yantrikaran Programme	Integrated Service
118	Agriculture - Fertilizer Licence (Wholesale/Retail) Issuance of new Licence	Integrated Service
119	Agriculture - Application for the Grant of License to Manufacture Insecticides	Integrated Service
120	Agriculture - Renewal of license for sell/storage of insecticide/pesticide & addition of principle certificate	Integrated Service
121	Agriculture - Fertilizer Licence (Wholesale/Retail) Issuance of Renewal Licence	Integrated Service
122	Agriculture - Fertilizer Licence (Wholesale/Retail) Issuance of Renewal Licence Addition of New product	Integrated Service
123	Agriculture - Application to Obtain a Certificate of Manufacture of Physical/Granulated Mixture of Fertiliser	Integrated Service
124	Agriculture - Issuance of license for sell/storage of insecticide/pesticide & addition of principle certificate	Integrated Service
125	Agriculture - Addition of new product & Addition of Principle certificate	Integrated Service
126	Agriculture - Addition of the product and modification for manufacturing and fertilizer	Integrated Service
127	Agriculture - Addition of product, for the license of manufacture of Insecticides	Integrated Service
<b>Department of Animal Husbandry</b>		
128	Maintenance of Pregnant Desi/Indigenous Cows Ration under General BPL	Integrated Service
129	Him Kukkut Palan Yojna	Integrated Service
130	Krishak Bakri Palan Yojna	Integrated Service

131	Maintenance of Pregnant Cow/Buffalo Ration Scheme under SCSP	Integrated Service
132	Scheme of Provision of subsidized Rams to sheep breeders	Integrated Service
133	Uttam Pashu Puraskar Yojan	Integrated Service
	<b>Department Of Jal Shakti Vibhag</b>	
134	Water New Connection	Integrated Service
135	Pay water bills online	Only Link Provided
	<b>Department of Elementary Education</b>	
136	Play School Registration	Integrated Service
	<b>Department of Higher Education</b>	
137	Private Schools For Grant Of Permission To Run /Establish A Private School	Integrated Service
	<b>Directorate of Health Safety &amp; Regulation (DHSR)</b>	
138	Permission letter - PC & PNDT for New Registration	Integrated Service
139	PC & PNDT Form A For New Licence	Integrated Service
140	PC & PNDT Form A Renewal	Integrated Service
	<b>Department of Electrical Inspectorate</b>	
141	Application for Approval to Energise electrical Installations (Other than transmission Lines)	Integrated Service
142	Application for Approval to Energize Transmission Lines	Integrated Service
143	Grant of Electrical Supervisor's Competency Certificate	Developed by DIT
144	Grant of Wireman Permit	Developed by DIT
145	Renewal Electrical Supervisor's Competency Certificate	Developed by DIT
146	Renewal of Wireman Permit	Developed by DIT
	<b>Fire</b>	
147	NOC for Fire Department (prior to commencement of construction activities)	Integrated Service
	<b>Department of HP Ground Water Authority</b>	
148	Application For Form-1A	Integrated Service
	<b>Department of Mining and Geological Wing</b>	
149	Application For Permission for Mining Lease	Integrated Service
150	Application For Permission for Stone Crusher	Integrated Service
151	Application For Permission for Transit Pass	Integrated Service
	<b>Corporation</b>	
152	Cooperative Society Online Registration	Only Link Provided
153	NGO/ Welfare Society Registration	Only Link Provided
	<b>District Courts</b>	
154	View Case List	Only Link Provided
155	View Case Status	Only Link Provided
156	Court Orders	Only Link Provided
	<b>Himachal Pradesh Tourist Development Corporation</b>	
157	Online hotels booking	Only Link Provided
	<b>HP Board of Departmental Examinations</b>	
158	Apply for examination	Only Link Provided
159	Download admit card	Only Link Provided

