

**RAILTEL CORPORATION OF INDIA LIMITED**  
**(A Govt. of India Undertaking)**

**Expression of Interest for Selection of Partner from Empanelled Business Associate for  
EXCLUSIVE PRE-BID TEAMING ARRANGEMENT**

**For**

**“Request for Proposal (RFP)**

**For**

**Selection of an Agency for Modernization of the Offices of the Inspector General of  
Registration and Controller of Stamps under Govt. of Maharashtra”**

**EOI No: RCIL/WR/MUMBAI/Mktg/23-24/014 dated 04<sup>th</sup> Mar, 2024**

रेलटेल  
RAILTEL

**EOI NOTICE**  
**RailTel Corporation of India Ltd,**  
**Western Railway Microwave Complex, Senapati Bapat Marg,**  
**Mahalaxmi, Mumbai – 400013**

**EOI Notice No:** RCIL/WR/MUMBAI/Mktg/23-24/014 dated 04<sup>th</sup> Mar, 2024

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for the selection of suitable partner as Exclusive pre-bid teaming arrangement for “Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra” as per Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024 and any other addendums/ corrigendums/ documents contained within and related to the same. **The selected partner will Bid with RailTel jointly as a consortium member in Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024**

The details are asunder:

|   |                                                                      |                                                                                                                                                                                                                                                                                                              |
|---|----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Last date for submission of Technical Packet against EOIs by bidders | 08 <sup>th</sup> Mar 2024 at 15:00 Hrs                                                                                                                                                                                                                                                                       |
| 2 | Opening of Technical Bid of EOIs                                     | 08 <sup>th</sup> Mar 2024 at 15:30 Hrs                                                                                                                                                                                                                                                                       |
| 3 | Number of copies to be submitted for scope of work                   | One                                                                                                                                                                                                                                                                                                          |
| 4 | EOI fees inclusive tax (Non-refundable)                              | Nil                                                                                                                                                                                                                                                                                                          |
| 5 | EMD for Pre-Bid Arrangement                                          | <b>Total EMD:</b> 1,00,00,000/-<br><b>Token EMD:</b> Rs. 10,00,000/- in the form of online transfer as Token EMD along with submission of EOI response.<br><b>Balance EMD:</b> Balance amount of Rs. 90,00,000/- (after subtracting the Token EMD) to be paid before end customer bid submission by RailTel. |

The EMD should be in the favor of RailTel Corporation of India Limited payable at Mumbai through online bank transfer only. Partner needs to share the online payment transfer details like UTR No, date of payment.

RailTel Bank Details: Union Bank of India, Account No. 317801010036605, IFSC Code - UBIN0531782.

Eligible Business Associates are required to direct all communications related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

**1. Level 1**

**Contact Name:** Sh. Viplov Nath Mishra

**Designation:** Senior Deputy General Manager/ Marketing

**E-Mail Address:** viplovmishra@railtelindia.com

**Mobile No:** +91- 9004444124

**2. Level 2**

**Contact Name:** Sh. Santosh Parage

**Designation:** Group General Manager/ Marketing

**E-Mail Address:** santosh.parage@railtelindia.com

**Mobile No:** +91- 7020906278

**Note:**

1. Empanelled partners are required to submit soft copy of technical & price packet through an e-mail at [eoι.wr@railtelindia.com](mailto:eoι.wr@railtelindia.com) duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible **Empanelled Partners of RailTel only.**
3. All the document must be submitted with **proper indexing** and **page no.**
4. This is an **exclusive pre-RFP partnership arrangement with empanelled business associate of RailTel for participating in the end customer RFP.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. Partner has to submit their response as an individual organization only. No consortium is allowed. The Bidder has to be an empanelled partner of RailTel.
6. **Transfer and Sub-letting.** The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contractor any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
7. All Bidders to sign and stamp RailTel's EOI and its corrigendum's implying acceptance of all terms and conditions as mentioned and submit the same along with their Bids.
8. Any changes made by RailTel's end customer in Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024 upto the last date of submission of the said tender by RailTel will be unquestionably & without any objection accommodated by the Bidders in their Technical & Price offer submitted against this EoI. Changes include all the technical, financial, format changes and any other changes as applicable and deemed applicable by RailTel.

### 1. As Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Mini Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

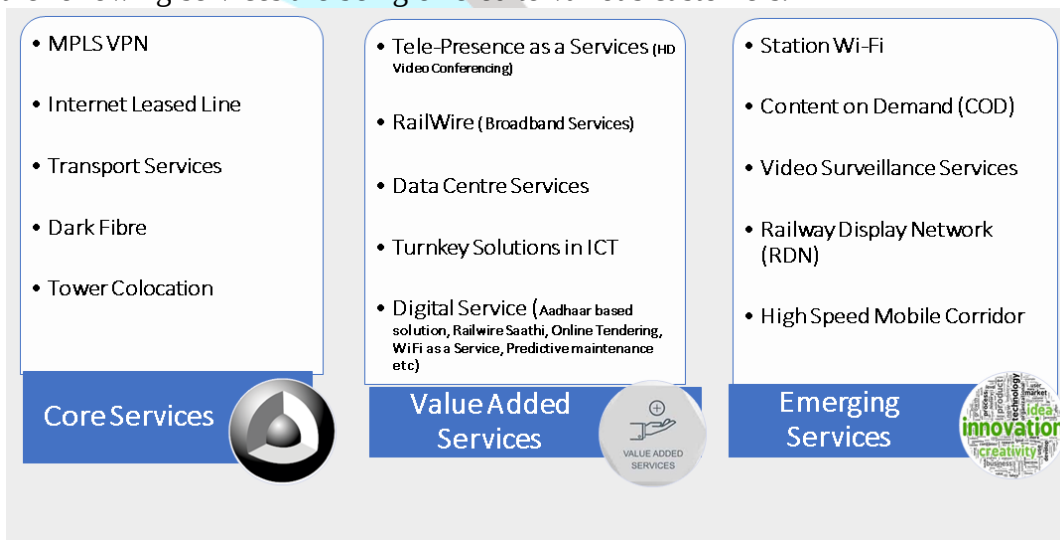
RailTel has approximately 60000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

#### Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



#### a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India

using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

**b) Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

**c) DATA CENTER**

- Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications
- Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

**d) National Long Distance:**

Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators

- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

**e) High-Definition Video Conference:**

RailTel has unique service model of providing high -definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end

seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

#### **f) Retail Services – RailWire**

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,68,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

### **2. Project Background and Objective of EOI**

RailTel intends to participate in RFP floated by end Customer organization for “Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra” with tender Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024.

RailTel invites EOIs from RailTel's Empanelled Partners for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empanelled partner is expected to have excellent execution capability and good understanding customer local environment.

### **3. Scope of Work**

The scope of work will be as mentioned in the end Customer organization Tender for “**Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra**” with Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024 with latest amendment/ Corrigendum/ Clarifications uploaded up to the last date of submission of the aforesaid tender.

The broad scope of deliverables is provided below for reference: -

1. Manage front-end delivery of the OIGR services through provision of adequate manpower and operational support to the offices of the department.
2. Design, Supply, install and maintain IT infrastructure (End-to-end Hardware, application, networking, and portal). Undertake the maintenance activities of all such supplied hardware for the duration of 5.5 years contract period of this project. During this time shall such hardware components shall be functional and operational.
3. Create a centralized IT system for the OIGR
4. Manage the overall physical and technical scalability of the infrastructure and operations
5. Need for a proper monitoring of the 'digital footprint' of the process of registration at IGR offices to track the exact time taken. This would be done through electronic token generated by the user when s/he enters the office by displaying his/her AADHAR card

and that process would be inaccessible by the selected bidder or agency so that independent assessment of the time taken can be captured.

The above scope of work is indicative, and the detailed scope of work is given in the end customer tender documents with latest amendments and clarifications.

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the tender/RFP and corrigendum/addendum released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum, and corrigendum, associated prime service agreement PSA/MSA/SLA also included.)

Business associate can participate as a sole bidder only. No consortium is permitted. Bidder must be RailTel's empanelled partner and will be responsible for all the conditions mentioned in this and the end customer RFP.

**Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.**

#### **4. Response to EOI guidelines**

##### **4.1 Language of Proposals**

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

##### **4.2 RailTel's Right to Accept/Reject responses**

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

##### **4.3 EOI response Document**

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

##### **4.4 Period of Validity of bids and Bid Currency**

Bids shall remain valid for a period of 180 days from the date of Bid submission issued by the end Customer organization for which bid is going to be submitted.

##### **4.5 Bid Earnest Money (EMD)**

###### **4.5.1** The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of

India Limited” along with the offer. This will be called as EOI EMD.

**4.5.2** Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.

**4.5.3** In case if offer is selected for bidding, the partner has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer’s Bid or as per RailTel policy as applicable) for the bid to RailTel. The selected Business Associate shall have to submit EMD online in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer as applicable.

**4.5.4** **Return of EMD for unsuccessful Business Associates:** EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.

**4.5.5** **Return of EMD for successful Business Associate:** EOI-EMD & Earnest Money Deposit (balance proportionate EMD) and Integrity Pact BG of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel’s EMD/BG from the end Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.

**4.5.6** **Forfeiture of EOI EMD or EOI EMD & balance EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:**

**4.5.6.1** The EOI EMD will be forfeited if the Balance EMD is not paid before RailTel’s bid submission in end customers Tender

**4.5.6.2** The EOI EMD & Balance EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

**4.5.6.3** In case of non-submission of SD/PBG (as per clause no. 4.6) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and Integrity Pact and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

**4.5.6.4** Having participated with another party/directly/through consortium apart from RailTel in RailTel’s end customer Tender

#### **4.6 Security Deposit / Performance Bank Guarantee (PBG)**

**4.6.1** In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

**4.6.2** As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

#### **4.7 Last date & time for Submission of EOI response**

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

#### **4.8 Modification and/or Withdrawal of EOI response**

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

#### **4.9 Details of Financial bid for the above referred tender**

Business Associate meeting eligibility criteria and lowest price will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

In case if there are Two or more Business Associate meeting eligibility criteria and quoting same price, then negotiation will be conducted within these Sole partner in the second stage for the given scope of the work and Sole bidder with overall lowest (L1) offer will be selected for exclusive pre bid arrangement for optimizing technical and commercial solution.

The final bid for the tender will be prepared jointly with the selected Business Associate so that the optimal bid can be put with a good chance of winning the Tender.

Also it may be noted that RailTel may choose multiple BAs for final bidding depending upon the lowest offer received so that a winning bid can be put forth.

The BA's will have to encompass RailTel margin over all components of the Price in end customer Tender/RFP.

Any Changes in the end customer Tender after the last date of submission of RailTel EoI shall be unquestionably & without any objection accommodated by the BA/BAs in their Technical & Price offer submitted against this EoI.

