

District Collector

Ahmednagar

Govt. of Maharashtra



Sub Centre Document

FOR OPERATING SETU CENTRE

Price of Document: Rs 500/- (Rupees Five Hundred only)

Application Form Issued to:-

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TO BE USED ONLY BY THE PERSON / FORM TO WHOM SOLD

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PUBLIC NOTICE

District Collectorate Ahmednagar

The District Collector, Ahmednagar, invites applications from eligible persons/firms for running franchisee of SETU SUB CENTRE for two years.

SCHEDULE OF REQUIREMENT

Sr. No.	Name of Project	Quantity
1	Setting & operating SETU subcentres	Nagar District (Except Sangamner Tahsil)

The Setu subcentres will have to be set up & operated at any place in Tahasil at under the scheme of Setu project initiated by Government of Maharashtra.

A complete set of documents may be purchased upon payment of a non-refundable fee of Rs. 500/- in cash from the Office of the Setu Committee, District Collector Office, Ahmednagar between 11.00 Hrs and 15.00 Hrs on all working days from 17/10/2011 to 05/11/2011, Application duly filled will be accepted on 09/11/2011 up to 15.00 hrs. Applications received after the notified date and time will be rejected outrightly.

Sd/-

No.2011/SetuDesk/332/franch

Collector Ahmednagar

Dated: 14 / 10/2011

and President Dist Setu Samiti

Schedule

Important Reference	
Price of Proposal Document	Rs. 500/-
Time of sale of document	17 /10/2011 to 05/11/2011
Time for receipt of document offers	09/11/2011 up to 15.00 hrs
Last Date of Agreement	Will be communicated later / in personal
Date of Centre Opening	Will be communicated later / in personal
Address for Communication	Setu Desk , Collector Office Ahmednagar
Contact Telephone Numbers	Phone: 0241- 2345004

INSTRUCTIONS TO PROSPECTIVE ASSOCIATES

1. PREQUALIFICATION OF APPLICANTS

This proposal is open to all persons who are eligible to do business in India under relevant Indian laws as is in force at the time of Application except those who have been declared by any agency of the Government of Maharashtra to be ineligible to participate for corrupt, fraudulent or any other unethical business practices during the period for which such ineligibility is declared.

In addition, firms desirous of BUSINESS ASSOCIATE shall have the following qualifications:

1. The owner/partner/chief executive officer of the firm should have following

A. Personal Qualification :

(i) Post graduate in computer science or equivalent

(ii) Graduate in computer science or equivalent

(iii) Diploma in IT/computers from polytechnic recognised by Director of technical education Mumbai.

(iv) Graduation in any faculty .

Proposal of the applicants belonging to the category A (i) will be considered first and then as per the requirement from above category (ii),(iii),(iv) etc are considered.

B. The applicant/firm should own / acquire 100 Sq. fts area on rent for setting up Setu Centre.

C. The applicant/firm should submit the ownership / rented agreement document in support of application.

D. The applicant/firm should have to deposit Rs. 1 lakh as a security deposit in the form of DD to the on name of District Collector Ahmednagar.

E. The applicant/firm must provide 3 high end computers, printers, webcam, scanner and necessary peripherals.

F. The entrepreneur has to procure an internet connection (broadband / leaseline) in order to operate the web base software. Connectivity issue has to be sorted out by the firm only.

G. The applicant/firm must provide last 3 years Income Tax returns.

H. The applicant/firm proprietor should submit Character Certificate issued by S.P Ahmednagar.

I. Not more than one Sub Centre will be allotted to one applicant /firm

Persons/firm may apply separately for more than one sub centre.

2. BUSINESS MODEL

Following will be the business model for the entrepreneur desirous to become business associate of Setu Samiti Ahmednagar.