160	Download result	Only Link Provided
	<b>HP High Court</b>	
161	View Cause List	Only Link Provided
162	View Case Status	Only Link Provided
163	Get certified copy	Only Link Provided
164	eFiling of application	Only Link Provided
165	Case Fee Calculato	Only Link Provided
166	Pay Court Fee online	Only Link Provided
167	Orders/ Judgements	Only Link Provided
	<b>HP Pollution Control Board</b>	
168	Online consent management & monitoring system	Only Link Provided
	<b>HP Public Service Commission</b>	
169	Apply for examination	Only Link Provided
170	Pay examination fee	Only Link Provided
171	View status of application	Only Link Provided
172	Download admit card	Only Link Provided
173	File Complaint	Only Link Provided
174	Download Result	Only Link Provided
	<b>HP Real Estate Regularity Authority</b>	
175	Registration of real estate projects/ agents	Only Link Provided
176	Complaints of petition filing	Only Link Provided
	<b>HP State Election Commission</b>	
177	Search your name in electoral roll	Only Link Provided
	<b>Tourism Development Council Manali</b>	
178	Online Rohtang Pass Permit	Only Link Provided
179	Online Hamta Pass Permit	Only Link Provided
180	Online Green Tax Payment	Only Link Provided
	<b>Treasury, Accounts &amp; Lotteries</b>	
181	Salary Statement of Employees e Salary	Only Link Provided
182	Pension statement of pensioners ePension	Only Link Provided
183	GPF Statement of Employees	Only Link Provided
184	HP Government receipt through online mode echallan	Only Link Provided
185	Know your PRAN	Only Link Provided
186	eBhugtan: Payment to vendors and others (Mobile based)	Only Link Provided
	<b>Administrative Reforms</b>	
187	Submit Online RTI application	Only Link Provided
188	Submit Second Appeal	Only Link Provided
189	Submit First Appeal	Only Link Provided
190	Deposit Additional fee online for seeking RTI Information	Only Link Provided
	<b>Atal Bihari Vajpayee Institute of Mountaineering and Allied Sports</b>	
191	Apply online for courses	Only Link Provided
192	Know Application Status	Only Link Provided
193	Results	Only Link Provided

	<b>Ayush Department</b>	
<b>194</b>	Late fees Penalty Ay. Pharmacist Ay. Unani Pharmacist	Only Link Provided
<b>195</b>	Issuance of License to manufacturer Ayurvedic, Homeopathic, Unani Drugs	Only Link Provided
<b>196</b>	BUMS Fresh	Only Link Provided
<b>197</b>	Additional qualification PHD	Only Link Provided
<b>198</b>	Additional Qualification Ay. Unani Pharmacist	Only Link Provided
<b>199</b>	Ay. Pharmacist Renewal	Only Link Provided
<b>200</b>	BUMS Renewel	Only Link Provided
<b>201</b>	BAMS Renewel	Only Link Provided
<b>202</b>	Late fees Penalty BAMS BUMS	Only Link Provided
<b>203</b>	BAMS Provisional Registration	Only Link Provided
<b>204</b>	(Registration Services) BAMS Fresh	Only Link Provided
<b>205</b>	Ay. Pharmacist Fresh	Only Link Provided
<b>206</b>	Additional Qualifications MD	Only Link Provided
<b>207</b>	Duplicate Certificate Ay. Pharmacist Ay. Unani Certificate	Only Link Provided
<b>208</b>	Ay. Unani Pharmacist Fresh	Only Link Provided
<b>209</b>	Additional Qualifications MS	Only Link Provided
<b>210</b>	Ay. Unani Pharmacist Renewal	Only Link Provided
<b>211</b>	Additional Qualification Ay. Pharmacist	Only Link Provided
<b>212</b>	Duplicate Certificate BAMS BUMS	Only Link Provided
	<b>Directorate Estate</b>	
<b>213</b>	Online House Allotment Management System	Only Link Provided
	<b>General Administration (GAD)</b>	
<b>214</b>	Online submission of application for GAD Guest Houses Rooms reservation, Booking	Only Link Provided
<b>215</b>	Cancel Booking	Only Link Provided
<b>216</b>	View Booking Status	Only Link Provided
<b>217</b>	Commercial Booking for PWD rest House	Only Link Provided

