



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info@rajcomp.net
website: www.rajcomp.net

Ref. No.: F4.9 (872)/RISL/Tech/Misc./2021/22251029

Date: 8-9-2022

To,
TD/AD/JD/ACP
District Office of Department of IT&C
All Districts

Subject:- Revision of SLA from October 1, 2022 under e-Mitra Project

Dear All,

This is with regard to the subject mentioned. SLA clauses for LSP and Kiosk have been revised and will be effective from October 1, 2022. Copy of revised SLA is enclosed with this letter for your information and perusal please.

Updated EOI document will be shared in due course of time.

Yours sincerely,

(R K Sharma)
Technical Director

Copy to the following for information and necessary action:

1. PS to Principal Secretary, IT&C and Chairman, RISL
2. PS to Commissioner &, Joint Secretary, IT&C and MD, RISL
3. PS to Collector & Chairman, District Collectorate Office, All Districts
4. PS to Secretary Plan & DG, Jan Aadhar Authority
5. All LSPs, e-Mitra Project
6. Guard File

Technical Director



S.N.	Existing Clause	Proposed change
1	<p>Bidder's Profile:</p> <p>1. Existing SCAs operational in other parts of the country under CSC Scheme</p> <p>2. Certified documents regarding established and successfully managed 50 ICT machines owned, managed and run by the Bidder in last six months in case of UID empanelled agencies;</p> <p>3. Note: The LSP that have been allotted one district can apply for additional district(s) only after successfully establishing & managing 50 Kiosks in allotted district and minimum 3 months have been completed from date of signing of Agreement.</p> <p>4. Bidder is efficiently delivering citizen-centric services using ICT based kiosks/centres/call centres</p>	<p>Clauses 1 and 2 are to be deleted. Word "call centres" is to be deleted from the 4th clause.</p> <p>As clause 3 is to be included in "Additional District Allocation" clause, it has no significance. So this clause is to be deleted.</p>
2	<p>Bidder's Profile:</p> <p>An established service provider having at least 3 (Three) years of proven experience in the field of providing citizen-centric services through at least 50 ICT based kiosks/centres for delivery of services anywhere in the country;</p> <p>An established Program Support Agency (PSA)/ Service Provider of Rajasthan Knowledge Corporation Limited (RKCL) having at least 3 (Three) years of proven experience in running at-least 50 ICT based Authorized Learning centres for delivery of educational & similar services anywhere in the country</p>	<p>The required minimum kiosk/centres is to be increased from 50 to 200.</p>
3	<p>Bidder's Profile:</p> <p>A service provider having at least 6 Months of proven experience in the field of providing citizen-centric services through at-least 20 ICT based kiosks/centres for delivery of services in any District of Rajasthan. (Eligible for that One district only)</p>	<p>Required minimum kiosk/centres is to be increased from 20 to 100. Required minimum experience is to be increased from 6 months to 2 years.</p>


(R. K. Sharma)
Technical Director



S.N.	Existing Clause	Proposed change																
4	Bidder's Profile: A reputed company/firm engaged in the business of running a call centre/BPO/KPO with minimum of 50 seats/ counters in operation for at least 3 years.	The Clause is to be deleted																
5	Procedure for setting up of a kiosk: There is no restriction on the number of kiosks that can be opened by an individual or a firm or LSP in the allotted district (unless explicitly stated in this document).	Individual is to be restricted to own only one kiosk.																
6	Commission Charges <table border="1"><thead><tr><th>Kiosk Category</th><th>Kiosk Share</th><th>LSP share</th><th>RISL</th></tr></thead><tbody><tr><td>A</td><td>78%</td><td>22%</td><td>0%</td></tr><tr><td>B</td><td>76%</td><td>21%</td><td>3%</td></tr><tr><td>C</td><td>76%</td><td>20%</td><td>4%</td></tr></tbody></table>	Kiosk Category	Kiosk Share	LSP share	RISL	A	78%	22%	0%	B	76%	21%	3%	C	76%	20%	4%	For B category kiosks, Kiosk Share of commission is to be increased from 76% to 77% to differentiate between Category B and C kiosks and motivate C Category kiosks to move to B Category. For B category kiosks RISL Share of commission is to be decreased from 3% to 2%.
Kiosk Category	Kiosk Share	LSP share	RISL															
A	78%	22%	0%															
B	76%	21%	3%															
C	76%	20%	4%															
7	Additional District Allocation: New districts to Existing LSP will only be granted if the LSP meets the following conditions: <ul style="list-style-type: none">(i) LSP can apply to one district or any number of districts, subject to maximum of 5 only. After six months of successful rollout, additional district may be allotted to LSP.(ii) The LSP is not currently suspended from applying for new kiosks due to any reason.(iii) LSP's commission share of one month of any of last 3 months have not been forfeited because of non-compliance of SLA(iv) The LSP have not been ever terminated/Withdrawn from that district(v) LSP shall roll-out at least 10 kiosks in each district out of which 5 kiosks must be in rural.	Following Clauses are to be added. <ol style="list-style-type: none">1. Number of transactive kiosks in all existing districts should be at least 100 for last three months.2. District withdrawn by LSP may be granted to it again. But not those from which LSP was terminated.																


