EXPRESSION OF INTEREST FOR SELECTION OF PRIVATE SERVICE PROVIDERS AS SERVICE CENTRE AGENCIES (SCA) TO SET UP, OPERATE AND MANAGE MO SEBA KENDRA (CSC 3.0) SCHEME IN THE STATE OF ODISHA

Odisha Computer Application Centre (OCAC)

EoI Ref No: OCAC-SEGP-MISC-0003-2019-20027

SEPTEMBER 4, 2020

ODISHA COMPUTER APPLICATION CENTRE

Bhubaneswar

Expression of Interest (EoI)
for
Selection of private service providers as Service Centre Agencies (SCA)

to set up, operate and manage Mo Seba Kendra (urban and rural) in the

state of Odisha

Reference No. OCAC-SEGP-MISC-0003-2019-20027   **dated:04/09/2020**

Issue of EoI document	Available on www.ocac.in, www.odisha.gov.in
Procuring Authority	General Manager, Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin-751013
Date & Time of Pre-bid meeting	10/09/2020 , 11:30AM
Last Date & Time of Submission of Bid	28/09/2020 up to 2 PM
Date & Time of Opening of Bid	28/09/2020 , 4:00 PM

Cost of Tender document: Rs. 11200/- (Inclusive of 12% GST) (Rupees Eleven thousand Two Hundred only)

Name of the Bidding Company/ Firm:			
Contact Person (Authorised Bid Signatory):			
Correspondence Address:			
Mobile No.		**Telephone & Fax Nos.:**	
Website & E-Mail:			

Odisha Computer Application Centre (OCAC)

General Manager,
Odisha Computer Application Centre
N-1/7-D, Acharya Vihar Square,
Bhubaneswar, Odisha, Pin-751013

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Reference No. OCAC-SEGP-MISC-0003-2019-20027   **dated: 04/09/2020**

EXPRESSION OF INTEREST (EoI)

for

Selection of private service providers as Service Centre Agencies (SCA) to set up, operate and manage Mo Seba Kendra (urban and rural) in the state of Odisha

Name & Address of the Procuring Entity	General Manager, Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin-751013
Name & Address of the Project Officer In-charge (POIC)	• Name: Smt Madhumita Rath , OAS(S) • Designation: General Manager (Admin) , OCAC • Address: Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin- 751013 Email:gm_ocac@ocac.in
Subject Matter of Procurement	Selection of Private Service Providers as Service Centre Agencies to set up and manage CSCs (urban and rural) under CSC 3.0Scheme in the state of Odisha
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	• Websites: www.ocac.in, www.odisha.gov.in • Bidding document fee (non-refundable): Rs. 11,200 inclusive of 12% GST (Rupees Eleven Thousand Two Hundred only) in shape of Demand Draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar. The bidder may also deposit the document fee online through RTGS/NEFT in favour of Odisha Computer

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	Application Centre in following Account Details
	1. Beneficiary Name-Odisha Computer Application Centre.
	2. Bank Account No : 149311100000195
	3. Bank Name & Branch: Andhra Bank, Acharya Vihar, Bhubaneswar
	4. Account Type: SB
	5. IFSC:ANDB0001493
	6. MICR:751011010
	The bidder needs to quote the UTR No in the bid document which will be verified by OCAC. If any discrepancy found; the bid is liable for rejection.
EMD and Mode of Payment	• Amount (INR): Rs 30.00 lakhs per zone (@5 lakh per district). In case the bidder is bidding for more than one zone, then additional Rs. 30.00 lakhs per each additional zone is to be deposited by the bidder towards EMD. Mode of Payment: Banker's Cheque or Demand Draft or Bank Guarantee in favour of Odisha Computer Application Centre payable at Bhubaneswar
Date of publication	• 04/09/2020
Date/ Time/ Place of Pre-bid Meeting	• Date/ Time: 10/09/2020 , 11:30 AM • Place: Most preferably through VC
Date for the submission of Bids	• 28/09/2020 , Up to 2PM
Date/ Time/ Place of Bid Opening	• Date: 28/09/2020 , 4PM • Place: Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar, Odisha, Pin-751013

1. **Authorised Signatory**	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
DeGS	District e-Governance Society
Common Service Centres (CSCs)	Common Service Centres or Interchangbly may be referred as "Mo Seba Kendra" are IT enabled, front-end service delivery centers in urban and rural areas of Odisha. A kiosk can be an individual or society or women SHG of the state or a corporate body/firm working in any sector subject to satisfying Kiosk onboarding criteria. A Kiosk should have required IT Infrastructure with one or more counters with operators for service delivery.
Service delivery portal	www.odishaone.gov.in (Under Development)
G2C	Government to Citizen
ICT	Information and Communications Technology
SCA	Service Centre Agency (to build the Village/Urban Level Entrepreneur (VLE/ULE) Network and Set up, Operate and Manage CSCs in Urban & rural areas of the state
VLE/ULE	Village/Urban Level Entrepreneur or KIOSK/CSC Operator
PS	Performance Security
OCAC	Odisha Computer Application Centre
SDA	State Designated Agency

2. INVITATION FOR BIDS

2.1) OCAC intends to create a Unified Service Delivery platform and select multiple service providers called Service Centre Agencies (SCAs) for setting up ICT based kiosks in rural and urban areas of Odisha so as to deliver various G2C & B2C services electronically to the citizens at their doorstep.

2.2) OCAC on behalf of Electronics & Information Technology Department, Government of Odisha invites Expression of Interest (EoI) from eligible bidders to setup ICT based kiosks called "Mo Seba Kendra" in urban (1 per 25000 population or as per need and business viability & demand of the market) & rural areas (at least one kiosk at each Gram Panchayat level) in all 30 districts of the state.

2.3) This is a two-stage selection procedure for empanelment of the SCAs under CSC 3.0 Project. The selection is based upon the state's requirement as well as fulfilling prescribed criteria to set up urban and rural CSCs.

2.4) **Contract period:** The duration of contract period would be initially for three years, which after review, may be renewed for another two years on the basis of further requirement and performance of the SCAs. Contract can be terminated at any stage on account of unsatisfactory performance by respective SCA. The SCA shall sign a co-terminus contract with the Kiosk operators in lines with this EoI document and as per the agreement signed with OCAC.

2.5) Bidders may be asked to make presentation on their capabilities, their proposal, revenue sharing model for Kiosk operators in case of B2C services, issues, risk involved and challenges envisaged, proposed ways to mitigate the risks/problems and actual solution that the Service Centre Agency wants to provide to the State before the short listing of the EOI responses. The Criteria for selection would

include:

a) **General Qualifications:** Bidder's profile, Understanding of the GoO's requirement, references reflecting similar work and related experiences, availability of key resources and infrastructure.
b) Ability to deliver the stated scope of work, the process/quality methodologies that the Service Centre Agency adopts, recognition of issues, risks, challenges and problems, possible ways to mitigate the risks.
c) Formal terms and conditions for long term relationship under the scheme.

2.6) All bids must be accompanied by an Earnest Money Deposit (EMD) of Rs. 30,00,000/- (Thirty lakhs) per Zone (@5,00,000/- (Rs. Five Lakh only) per district) in the form of Banker's Cheque or Demand Draft in favour of, OCAC payable at Bhubaneswar or Bank Guarantee in favour of OCAC valid for 6 months.

2.7) In case the bidder is bidding for more than one zone, in such case , the bidder needs to deposit EMD amount in multiples of Rs. 30 lakhs per Zone.

2.8) OCAC reserves the right to make necessary changes in the terms & conditions of the EoI during the entire duration of the contract, and to reject any or all bids without assigning any reasons thereof.

Important Dates

SI#	Events	Date	Location
1	Date of Publication of Expression of Interest (EOI)	04/09/2020	www.ocac.in www.odisha.gov.in
2	Date & time for receiving pre-bid queries	08/09/2020 5: 00 PM	Through email gm_ocac@ocac.in sujit.mohanty@semt.gov.in
2	Date & Time of Pre-Bid Meeting	10/09/2020 , 11:30AM	Most preferably through VC .
3	Date and time of issuance of corrigendum	14/09/2020	www.ocac.in www.odisha.gov.in
4	Last Date & Time of Submission of EOI	28/09/2020 , up to 2 PM	Odisha Computer Application Centre. N-1/7-D , Acaharya Vihar , RRL Post Office,Bhubaneswar-751013
5	Date & Time of Opening of Pre-Qual Bid	28/09/2020 , 4:00PM	Odisha Computer Application Centre. N-1/7-D , Acaharya Vihar , RRL Post Office,Bhubaneswar-751013
6	Date & Time of Opening of Technical Bid & Technical Presentation	Will be intimated later	Will be intimated later

1. Objective of CSC 3.0 Scheme / Mo Seba Kendra

The objective of the Mo Seba Kendra is to provide e-services in the locality of citizens, by creating physical service delivery infrastructure for accessing various e-services. The network of CSCs is envisaged to be a change instrument that would provide a structured platform for socially-inclusive community participation for development. An individual or organization functioning as a Village / Urban Level Entrepreneur (VLE/ULE) would run the CSC. It is the community participation and collective action, not ICT alone, that would lead to sustainable socio-economic development and long-term prosperity.

Some of the Key features of the scheme are

- Mo Seba Kendra aims to promote grass-root level entrepreneurship where VLE /ULE and SCA (as per their business plan) would bear the CAPEX and OPEX for setting up, operating and managing CSCs.
- Encourage participation of women to become VLE /ULE
- The SCA shall provide large bouquet of private services along with Government services for sustainability of the centers.
- The service delivery will be on chargeable basis in which Government will fix the charges for Government services and for private services charges shall be fixed by the SCA in consultation with SDA.

2. Introduction

The Mo Seba Kendra envisages establishment of a network of kiosk centres in the state of Odisha. This would also include strengthening and integrating the existing CSCs already operational under the previous CSC Scheme.

Citizens will be able to avail services related to multiple departments/ organizations at the same counter. It is envisaged as a service/transaction-oriented model with a large bouquet of services made available to the citizens. Right from stage of filing application to financial transaction to final Service Delivery, Document collection (if any) each activity will take place at these counters. Only for the cases where there is some statutory requirement of personal verification, will the citizen be required to go to the concerned

government functionaries. The Government / Private Service delivery will be on chargeable basis so as to make the scheme self-sustaining.