#### **4.10 Clarification of EOI Response**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

#### **4.11 Period of Association/Validity of Agreement**

RailTel will enter into a pre-bid agreement with selected bidder with detailed Terms and conditions.

## 5. Eligibility Criteria for Bidding Business Partner of RailTel

| S No      | Particulars                                                                                                                                                                                                                                                                                                                        | Criteria for Tender Package                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                                                                                                                                                                                                                                    | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>A)</b> | <b>Financial Conditions</b>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| i)        | Sole bidder should be registered under Companies Act, 1956 or Companies Act 2013 or as amended and should have at least 7 years of operations in India as on bid submission date.                                                                                                                                                  | <ol style="list-style-type: none"> <li>1. Certificate of Incorporation</li> <li>2. GST Registration</li> <li>3. PAN Card</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                             |
| ii)       | Sole Participating bidder should have Minimum average annual turnover of Rs 200 Crore in the preceding three financial years (FY 20-21, 21-22, 22-23).                                                                                                                                                                             | Turnover Certificate issued by the Chartered Accountant for sole bidder. Certificate should contain UDIN no. issued by ICAI                                                                                                                                                                                                                                                                                                                                                                                                                     |
| iii)      | Sole partner should also have a positive net worth as of March 31 <sup>st</sup> & be profitable in each of the last 3 financial years (i. e. FY 20-21, 21-22, 22-23).                                                                                                                                                              | Positive Net Worth and Profitability Certificate issued by the CA for the last three financial years (i. e. FY 20-21, 21-22, 22-23). Certificate should contain UDIN no. issued by ICAI.                                                                                                                                                                                                                                                                                                                                                        |
| <b>B)</b> | <b>Technical Conditions</b>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| iv)       | The Bidder must have been engaged in at least one IT/ ITeS / ICT project value of at least Rs.50 Crores to any Central / State Government or PSU in India in last ten (10) years as on the last date of bid submission.                                                                                                            | Copy of work order / Client's testimonial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| v)        | The Bidder must have experience of providing technical manpower services in at least (01) one project which shall involve the supply of at least 500 manpower deputed in minimum 350 locations in Maharashtra for Central Govt. / State Govt. / PSU / Govt. Special Purpose Vehicle in last 10 years as on last date of submission | Copy of work order / Client's testimonial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| vi)       | The Bidder must possess valid ISO 9001: 2015 certification and CMMi level 5 for Development (DEV) & Services (SVC)                                                                                                                                                                                                                 | <p>Copy of valid certificates signed and stamped by the Authorized Signatory of the Bidder.</p> <p>Valid CMMI Level 5 for Development (DEV) &amp; Services (SVC) as on date of bid submission issued by Authorized partner of CMMI institute. Certificate issuing organization name should reflect on below link in CMMI Partner Directory</p> <p><a href="https://cmmiinstitute.com/partners/directory?searchtext=&amp;searchmode=anyword&amp;c">https://cmmiinstitute.com/partners/directory?searchtext=&amp;searchmode=anyword&amp;c</a></p> |

| S No  | Particulars                                                                                                                                     | Criteria for Tender Package                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                                                                                                                                 | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|       |                                                                                                                                                 | <a href="#">mmiproductsuite=&amp;dmmsmartsearchfilter=&amp;peoplesmartsearchfilter=&amp;geographicsmartsearchfilter=0&amp;countysmartsearchfilter=0&amp;smartsearchfilter=0</a><br><br>The bidder's name should reflect on CMMI Institute (An ISACA Enterprise) – Published Appraisal Results website.<br><a href="https://www.cmmiinstitute.com/pars/?StateId=88cfeb7e-d30f-4dd7-9939-30a4f95fd0de">https://www.cmmiinstitute.com/pars/?StateId=88cfeb7e-d30f-4dd7-9939-30a4f95fd0de</a> |
| vii)  | The Bidder should never have been blacklisted by any of the Central/ State/ Semi Govt./ Local Self Govt./ PSUs as on the date of Bid Submission | Self-Declaration on company letter head in this regard by the authorized signatory of the bidder                                                                                                                                                                                                                                                                                                                                                                                          |
| viii) | The Bidder must comply with the local content policy                                                                                            | Self certificate item-wise on bidder's letter head with minimum 50% of local content across all items individually.                                                                                                                                                                                                                                                                                                                                                                       |

## 6. Bidder's Profile

The bidder shall provide the information in the below table:

| S. No. | ITEM                                                                                                                                                                                        | Details |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Full name of bidder's firm                                                                                                                                                                  |         |
| 2.     | Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office                                                  |         |
| 3.     | Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email address                                      |         |
| 4.     | Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender                                                                     |         |
| 5.     | Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address |         |
| 6.     | Bank Details (Bank Branch Name, IFSC Code, Account number)                                                                                                                                  |         |
| 7.     | PAN, GST, TAN Registration numbers                                                                                                                                                          |         |

## **7. Evaluation Criteria**

**7.1** The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause 5 above.

**7.2** The Business Associate qualifying the Eligibility criteria will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

**7.3** In case if there are two or more Sole Bidders meeting eligibility criteria then the price bids will be sought from these Sole Bidder in the second stage for the given scope of the work and Sole Bidder with overall lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution.