**Annexure II****List of services notified by various departments under “Himachal Pradesh  
Public Service Guarantee Act, 2011”**

<b>Department (No of service )</b>	<b>Name of Notified Services</b>	<b>Timeline</b>
Agriculture (5)	1. Soil testing (sample)	25 days
	2. Grant/Renewal of Licenses/authorization for sale/storage of	15 days
	3. fertilizer (retail/wholesale)	
	4. Grant/renewal of manufacturing license of micronutrient mixture/ straight micronutrients fertilizers	15 days
	5. Grant/Renewal of license for sale/storage/ exhibit of insecticides and pesticides	15 days
	6. Grant/renewal of license for manufacturing of insecticides, pesticides	15 days
Animal Husbandry (8)	1. Artificial insemination	2 to 12 hours
	2. Issuance of health / Fitness certificate	1 to 7 days
	3. Post-Mortem of lives tock	12 to 72 hours
	4. Attending Outdoor patients	1 <sup>st</sup> come 1 <sup>st</sup> serve basis
	5. Prophylactic mass vacci of animals against infectious diseases	As per vaccination calendar
	6. Post bite-rabies vaccination	As & when required
	7. Issue Death Certificate of Animals	12 to 72 hours
	8. Dealing Outbreaks	12 hours
Forest (13)	1. Grazing permits	24 hours
	2. Compensation to be paid for killing domestic animals by wildlife and for injuries inflicted/killing of human being	24 hours
	3. Grant of tree distribution (TD) to right holders	15 days
	4. TD to disaster suffers	60 days
	5. Renewal of Gazing permits	24 days
	6. Compensation to be paid for killing domestic animals by wildlife and injuries indicted/killing of human beings	7days
	7. Grant of TD to Right Holders	7 days

	8. Conduct of mandatory physical inspection for tree felling/transit permission by the competent authority	7 days
	9. Uploading of inspection report by the inspecting authority for tree felling/transit	24 hours
	permission applied online	
	10. Grant of tree felling permission (applied for online) by the competent authority	15 days
	11. Transit permission for the export of minor forest produce (medicinal herbs/other forest produce)	7 days
	12. Grant of Tree transit permission (other than exempted species)	15 days
	13. Issue of verification letter to the land owners giving details of forest produce obtained from private lands, in lieu of transit pass in the case of exempted species.	7 days
Health and Family Welfare(9)	1. Disability certificate without expert opinion/investigation	Same days
	2. Post mortem report with visceral/chemical examination	72 hours
	Post mortem report with visceral/chemical examination	2 days
	3. Issuance of medical certificates post illness/fitness	Same day
	Medical certificate of fitness for driving license	2 days
	Service entry fitness	3 hour
	4. Outdoor patient department slips/tickets	30 minutes
	5. Emergency call attending in peripherals institutions on call	1 hours
	6. Emergency call attending in institutions on call	15 minutes
	7. Discharge of Patient	4.30 hours
	8. (a) Lab testing reports-routine	Same day by 3 PM
	(b) Lab testing reports-emergency	2 hours
Home (Fire Service) (2)	1. Issue of fire reports	7 days
	2. Issue of non-objection certificate (NOC) for fire softy	30 days



Home (Police) (11)	1. Supply of copy of first information reports (FIR)	Immediately after registration of FIR
	2. Passport verification (regular)	15 days
	3. Passport verification (tatkal)	15 days
	4. Verification of character and antecedent when requested for/by the employer/organization	15 days
	5. NOC for pump, gas agency, hotel and bar,etc	15 days
	6. Arms license	15 days after the personal appearance

	7. Transfer of arms license	15 days after the personal appearance
	8. Missing reports	Immediately after receipt of written complaint
	9. Police assistance through SMS No 9459100100	24 hours
	10. Action on online complaints	24 hours
	11. Online compounding of traffic offences	Immediately