(R. K. Sharma)
Technical Director



S.N.	Existing Clause	Proposed change
8	<p>Migration of Existing kiosks:</p> <p>Only LSPs meeting all of the following conditions is eligible to be chosen as desired LSP:</p> <ul style="list-style-type: none">(i) Kiosk migration is allowed to LSP only in that district where respective LSP is working from at least 6 months.(ii) Kiosk migration is allowed to LSP only in that district where respective LSP has more than 50 kiosks and District Coordinator is deployed for that district so that district coordinator could help migrated kiosk in case any help is required by migrated kiosk.	<p>The LSPs meeting all of the following conditions is eligible to be chosen as desired LSP for kiosk migration:</p> <ul style="list-style-type: none">1. Has completed and continuously maintaining Urban & Rural Rollout for last 3 month in the district.2. Having more than 100 transactive kiosks for last 3 months in that district.3. Working in the district for more than 6 months.4. Not defaulter in District Coordinator appointment or attendance in last 3 months.5. Not defaulter in Average Transaction in last 3 months.6. Not suspended in last 3 months for overcharging/ fraud etc. of kiosks7. Not a defaulter in kiosk training in last 3 months.8. Has showcase Kiosk/District Office in the district.9. Has signed IRCTC MoU.
9	<p>Migration of Existing kiosks:</p> <ul style="list-style-type: none">(i) Facility to apply for migration from existing LSP (1st LSP) to another LSP (2nd LSP) will be available in April month of every year.(ii) Kiosk will apply for migration through E-Mitra portal on 3rd to 10th day of April month of year.(iii) LSP will be allowed to accept or reject migration application of kiosk from 11th to 20th day of April month of year.(iv) Kiosks for which migration application has been approved by 2nd LSP will be migrated on 3rd day of May month of the year. <p>All other migration requests will stand rejected.</p>	<ul style="list-style-type: none">1. From 3 to 10 of April Kiosk is to be allowed to generate migration token by paying fees.2. Kiosk is to be allowed to withdraw/reject his migration application or apply for migration till 20th of April. <p>Migration Token Amount will not be refunded to kiosk irrespective of application submitted/rejected/accepted.</p>


(R. K. Sharma)
Technical Director



S.N.	Existing Clause	Proposed change
10	<p>Suspension of Kiosk for overcharging/ financial irregularities / document tampering:</p> <ol style="list-style-type: none">1. Auto Kiosk Activation (online approval) Non Functional Kiosk will be allowed to deposit online Rs 500/- as penalty amount on e-Mitra portal and kiosk will be activated automatically. However, for kiosks that will remain non-functional for period of 3 months will be closed permanently.2. If kiosk does 5 or less transactions for continuous 3 months then kiosk is closed.	<p>Kiosk is to be suspended if it is non-functional in a month or less than 10 transactions for continuous 3 months.</p> <p>Such suspended Kiosk will have facility to apply online for reinstatement after paying Rs. 500/- fees to RISL. If kiosk does not apply for reinstatement by paying Rs. 500/- within 3 months the facility to apply for reinstatement will be revoked for 6 months. After 6 months' time period the facility to apply online for reinstatement (by paying Rs. 1000/-) will be granted for 3 months. If kiosk does not apply for reinstatement in 3 months' time, it will be permanently closed. And will not be allowed to apply for new kiosk for 2 years.</p> <p>The LSP has to dispose reinstatement application within 15 days of receiving the application. Otherwise the application would be automatically approved.</p>
11	<p>Service Provider's Responsibilities:</p> <p>To do Aadhaar work, Service Provider will have to become Enrolment Agency under Registrar, RISL and will have to deposit an additional Performance Security (PS) of Rs 2 lakhs to RISL.</p>	<p>The Clause and any other clause related to Aadhaar Work is to be removed from EoI</p>
12	<p>Service Provider's Responsibilities:</p> <p>In case the performance security a district expires and LSP does not renew or submit another performance security of equivalent amount, all kiosks in that particular district belonging to that LSP will be deactivated.</p>	<p>After expiry of BG, all the operations of Kiosks will be stopped and the facility to migrate to another LSP would be started.</p>
13	<p>Responsibility of e-Mitra Mistri sitting at Rajeev Gandhi Gramin IT Hub (RajGRIH):</p> <p>RISL will give incentive to these kiosks on the basis of their performance w.r.t SLA, subject to maximum of Rs 1,000/- per month.</p>	<p>Following selection criteria is to be added:</p> <p>This activity is not mandatory, department may consider kiosk as e-Mistri as per requirement.</p>