**7.4** RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.

**7.6** All General requirements mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

## **8. Withdrawal of Bids**

A Bidder wishing to withdraw its bid shall notify to RailTel by e-mail prior to the deadline prescribed for bid submission. The notice of withdrawal shall be addressed to RailTel at the address named in the Bid Data Sheet, and bear the Contract name, the <Title> and < Bid No.>, and the words “Bid Withdrawal Notice.” Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a valid submitted bid.

No bid can be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the Bid Data Sheet. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder’s EMD.

## **9 Evaluation Process**

The evaluation process of the bid proposed to be adopted by RailTel is indicated in this section. The purpose of this section is to provide the Bidder an idea of the evaluation process that RailTel may adopt.

RailTel shall appoint a Bid Evaluation Committee (BEC) to scrutinize and evaluate the technical and commercial bids received. The BEC will examine the Bids to determine whether they are complete, responsive and whether the bid format conforms to the bid requirements. RailTel may waive any informality or non-conformity in a bid which does not constitute a material deviation according to RailTel.

The bid prices should not be mention in any part of the bid other than the Commercial Bid. Any attempt by a bidder to influence the bid evaluation process may result in the rejection of Bid and forfeiture of EMD.

## **10 Performance Bank Guarantee**

The Bidder shall at his own expense, deposit with RailTel, an unconditional and irrevocable Performance Bank Guarantee (PBG) from nationalized banks as per the format given in this bid, payable on demand, for the due performance and fulfilment of the contract by the Bidder.

This Performance Bank Guarantee will be submitted within 30 days of the notification of award of the contract/ Letter of Acceptance (LOA) issuance whichever is earlier. If PBG is not submitted within this time frame a delayed PBG penalty will be attracted. Post 30 days and up to 60 days from date of notification of award of the contract/ Letter of Acceptance (LOA) issuance a penalty at 15% per annum interest of LOA amount will be levied as delayed PBG penalty and this penalty will be deducted from the Invoices & EMD of the Bidder. After these 60 days if PBG is not submitted then it will be assumed that the Bidder is not interested in submitting PBG and the Amount of PBG along with the delayed PBG penalty calculated will be retained from Invoices & EMD of the Bidder. Non-submission of PBG can also lead to cancellation of contract and the decision with respect to whether, to retain the PBG Amount and penalty from Invoices & EMD or cancellation of contract, will be at the sole discretion of RailTel. In the event of cancellation of contract EMD will be forfeited. If PBG is retained from Invoices & EMD then the PBG Amount only and not the penalty attracted will be paid to the Bidder in such a case post the contract period plus three months (expected PBG validity date) are over after deducting any applicable deductions (e.g.: Poor service, etc).

This Performance Bank Guarantee will be for an amount equivalent to a particular percentage of the total contract value or as specified in RailTel's end customers tender. All charges whatsoever such as premium, commission, stamp duties etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder. The Performance Bank Guarantee format can be found in this document.

The Performance Bank Guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

In the event of the Bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the Contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. RailTel shall notify the Bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the Bidder is in default.

The 30 days notice period shall be considered as the 'Cure Period' to facilitate the Implementation Agency to cure the breach. The PBG shall be invoked only if the breach is solely attributable to the bidder and the bidder fails to rectify the breach within the 'Cure Period'.

RailTel shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to the Bidder, the equivalent value of any

payment made to the Bidder due to inadvertence, error, collusion, misconstruction or misstatement.

## **11 Rights to Terminate the Process**

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

This bid document does not constitute an offer by RailTel. The Bidder's participation in this process may result in RailTel selecting the Bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.

## **12. Payment terms**

12.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

12.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end customer organization and upon submission of correct Tax Invoices as per statutory norms.

12.3 The Payments received from end customer will be disbursed Scope wise to the selected BA.

12.4 Payments to selected BAs will be in Arrears only

## **13 SLA/Penalty/LD**

The selected bidder will be required to adhere to the SLA/Penalty/LD matrix as defined in the end Customer organization tender for his scope of work and the SLA/Penalty/LD breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA/Penalty/LD scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA/Penalty/LD breach which is attributable to Partner and will be passed on to the Partner proportionately based on its scope of work.

## **14 Duration of the Contract Period**

The contract shall remain in force for a minimum period of 5 years from the Commercial Operation Date (COD) which will be 6 months from the effective date of the Concession Agreement. The effective date will be the day when the Condition Precedents are met. After 5 years, RailTel may extend the agreement. RailTel as per its end customer will review the performance of the Selected Bidder and may renew the engagement on same terms and conditions one year at a time, for a further period of 2 years, subject to satisfactory performance.

**Note:**

1. Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid
2. All Documents and requirements like EMD, Tender Fees, PBG, Contract Agreement to be shared/executed Back to Back as per the end customer RFP/Tender with Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024
3. In case of any discrepancy or ambiguity in any clause /specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/ MSA/ SLA also included.)
4. All clauses such as cost involved, payment term, validity, lock in period, e0.tc will be back to back as per OIGR tender
5. All required MAFs and other OEM related documents mandatory in RailTel's end customer tender is to be arranged by Selected Bidders before RailTel's submission of Bid in end customer tender.



**Annexure 1: COVERING LETTER**

**(To be submitted by sole Bidder on Letter head)**

EoI Reference No: \_\_\_\_\_ Date: \_\_\_\_\_

To  
RailTel Corporation of India Ltd  
Western Railway Microwave Complex  
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

**SUB:** Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number \_\_\_\_\_ Dt. \_\_\_\_\_ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. \_\_\_\_\_ issued vide \_\_\_\_\_ from Bank \_\_\_\_\_.