The aim of this scheme is not merely to roll out ICT infrastructure but to build a network of urban/rural businesses across the state. To that effect, the Mo Seba Kendra has been designed to create a value proposition for all stakeholders and alignment of their economic interests.

The Mo Seba Kendra is envisaged to be a bottom-up model for delivery of content, services, information and knowledge, that can allow like-minded public and private enterprises - through a collaborative framework - to integrate their goals of profit as well as social objectives, into a sustainable business model for achieving rapid socio-economic change in the state.

But beyond a delivery channel the Mo Seba Kendra can play a role of an effective "change agent" that would provide a structured platform for socially inclusive community participation for collective developmental activities.

3. Stakeholders of CSC 3.0 Scheme

The Service Centre Agency (SCA) would be the prime driver of the Mo Seba Kendra. The CSC 3.0 structure is envisaged as follows:

1. **CSC Operator:** The CSC/Kiosk Operator called as VLE/ULE is the key to the success of the CSC 3.0 operations. A good Kiosk Operator would be the one who has good entrepreneurial skills, strong social commitment as well as respect within the community. The Kiosk Operator would manage the business at the ground level. Selection and proper training of the Kiosk Operator would play a vital role in effective implementation of the Mo Seba Kendra. Kiosk Operator will report to SCA.

2. **Service Centre Agency (SCA):** The SCA would undertake activities including effective delivery of government services as identified by the Government of Odisha from time to time, harnessing the State network, identifying and training the Kiosk operators , establishing the Mo Seba Kendra (either directly or through the Kiosk

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Operator), supplying, aggregating and updating content and services and so on. The SCA would be responsible for the overall management and sustainability of the Mo Seba Kendra. The SCAs are the private partners who would set up and manage Mo Seba Kendra through which services of different departments shall be provided to citizens. Several other services of public interest, which are outside government domain, could also be added on to the delivery channel developed by SCAs.

3. **Electronics & Information Technology (E&IT) Department, Govt. of Odisha :** The E&IT Department would act as the Nodal Department on behalf of State Government for successful implementation of the Mo Seba Kendra. On behalf of the State Government, E & IT Department will formulate policy guidelines, constitute required committees and coordinate with other departments for smooth and effective implementation of the scheme. Besides, the E&IT Department reserves the right to amend the services and service delivery mechanisms.

4. **Odisha Computer Application Centre (OCAC) :** OCAC will be the State Designated Agency (SDA) for implementation of Mo Seba Kendra in the state of Odisha. The OCAC will be responsible for overall all supervision, implementation and monitoring the scheme as per the policy guidelines formulated by E&IT Department.

5. **District E-Governance Society:-** At district level, the DeGS will co-ordinate and perform all day-to-day activities including financial management required to deliver services through Mo Seba Kendra and would also interact with the user departments to ensure efficient and timely delivery of services.

6. **Citizen:-** Citizens would avail services through the Mo Seba Kendra and make payments including Transaction Charges to kiosk operators wherever applicable.

7. **Departments/ PSUs: -** The Departments/ PSUs would allow SCAs to deliver their services to citizens through Mo Seba Kendra. Further, the departments should work along with OCAC to on board their services.

4. CSC Service Counters

1. The aim of the scheme is to establish Mo Seba Kendra to facilitate the G2C/B2C service delivery to the citizens of urban/rural areas across the state of Odisha.

2. SCA will be free to decide the locations to open Mo Seba Kendra as per the volume of transactions. But, as the District e-Governance Society is the monitoring unit of SCAs at district level, so SCA will obtain a prior permission from District e-Governance Society of respective district before commissioning of any centers.

3. District e-Governance Society will decide on how many kiosks are to be opened in its district considering financial viability, demand for services in a locality.

4. An approximate radius of 500 meters from existing kiosks would be required for setting up a new kiosk. However, DeGS may relax this condition depending on the volume, business and requirement of kiosks in that location.

5. The SCA would be supposed to setup the Kiosks preferably in a premise which is owned/ rented by SCAs/ prospective Kiosk operator. However, the kiosk must be set up at a place having good accessibility and visibility. Further, SCAs to select and provide the details of Kiosk operators to OCAC for setting up of Mo Seba Kendra in the premises of GPs/ULBs (Govt premises). The concerned GPs/ULB shall bear the cost of utilities and internet connectivity and also provide sitting facilities. The Mo Seba Kendra operating from Govt premises are to undertake the activities such as data entry and other allied activities as assigned to them time to time free of cost.

6. The DeGS may at its discretion ask the SCAs to increase/ decrease the number of centers from the existing number of centers in the concerned District, on mutually acceptable terms and conditions.

7. Citizens will be able to avail services related to multiple departments/ organizations at CSC counters.

8. As many activities as possible out of complete cycle will be I.T. enabled; but, wherever there are legal limitations, the activities will be carried out manually. The main objective is to prevent common man from harassment/inconvenience of running to multiple points in the government offices for getting the service.

9. Suitable policy changes to enable e-delivery of services are also in scope.

10. To make this contact point efficient, either the interface will be through web or through these counters, which are managed & operated by private partners (Service Centre Agencies).

11. The service delivery will be on chargeable basis so as to make the system self-sustaining. For services that any government department/ organization wants to avail of, like bill/ taxes collection and awareness generation, the payment of service charges will be made by the concerned department. While in case of services which are rendered on citizen's demand, e.g. Caste Certificate, Death/Birth Certificate etc. the payment will be made by the citizen himself.

5.   Nature of Government Support

1. No Capital Subsidy and Revenue Support is envisaged under the Mo Seba Kendra scheme in the state.

2. Government of Odisha reserves the right to amend the guidelines of the scheme for better roll out of the services.

3. To ensure sustainability, it is proposed that the SCAs may also provide B2C/ B2B services through Mo Seba Kendra. However, SCAs have to submit monthly district/VLE/ULE/Service wise report to OCAC on commission earned by each VLEs/ULEs against delivering B2C/B2B services.

6. Stakeholders Roles and Responsibilities

6.1 Service Centre Agency (SCA)

1. **Scouting and Management of Kiosk operators:** The SCA would scout for CSC Kiosk operators from a given District, it has been selected for. It is important that the right CSC Kiosk operators are selected through an appropriate selection and training process. The SCA can either open the kiosks on its own or through franchisee. The SCA will need to sign a legal agreement with the CSC Kiosk operator clearly delineating his/ her respective roles, responsibilities, commercial terms including security to be deposited by CSC Kiosk operators with the SCA, tie-ups, technical support to be provided by SCAs to CSC Kiosk operators, service-level liabilities etc. The agreement, amongst others, will also provide the provisions to be applicable in case of termination of the contract between SCA and CSC Kiosk operators, replacement of CSC Kiosk operators, refund of security etc. The SCA would be responsible for maintaining all the documents and database of information related to the Kiosk operators and will also provide necessary technical support and training to Kiosk operators. Prior to commencement of the operations, SCA will submit a certified copy of the legal document (agreement) duly signed with each of the Kiosk operators, to District e-Governance Society. This document should have all the necessary information as cited above.

2. **Selecting Kiosk operators**: While selecting Kiosk operators, SCA shall abide by the criteria set by State Government. The minimum criteria for the same are: Kiosk operators should be resident of Odisha State (preferably of same GP/Ward/locality) & should have no history of criminal/ fraud/ default/ other offences. The SCA will be a single point of contact with the District e-Governance Society for all operational purposes. The SCA shall appoint a Nodal Officer for each of the district where it operates in, who would be the contact

point with District e-Governance Society. In case of increase of number of kiosks/ business volume, SCA is required to depute more manpower resources.

3. **Training of Kiosk operators:**It will be the prime responsibility of the SCA to train the Kiosk operators on various aspects of the business, particularly the delivery of services through OdishaOne portal, IT skills and entrepreneurship skills. The Kiosk operators are to be trained in public dealing and customer-orientation aspects as well. They are expected to be courteous while dealings with citizens and give special consideration to old, infirm, women and differently abled person. Whenever a new service will be added or if the government/ DeGS feels the need of training, then the SCA will have to conduct the training of the Kiosk operator. Regular trainings for upgrading the skills of Kiosk operators are the responsibility of the SCA. Ideally training must be at least once in a year. SCA will be responsible for training manuals, awareness generation, sensitization and motivation of Kiosk operators.

4. **Deployment of Manpower by SCA :** In order to ensure smooth functioning of the project SCA to engage the following manpower in state , district and block level. The following list is indicative in nature. However, SCA must have adequate manpower available to meet the need of the project whenever and wherever desired by OCAC.

   - Zone Co-ordinator- Minimum One resource
   - District Coordinators-Minimum one resource per allotted district
   - Blocks/ULBs Coordinators- As per the need of the project SCA to deploy manpower at Blocks/ULBs level.

5. **OdishaOne (An integrated service delivery platform)**

   The SCA would act as a Service Access Provider (SAP) for Kiosks. For this purpose, it is the SCA who would utilize the existing Application software developed by the OCAC (i.e. http://www.odishaone.gov.in). The architecture of the application software includes following parameters: (i) Web-Based Application- J2EE framework with MySQL as RDBMS to be hosted at State Data Center, OCAC. OCAC will allow SCA to use the services of the application for

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free of cost and provide required training to personnel of SCAs to use the Application. The SCA in turn will be responsible to impart training to the Kiosks.

6. **Government Services:**

The Government Services being delivered through CSC centres are of two categories. The first category of services involves payment of Government demands/levis/taxes by citizen and the other category of services, involves delivery of document-centric services to citizens on their request. For both the category of services, OCAC shall release the share of SCA and VLEs/ULEs on a monthly basis. There are services which may require direct cash handling such as collecting the Govt charges/dues from kiosk operators and deposit the same in OCAC or other designated bank account of Government. In such case, OCAC may ask for depositing transactional security amount to SCA. SCA has to deposit the transaction security amount to be decided by OCAC at that point of time. OCAC shall intimate regarding deposit of transactional security amount in writing to SCA.