Housing (11)	1. Enquiries regarding installment/dues	2 weeks
	2. Mortgage permission	2 weeks
	i. For residential units	-do-
	ii. For industrial/commercial/institutional units	-do-
	3. No dues certificate regarding maintenance charges/certificates of nonencroachment/unauthorized	3 Weeks
	3.1 No dues certificate regarding full and final payment of house/plots/flats	1 weeks
	4. Conveyance deed	1 weeks
	5. Issue of possession letter	8 weeks
	6. Registration conveyance deed	4 weeks
	7. Sanction of building plans	2 weeks
	8. Completion certificate	4 weeks
9. Refunds	4 weeks	
10. Water/sewerage connection	6 weeks	
11. Transfer of allotment of house/plot/flat	6 weeks	

Industries (27)	1. Decision (approval/rejection) on applicant for Mining lease(ML)/ composite lease/ non exclusive reconnaissance permit & renewal	15 days
	2. Letter of Intent from the State Govt to preferred bidders for Grant of Mining Lease	15 days
	3. Issue of essentially certificate	15 working days
	4. Mine Development and Production Agreement to be signed between the successful for an grant of mining lease bidder and the State Govt	45 days
	5. Registration firms, suppliers, etc, with stores purchase organization.	10 working days
	6. Registration Partnership of firms	7 working days
	7. Registration of sericulture farmers/ involved in sericulture and silk industry in the state	7 working days
	8. Registration Partnership of firms	7 working days

	9. Procedure for addressing investors grievance	15 working days
	10. Issue of welder qualification certificates in Form XII after submissions of satisfactory reports	5 days
	11. Approval of design & manufacturing drawing for boilers & boiler components made in India	5 days for boilers components & boiler upto 20 TPH capacity and 15 days for boilers above 20 TPH capacity
	12. Inspection during construction/manufacture	10 ays
	13. Issue of Certificate for manufacture and test	3 days for boiler components & 7 days for boiler
	14. Recognition of repairs boilers & steam pipes	30 days
	15. Transfer of memorandum of Inspection Book & Registration Book	15 days

	16. Verification of claims w.r.t. application received complete in all respect (at all Distt. Level)	15 working days
	17. Disbursal of claims to the Director of Industries	7 working days
	18. Verification of claims w.r.t. application received complete in all respects (at State level)	15 working days
	19. Forwarding of the claims to the Director of Industries	7 working
	20. Grant of In-principal-approval (wherever applicable)	7 working days
	21. Release of installment/disbursal of Incentives	30 working days
	22. Registration of Boilers under the Boilers Act, 1923 (a) Completion of Inspection by Inspection Authority (b) Issue of Provisional Order in Form-V (c) Issue of Boiler Registration Number	Within 2 days Within 48 hours Within 30 days
	23. Renewal of Boilers under the Boilers Act, 1923 (a) Certificate for use of boiler in Forms-VI	Within 48 hours
	24. Approval of Boiler Manufacturer	Within 30 days

	25. Renewal of Boiler Manufacturer	Within 30 days
	26. Approval for Boiler erector	Within 30 days
	27. Renewal for Boiler erector	Within 30 days
Jal Shakti Vibhag (7)	1. Sanction of water connection (domestic/commercial)	1 month
	2. Minor breakdown in drinking water supply and irrigation schemes	1 days
	• Failure of power supply	1 day
	• Minor breakdown in pumping machinery due to greasing, oiling, change of gland packing pump, kecking ailment and replacement of nuts/bolts/service etc.	1 day
	• Breakage of existing fittings, union, valve, line, etc.	1 day