**Authorized Signatory Name:**

**Designation:**

**Contact No:**

**E-Mail Address:**

**Signature:**

**Seal of the Organization:**

रेलटेल  
RAILTEL

**Annexure 2: Self-Certificate & Undertaking**  
**(To be submitted by sole Bidder on Letter Head)**

EOI Reference No: \_\_\_\_\_ Date: \_\_\_\_\_

To  
RailTel Corporation of India Ltd  
Western Railway Microwave Complex  
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

**Sub:** Self Certificate for Tender, Technical, Commercial & other compliances

1. Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
2. We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected sole partner/lead partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole bidder fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected sole partner bidder.
3. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
6. We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
7. We understand and agree that RailTel is intending to select a sole bidder who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

8. We hereby agree to submit that in case of being selected by RailTel as sole bidder for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
9. We hereby undertake to sign Pre-Bid Agreement, Pre-Contract Integrity Pact and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 500/- in the prescribed Format.
10. We undertake that we will not submit directly or indirectly out bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

**Authorized Signatory Name:**

**Designation:**

**Signature:**

**Seal of the Organization:**



**Annexure 3: Undertaking for not being Blacklisted/Debarred**  
**(To be submitted by sole bidder on Letter Head)**

EoI Reference No: \_\_\_\_\_ Date: \_\_\_\_\_

To  
RailTel Corporation of India Ltd  
Western Railway Microwave Complex  
Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013

Dear Sir,

**Subject:** Undertaking for not being Blacklisted/Debarred

We, <Company Name>, having its registered office at <Address> hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

**Authorized Signatory Name:**

**Designation:**

**Signature:**

**Seal of the Organization:**

रेलटेल  
RAILTEL

#### **Annexure 4: Format of Affidavit**

**(To be submitted by sole bidder)**

#### **FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER ALONGWITH THE EOI DOCUMENTS**

**(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 500/-. The paper has to be in the name of the BA) \*\***

I..... (Name and designation) \* appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s \_\_\_\_\_ (hereinafter called the BA) for the purpose of the EOI documents for the work of \_\_\_\_\_ as per the EOI No. \_\_\_\_\_ Dt. \_\_\_\_\_ of (RailTel Corporation of India Ltd), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website [www.railtelindia.com](http://www.railtelindia.com). I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) \* and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT  
SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE OF THE ADVOCATE

**Place:**

**Dated:**

**\*\*The contents in Italics are only for guidance purpose. Details as appropriate are to be filled in suitably by BA. Attestation before Magistrate/ Notary Public.**

रेलटेल  
RAILTEL

## **Annexure 5: Draft Non-Disclosure Agreement**

**(To be submitted on a Rs. 500 Stamp Paper)**

This Non-Disclosure Agreement (“Non-Disc”) is made and entered into \_\_\_\_\_ day of \_\_\_\_\_ month \_\_\_\_\_ year (effective date) by and between \_\_\_\_\_ (“Department”) and \_\_\_\_\_ (“Company”). Whereas, Department and Company have entered into an Agreement (“Agreement”) \_\_\_\_\_ effective \_\_\_\_\_ for \_\_\_\_\_ and

Whereas, each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, (“CONFIDENTIAL INFORMATION”).

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

### **1. Definitions. As used herein:**

- a. The term “Confidential Information” shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/users/persons/customers data, products and/or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer and prospect lists, trade secrets, trade names or proposed trade names, methods and procedures of operation, commercial or marketing plans, licensed document know-how, ideas, concepts, designs, drawings, flow charts, diagrams, quality manuals, checklists, guidelines, processes, formulae, source code materials, specifications, programs, software packages, codes and other intellectual property relating to the disclosing party’s data, computer database, products and/or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department’s information including citizen/users/persons/customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information.
- b. The term, “Department” shall include the officers, employees, agents, consultants, contractors and representatives of Department.
- c. The term, “Company” shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

### **2. Protection of Confidential Information:** With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

- a. Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein;

- b. Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information than the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients;
  - c. Not to make or retain copy of any commercial or marketing plans, citizen/users/persons/customers database, Bids developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so;
  - d. Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and
  - e. Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in a printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.
  - f. Not to discuss with any member of public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.
3. **Onus.** Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the foregoing exceptions.
4. **Exceptions.** These restrictions as enumerated in section 1 of this Agreement shall not apply to any Confidential Information:
- a. Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or
  - b. After it has become generally available to the public without breach of this Agreement by Company; or
  - c. Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or
  - d. Which Department agrees in writing is free of such restrictions.
  - e. Which is received from a third party not subject to the obligation of confidentiality with respect to such Information;

5. **Remedies.** Company acknowledges that
- (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department;
  - (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and
  - (c) injury sustained by Department may be impossible to calculate and remedy fully.
- Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, Company shall indemnify Department of the actual and liquidated damages which may be demanded by Department. Moreover, Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by Company.
6. **Need to Know.** Company shall restrict disclosure of such Confidential Information to its employees and/or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/or third party without prior written approval of the disclosing party.
7. **Intellectual Property Rights Protection.** No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.
8. **No Conflict.** The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound.
9. **Authority.** The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.
10. **Dispute Resolution.** If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred appropriately to RailTel/ stakeholders/ partners/ patrons
- a. The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration and Conciliation Act, 1996 and amendments thereof.
  - b. The place of arbitration shall be Mumbai.
  - c. The arbitrator's award shall be substantiated in writing and binding on the parties.
  - d. The proceedings of arbitration shall be conducted in English language.
  - e. The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.
11. **Governing Law.** This Agreement shall be interpreted in accordance with and governed by

the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/or Forums situated at Mumbai, India only.