Further, It is the responsibility of SCA to collect the documents submitted by citizen while availing a Govt service at Mo Seba Kendra & must deposit the same to the designated Govt office with utmost care & security and must submit a compliance report to DeGS regarding CSC wise document submission weekly.

7. **Back-End Support:** The SCA shall ensure adequate back-end support to the Kiosk operator. The SCA should also appoint technical engineer who attend the calls and for quick redressal of queries by the Kiosk operators. SCA should depute a team at each of the districts, which will coordinate the activities with the Kiosk operators.

8. **Day-to-Day Management and Follow-up:** The SCA should ensure that each and every Kiosk operator is involved in effective delivery of content and services. The SCA team at the district should also provide appropriate support to drive the CSC owners profitability.

9. **Content and Service Management:** At the back-end, SCA will integrate the B2C content services and also integrate with the appropriate payment gateways. Statement of B2C services delivered by their own portal would be submitted to OCAC on monthly basis.

10. **Monitoring and Supporting Kiosk operators:** The SCA shall monitor the Kiosk operator at all times for which sufficient two-tier infrastructure/ manpower will be deployed. SCA will provide adequate support for smooth functioning of CSC centres. The performance of SCA will be judged on the basis of the cumulative performance of all Kiosk operators associated with it. It is the responsibility of the SCA to ensure cross-pollination of best practices across the various Kiosk operators under its areas of operation to ensure the success of the CSC 3.0 Scheme. The SCA should make provision to enable OCAC / DeGS to monitor all aspects of operations and management of CSC Centers by devising appropriate Management Information System(s) (MIS).

11. **Ensure Connectivity for Kiosk operators:** All CSC Centres will have to have Internet enabled connectivity with sufficient bandwidth (minimum 512 Kbps) to deliver Government Services to citizens (Broad Band Connection wherever feasible). The SCA will interact with the State Government and various Telecom Providers including BSNL to workout appropriate last-mile connectivity to the CSC Centres. Securing a reliable connectivity to CSC centres will be critical for success of the Scheme. Therefore, bidder will have to ensure a reliable, convincing and acceptable solution for providing connectivity to CSC centres.

12. **Number of kiosks:** The SCA would need to ensure to open targeted number of kiosks in a district. Also, target number of kiosks includes the procedural takeover of existing kiosks. SCA shall take over all existing kiosks as per list provided by DeGS at the same terms and conditions offered to the other kiosks. In case of their denial they would consider others**.** This will not restrict the right

of the government to open similar kiosks for providing e-gov services. In other words, the related SCA will not have exclusive right to set up kiosks in the district.

13. **Location of Kiosks**: The SCA will have to setup the Kiosks wherever it wants to open as per the term and volume of transactions and business. The SCA would need to ensure to open maximum kiosks in a district as required by DeGS. The SCA will be required to house the Kiosks in any premise of its choice as per the norms provided by DeGS. The SCA would have to take the concurrence of the DeGS/OCAC before deciding the final location. The SCA will ensure to open kiosks in urban and rural areas both i.e. one per 25000 populations in urban areas and one per GP in rural areas respectively. The maximum number of kiosk can be of any number based on the need of the market & can be opened in concurrence of DeGS.

14. **Physical Layout of Kiosks:** The kiosk should be housed in a comfortable room of at least 150 - 200 sq ft. with adequate working space (2-3 people), furniture and storage space. The room should have cement flooring, concrete roof and *pucca* walls without any water leakages from any side. The room should have good ventilation and light with good space outside for parking, display boards and ample sitting facility for citizens.

15. **Branding of Kiosks**: The SCA shall comply with any branding/ logo/ color scheme as prescribed by the Government of Odisha.

16. **Timings of Operation:** The Kiosks shall function every day between 8:00AM to 6:00PM or as directed by DeGS/OCAC (DeGS is free to decide the time schedule for operations on SCA/ Kiosks for G2C Services), except on Bank Holidays or national/state holidays (optionally). The Shops and Commercial Establishment Act as applicable in the State will be adhered to, if relevant.

17. **Guidelines for delivering B2C Services**

The Mo Seba Kendra envisages provisioning of the B2C services along with the G2C services. The SCA will have to integrate and coordinate with various B2C Content providers. The entire responsibility for gathering the functional requirements of B2C services, development and deployment of the services rests with the SCA. However, the following procedures will have to be observed while providing B2C services: i..e

1. SCA should inform OCAC / DeGS of any B2C service to be delivered through the Kiosks and intimate the charges to be collected from citizens for these services;

2. Services opposed to public interest and non-conformity with the rule of the land and non-compliance to the guidelines issued by State Governments/DeGS from time to time, shall not be included in CSC 3.0 portfolio;

3. Inclusion of a B2C service should not adversely affect the functioning and performance of the G2C services delivery platform i.e OdishaOne;

4. The IT and the physical security of the kiosk centres should not be compromised ;

5. The Government reserves rights to instruct the SCA to stop providing B2C services in case of any irregularities reported by the citizen.

18. **Human Resource Development**

The efficiency and image of the CSC 3.0 would depend substantially on the efficiency of the Kiosks. The SCA shall exercise due care and caution while selecting the operators. The following Guidelines are suggested in this regard:

1. The SCA shall impart training to all the Kiosk operators, and all its employees so that they are well versed in the operations of the scheme. The SCA shall impart training, at district level, to all the Kiosk

operators (once in a quarter) and its employees so that they are well versed with the operations of the Kiosk.

2. In case of retraining/refresher courses, the timing and location of the training should be so arranged so that there is minimal disruption of the kiosk operations.

3. The SCA shall also be responsible for retraining the Kiosks whenever changes are made in the software/services

4. Both off-site and on-site training of the Kiosk operators needs to be undertaken on a continuous basis

5. The SCA must provide a training strategy in their technical bids.

19. **Selection criteria of Kiosk operators**

It is envisaged that the Kiosk operator should be an entrepreneur, & must be 18 years of age and above. Essential minimum education qualification of the Kiosk operator should be a 10th pass from any recognized board. SCA may consult with DeGS in selection of Kiosk operator & preference should be given to local candidates. SCA to ensure that kiosk operator must not be in any Govt service/reputed private organization service. In case it is found , any non compliance to the selection criteria, OCAC reserves all rights to deregister the kiosk operator at any point of time from the portal & suitable penality will be imposed as decided by OCAC on SCA. The Kiosk operator should be fluent in reading and writing the local dialect as well as have base level knowledge of English language The Kiosk operator should preferably have a certificate from any computer institute showing that he/she knows the basic operations of the computer and usage of standard applications. Otherwise the SCA should make arrangements for the selected Kiosk operator to be trained in Basic Computer operations/ usage. The Kiosk operator should undergo a behavioural as well as assessment test for IT as well as English skills. DeGS will provide the details of kiosk holders to the concerned police stations for verification and in case, any

negative feedback received from the police station, the kiosk will be immediately removed from the system.

20. **Manage Service Delivery:** The SCA shall maintain the security and integrity of the data, business processes and transactions at all times and protect all the assets of the project, intellectual and physical. The SCA shall have complete responsibility for the managerial, technical, financial, HR, logistics and other resources and ensure its viability, visibility and high quality of performance of the CSC centres. E & IT / OCAC will monitor delivery of Government Services to be delivered by SCAs, on regular basis.

21. **Marketing of CSC centres to encourage Citizens to Avail Government Services through Centers/Kiosks:** The SCA will sensitize the citizens about the benefits from the CSC and will promote the use of the same in the urban/rural areas through the state-level and local promotion campaigns. The publicity and advertisement material should be in conformity with the general guidelines issued by OCAC and shall not be in violation with provisions of any Act. The SCA will take all action necessary to ensure that more and more citizens avail government services offered via these centres. To that effect, each kiosk will display a list of the G2C services being offered and corresponding transaction-charges. The display will be in Odia and English language and at a prominent place (should be readable from 25 meter distance) so that it attracts attention. Further, the contact details of the respective SCAs and District e-Governance Society will also be displayed so that the citizen can establish contact to competent authorities in case it faces difficulty in availing G2C services at Centers/Kiosks. A complaint/suggestion register will also be maintained at each CSC Centers / Kiosks and be placed at prominent place within the Centres/Kiosks premises Also, Display board should display time of operational hours of kiosk, SCA name, kiosk's ID and Helpdesk number.

22. **Help Centre**: A centralized help desk would be set up by SCA to provide assistance to all the kiosk operators of Mo Seba Kendra and information on

these help centres needs to be published and communicated to DeGS and OCAC.

23. **B2C Services:** Besides delivering Government services, SCAs could add private services which can be delivered through kiosks. However, the private services to be provided through CSC Centres/ Kiosks must be in conformity with the rule of the land and the guidelines issued by the State Government/ DeGS from time to time. In case an CSC Center/ Kiosk is found to be delivering private services which are not in conformity with the guidelines issued by the State Government, the OCAC / DeGS will ask to stop delivery of such services.

6.2   The CSC Centres / Kiosk operators

The roles and responsibilities of the Kiosk operators would include the following:

1. **Effective Service Delivery:** The VLE/ULE (Kiosk operator, through the corresponding CSC centres, will act as a service delivery point where he/she delivers services through which the population of the catchment area benefits.

2. **Marketing and Promotion:** The Kiosk operator should be actively involved in marketing process of the given products and services and devise innovative methods for attracting more and more customers to the centres.

3. **Feedback:** The Kiosk operator should provide feedback at a regular interval to the SCAs /authorized agency on enhancing services and also to improve processes for better delivery. OCAC will institutionalize feedback system through a web enabled interface through OdishaOne portal.

4. **Catalyst for change:** The Kiosk operator is an entity that has to bring about a change in his environment by using ICT as a tool. It is therefore important that the right Kiosk operator is selected through an appropriate selection and training process. He /She is an entrepreneur who will run his business by using the network. In other words, he/she should try to impart knowledge and try to educate

the population. The Kiosk operator will endeavour, without any prejudice, to provide all services to the citizens and maintain cordial relationship with Government.