	<ul style="list-style-type: none"> <li>Bursting of packing of flanges of common headers/suctions pipe or rising main</li> </ul>	2 days
	<ul style="list-style-type: none"> <li>Leakage in rising main</li> </ul>	2 days
	3, Major breakdown in drinking water supply and irrigation schemes-Burning of transformer of state Electricity Board and failure of supply	1 day
	<ul style="list-style-type: none"> <li>Burning of electric parts due to lightening</li> </ul>	3 days
	<ul style="list-style-type: none"> <li>Land sliding during rainy season</li> </ul>	7 days
	<ul style="list-style-type: none"> <li>Pumps, motors including stand by pump sets going out of order simultaneously</li> </ul>	7 days
	4. Grant/denial of the permit for the extraction and use of the ground water under section 7 of Act, Domestic, Irrigation, Commercial & Industrial users	60 days
	5. Grant/denial of the certificate of registration under section 8 of the Act: domestic, irrigation, commercial & industrial users Act for existing user:- domestic, irrigation, commercial & industrial users	60 days
	6. Registration of Machinery of the rig owner/drilling agency under section 9 of the Act	30 days
	7. Alteration, amendment or variation of the terms and conditions of the permit or certificate of registration under section 10 of the Act	30 days
Panchayati Raj(6)	1. Registration of births and deaths and	24 hours
	issuance of certificates thereof	
	2. Registration Marriage s and issuance of certificates thereof	24 hours
	3. Issuance of copy of Panchayati record including prewar register	5 days
	4. Issuance of BPL certificate	24 hours
	5. Processing and disposing off the applications for transit permits for minor forest produce (MFP)	24 hours
	6. Issue of ration Card	24 hours
Revenue (7)	1. Patwari level supply of copies of revenue records	Same or next day

	2. Reports for issuance of various certificates	-do-
	3. Reports of damages due to natural calamity	7-8 days
	4. Entry of mutation	Same or next day
	5. Tehsildar /Naib Tehsildar level issuance of various certificate	Same or next day
	6. Attestation of affidavits/power of Attorneys	Same or next day
	7. Registration of deeds/documents	Same or next day
	8. NOC required for setting up of explosives manufacturing, storage, sale, transport	60 days
	9. NOC required for setting up of petroleum, diesel & naphtha manufacturing, storage, sale, transport	30 days
	10. License for sale of crackers (a) License for sale of crackers (permanent) (b) License for sale of crackers (temporary)	30 days 5 days
	11. Cinematograph license & license for screening of films/ registration under State Cinema Regulation Rules	20 days
	12. Certificate of non-forest land	7 days
	13. Tourism events-performance license	30 days
Social Justice and Empowerment (4)	1. Issue of identity cards to senior citizens	3 days
	2. Issue of identity cards to persons with disabilities	3 days
	3. Relief under Scheduled Castes and Scheduled tribes (prevention Of Atrocities) Rules 1995	One month
	4. Disbursement of stipend to the trainees under the scheme, Training and proficiency in computer applications to Scs/ Sts /OBCs and Minorities	15 <sup>th</sup> of every month
Town and County Planning (10)	1. Certificate that land is not in planning/special area	3 days
	2. Change of land use (site inspection and intimation of observation)	7 to 60 days
	3. Development Permission (site inspection and	7 to 60 days
	intimation of observation)	
	4. NOC for release of basic services (site inspection and intimation of observation)	7 to 30 days

	5. Complaints regarding detection of unauthorized construction / deviation from approved plan and action thereof	30 days
	6. Supplying copy of records	7 days
	7. Composition of offence	60 days
	8. Registration of Pvt Professionals under HP TCP Rules, 2014	30 days
	9. Registration of Promoters and Estate Agents	30 days
	10. Grant of License for construction of Apartment & Colony under HP Town & Country Planning Act, 1977	60 days
Urban Development (12)	1. Registration of birth	2 days
	2. Registration of death	-do-
	3. Registration of marriage	-do-
	4. Copy of birth, death and marriage certificate	-do-
	5. Water Supply Connection	30 days
	6. Sewerage Connection	30 days
	7. Building plan/planning permission/map (a) Fresh Planning Permission (b) Revised-cum-completion plan (c) Completion Plan (after completion of building in all respect) (d) Reconstruction on old line (e) Change of building use	30 days 90 days 15 days 60 days 60 days
	8. Issuance of BPL Certificate	7 days
	9. NOC for Electricity	30 days
	10. Non P.F.A License	30 days
	11. Permission for Canopy	7 days
		12. Permission of Dumping of muck
Transport (7)	1. Registration of vehicles	6 working days
	2. Learner Driving License/conductor license	3 working days
	3. Permanent driving license/ Conductor License	6 working days
	4. International Driving License	6 working days
	5. Issuance of Route permits	2 working days
	6. Renewal of Route Permits	2 working days
	7. Issuance of fitness Certificate	5 working days