- 12. Entire Agreement.** This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and under standings among the parties with respect to the subject matter hereof.
- 13. Amendments.** No amendment, modification and/or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.
- 14. Binding Agreement.** This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.
- 15. Severability.** It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.
- 16. Waiver.** If either party should waive any breach of any provision of this Agreement, it shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.
- 17. Survival.** Both parties agree that all of their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.
- 18. Non-solicitation.** During the term of this Agreement and thereafter for a further period of two (2) years Company shall not solicit or attempt to solicit Department's employees and/or consultants, for the purpose of hiring/contract or to proceed to conduct operations/business similar to Department with any employee and/or consultant of the Department who has knowledge of the Confidential Information, without the prior written consent of Department. This section will survive irrespective of the fact whether there exists a commercial relationship between Company and Department.
- 19. Term.** Subject to aforesaid section 17, this Agreement shall remain valid up to \_\_\_\_\_ years from the "effective date".

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this Agreement to make it effective from the date and year first written above.

For Department

Name:

Title:

WITNESSES:

1. \_\_\_\_\_

2. \_\_\_\_\_

For Company

Name:

Title:

WITNESSES:

1. \_\_\_\_\_

2. \_\_\_\_\_

रेलटेल  
RAILTEL

## **Annexure 6: Integrity Pact**

(To be executed on Rs. 500/- Stamp Paper)

EoI Number: \_\_\_\_\_ Dated: \_\_\_\_\_

This Integrity Pact is made at on this \_\_\_\_\_ Day of \_\_\_\_\_ 2022

BETWEEN

RailTel Corporation of India Ltd (a Govt of India Enterprise under Ministry of Railways) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi-110023 and Regional Office at Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai – 400013, hereinafter referred to as “The Principal”, which expression shall unless repugnant to the meaning or contract thereof include its successors and permitted assigns AND

<Bidder Name> having its registered office at <Bidders Registered and Branch Address (if any)> hereinafter referred to as “The Bidder/ Contractor/ Concessionaire/ Consultant” and which expression shall unless repugnant to be meaning or context thereof include its successors and permitted assigns.

### **Preamble**

Whereas, the Principal intends to award, under laid down organizational procedure’s contract/s for ‘Licensing Of Spare Optic Fibre Cables & Right Of Way For Laying Additional Cables At Mumbai Metro Line 3’

’. The Principal values full compliance with all relevant laws of the land, rules of land, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and for Contractor(s)/Concessionaire(s)/Consultant(s).

And whereas to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact (hereafter referred to as Integrity Pact) the terms and conditions of which shall also be read as integral part and parcel of the Tender documents and contract between the parties. Now, therefore, in consideration of mutual covenants stipulated in this pact, the parties hereby agree as follows and this pact witnessed as under: -

### **Article – 1: Commitments of the Principal**

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principle: -
  - a. No employee of the Principal, personally or through family members, will in connection with the Tender for, or the execution of a contract, demand take a

- promise for or accept for self or third person any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c. The Principal will exclude all known prejudiced persons from the process.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act or any other Statutory Acts or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions as per its internal laid down Rules/ Regulations.

**Article – 2: Commitments of the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)**

The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principals employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission or bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not commit any offence under the relevant IPC / PC. Act and other Statutory Acts; further the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not use improperly for purposes of completion or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of foreign origin shall disclose the name and address of the Agents/ representatives in India. If any similarly the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) of Indian

Nationality shall furnish the name and address of the foreign principle, if any. Further details as mentioned in the 'Guidelines on Indian Agents of Foreign Suppliers' shall be disclosed by the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s). Further, all the payments made to the Indian Agent /Representative have to be Indian Rupees only.

- e. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract. He shall also disclose the details of services agreed upon for such payments.
- f. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- g. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) will not bring any outside influence through any Govt. bodies/quarters directly or indirectly on the bidding process in furtherance of his bid.
- h. The Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) who have signed a Integrity pact shall not approach the court while representing the matter to IEMs and shall wait for their decision in the matter.

### **Article – 3: Disqualification from tender process and exclusion from future contracts**

1. If the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) before award or during execution has committed a transgression through a violation of any provision of Article-2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s) from the tender process.
2. If the Bidder/Contractor/Concessionaire/Consultant has committed a transgression through a violation of Article-2 such as to put his reliability or credibility into question, the Principal shall be entitled to exclude including blacklist and put on holiday the Bidder/Contractor/Concessionaire/Consultant for any future tenders/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case particularly taking into account the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder/Contractor/Concessionaire/Consultant and the amount of the damage. The exclusion will be imposed for a maximum of 1 year.
3. A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that “On the basis of facts available there are no material doubts”.

4. The Bidder/ Contractor/Concessionaire/Consultant will its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute rights to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground, including the lack of any hearing before the decision to resort to such exclusion is taken. This undertaking is given freely and after obtaining independent legal advice.
5. The decision of the Principal to the effect that a breach of the provisions of this Integrity Pact has been committed by the Bidder/ Contractor/Concessionaire/Consultant shall be final and binding on the Bidder/ Contractor/Concessionaire/Consultant, however, the Bidder/ Contractor/ Concessionaire/ Consultant can approach IEM(s) appointed for the purpose of this Pact.
6. On occurrence of any sanctions/ disqualification etc. arising out from violation of integrity pact, Bidder/ Contractor/Concessionaire/Consultant shall not be entitled for any compensation on this account.
7. Subject to full satisfaction of the Principal, the exclusion of the Bidder/Contractor/Concessionaire/Consultant could be revoked by the Principal if the Bidder/ Contractor/Concessionaire/Consultant can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system in his organization.