The entrepreneur will be entitled to offer services to citizens of allotted taluka. To facilitate this Setu Samiti has hosted web based software catering the requirements of Setu operations. The first phase services listed out are:

- Application Processing (see types in List attached)
- Photo base Affidavit Generation (see types in List attached)
- Sale of application form (he can download and print the formats from the website)
- He may become stamp vendor through proper channel, Setu Samiti will not take any responsibility for such license (some forms may require court fee stamp)
- Firm can add more services like scanning, copying documents etc.
- Apart from this Setu Samiti will try to devise more allied services to business associate.

3. SERVICE CHARGES

The firm will examine the application forms, documents attached as per the checklist manual provided by Setu Samiti Ahmednagar. Failure to furnish all information the application can be outrightly rejected on the spot. The entrepreneur will collect following service charges from the applicants coming to his centre.

- Rs. 20 for every application processing (receipt generation) with 2 copies of certificate
- Rs. 20 for each affidavit

Out of these charges **Rs. 10/- will be collected by Setu Samiti Ahmednagar as Govt. Share for maintenance, updations and enhancements in the system.**

On successful registration and agreement with Setu Samiti Ahmednagar the entrepreneur will get WELCOME KIT containing:

- Offer / Acceptance letter from Setu Samiti Ahmednagar
- Username / Password details for web base software
- Checklist Manual
- 1 day training session and Training CD (operational manual of software)

The firms are encouraged to visit the facilities SETU Centres in Ahmednagar District and interact with the Collector by prior appointment to understand the working at these centers, before submitting application.

Important: Place of business will require prior approval of District Collector and Chairmain Setu Samiti Ahmednagar. If the firm is found engaged in operating from other place without prior approval then franchisee shall stand for withdrawal immediately also any unauthorised centre other than approved one shall be treated for criminal breach of trust and the firm will be laible for prosecution.

4. FINANCIAL TRANSACTIONS AND FUNCTIONING

The firm has to obtain credit limit (recharge vouchers) from Setu Samiti. The recharge voucher denomination will be in costing in Rs.Two Thousand at a time. This Rs. 2000 will be considered as share of Setu Samiti Ahmednagar and the entrepreneur can make 200 transaction either application processing or affidavit generation costing Rs. 4000/- against recharge voucher of Rs. 2000/- Upon exhaust of credit limit the firm has to recharge in advance else the user name / password will be disabled and he will not able to make any online transactions. In addition to this following will be the modus operandi.

- The firm will only able to generate affidavits, certificate printing and Receipt generation of the application received at centre.
- The daily collected applications with full documents and printed 2 copies of certificate will have to be deliver at respective offices in first 24 hours
- Any consistent delay or accepting incomplete forms will penalised
- At the Taluka level, one to two counters are proposed.
- There should a reception-counter-cum-help-desk for advice and assistance where all the required forms are provided. Assistance is also given to the citizen in filling up the forms correctly.
- The details of the application and the accompanying documents are entered into the system at this time. Applications deficient in some documents are returned to the applicant immediately
- Apart from the standard documents for an application the competent authority may ask more clarifications from the applicant, in such case franchisee should make aware to the applicant about the facts

- Complete applications are accepted. A unique number is generated for each of the application that is submitted and accepted at the counter.
- The front end working is handled by a private operator while the back end working is handled by government staff.
- Once the certificate is ready it will be the responsibility of applicant to collect the same from respective authorities.

5. REGISTRATION FORM

The firm shall submit the registration form duly filled as given in **Annexure III**.

6. PENALTY CLAUSE

If the setu operator is not executing the contract to the satisfaction of the Dist Setu Samiti, the Samiti may invoke any or all of the following clause.

(1) Forfeit the security deposit amount and /or terminate the contract without giving any notice.

(2) If It is found that there is delay in submission of public documents to the concerned authorities ie, Tahasildar, Sub Divisional Officers etc beyond the stipulated time from ie, within 24 hours due to the negligence or failure on the part of Setu Operator a penalty of Rs.100/- per day per Certificate, will be levied upon the operator.

(3) For every technical mistake encountered (ie, spelling mistakes quoting wrong caste on certificate etc. similar penalty of Rs.100/- per certificate will be charged.