(R. K. Sharma)
Technical Director



S.N.	Existing Clause	Proposed change
14	<p>e-Mitra Plus Operator Biometric Attendance: In a month, e-Mitra Kiosk's Admin/Operator mapped with an e-Mitra Plus Machine (Government or Private Premises) should mark at least 12 and 8 biometric attendance on mapped collocated and non-collocated machines respectively. If the operator does not meet the above criteria then a penalty of ₹500/- per mapped machine will be imposed on LSP and Kiosk in ratio 25:75.</p> <p>(Collocated means e-Mitra Kiosk and e-Mitra Plus machine are situated in same premises and Non-Collocated means not in the same premises.)</p> <p>Note:- For penalty calculation purpose biometric attendance done by LSP Representative or Government Employee would be considered as attendance marked by e-Mitra Plus Machine Operator. Also, any transaction done on the e-Mitra Plus Machine will also be considered as attendance of e-Mitra Plus Machine Operator.</p>	The clause is to be deleted.
15	<p>Kiosk Roll-Out: Establish & Operationalize total kiosks given in roll out plan within 1 Year of signing of agreement and maintain rollout throughout contract period.</p> <p>Rs. 1000/- per short kiosk penalty if does not maintain roll out.</p>	Following clause is to be added: Minimum roll out for new LSP would be 50 out of which minimum 25 should be in rural area.
16	<p>Average Transactions In a month, the minimum required kiosks that are doing equal or more transactions than average transactions of a district may be fixed at 15% of the total kiosks of an LSP in the district. If kiosks of an LSP does not meet the above criteria then the LSP is a defaulter in that district. Defaulter LSP's commission's only 50% share of that district shall be forfeited. This SLA will be applicable after 6 months of agreement/work order of new LSP.</p>	<p>Minimum required kiosks is to be increased from 15% to 20%</p> <p>SLA is to be made more strict by adding following clause:</p> <p>In case 3 regular defaults, In addition to existing penalty (50% commission) a penalty of Rs. 1 Lakh per district per month will be applicable. If this penalty of 1 lac continues for continuous 3 months then LSP will be terminated from the district and Performance Security will be forfeited.</p>


(R. K. Sharma)
Technical Director



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info@rajcomp.net
website: www.rajcomp.net