#### **Article – 4: Compensation for Damages**

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Article-3, the Principal shall be entitled to forfeit the Earnest Money Deposit/ Bid Security or demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security apart from any other legal right that may have accrued to the Principal.
2. In addition to above, the Principal shall be entitled to take recourse to the relevant provisions of the contract related to Termination of Contract due to Contractor/Concessionaire/Consultant's Default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor/ Concessionaire/ Consultant and/or demand and recover liquidated and all damages as per the provisions of the contract/Concession agreement against Termination.

#### **Article – 5: Previous Transgression**

1. The Bidder declares that no previous transgression occurred in the last 3 years immediately before signing of this integrity pact with any other Company in any country conforming to the anticorruption/Transparency International (TI) approach or with any other Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action for his exclusion can be taken as mentioned under Article-3 above for transgression of Article-2 and shall be liable for compensation for damages as per Article-4 above.

**Article – 6: Equal treatment of all Bidders/ Contractors/ Concessionaires/ Consultants/ Subcontractors**

1. The Bidder(s)/Contractor(s)/Concessionaire(s)/Consultant(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all Bidders/Contractors/Concessionaire/Consultant and Subcontractors.
3. The Principal will disqualify from the Tender process all Bidders who do not sign this Pact violate its provisions.

**Article – 7: Criminal charges against violating Bidder(s)/ Contractor(s)/ Concessionaire(s)/ Consultant(s)/ Sub-contractor(s)**

If the Principal obtains knowledge of conduct of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, or of an employee or a representative or an associate of a Bidder/ Contractor/ Concessionaire/ Consultant or Subcontractor, which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

**Article – 8: Independent External Monitor (IEM)**

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval from Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Bidder/Contractor/Concessionaire/Consultant accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Bidder/ Contractor/ Concessionaire/ Consultant. The Bidder/ Contractor/ Concessionaire/ Consultant will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his Project documentation. The same is applicable to Subcontractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractors(s) with confidentiality. The Monitor has also signed on 'Non-disclosure of Confidential Information' and of 'Absence of Conflict of

Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform CMD, RailTel and recuse himself/herself from that case.

5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Bidder/Contractor/Concessionaire/Consultant. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice any transgression as given in Article- 2, he may request the Management of the Principal to take corrective action, or to take relevant action. The monitor can in this regard submit non-\*binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the CMD, RailTel within 8-10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the CMD, RailTel, a substantiated suspicion of an offence under relevant IPC/PC Act or any other Statutory Acts, and the CMD, RailTel has not, within the reasonable time taken visible action to proceed against such offence or reported it the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word 'Monitor' would include both singular and plural.

#### **Article – 9: Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor/Consultant 12 months after his Defect Liability Period is over or 12 months after his last payment under the contract whichever is later and for all other unsuccessful Bidders, 6 months after this Contract has been awarded (In case of BOT projects). It expires for the concessionaire 24 months after his concession period is over and for all other unsuccessful Bidders 6 months after this Contract has been awarded. Any violation of the same would entail disqualification of the bidder and exclusion from future dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged determined by CMD of RailTel.

#### **Article – 10: Other Provisions**

1. This pact is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Bidder/Contractor/Concessionaire/Consultant is a partnership or a Joint Venture partner, this pact must be signed by all partners or members.

4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid, in this case, the parties will strive to come to an agreement to their original intentions.
5. Issue like warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradiction between the Integrity Pact and its Annexure, the clause in Integrity Pact shall prevail.
7. Any dispute/differences arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with this Pact or interpretation thereof shall not be subject to any Arbitration.
8. The actions stipulated in the integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof, the parties have signed and executed this pact at the place and date first done mentioned in the presence of following witnesses: -

(For & On behalf of the (Principal)

(For & On behalf of Bidder/Contractor/  
Concessionaire/Consultant)

**Place:**

**Date:**

Witness 1:

---

Witness 2:

---

रेलटेल  
RAILTEL

## **Annexure 7: Complete EoI Examination & Nil Deviation Certificate**

(To be submitted by Bidder)

To  
RailTel Corporation of India Ltd  
Western Railway Microwave Complex  
Senapati Bapat Marg, Near Railway Sports Ground  
Mahalaxmi, Mumbai – 400013

**Sub:** Complete EoI Examination & Nil Deviation Certificate

**Ref:** EoI Number: \_\_\_\_\_ Dated: \_\_\_\_\_

Dear Sir,

We <Bidder Name> having completely examined the referred EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI, conclude that we have understood the Terms & Conditions of the EoI and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this EoI. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this EoI & any other documents/its addendums/ corrigendum referred in this EoI and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this EoI and any other documents/its addendums/corrigendum referred in this EoI and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)

Name :  
Designation :  
Address :  
Telephone and Fax :  
E-mail address :

## **Annexure 8: Back to Back Compliance Certificate**

(To be submitted by Bidder)

To  
RailTel Corporation of India Ltd  
Western Railway Microwave Complex  
Senapati Bapat Marg, Near Railway Sports Ground  
Mahalaxmi, Mumbai – 400013

**Sub:** Complete back to back Compliance Certificate

**Ref:** 1) EoI Number: \_\_\_\_\_ Dated: \_\_\_\_\_

2) Tender Reference No DO3/Computer/BOT/529/2023 Dt. 01.03.2024 and all of its addendums/ corrigendum's & published documents

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI thoroughly. We would like to give you our back to back compliance for all the tender terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the EoI, its corrigendum and any other documents/its addendums/corrigendum referred in this EoI.