7. Security Deposit :The security deposit amount to be paid by successful applicant should be Rs.100000/- (Rs. One lakh only) in the form of Demand Draft on performance guarantee of Nationalised Bank only. In favor of Collector and Chairman Setu Samiti, Ahmednagar, District Setu Samiti shall not pay any interest on the amount of security deposit paid by the applicant. The security deposit shall remain with the District Setu Samiti during the contract period and by way of security covers due to observance & performance by the operator of all the terms and conditions in the agreement to be executed.

8. Setu Sub Centre of Nagar Tahasil (Rural) will start soon after the completion of process but SubCentres for Karjat, Jamkhed, Shrigonda,

Parner, Newasa, Shevgaon, Pathardi, Shrirampur, Rahata, Rahuri, Kopargaon, Akole and Ahmednagar City area will be started probably from 01 Jan 2012.

- **Resolutions of Disputes** :- The matter regarding any dispute shall first be sorted out at the level of Tahasildar/Sub Divisional Officer. If the dispute persists to be remain unresolved then it will be entertained , heard and finalised by the Collector Ahmednagar.
- **Security** :- Adequate security arrangement at the setu sub centres will be the responsibility of setu operator.

7. CONTENTS OF APPLICATION ENVELOPE

The firm will have to submit all the following documents in envelope marked with “ Application for SETU SUBCENTRE”

Documents Establishing Applicants Eligibility & Qualification:

- a) Deposit as mentioned in point no. 1 (D)
- b) Educational qualification with documentary evidence 1 (A)
- c) Space ownership with layout 1 (B), (C)
- d) Character certificate from area of police station where entrepreneur is residing
- e) Evidence / Document of connectivity obtained (broadband / lease line / WLL / other high speed)
- f) Duly filled Registration form with a D.D costing Rs. 250/- (non refundable amount) for user creation (please see annexure III)
- g) Registration document of firm / partnership deed etc.
- h) Details of hardware and software. Setu Samiti encourages use of legal software only, in case of any deviations from the framework the entrepreneur will be dealt firmly as per available framework of Indian penal Code.

8. SIGNING OF AGREEMENT

The entrepreneur has to enter an agreement with Setu Samiti Ahmednagar. Initially the period of the agreement will be for 2 years which may get amended as per the conditions that time.

Any interlineations, erasures or overwriting shall be valid only if they are signed by the person or persons signing the proposal.

9. Proposal / Offer Validity – Completed proposals in the prescribed structure with requisite enclosures should indicate that the proposals would remain valid for a period of 120 days from the last date of submission of the proposals

10. COMPLETENESS OF Proposal

The proposal will be **summarily** rejected if all the documents mentioned are not enclosed in the envelope mentioned.

11. WITHDRAWAL OF ASSOCIATION WITH SETU SAMITI

The entrepreneur may withdraw and close the Setu subcentre by giving one month notice in advance. In case of any fraudulent practice is observed Chairman Setu Samiti Ahmednagar can discontinue the agreement anytime without prior notice.

12. CONTACTING THE DISTRICT SETU AUTHORITY

No firm shall contact the Authority on any matter relating to allotment of franchisee. Any effort by a entrepreneur to influence the Authority in its decision on evaluation, comparison or contract award may result in disqualification of the application.

13. CORRUPT OR FRAUDULENT PRACTICES.

The Authority requires that the applicants/suppliers/ contractors under this proposal, observe the highest standards of ethics during the procurement and execution of such contracts.

For the purposes of this provision, the terms are defined as follows:

a) “corrupt practice” means the offering, giving, receiving or soliciting of any thing of value to influence the action of the public official in the procurement process or in contract execution; and

b) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or a execution of a contract to the detriment of the Authority, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Tendering Authority of the benefits of the free and open competition;

The Authority will reject a proposal for award if it determines that the associate for award has engaged in corrupt or fraudulent practices in competing for the contract in question;

The Authority will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, contract.