5. **Mandatory Delivery of G2C Services:** The CSC Centers will have to unconditionally provide all the services as approved and decided to be delivered by the Government of Odisha to the citizens from time to time in manner as prescribed by OCAC. The CSC operator would charge fees for the G2C services as prescribed by the State Government. The SCA shall ensure that the Kiosk operators shall procure all kinds of articles, digital signatures, licenses etc that may be required as part of service process notified by the Government from time to time. This would include liaison with concerning offices and collection of issued certificates from the concerning offices for distribution as may be the case. SCA would require to obtain certification of the kiosk holder from DeGS.

6. **Suggested IT Hardware Specification at Kiosk level**

The following gives the suggested minimum IT specifications to be followed at the kiosk level.

Items	Specification
Computer Terminals	Latest generation Desktop/Laptop
Printer	Dot Matrix / LaserJet (B&W) / InkJet / LaserJet (Color) / MFP (as per requirement of the centre)
Scanner	Flatbed / MFP (as per requirement of the centre)
Webcam	Integrated / External
Online UPS	1 KV / 2 KV / 3 KV (as per the load)
DG Set	3 KV / 5KV (as per load)
Fingerprint Scanner	UIDAI RD Complaint device
Iris Scanner	UIDAI RD Complaint device

PoS Device	Normal device / Aadhaar enabled device
Connectivity	Broadband (Minimum512 Kbps)

7. **Approving the location of a kiosk:**

The SCA shall submit the application form online for CSC kiosk creation along with all requisite documents and eligibility proofs, police character certificate, bank credential of the Kiosk operator, etc. DeGS shall examine & approve the application online after verifying IT infrastructure, connectivity, display board, etc. and on the basis of following indicative parameters: Population, Business demand, Number and performance of existing kiosks in that location, if any, etc.

8. **Migration of Existing kiosks:**

In case the new kiosk being setup is through existing kiosk operator/holder then he/she will be given first preference by SCA/DeGS. The concerned operator shall submit an application to newly appointed SCA along with the supporting documents. After systemic check as per laid down procedures of new scheme, the new kiosk id would be allotted under the new SCA. Also, no additional registration fees shall be charged by the SCA, if the kiosk migrates under the same SCA as the earlier one (if the new SCA is same as the earlier one under which the CSC operator was registered) as per the new arrangement of the scheme.

9. **Withdrawal of kiosks:**

If the kiosk operator desires to discontinue the project, he/she may submit the application for withdrawal of his kiosk. The SCA shall recommend to DeGS for withdrawal of the said kiosk along due clearance with respect to the kiosk operations and completion of all exit formalities. DeGS, after verification, may withdraw the kiosk online and inform OCAC accordingly. Information of such kiosks shall be published on portal and related websites and the SCA will ensure that the

kiosk visibly displays the information regarding discontinuation of the services at the kiosk location for a period of one month.

10. Termination of kiosks:

The SCA shall recommend to DeGS for termination of a kiosk on the basis of non-performance or any irregularity by the Kiosk operator and shall specify the grounds for termination of the kiosk. DeGS, after verification, may terminate the kiosk online and inform OCAC accordingly. Information of such kiosks shall be published on the portal and related websites and the Service Centre Agency will ensure that the information regarding termination of the kiosk is visibly displayed at the kiosk location for a period of one month starting from the date of termination.

Note: Any kiosk operator found indulging in any irregularity/ fraud or if any complaint/ FIR has been registered against the kiosk during its association under Mo Seba Kendra project, the Kiosk operator shall be immediately terminated and shall never be allowed to work as a kiosk Operator in future.

6.3 E & IT Department

The responsibilities of the E & IT Department will be as follows:

The E & IT Department would act as a nodal department and overall co-coordinator on behalf of State Government for successful implementation of the Mo Seba Kendra.

1. **Appointment of SDA:** E & IT Department would appoint State Designated Agency and a core implementation team to represent the State and provide all state level support for smooth implementation of the Mo Seba Kendra.

2. **Provide policy and regulatory support:**E & IT Department would facilitate any policy of regulatory support that the SCA or any other stakeholder may need to successfully implement the Scheme in the State

6.4 OCAC

The responsibilities of the OCAC will be as follows:

OCAC shall act as State Designated Agency (SDA) for implementation of Mo Seba Kendra in the state.

1. **Facilitate e-readiness of the State:** OCAC would co-ordinate with State Departments and appropriate officials to develop an implementation plan for delivery of e-Government services.

2. **Select Service Centre Agency (SCA**): OCAC would undertake appropriate bidding and selection processes within the framework of the State rules and regulations to induct SCAs into the CSC 3.0 scheme.

3. **Facilitate awareness campaigns:** OCAC would undertake the necessary steps to promote and publicize the CSC 3.0 amongst all stakeholders, customers, content /service providers, etc.

4. **Facilitate training and capacity building:** OCAC in association with DeGS/Line Departments/SCAs would undertake appropriate training and capacity building programs to gear up the State Departments to facilitate e-Government services through the Mo Seba Kendras

5. **Payment of Commission :** OCAC shall pay the commission to the respective stakeholders (Kiosk operator/SCA/DeGS(if applicable)) monthly as prescribed by E & IT Department time to time.

6.5 District e-Governance Society (DeGS)

1. The District e-Governance Society (DeGS) set up at each district will play a vital role in smooth and efficient implementation of the Mo Seba Kendraat district level. The DeGS, on behalf of Government, shall coordinate and monitor the implementation and operation of the Mo Seba Kendrain the respective districts. The District e-Governance Society will be the facilitator between SCAs/CSC Operators and the Government for implementation of the scheme.

2. The DeGS shall approve and certify a CSC/Kiosk in respect of its location, infrastructure and other essential requisites for consideration as a CSC and onboarding to OdishaOne portal. Besides, DeGS will instruct and ensure that display board containing relevant information for public is placed before the centre.

3. The DeGS, after due diligence, shall take disciplinary action against any Kiosk operator for non-performance, financial irregularities, non-compliance of GoO directions, etc based on the public complaints or complaints made by any government authority or body or physical verification. In such case, the DeGS will cancel/recommend OCAC or E&IT Department to cancel the certification of the concerned Kiosk operator and the SCA shall deactivate the kiosk in the OdishaOne portal in consultation with DeGS. Further, if there is any dispute between the SCA and any of its Kiosk and the SCA recommends for deactivation of the Kiosk, the DeGS will enquire and resolve the issue on its own or suggest OCAC/E&IT Department for taking necessary action. In case, the SCA intends to replace a Kisok operator due to some genuine reason, then it shall make a written application to DeGS citing the reason with relevant proof of documents and the DeGS will decide on replacement with information to OCAC/E&IT Department.

4. The DEGS will provide SCA with the information that may be required for smooth and effective running of Mo Seba Kendra, such as, copies of latest

rules, regulations, and procedures applicable to the Scheme; tax/fee structures applicable; Calendar of operations for the Mo Seba Kendraetc.

5. The respective District e-Governance Society shall not be responsible for any claim/damage awarded for possible deficiency in service attributable to any act of omission/fraud/theft/missing etc. committed by the staff of SCA/Kiosk either wilfully or by negligence or whatsoever.

6. The respective DeGS will ensure timely redressal of grievances of consumers and public at large, received through the SCA/CSC Kiosk operators.

7. The DeGS shall periodically visit the CSCs and review the operational status of the centres in respect of service delivery, operation timings, infrastructure status and other matters relating to smooth operation of the CSCs and suggest for remedial measures for improvement of the centres including training needs of the operator.

6.6 Line Departments / Public Sector Units (PSUs)

1. Would allow the SCAs to deliver their services through the CSCs.

2. Would dispose all the transactions carried through the CSC Kiosks within the stipulated time period

3. Would timely reimburse the per transaction charges to OCAC on a monthly basis at earliest on receipt of formal bill raised by OCAC.

4. Necessary policy changes to enable service delivery through CSC kiosks.

7. Bidding Zone of CSC 3.0 Scheme

The State of Odisha has 30 districts and divided in to five zones covering six districts in each zone. A table comprising name of districts under each of the five zones is

provided below. Each district has several blocks under them depending upon the geographical coverage and population; currently there are 314 blocks& 114 ULBs in the State. The blocks/ULBs are further divided into GPs/Wards; there are more than 8000 GPs/ULBs (approx.) in the State. For the purpose of deployment of CSC centres in the State, a zone has been considered as bidding unit for bidding purposes. The Bidder can bid up to maximum for three (3) zones & minimum one zone. The bidder has to provide its zone preference out of its bidding zones as Preference-1/Preference-2/Preference-3. The allocation of zones is purely under the discretion of OCAC & decision of Chairman, OCAC in this regard, will be final and binding to all the bidders.

Names of the zones along with the districts under them are given below: Please refer Annexure-10 for minimum number of CSC centres to be set up in the state. The list is purely indicative in nature.

Name of the Zone	Districts
Zone-1	Bargarh
	Jagatsinghpur
	Nawarangpur
	Angul
	Cuttack
	Nuapada
Zone-2	Deogarh
	Nayagarh
	Ganjam
	Sundergarh
	Kendrapara
	Kandhamal

Zone-3	Bolangir	
	Jajpur	
	Gajapati	
	Keonjhar	
	Puri	
	Malkangiri	
Zone-4	Jharsuguda	
	Balesore	
	Rayagada	
	Sambalpur	
	Bhadrak	
	Kalahandi	
Zone-5	Sonepur	
	Mayurbhanj	
	Boudh	
	Dhenkanal	
	Khordha	
	Koraput	

8. Financial Model:

The kiosks under Mo Seba Kendra project works on self-sustained financial model, where OCAC offers an approved rate structure for per transaction-commission charges for delivery of various G2C & B2C services through these kiosks.

8.1 Fund Flow Mechanism:

Mo Seba Kendra, being a multi-stakeholder project, has established an online mechanism for fund flow between all stakeholders to ensure efficient, transparent and timely realisation of money in respective accounts. The entire operation of CSC 3.0 project will be based on pre-paid model.