Co-operation (4)	1. Registration of Co-operative societies under HP Co-operative Societies Act 1968	15-21 days
	2. Amendment of bye laws	15-21 days
	3. Registration of Societies Under HP Societies Registration Act, 2006	15-21 days
	4. Amendment of by laws of societies under Societies Registration Act, 2006	21 days
Environment, Science and Technology (State Pollution Control Board) (4)	1. Grant of consent to establish to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 15 days on complete application
	2. Grant of consent to operate to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 40 days
	3. Grant of consent to renewal of consent to establish to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 15 days
	4. Grant of consent to renewal of consent to establish to green and orange categories of industries not requiring environmental clearance located in notified industrial areas/ estates falling in the delegated powers of senior Environmental Engineers/Regional Officers of HPPCB under water Act, 1974 and Air Act,1981	Within 30 days
Labour & Employment (13)	1. Grant of license under HP Shops & Commercial Act, 1969	Within 15 days
	2. Renewal of license under HP Shops & Commercial Act, 1969	Within 15 days
	3. Grant of license under Factories Act, 1948	Within 20 days

	4. Renewal of license under Factories Act, 1948	Within 20 days
	5. Grant of license under inter State Migrant workmen Act, 1979	Within 20 days
	6. Renewal of license under inter State Migrant workmen Act, 1979	Within 20 days
	7. Grant of license under contract labour Act, 1970	Within 20 days
	8. Renewal of license under contract labour Act, 1970	Within 20 days
	9. Grant of license under Motor Transport Act, 1961	Within 20 days
	10. Renewal of license under Motor Transport Act, 1961	Within 20 days
	11. Approval of building plan under Factories Act, 1948	Within 20 days
	12. Grant of Registration Certificate under Building & Other Construction Workers Welfare (RE&CS) Act, 1996	Within 20 days
	13. Registration of Principal Employer under the contract labour (Regulation and Abolition Act), 1970	Within 20 days
Horticulture (4)	1. Grant of license for Registration Renewal of fruit nurseries under the HP fruit Nursery Registration Act, 1973	45 days
	2. Advisory service on Plant Nutrition through leaf analysis	Within 20 days
	3. Community service on Plant Nutrition through leaf analysis	120 days
	4. Grant of subsidy on inputs/infrastructure created other horticulture activities under MIDH/RKVY/PMKSY	30 days
Environment, Science & Technology (3)	1. Provide support to the R&D proposals to Research Institutions in the State	2 months



	2. Rendering service as State Coordinator for the State Environment Impact Assessing Authority and State Expert Appraisal Committee to receive, process and dispose off the applications of different project proponents, 2006 for grant of Environment Clearance. Rendering service as Head of Environment Division of the Department to receive process and dispose off the applications, complaints, project proposals under Environment (Protection) Act, 1986	As per provisions of EIA Notification, 2006  As per provisions of Environment (Protection) Act, 1986
	3. Work with regard to EIA/EMP, Form-I etc. for the grant of EC to the project proposal	105 days
Ayush (8)	1. Issuance of OPD prescription slips	Within 30 minutes
	2. Issuance of Discharge Care to IPD Patients	Within 2 or 3 hours
	3. Issuance of post illness/fitness certificates	Within 1 or 2 hour
	4. Emergency Services in hospitals on call	Within an hour
	5. Issuance of License to manufacture Ayurvedic/Homeopathic/Unani Drugs	Within 3 months
	6. Approval of Formulation of Classical Ayurvedic Medicines under Drugs & Cosmetics Act, 1945	Within a week
	7. Approval of Formulation of Patients/Proprietary Medicines under Drugs & Cosmetics Act 1940 Rules 1945	Within a week
	8. Drug Analyzing and Testing Lab	Within 30 days
PWD (2)	1. Approval of granting Right of way (RoW) permission	30 days
	2. Approval of granting Registration of conductor (i) S.E for registration of class 'C' & 'D' contractor (ii) Chief Engineer for registration of Class 'A' & 'B' contractor	20 days 20 days
HP Board of School Education (4)	1. Re-Evaluation of Examination Paper Sheets	60 days
	2. Issue of Duplicate Marks Card Provisional Marks Card	30 days