14. BINDING CLAUSE

All decisions taken by the Authority regarding the processing of this subcentre and award of contract shall be final and binding on all parties concerned.

The Setu Authority, reserves the right:-

- o To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or
- o To reject any or all the application/proposals without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected applicant(s) or any obligation to inform the affected applicant(s) of the grounds for such decision.

15. CONDITIONAL APPLICATIONS

Conditional applications shall be summarily rejected.

16. SETU SOFTWARE

Setu Samiti Ahmednagar has developed an application software on open source (LAMP) platform. The selected operator will be using the software for day to day setu operations. Instructions from Setu Samiti will be final in this regards. The speed depends on many criteria like hardware, connectivity so the operator should take care of such technology issues.

17. COMMISSIONING OF THE CENTERS

The center will be considered to be commissioned when the center is complete in all respects i.e.

- ◆ Hardware is supplied, installed and commissioned.

- ♦ Requisite O.S. and Software is installed.
- ♦ Connectivity is established.
- ♦ The entire setup as defined in scope of work has become functional & the transactions can be done on computers.
- ♦ The operation and maintenance manuals together with drawings of the goods and services have been provided by the operator.
- ♦ Committee appointed by District Collector & Chairman will visit such centre for conformity as mentioned in the document.

After the vendor completes the above mentioned tasks he will inform in writing to the district SETU society. The date on which he actually starts this work will be considered date of commissioning.

18. PERFORMANCE LEVELS

The operator shall maintain optimum performance levels all through the period of operation of SETU Centers. The optimum levels of performance in terms of time taken for completing each category of transactions are as given below. :

	Category of Transaction	Nature of Work	Time taken
a)	Maximum waiting time		20 minutes
b)	Collection of Utility Charges	Accessing the server	10 minutes
		Accepting Money	
		Saving the Data	
		Printing the Receipt	
c)	Accepting an application	Accessing the server	10 minutes

	Data entry
	Saving the Data
	Issuing a receipt

19. PERIOD OF CONTRACT

The period of the contract will be **two years** from the date of commissioning of the setup.

20. TAXES AND DUTIES

The operator shall be entirely responsible for all taxes, duties, license fee, Octroi, road permits etc.

No increase in the rates will be allowed during the period of the contract.

Signature of Applicant

ANNEXURE - II

Subcentre will be offered at any place in following talukas in the District

Name of the Subdivision	Name of Taluka where SETU has to be commissioned
1	2
(I) Nagar	Ahmednagar City,Nagar rural, Shevgaon,Pathardi, Parner
(II) Shrirampur	Shrirampur,Rahuri,Rahata,Newasa
(III) Karjat	Karjat,Jamkhed,Shrigonda
(IV) Sangamner	Akole,Kopargaon

Write name of Sub Division,Taluka and Location of sub centres in the Taluka will filling the proposal.

Collector Ahmednagar

List documents to be attached with this form

- (1) Demand Draft as mentioned in 1(D)
- (2) Education Qualification Certificate
- (3) Property Card
- (4) Property Owners Affidavit if office is rented/Agreement with property owner.
- (5) Last 3 years IT returns.
- (6) Shop act licence.
- (7) Character Certificate
- (8) Bank Pass Book details xerox
- (9) Pan Card Xerox
- (10) Undertaking of Notary that he will provide his service to execute the affidavits at the applicants proposed sub centre.

Annexure III

USER REGISTRATION FORM

1. Applicants Full Name:
2. Educational Qualification:
3. Address for Communication:
4. Address / Location of Franchisee:
5. Email id:
6. Contact Number (Landline / Cell Number):
7. Fixed Deposit Details:
 - Name of Bank and Branch
 - Date and Amount (period 365 days)
 - DD Number
8. Username desired (give 3 options in lower case):
 - First choice
 - Second choice
 - Third choice
9. Password desired (change the password after first login):
10. Experience Details (if any attach additional sheet)