S.N.	Existing Clause	Proposed change
17	<p>Manpower 1 State Coordinator (SC), 1 Master Trainer (MT) for each 1000 kiosks and 1 District Coordinator (DC) for each district is to be appointed by the LSP.</p> <p>If not appointed then SC- Rs. 10000/-, MT- Rs 3000/- and DC – Rs. 5000/- penalty.</p> <p>10 Online Biometric attendance on e-Mitra Plus in a month is mandatory for DC. If zero attendance then it would be considered non-appointed.</p> <p>If DC has marked 1 attendance, the penalty will be 900, if marked 2 then the penalty would be 800 and so on.</p>	<p>Online Biometric attendance on e-Mitra Plus is to be made mandatory for SC (1 day) and MT (3 days) also.</p> <p>If biometric attendance of DC or MT is less than required attendance. Penalty will be applicable as per following formula : (Number of required attendance days – number of days attendance marked)* Rs.1,000/-</p> <p>Non Appointment penalty is to be increased as follows: SC from Rs. 10,000 to Rs.20,000 MT from Rs. 3,000 to Rs. 10,000 DC from Rs. 5,000 to Rs. 15,000</p> <p>The minimum Educational qualification is to be set as follows: For MT: RS-CIT and minimum 12th pass For DC: RS-CIT and minimum Graduate</p> <p>If the attendance of SC/DC/MT is zero for the continuous three months then the manpower will be considered non-appointed and a non-appointment penalty will be applicable in 3rd month and later months.</p>
18	<p>Absent in meetings: DoIT&C / RISL / DeGS will inform the LSP via letter / email / phone regarding meeting well beforehand (at least 3 days prior to meeting date). In case representatives of LSP does not attend the meeting even after prior notice without proper justification, a penalty of Rs. 500/- per absenteeism will be applicable to the defaulter LSP.</p>	<p>The existing clause is to be replaced with the following clauses:</p> <p>LSP shall be notified of the meeting date and time by DeGS/ RISL/DoIT&C well in advance (at least 3 days before the scheduled meeting).</p> <p>In the event that the representative of LSP fails to attend the monthly meeting by DeGS/RISL/DoIT&C</p>


(R. K. Sharma)
Technical Director



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info@rajcomp.net
website: www.rajcomp.net

S.N.	Existing Clause	Proposed change
		<p>without proper justification even after prior notice, the penalty of 3,000/- will be applicable.</p> <p>Penalty of Rs. 5000/- and Rs. 10000/- will be applicable for absence in meeting for continuous second and third month.</p> <p>LSP representative's absence from monthly meeting for four consecutive months or four months within a financial year will result in the termination of the LSP from the District and forfeiture of the Performance Security.</p>
19	<p>Presence of Showcase Kiosk & LSP Offices:</p> <ol style="list-style-type: none">1. It is mandatory for the LSP to have its Office in every district in which it is operating. Showcase kiosk [refer clause 5.1(i) (b)] set up by LSP in a particular district will also be treated as LSP's Office.2. In case, LSP is operating in more than 5 districts, it is mandatory for LSP to have its Office in Jaipur City as well.3. In case LSP does not have its Office in allocated district, LSP shall ensure to establish its Office in allocated district within 3 calendar months from the date of work order for allotted district, if office is not established in given time, 4th month's and subsequent months' commission of that district will be forfeited till office is not established.4. LSP will not be allowed to apply for new e-Mitra kiosk in that particular district. <p>For showcase kiosks, rent agreement is not required, operator may or may not be LSP's employee and showcase kiosk can be at private or government premises.</p>	<ol style="list-style-type: none">1. PAN Card and Bank Account of Showcase kiosk is to be mandatorily of LSP itself.2. Rent agreement of the LSP office is required.3. The following clauses are to be deleted:<ol style="list-style-type: none">a. In case, LSP is operating in more than 5 districts, it is mandatory for LSP to have its Office in Jaipur City as well.b. For showcase kiosks, rent agreement is not required, operator may or may not be LSP's employee and showcase kiosk can be at private or government premises.


(R. K. Sharma)
Technical Director



RajCOMP Info Services Ltd.

(A Government of Rajasthan undertaking)

email: info@rajcomp.net
website: www.rajcomp.net

S.N.	Existing Clause	Proposed change
20	No related clause exists in existing EOI	If a kiosk found operating at location other than approved location, penalty of Rs. 1000/- will be applicable. On second default, the kiosk will be suspended for 1 year.
21	No related clause exists in existing EOI	If a kiosk is found to be purposefully making dummy transactions of free services, kiosk would be suspended for 1 year and Rs 5000/- per instance per kiosk penalty will be imposed on the respective LSP.
22	No related clause exists in existing EOI	If LSP does not deposit the Quarterly GST RISL will give LSP 1 month notice to explain the reason of non-deposition of GST. If RISL is not satisfied with the reason, explanation on the matter, LSP will be deactivated till GST is paid and kiosk migration will be allowed.
23	No related clause exists in existing EOI	In case of any malpractice, document tampering, security breach, manipulation in documents by kiosk/LSP on e-Mitra portal which is verified by RISL, a penalty of Rs 1 Lac will be imposed on the respective LSP.


(R. K. Sharma)
Technical Director