	3. Disposal of application for recognition of new Educational Institutions	As per decision of the Hon'bl High Court in CWP 92/2006 titled Divya Jyoti Edu. Vs HPSBOSE, dated: 25-5-2006
	4. Issue of Migration Certificates	10 days
	5. Issue of Duplicate Marks cards/provisional Marks Sheet	30 days
	6. Disposal of applications for recognition of new Education Institute	As per decision of Hon'ble High Court in CWP titled Divya Jyoti Edu. Society Vs HPBOSE.
MPP & Power (12)	1. Grant of Electrical Supervisor's competency certificate	Within 20 days
	2. Renewal Electrical Supervisor's Competency Certificate	Within 15 days
	3. Grant of Wireman Permit	Within 15 days

	4. Renewal of Wireman Permit	Within 15 days
	5. Issue of duplicate Electrical Supervisor's Competency Certificate Electrical Supervisor's Competency Certificate and Wireman permit	Within 15 days
	6. Grant of A,B & C class Electrical Contractor's License	Within 30 days
	7. Renewal of A,B & C Class Electrical Contractor's License	Within 20 days
	8. Issue of duplicate A,B & C class Electrical Contractor's License	Within 15 days

	<p>9. Grant of Approvals for Electrical Installation other than Transmission lines:</p> <p>(a) The sub Stations of HPSEBL and other govt departments upto capacity of 630 KVA and upto 250 KW of other agencies having connected load upto the 250 KW and Diesel KW and Diesel Generating Sets up the capacity of 250 KVA</p> <p>(b) The Sub station of HPSEBL and other Govt departments above capacity of 630 KVA of other agencies having connected load above KW and Diesel Generating Sets having capacity above KVA</p>	<p>21+7 days</p> <p>21+7 days</p>
	<p>10. Grant of Approvals of Transmission Lines:</p> <p>(a) Upto capacity of 22 KV</p> <p>(b) Above capacity of 22 KV</p>	21+ 7 days
	<p>11. Renewal of Approvals for Electrical Installation other than Transmission Lines:</p> <p>(a) The sub-station of HPSEBL and other Govt departments upto capacity of 630 KVA and upto 250 KVA of other agencies having connected load of 250 KW and diesel Generating Sets up to capacity of 250 KVA</p> <p>(b) The sub-stations of HPSEBL and other Govt departments above capacity of 630 KVA and above 250 KVA of other agencies having connected load above 250 KW and Diesel Generating Sets having capacity above 250 KVA</p>	<p>21+7 days</p> <p>21 + 7 days</p>
	<p>12. Renewal of Approvals for Transmission Lines:</p> <p>(a) Up to capacity of 22 KV</p> <p>(b) Above capacity of 22 KV</p>	21+7 days
FCS (Weight & Measures (2)	1. Registration of Manufacturers Packages and Importers	30 days
	2. Licenses of Repairers, Dealers & Manufacturers	30 days
Medical Education (4)	1. Grant of retail/bulk Drugs license (Sales) and renewal	21 days
	2. Grant of Drugs License for setting up a pharmacy in State (by State Drugs Standard Control Organization)	21 days
	3. Grant/Renewal of wholesale Drugs license	21 days
	4. Grant and renewal of Drugs manufacturing License	21 days