1. Kiosk operator to recharge its digital wallet online through payment gateway in OdishaOne portal.
2. On successful recharge, the digital wallet displays the amount to carry out transaction for different services available in OdishaOne portal.
3. OCAC, based on the revenue sharing pattern, shall transfer the Kiosk operator's share of commission charges monthly, directly in their bank accounts. Kiosk operator can able to view the indicative commission earned in its dashboard in real time.
4. The SCA shall raise centralized invoices (department/ service wise) to OCAC on monthly basis. On receipt of the invoice, OCAC shall transfer the commission online to their bank account on the 15th day of the following month.SCA can able to view the indicative commission earned through its dashboard.
5. The commission charges paid to the Kiosk operator subjected to deduction of TDS as per prevailing rate and the same will be passed to the Service Centre Agency's along with the Service Centre Agency's share of commission charges. Therefore, the Service Centre Agencies shall provide the TDS certificate to all the Kiosk operators as per the Income Tax rules.
6. The SCA shall have to execute an agreement with OCAC within 30 days of issuance of LoI and deposit security amount as mentioned below in favour of OCAC:
7. Performance Security (PS) of Rs 50 Lakhs (Fifty Lakhs Rupees only) per Zone for each allotted zone (in form of Banker's Cheque or Demand Draft or Bank Guarantee valid for 3 years and 90 days of a Scheduled Bank having its branch in Bhubaneswar in favour of "OCAC" , payable at "Bhubaneswar")

within 15 days of signing of agreement.

8. <mark>Transactional Security amount to be deposited by SCA on request of OCAC , in case there are any services to be delivered where SCA is required to handle cash directly.</mark>

9. The Service Centre Agencies will not charge more than Rs. 5000.00/- as non-refundable registration fees from kiosk for the entire contract period and shall specify the fee amount in the agreement signed with the Kiosk operator.

10. OCAC shall be responsible for Online transfer of funds between all stakeholders, maintaining the credit limit for the SCAs and ensuring complete reconciliation of accounts.

11. The SCAs shall ensure complete reconciliation of accounts (district/department/service wise) and submit the compliance report to OCAC on monthly basis.

8.2 Commission Charges:

Per transaction commission charges for delivery of services shall be shared between VLE, SCA and OCAC/ E&IT Department as per the slab mentioned below:

S.N	Total Monthly Commission on the transactions	VLE/ULE Share	SCA Share	SDA and other stake-holder's Share
1	Up to Rs 2500	80%	15%	5%
2	More than Rs 2500	85%	15%	0%

9. General Terms & Conditions

9.1 Completeness of the EoI Document

a) Submission of the EoI response shall be deemed to have been done after careful study of the document with full understanding of its implications.

b) Failure to comply with the requirements or any clause of the document may render non-compliant and the EoI Response may be rejected. Bidders must:
   a) Include all documentation specified in this document;
   b) Follow the format prescribed in this EoI document and respond to each element in the order as set out in this document.
   c) Comply with all requirements as set out within this document.

9.2 Pre-Proposal Meeting

a) Pre-Proposal Meeting of prospective bidders is scheduled as per the details specified in the EoI. The objective of this meeting is to address the queries of the prospective bidders related to the EOI/Project.

b) All queries may be sent to the Nodal Officer of OCAC specified by email on or before 08/09/2020 , up to 5PM

c) Email Ids for sending the queries are : gm_ocac@ocac.in & sujit.mohanty@semt.gov.in

d) OCAC shall hold a pre-proposal meeting with the prospective bidders.

e) All queries / clarifications from the prospective bidders, related to this EoI, must be sent in writing exclusively to the contact person notified in this document.

f) The preferred mode of delivering written questions to the aforementioned contact person would be through e-mail. Telephone calls will not be accepted. In no event will the OCAC be responsible for ensuring that bidder's queries have been received by OCAC. The queries by the bidders will be provided in the following format.

Request for clarifications Format:

Company Name	Person Name	Designation, E-Mail, Contact Number	
Page No	Clause	Sub-Clause / Details	Suggestion
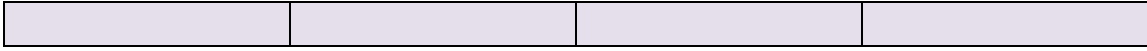
g) OCAC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders. The responses to the queries from all applicants/corrigendum will be posted in www.ocac.in and/or www.odisha.gov.in and any such corrigendum shall be deemed to be incorporated into this EoI

At any time prior to the last date for receipt of EoI, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EoI Document by a corrigendum. OCAC has also reserved the rights to amend this EoI through Government orders/notifications time to time post selection of bidders also based on the requirement.

h) In order to provide prospective applicants reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of EoI Proposals.

9.3   Preparation and Submission of EoI

a) The bidder shall be responsible for all costs incurred in connection with participation in the EoI process and Presentation, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ presentations, preparation of EoI response, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

b) The bidders shall submit their response as per the format given in this EoI document.

   The bidders shall submit the EoI document duly signed in the EoI response.

c) The bidder needs to pack the pre-qualification and technical bid in two separate envelope & clearly mention the same in the envelope and both the envelopes need to be packed in a separate outer envelope . The sealed outer envelope should be clearly marked "EoI

document for "Selection of Service Centre Agency for Odisha along with EOI reference no".

d) The outer envelope shall also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder.

e) All the pages of the EoI response paper must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

f) All pages of the EoI shall be initialed and stamped by the person who signs the bid.

g) A bidder can bid maximum for 3 zones.

h) Bidder needs to provide separate EMD for each bidding zone. Example: In case bidder is bidding for 3 zones , then the bidder must provide three separate DD/BG/Cheque for each zone. Accumulating all the EMD amount in a single DD/BG/Cheque will lead to rejection of the bid. The same practice shall be applicable for selected bidders while submission of Performance Security.

9.4 Language

The response proposal shall be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

9.5 Venue & Deadline for Submission of EoI

Proposals, in its complete form in all respects as specified in the EoI, must be submitted on or before the last date and time of submission of EoI as mentioned on the cover page and send in the address specified in EoI through register post/ speed post [India Post] /Courier or can submitted by hand at OCAC. No other way of submission of tender paper shall be considered. OCAC shall not be responsible for any postal/courier delay.

9.6 Late EoI Submission

a) EoI received after the due date and the specified time (including the extended period if

any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

b) The proposal submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

c) OCAC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

d) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities *vis-à-vis* urgent commitments. Such amendments shall be hosted in the Corporation website and shall be published in the same newspaper in which the EoI is published.

9.7 Pre-Qualification Criteria

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
a)	Legal Entity	The bidder must be registered under the Companies Act 1956/2013 or a Partnership firm registered under LLP Act/Indian Partnership Act/any state's act or equivalent or a Society registered under any of the States' Societies/Cooperatives Registration Act or equivalent and must be in operation in India for a period of at least 5 (Five) years as of March 31, 2020.	Certificate of Incorporation
b)	Legal Entity	Also the bidder should be registered under	Attach copy of

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
		- PAN/TAN - GST - Labour Act - EPF - ESIC	relevant certificates
c)	Turnover	The bidder must have an average annual turnover of Rs 18 Crore (Rs.3Crore / District) in last three financial years (2017-18,2018-19,2019-20) per zone, in case the bidder is bidding for one zone. If the bidder is bidding for more than one zone, in such case, the bidder must have average annual turnover, which must be multiples of Rs 18 Crore (Rs. 18 crores x no. of zones bidded) in last three financial years i.e. 2017-18, 2018-19, and 2019-20. The bidder must have positive networth in last three financial years.	- Copy of the audited Balance sheet Profit & Loss account and networth by CA;
d)	Project Capability	Operating or has operated as Service Centre Agency/Implementing Agency of CSC scheme in Odisha or other parts of the country ; OR An established service provider having at least 3 (Three) years of	Certificates from the client OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor);

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Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be submitted with proposal
		proven experience in the field of providing citizen-centric services through at-least 100 ICT based kiosks/centre(s) for delivery of services anywhere in the country; OR A reputed company/firm engaged in the business of running a ITES/BPO/KPO with minimum of 100 seats/ counters in operation for at least 5 years.	OR Work Order + Phase Completion Certificate from the client
e)	Consortium	Consortium is not allowed	
f)	Black Listing	The bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Annexure - Self Declaration
g)	EMD & Tender document fee	The bidder must submit EMD amounting to INR 30 Lakhs per zone. The bidder has to submit the tender document fee 11,200 (inclusive of 12% GST) along with the bid document.	Demand Draft or Bank Guarantee for EMD Demand Draft/proof of online payment for tender document fee

9.8 Technical Evaluation

a) E&IT Department/OCAC shall constitute an Evaluation Committee to evaluate the responses of the Bidders.

b) The Evaluation Committee constituted by E&IT Department/OCAC shall evaluate the responses to the EoI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, shall lead to rejection of the EoI Proposal. The Committee may seek additional documents if necessary.

c) Each of the responses shall be evaluated to validate compliance of the bidder according to the eligibility criteria, Forms and the supporting documents specified in this document.

d) The decision of the Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.

e) The Evaluation Committee may ask for technical presentation from the bidders to evaluate its suitability for the assignment.

f) The Evaluation Committee reserves the right to reject any or all proposals. The EOI Proposal will be evaluated based on the documentary evidences provided.

g) The Technical bids will be opened for those bidders who are found qualify in the pre-qualification round. OCAC will evaluate the technical proposals on the basis of their responsiveness to this EoI and applying the evaluation criteria as specified below.

h) An Evaluation Score (ES) shall be assigned to each prospective bidder on the basis of the technical bid submitted. The technical evaluation score shall be based

on the number of points/marks that shall be awarded as per the following Evaluation Criteria table:

S#	Criteria	Basis for Evaluation	Max Marks	Supporting
1	Average annual turnover should be in last 3 financial years, as on March 31, 2020. (Turnover in Rs Crores)	Average turnover during last 3 years (in INR Crs.) • More than 90 Crore= 20 • 55 – 90 Crore = 18 • 31 - 54 crores = 16 • 18 -30 crores= 14	20	Extracts from the audited Balance sheet and Profit & Loss and Certificate from the statutory auditor
2	Proven and demonstrable experience in similar projects during last five years	Number of kiosk centers for Central/ State Governments/ any private entities established franchisee centers/outlets/BPO Centers in India related to delivery of services to citizens The project should consist of at-least 100 ICT based kiosks/ centre(s) for delivery of services anywhere in the country. Up to 100 centres- 21 Marks 100-200 centers – 25 Marks More than 200 – 30 Marks	30	Agreement copy / Work Order / Self declaration for private entities in the letter head. OCAC shall inspect the centre at its discretion.
3	Proven and demonstrable Experience with the various State in the last 5 years.	Experience of working as SCA/LSP or have set up franchisee centres/outlets/BPO Centers in various States (with at least mandate of opening &	20	Agreement copy / Work Order

		managing 100 centres. • 2 States – 14 marks • 3 – 4 States – 18 marks • Above 4 States – 20 marks		
4	Project Methodology, approach and work plan	The bidders shall be evaluated based on the following parameters during presentation. • Understanding of the project or scheme-5 Marks • Planning & Strategy including business viability forcasting for a period of 5 Years - 5 Marks • Approach, Methodology, detailed activity and Implementation/roll out Plan-10 marks • Envisaged Risk & Mitigation Plan-5 Marks • Manpower resource deployment plan-5 Marks	30	The bidders have to give a Technical Presentation before the committee.