Printing and Stationary (1)	Publication of Court Notice(s) in the e-gazette regarding:- (i) Correction/change of name. (ii) Correction/change of Date of Birth and Death	One month
Tourism & CA (5)	1. To issue Provisional and Regular Registration Certificate of the Tourism unit	60 days
	2. Project Approval/Selection of the cases for assistance from financial institution/banks	30 days
	3. Registration of Home Stay Units	60 days
	4. To issue Essentiality Certificates to set up Tourism Units	30 days
	5. To issue Permits to the Tourists to visit Rohtang , Distt. Kullu	48 hours
Food, Civil Supply & CA (9)	1. Registration of Mill/refund of security (Directorate level)	Within 15 days
	2. Complaints (do-)	Within 7 days
	3. Allotment of Food Grains under TPDS (-do-)	Within 10 days
	4. Sub-allocation of Food Grains (District level)	Within 3 days
	5. Matter regarding opening of New Fair Price Shops (-do-)	Within a week
	6. Complaints (-do-)	Within 7 days
	7. Enquiries/Complaints (Block/Inspector level)	Within 20 days
	8. Issuance/Updation of Ration Cards (-do-)	Within 7 days
	9. Issuance of permits (-do)	Within 3 days
Fisheries (2)	1. Fishermen License: (a) General Water:- (i) Cast net, Chips, Barpatta, Rod & line and Hand line (b) Reservoirs:- (i) Rod & line and Hand line (ii) Rod & line with artificial baits (Trout	Same day

	<p>water) Pandoh Reservoir (iii) Gillnet for Gobind Sagar/Koldam/Pongdam/Ranjeet Sagar</p> <p>2. Risk Fund Scheme: (i) Compensation of loss after accident taken place covered under the Scheme</p>	180 days
N.E.S (9)	1. Supply and Installation of SPV Street Lights	90 days
	2. Supply of Solar Lanterns	90 days
	3. Supply of Solar Home Lighting Systems	90 days
	4. Supply of Solar Cooker	10 days
	5. Installation of Grid connected Rooftop Plants	60 days
	6. Installation of Off-Grid Plants	90 days
	7. Supply, Installation of Solar Water Heating Systems	90 days
	8. Allotment of Small Hydro Projects including Water Mills from the date of advertisement	180 days
	9. Redressal of grievances of general public related to various devices/schemes of HIMURJA	30 days
Education (14)	1. Issuance of School/College leaving certificate	Same day
	2. Issuance of Archival School/ College leaving certificate	One Week Same Day
	3. Issuance of Character Certificate	-do-
	4. Refund of Library Security/ Sanchyika Fund	-do-
	5. Issuance of Bus Pass/ Identity Card/ Duplicate Bus pass to students	-do-
	6. Attestation of Board/ University/ Other Examination Recruitment form	-do-
	7. Change of subject/ faculty/ stream after admission	15 days
	8. Evaluation of Answer Sheets of I/II House Examination weakly/monthly tests	-do- 5 days
	9. NOC to run establishment of Pvt. Schools (9 <sup>th</sup> to 12 <sup>th</sup> )	
	10. Essentiality Certificate	
	11. Authentication of Documents	
	12. Sanction of Scholarship (under different schemes)	-do-
Excise & Taxation (3)	1. Registration of Brands	Total 6 days
	2. Approval of bottle/labels	Total 6 days
	3. Grant of Licenses	Total 14 days

Information Technology (1)	1. Mobile Tower Approval	61 days
Language Art & Culture (5)	1. Form 8 & 9 State Archives Schemes	15 days
	2. Antiquity/ Relics Information Providing	15 days
	3. (a) Scheme of grant-in-aid to non-professional theater Institutions/culture Troupes	1 Month
	( b) Scheme of grant-in-aid of subsidy for folk arts	1 Month
	(C) Grant-in-aid for competitions on performing arts, festivals etc.	3 Months
	4. (a) Scheme of grant-in-air for religious institutions/monuments places	1 Month 15 days
	(b) Recurring fund grant for worship & maintenance of religious place	
	5 Scheme of grant form Recurring funds for forwarding all the schemes of the public services to the directorate	15 days