Depending on the evaluation methodology mentioned above, each Technical Bid will be assigned a technical score (TS) out of a maximum of 100 points as per the aforementioned Technical Evaluation Criteria.

The minimum technical score required to qualify in technical evaluation is 70.

9.9 Allocation of Zone

OCAC shall prepare the zone wise list of bidders qualified in technical evaluation and allocate the zones to the bidder on the basis of technical score and preference of the bidder. In case any bidders score equal marks, in such case, the zone will be awarded to the bidder who has maximum turnover. In case none of the bidder has applied for any of the zone, in such case, OCAC has the right to assign the zone to any of the bidder based on the capabilities of the bidder. In case it is found that there is only one bidder who has applied for one zone only & none other bidder has applied for that zone, then in such case, that particular zone will be assigned to that bidder. Please refer the below illustration.

Name of the Zone	Bidders applied	Technical Score (indicative)	Zone to be allocated to maximum scorer
Zone-1	Bidder-A	80	Bidder-D or Bidder-E who has higher turnover value
	Bidder-B	75	
	Bidder-C	70	
	Bidder-D	95	
	Bidder-E	95	
Zone-2	Bidder-A	80	Bidder-A
	Bidder-B	75	
	Bidder-C	70	
Zone-3	Bidder-A	80	Bidder-E
	Bidder-C	70	
	Bidder-E	95	
Zone-4	Bidder-A	80	Bidder-E
	Bidder-E	95	
Zone-5	Bidder-A	80	Bidder-A

The above methodology of allocation of zones is purely indicative in nature; however OCAC reserve the rights to modify the methodology based on the requirement.

9.10 Disqualifications

a) The procuring entity shall exclude/ disqualify a Bid, if:-
   i. the information submitted, concerning the qualifications of the bidder along with self-declarations, is found false, inaccurate or constituted a misrepresentation; or
   ii. the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
   iii. the bidder, either directly or indirectly through any agent is found unduly influencing the bidding authority or any of its officials, indulging in any sort of foul means, during the bidding process;
   iv. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
b) A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.

9.11 Acceptance of the successful Bids and award of contract

a. The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, etc., shall accept or reject the Bid. If any member of the bid evaluation committee has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
b. A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
c. The procuring entity shall award the contract to the bidders whose proposal has been determined to be advantageous in accordance with the selection criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the

contract satisfactorily on the basis of eligibility criteria fixed for the bidders in this bidding document.

9.12 Termination

c) Termination for Default

i. The bid sanctioning authority of OCAC may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part:-

 a. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by OCAC;or

 b. If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or

 c. If the selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.

 d. If the supplier/ selected bidder commits breach of any condition of the contract.

 e. At any point of time after signing the contract, the bidding authority discovers that the selected bidder was engaged in any corrupt or fraudulent or collusive or coercive practices while executing any Government project/scheme

ii. If OCAC terminates the contract in whole or in part, amount of Performance Security Deposit shall be forfeited.

d) Termination for Insolvency

OCAC may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such 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 that has accrued or will accrue thereafter to OCAC.

e) Termination for Convenience

i. OCAC, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.

9.13 Exit Management

Any Service Centre Agency with a prior notice of two (2) months may submit request for exit from the project and shall clear all dues and obtain No Objection Certificates (NoCs) from OCAC. The performance security amount shall not be refunded till the NoC have been submitted to OCAC.

OCAC will examine the status and after satisfactory confirmation that there are no government dues liable on the Service Centre Agency, shall process accordingly.

9.14 Notification of Selection

OCAC shall intimate through email to all applicants those have been selected.

9.15 Right to Terminate the Process

a) OCAC may terminate the EOI process at any time and without assigning any reason thereof. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) The submission of EOI paper does not constitute an offer by OCAC. The bidder's participation in this process may result in selecting the bidder to engage towards execution of the contract.

9.16 Non-exclusivity of Rights:

The Purchaser reserves the right to allocate zones/districts anywhere within the state to any of the service centre agencies. No exclusive rights are provided to any of the service centre agency providers for operating in a particular area/ location.

9.17 Forfeiture of Performance Security:

Security amount in full or part may be forfeited in the following cases:

   a. When the terms and conditions of contract is breached.

   b. When the SCA fails to set up and operationalize the Kiosks/Centres as per SLAs.

   c. When contract is being terminated due to non-performance of the Service Centre Agency.

   d. The selected bidder shall replenish the performance security amount in every financial year in case of any forfeiture of the amount due to penalties etc. OCAC shall communicate the amount required to be replenish through official communication.

9.18 Release of Performance Security

   a. The Performance Security amount shall be returned back to the SCA after successful completion of the contract period or after 4 months of exit management as approved by

OCAC.

10. Service Level Agreement (SLAs)

S. No	SLA	Breach	Penalty for breach	Breach of Contract
9.1	**Setting up of kiosks:** Establish & Operationalize at-least 25% new kiosks (i.e, in addition to the existing kiosks) as per the kiosk set up guidelines as mentioned in the EoI out of total number mentioned in the kiosk roll out plan within 3 months of signing of agreement.	**Non-roll out** of 25% new kiosks as per kiosk roll out plan	Rs 1000/- per default kiosk per month, subject to a maximum of Rs 4000 per kiosk.	Non-performance in setting up of 25% new kiosks as per roll out plan for a continuous period of six (6) months may lead to termination of contract.

9.2	Operationalization of 100%of the new kiosks (i.e, in addition to the existing kiosks) out of total number mentioned in the kiosk roll out plan within 12 months of signing of agreement.	**Non-roll out** of 100%of new kiosks as per kiosk roll out plan	Rs 1000/- per default kiosk per month, subject to a maximum of Rs 4000 per kiosk.	Non-performance in setting up of 100% new kiosks as per roll out plan for a continuous period of six (6) months may lead to termination of contract.
9.3	**Service Delivery:** Continuous delivery of all Govt assigned services	**Non-operational kiosk**: No transaction on OdishaOne portal for a continuous period of 2 months or does not deliver any other services approved by GoO.	Rs 1000/- per kiosk per month starting from third month, subject to a maximum of Rs 4000 per kiosk.	After six months, deactivation of kiosk.

Note: OCAC has all the discretion to amend the SLA parameters and may fix the penalty charges associated to these parameters based on the nature of functioning of the project at any time. However, the selected bidders will be consulted before finalizing such penalty parameters.

11. Payment Terms & Conditions

10.1) Payments shall be made to the Service Centre Agencies by OCAC on monthly basis as per commission structure fixed by OCAC

10.2) Any penalties, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones/period.

10.3) Taxes, as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

12. Earnest Money Deposit (EMD)

f) Every bidder participating in the bidding process shall furnish an Earnest money as specified in the EoI.

g) The EMD shall be in Indian Rupees and shall be in the form of Banker's Cheque or Demand Draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar. The instrument should be issued by a Bank having at least one branch at Bhubaneswar. Such negotiable instrument should be valid for a period of three months (90 days) from the date of issue. The bidder may furnish the EMD in shape of Bank Guarantee from any scheduled Bank with validity for 6 months.

h) Earnest Money of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security. The successful bidder may request OCAC in writing to adjust the EMD in Performance Security. However, OCAC has full discretion to accept/reject any such request.

i) The EMD shall be forfeited, in the following cases, namely:
-

a. when the bidder withdraws or modifies its bid after opening of bids;

b. when the bidder does not execute the agreement, if any, after placement of LoI/ work order within the specified period;

c. when the bidder does not furnish the prescribed performance security within specified period after the LoI/ work order is placed; and

d. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.

j) No interest shall be payable on the EMD.

k) In case of the successful bidder, the amount of EMD may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.

13. Annexure-1-Compliance Sheet

EOI No: _____, Date: _____

Please check whether following have been enclosed.

Sl. No	Enclosure description	Enclosed (Yes/No)	Annexure/Attachment/Page No./ Envelop No. of the enclosure
1.	Copy of Certificate of Incorporation of Company or Registration Firm		
2.	Copy Goods Service Tax Registration (GSTIN)		
3.	Copy of PAN,EPF,ESI, Labour Act registration		
4.	Copies of Annual audited accounts statements (P&L and Balance Sheets last three FY certified by a chartered Accountant		
5.	Bid Letter		
6.	Particulars of the Bidder		
7.	Self Declaration that the bidder hasn't been black listed / performance issues by any Govt./PSU		
8.	Authorization Letter		
9.	Acceptance Of Terms & Conditions Contained In The Tender Document		
10.	Project Experience		
11.	Signed EoI Document		
12.	Signature with Date & Seal		
13.	Name		

Signature of the BidderCompany Seal

Date:

Place:

14. Annexure-2- Particulars of the bidder

EOI No: _____, Date: _____

1. Name of the Organisation:

2. Organisation Status of Registration

3. Address of Corporate Office

4. Address of Office in Odisha (if any)

5. Telephone No   Fax No

6. Email Address

7. Website

8. Registration No of Certificate of Incorporation & Date

9. Registration No of G.S.T & Date

11. Permanent Account Number of

    Income Tax & Date of Regn.

12. No. of years of proven experience of providing similar
Services:

Signature of witness

Date:

Place:

Signature **of** **the**
Bidder

Date:

Place:

Company Seal

15. **Annexure-3: Self Declaration of not be under Ineligibility**

EOI No: _____, Date: _____, Location: _____

To

<Purchaser Address)

Dear Sir/Madam,

In response to the EOI No**. -   ,** Ms./Mr. _____, as a _____, I / We hereby declare that our company _____is having unblemished past record and have not been declared blacklisted by any Central/State Government/PSU institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness   **Signature of the Bidder**

Date: **Date:**

Place: **Place:**

Company Seal

16. Annexure-4-Self Declaration of not being declared ineligible for poor performance

EOI No: _____, Date: _____, Location: _____

To

<Purchaser Address)

Dear Sir/Madam,

In response to the invitation of EOI NO. - , Date: _____. Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any central Govt./State Govt./PSU in India.

Signature of the witness   **Signature of the Bidder**

Date: **Date:**

Place: **Place:**

Company Seal

17. Annexure-5-Authorization Letter

EOI No: _____, Date: _____, Location: _____

To

<Purchaser Address)

Dear Sir/Madam,

    Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with the EOI No**. - ,** Date: _____.

    She /He is also authorised to attend meetings & submit any necessary information as may be required by you in the course of processing above said application.

<div align="right">

Thanking you,

Authorised Signatory

</div>

_____

Representative Signature

_____

Signature attested

Company Seal

18. Annexure-6-Acceptance of Terms & Conditions Contained In the EOI Document

EOI No: _____, Date: _____, Location: _____

To

<Address of Purchaser)

Dear Sir/Madam,

    I have carefully gone through the Terms & Conditions contained in the EOI No:_____, regarding EOI:. <……………………………………………………>.

    I declare that all the provisions of this EOI Document are acceptable to my company. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Signature of witness   **Signature of the Bidder**

Date: **Date:**

Place: **Place:**

<u>Company Seal</u>

19. Annexure-7-Format for List of Previous Work Orders Executed

EOI No: _____, Date: _____

SL. No	Name of Client, Contact Person, Contact Telephone No, Mobile No, Physical Address	Name of the similar Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness   **Signature of the Bidder**

Date: **Date:**

Place: **Place:**

<u>**Company Seal**</u>

20. Annexure-8-Covering Letter

(To be submitted on the Letter head of the bidder)

To,

General Manager

OCAC,Bhubaneswar

Dear Sir,

Ref: XXXXXXXXXXXXX

1. I/We, the undersigned bidder, having read & examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, express our interest to offer services and work as mentioned in the bid document & in conformity with the said bidding document for the same.

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

3. I/ We hereby submit my/our token of acceptance to all the bid terms & conditions **without any deviations**. Hence, I/we am/are hereby submitting my/our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your biddocument.

4. I / We understand that the Purchaser is not bound to accept any bid received in response to this biddocument.

5. In case I/we am/are engaged by the Purchaser, I/we shall provide any assistance/cooperation required by *Purchaser,* appointed auditing agencies (if any), state government officials and *Other Stakeholders of the project* for performing their duties with respect to this project. I/We understand that my/our non-cooperation for the same shall be grounds for termination of service.

My/ Our correspondence details with regard to this bid document are:

No.	Particulars	Details
1.	Name of the Service Centre Agency	
2.	Address of the Service Centre Agency	
3.	Telephone number	
4.	Mobile number	
5.	Fax number	
6.	Email ID	
7.	Website URL	

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

21. Annexure-9 –CSCs centre rollout plan for one year

Name of Service Centre Agency:- ---------------------------------------

Date of submission: - --

S. No.	Zones	Districts	Kiosk Roll out plan						Total number of kiosk in 12 months
			3 Month's plan		6 Month's plan		12 Month's plan		
			Urban (No.of Kiosk)	Rural (No.of Kiosk)	Urban (No.of Kiosk)	Rural (No. of Kiosk)	Urban (No.of Kiosk)	Rural (No. of Kiosk)	

Authorized signature and seal

22. **Annexure-10–Indicative number of minimum CSC centres (GP and ULBs)**

Row Labels	Count of Wards (indicative)	Sum of Total Population (Indicative)	Minimum No of CSCs (indicative)
ANGUL	**55**	**60820.9**	
ANGUL MPL	23	22441.09	1
ATHAMALLIK NAC	11	11271.75	1
TALCHER MPL	21	27108.06	2
BALASORE	**80**	**143022.88**	
BALASORE MPL	31	82013.12	4
JALESWAR NAC	17	19523.07	1
NILGIRI NAC	13	13389.11	1
SORO NAC	19	28097.58	2
BARAGARH	**53**	**92058.61**	
ATABIRA NAC	12	13143.06	1
BARGARH MPL	19	52910.06	3
BARPALI NAC	11	14523.6	1
PADAMPUR NAC	11	11481.89	1
BHADRAK	**30**	**80441.06**	
Bhadrak MPL	30	80441.06	4
BOLANGIR	**78**	**124575.78**	
BOLANGIR MPL	21	65914.8	3
KANTABANJI NAC	16	12879.72	1
PATNAGARH NAC	15	13814.71	1
TITILAGARH NAC	15	21951.65	1
TUSURA NAC	11	10014.9	1
BOUDH	**17**	**14233.66**	
BOUDH NAC	17	14233.66	1
CUTTACK	**112**	**370337.17**	
ATHAGARH NAC	17	12218.71	1
BANKI NAC	17	12775.98	1
CHOUDWAR MPL	19	31378.69	2
CUTTACK MC	59	313963.79	13
DEOGARH	**11**	**15119.44**	
DEOGARH MPL	11	15119.44	1
DHENKANAL	**53**	**72599.38**	
BHUBAN NAC	15	21565.95	1
DHENKANAL MPL	23	38974.32	2
KAMAKHYANAGAR NAC	15	12059.11	1
GAJAPATI	**29**	**39143.23**	
KASHI NAC	13	8869.77	1
PARALAKHEMUNDI MPL	16	30273.46	2
GANJAM	**279**	**376638.71**	
ASKA NAC	18	12097.68	1

BELLAGUNTHA NAC	13	8207.43	1
BERHAMPUR MPL	40	189212.45	8
BHANJANAGAR NAC	15	11298.35	1
BUGUDA NAC	13	10217.06	1
CHATRAPUR NAC	14	13426.35	1
CHIKITI NAC	12	8261.96	1
DIGAPAHANDI NAC	11	9904.51	1
GANJAM NAC	12	6513.01	1
GOPALAPUR NAC	11	6147.26	1
HINJILICUT NAC	21	19392.73	1
KABISURYANAGAR NAC	18	13002.08	1
KHALLIKOTE NAC	12	9450.98	1
KODALA NAC	12	11215.89	1
POLASARA NAC	19	16630.32	1
PURUSOTAMPUR NAC	14	10590.79	1
RAMBHA NAC	13	10162.53	1
SURADA NAC	11	10907.33	1
JAJPUR	**42**	**58613.1**	
JAJPUR MPL	16	29765.4	2
VYASANAGAR MPL	26	28847.7	2
JHARSUGUDA	**63**	**146197.59**	
BELPAHAR NAC	16	26709.06	2
BRAJRAJNAGAR MPL	23	58312.52	3
JHARSUGUDA MPL	24	61176.01	3
KALAHANDI	**44**	**73591.56**	
BHAWANIPATNA MPL	20	44602.88	2
JUNAGARH NAC	12	15876.21	1
KESINGA NAC	12	13112.47	1
KANDHAMAL	**26**	**24425.45**	
G.UDAYAGIRI NAC	13	7166.04	1
PHULBANI NAC	13	17259.41	1
KENDRAPARA	**41**	**65092.86**	
KENDRAPARA MPL	21	31477.11	2
PATTAMUNDAI NAC	20	33615.75	2
KEONJHAR	**66**	**149039.8**	
ANANDAPUR MPL	16	32095.56	2
BARBIL MPL	15	45958.15	2
JODA MPL	14	35247.66	2
KEONJHAR MPL	21	35738.43	2
KHORDHA	**139**	**527540.51**	
BALUGAON NAC	11	13879.88	1
BANAPUR NAC	16	13128.43	1
BHUBANESWAR MC	67	430708.53	18
JATNI MPL	23	38149.72	2
KHORDHA MPL	22	31673.95	2
KORAPUT	**86**	**139241.69**	
JEYPORE MPL	28	57178.03	3
KORAPUT NAC	21	29801.31	2

KOTPAD NAC	13	14180.46	1
SUNABEDA NAC	24	38081.89	2
MALKANGIRI	**31**	**28884.94**	
BALIMELA NAC	12	8751.4	1
MALKANGIRI MPL	19	20133.54	1
MAYURBHANJ	**70**	**105405.16**	
BARIPADA MPL	28	66998.75	3
KARANJIA NAC	15	15260.42	1
RAIRANGPUR NAC	15	15820.35	1
UDALA NAC	12	7325.64	1
NAWARANGPUR	**29**	**44223.83**	
NABARANGPUR MPL	16	22842.75	1
UMERKOTE NAC	13	21381.08	1
NAYAGARH	**26**	**15236.48**	
KHANDAPARA NAC	13	6772.36	1
NAYAGARH NAC	13	8464.12	1
NUAPADA	**46**	**35233.03**	
KHARIAR NAC	13	10283.56	1
KHARIAR ROAD NAC	19	13782.79	1
NUAPADA NAC	14	11166.68	1
PURI	**72**	**157432.1**	
KONARK NAC	13	10658.62	1
NIMAPARA NAC	11	12482.05	1
PIPLI NAC	16	10243.66	1
PURI MPL	32	124047.77	5
RAYAGADA	**27**	**21515.41**	
GUDARI NAC	10	5236.21	1
GUNUPUR NAC	17	16279.2	1
SAMBALPUR	**65**	**261576.42**	
KUCHINDA NAC	11	10338.09	1
RAIRAKHOL NAC	13	11848.97	1
SAMBALPUR MPL	41	239389.36	10
SONEPUR	**38**	**36346.24**	
BINKA NAC	12	14790.93	1
SONEPUR MPL	14	14774.97	1
TARVA NAC	12	6780.34	1
SUNDERGARH	**112**	**395311.91**	
BIRAMITRAPUR MPL	11	30308.04	2
RAJGANGPUR MPL	20	41195.42	2
ROURKELA MPL	62	300613.25	13
SUNDARGARH MPL	19	23195.2	1
		Total	200 (approx.)

Row Labels	Count of GP	Minimum number of CSCs (indicative)
ANGUL	209	209
BALASORE	322	322
BARAGARH	251	251
BHADRAK	194	194
BOLANGIR	310	310
BOUDH	69	69
CUTTACK	342	342
DEOGARH	63	63
DHENKANAL	214	214
GAJAPATI	149	149
GANJAM	489	489
JAGATSINGHPUR	194	194
JAJPUR	305	305
JHARSUGUDA	78	78
KALAHANDI	276	276
KANDHAMAL	156	156
KENDRAPARA	230	230
KEONJHAR	296	296
KHORDHA	172	172
KORAPUT	228	228
MALKANGIRI	111	111
MAYURBHANJ	391	391
NAWARANGPUR	170	170
NAYAGARH	182	182
NUAPADA	132	132
PURI	230	230
RAYAGADA	153	153
SAMBALPUR	148	148
SONEPUR	96	96
SUNDERGARH	263	263
Total	**6423**	**6423**

23. Annexure-11-Indicative list of services to be offered through OdishaOne portal

SI No	Deapartment	Name of Services
1	Agriculture & Farmers Empowernment	Seed License
2		Fertilizer License
3		Pesticide Dealer License
4		Pesticide Manufacturer License
5		Application for Commercial Pest Control Operation (COCP)
6		Soil Health Card
7		Farmer Registration
8		Farm Mechanics Dealer Registration
9		Farm Mechanics Manufacturer Registration
10		Booking of Farm Machinary by Farmer
11		Inclusion of beneficiary under Kalia Scheme
12		Exclusion of beneficiary under Kalia scheme

13		Inclusion of Farmers in Sourajalanidhi Scheme
14		Seed Grower Registration
15		Seed Farm Registration
16		Pumpset Manufacturer Registration
17		Pumpset Dealer Registration
18		Seed Licensing System for Horticulture
19		Nursery License System under Horticulture
20		Farmer Registration System under Horticulture
21	Commerce & Transport	OSRTC Bus Ticket Booking
22		Applying For New Temporary Permit by Bus Owners
23		Application for New Learner License
24		Application for New Driving License
25		Application for Renewal of License
26		Application for change of address in license

27		Application for Issuance of duplicate license
28		Application for Addition of Class of Vehicle in exusting License
29		Online MV Tax Payment
30		Application for duplicate RC
31		Application For Transfer of ownership
32		Application for change of address in RC
33		Application for termination of HP
34		Application for issue of certified copy of RC
35		IWT Boat Registration
36	Energy Department	Online Electricity Bill Payment (Cesco,Wesco,Nesco,Southco)
37		Application for new connection (Cesu)
38		Application for new connection (Odisha Discom))
39	Excise Department	OSBCL online retailer payment
40		Application for fresh/renewal of retailer licensing

41	Finance Department	Application for pension
42		All GST related Services through GSP
43	Fisheries and ARD Department	Issue of Animal Health Certificate
44		Reporting of Animal Disease
45		Registration of Fishry Dealer
46		Registration & Licensing of Fishing Craft
47	Food Supply & Consumer Welfare Department	Issuance of New Ration Card
48		Addition/Deletion/Correction of Names in Ration card
49		Surrender of Ration Card
50		Issuance of Duplicate Ration Card (Digital Copy)
51		Ration Card Printing (Digital Copy)
52		Aadhaar Seeding in PDS DB
53		FPS retailer payment to OSCSC Ltd for Ration Offtake
54		Farmer Registration

55		Miller Registration and Updation
56		Renewal of FPS License
57		Registration of Societies (Pani Panchayat & PACS)
58		Registration of Grievance related to PDS
59		Issue of fresh/renewal of license to manufacturer/dealer/repairer
60		Registration of online grievances.
61	Forest & Environment Department	Application for online Timber Transit Permit (For Citizen)
62		Application for online Timber Transit Permit (For Industries)
63		Vendor registration for Timber & Kenduleafe in OFDC
64		Online Consent Management System for Mining/Industry/Health Care Establishment/Local body
65		Booking of tickets under eco-tourism Odisha
66	GA & PG Department	Conversion of Leasehold plot to freehold
67		Mutation of Leasehold plot
68		Issue of NOC for mortgage of leaseholdland for securing loan

69		Online application filling & payment for OPSC
70		Online application filling & payment for OSSC
71		Online application filling & payment for OSSSC
72		Odisha State Grievance Redressal Portal (e-Abhijog)
73	Handloom,Textiles & Handicrafts Department	Sanction of workshed
74		Supply of Looms & Accessories
75		Construction of Loom pit
76		KRUTI-For Karigar Record Keeping
77	Health & Family Welfare Department	Issuance of Drug License to retailer/wholesaler/manufacturer
78		Registration of Pharmacist
79		Filling of Application for various posts under NHM
80		Telemedicine services in partnership with OTTET
81	Higher Education Department	Payment of fees under SAMS(Graduation & Post Graduation)
82		Online Application submission and payment for admission in to OSOU

83		Application under e-Medhabruti scholarship
84	Home Department	Character Certificate request
85		Complaint Registartion
86		Employee Verification Request
87		Event/Performance Request
88		Lost Property Registration
89		Missing Person Registration
90		Procession Request
91		Protest/Strike Request
92		Request for FIR Copy
93		Tenant/PG Verification
94		Request for Loud Speaker
95		Applicaion for consideration of request of various organization, to be attended by Hon'ble Governer
96		Registration of New Electors

97		Deletion/objection in electoral roll
98		Correction of entries
99		Transposition within AC
100		Migration to another AC
101	Housing & Urban Development Department	Registration of Promoters/Agents in ORERA
102		Complaint Registration by Citizen in ORERA
103		Issuance of Birth Certificate
104		Issuance of Death Certificate
105		Holding Tax Payment
106		Water Bill Payment
107		Trade License Fee Payment
108		Marriage Certificate (Urban Areas)
109	Information & Public Relation	Filling of RTI Application
110	Industry Department	Investors single window portal

111	Labour & ESI Department	Registration of Complaint relating to Odia Sign Board
112	Law	Online complaint filling under OHRC
113	MSME Department	StartUp Firm Registration
114		EPM Registration for marketing
115		Application for availing financial benefits under start up Odisha
116		Application for incentives by MSME registered units
117		Application for Enterpreneur Identification Number & Production Certificate
118		Odisha Youth Innovation Registration
119	Odia Language Litereture & Culture Department	Reservation of Rabindra Mandap
120		Reservation of Bhanjakala Mandap
121		Reservation of Utkal Mandap
122	Revenue & Disaster Management Department	Guairdianship Certificate
123		Disposal of cases under section OLR 8(A)
124		Partion of Land under section 19(1) C

125		Disbursment of exgratia
126		Income and Asset Certificate
127		Residence Certificate
128		Income Certificate
129		Legal Heir Certificate
130		Solvency Certificate
131		Caste (SC) Certificate
132		Caste (ST) Certificate
133		SEBC Certificate
134		OBC Certificate
135		Certified copy of RoR
136		RoR View/Download and Printout
137		Printing of Map Report from Bhunaksha
138		e-Pauti (Odisha Land Revenue Payment)

139		Online encumbrance certificate
140		Partnership Firm Registration
141		Society Registration
142		Online Payment of Registration Fees
143		Online Property/Document Submission
144		Donation to CMRF
145	Rural Development Department	Contractor Registration System
146	School and Mass Education Dept	Registration of Private Schools
147		Online application filling and Payment for admission in to Higher Secondary Schools (SAMS)
148	Skill Development & Technical Education	Online Admission & Payment in ITI Institutes
149		Online Admission & Payment in Diploma Institutes
150		Online affilation of institutes
151		Issue of duplicate diploma certificate (Diploma)
152		Issue of Duplicate Divisional Marksheet (Diploma)

153		Issue of Semester Marksheet (Diploma)
154		Issue of Migration Certificate (Diploma)
155		Verification of Documents (Diploma)
156		Photocopy of Answer Books (Diploma)
157		Issue of Diploma Provisional Certificate (Diploma)
158		Issue of Migration Certificates (ITI)
159		Issue of Duplicate PNTC (ITI)
160		Verification of Authenticity of Documents (ITI)
161		Issue of NTC passed out ITI Trainees (ITI)
162		Issue of Final Certificate of ITI passed out trainees under SCVT pattern (ITI)
163		Job Seeker Registration in Employment Exchange
164		Registration for placement linked training program
165		Registration of Training Providers
166	SSEPD Department	Application for registration of transgender

167		Senior citizen registration
168		Citizen feedback system
169	Sports & Youth Department	Registration under Biju Yuva Vahini
170		Registration under "Mun Hero" Scheme
171	ST & SC Department	online registration of students for applying for Scholarship (Prearana Portal)
172	Steel & Mines Department	MDCC Registration
173		Registration of New/Renew of License
174		Small Consumer Registration
175		Truck Registration
176		Transporter Registration
177	Tourisim Department	Travel Agent Registration
178		Hotelier Registration
179		Booking of Panthaniwas
180		Booking of sight seeing tours

181		Booking of exotic tour packages
182		Booking of Car/Bus rental service
183	Water Resource Department	Application Form for shallow tubewell assistance
184		Registration of Industrial users for water revenue collection
185		Revenue collection for industrial water consumption
186	WCD & Mission Shakti Department	Agency Registration under SishuSuchana
187		Child Registration under ICDS
188		NGO registration in NGO Project Monitoring Portal