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone and Fax :

E-mail address :

रेलटेल  
RAILTEL

### **Annexure 9: Performance Bank Guarantee Format**

(For a sum of percentage of the value of the contract as per RailTel's end customer RFP/tender)  
(Stamp Duty to be confirmed by RailTel in co-ordination with RailTel's Legal Department)  
(Final Draft to be confirmed by RailTel Legal before BG issuance)

Ref. No. :  
Date :  
Bank Guarantee No. :

To  
<Insert complete postal address>

IN CONSIDERATION OF ..... Through .....  
RailTel Corporation of India Ltd for "Name of the EoI" (hereinafter referred to as the "said work") on the terms and conditions of the AGREEMENT dated the ..... day of ..... 2024 executed between RailTel on the one part and the Company (Name of the Selected BA) on the other part (hereinafter referred to as "the said AGREEMENT") and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish RailTel in Guarantee of the Nationalized Bank for the sum of Rs ..... (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We ..... Bank Registered in India under Act and having one of our Local Head Office at ..... do hereby guarantee to RailTel in ..... Department.

- i. Due performance and observances by the Company of the term's covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
- ii. Due and punctual payment by the Company to RailTel of all sums of money, losses, damages, costs, charges, penalties, and expenses that may become due or payable to RailTel by or from the Company by reason of or in consequence of any breach, non-performance, or default on the part of the Company of the term's covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to RailTel on demand without delay demur the said sum of Rs. .... (Rupees ..... only) together with interest thereon at the rate prescribed under ..... from the date of demand till payment or such lesser sum, as may be demanded by RailTel from us as and by way of indemnity on account of any loss or damage caused to or suffered by RailTel by reason of any breach, non-performance

or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to RailTel there under and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a. The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of RailTel are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till RailTel certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.
- b. We shall not be discharged or released from liability under this Guarantee by reason of
  - i. any change in the Constitution of the Bank or
  - ii. any arrangement entered into between RailTel and the Company with or without our consent.
  - iii. any forbearance or indulgence shown to the Company,
  - iv. any variation in the terms, covenants or conditions contained in the said AGREEMENT.
  - v. any time given to the Company, OR
  - vi. any other conditions or circumstances under which in a law a surety would be discharged.
- c. Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees..... Only).
- d. We shall not revoke this guarantee during its currency except with the previous consent of RailTel in ..... department in writing.
- e. Always provided that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until RailTel certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f. Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to RailTel under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions contained in the said AGREEMENT by the Company, the Bank shall pay to RailTel demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep RailTel indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of RailTel that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of RailTel as regards the Agreement

due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.

- g. RailTel shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of RailTel or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.
- h. That the absence of powers on the part of the Company or RailTel to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said
- i. AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Pune only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....

रेलटेल  
RAILTEL

## Annexure 10: Consortium Agreement Draft Format

(This is draft consortium agreement format as end customer tender does not have any format. The format shall change as per end customer tender and same shall be acceptable by the Bidder and shortlisted partner who will form a consortium with RailTel to submit bid jointly in Tender No: DO3/Computer/BOT/529/2023 Dt. 01.03.2024)

THIS CONSORTIUM AGREEMENT is entered into on this the ..... day of <Month>, 2022 AMONGST {<Company Name>, and having its registered office at <Address>} (hereinafter referred to as the “**First Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

AND

{<Company Name>, and having its registered office at <Address>} and (hereinafter referred to as the “**Second Part**” which expression shall, unless repugnant to the context include its successors and permitted assigns)

The above-mentioned parties of the FIRST, {SECOND and THIRD} PART are collectively referred to as the “**Parties**” and each is individually referred to as a “**Party**” **WHEREAS,**

- A. The PED/WR represented by the RailTel Corporation of India Ltd (hereinafter referred to as the “**Authority**” which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) (the “**Authority**”), having its office at “RailTel Corporation of India Ltd, Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai - 400013” is engaged in the “Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra”, and as part of this endeavor, has invited Bids (the **Bids**”) by its EoI No. .... dated (the “**RFP**”) for award of contract for ..... (the “**Project**”) through Agreement Contract conditions
- B. The Parties are interested in jointly Bidding for the Project as members of a {consortium} and in accordance with the terms and conditions of the RFP document and other Bid documents in respect of the Project, and
- C. It is a necessary condition under the RFP document that the members of the {consortium} shall enter into a Consortium Agreement and furnish a copy thereof with the Application.

**NOW IT IS HEREBY AGREED as follows:**

### **1. Definitions and Interpretations**

In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

### **2. {Consortium}**

- a. The Parties do hereby irrevocably constitute a consortium (the “{consortium}”) for the purposes of jointly participating in the Bidding Process for the Project.
- b. The Parties hereby undertake to participate in the Bidding Process only through this {consortium} and not individually and/ or through any other {consortium} constituted for this Project, either directly or indirectly.

### **3. Covenants**

The Parties hereby undertake that in the event the {consortium} is declared the Selected bidder and awarded the Project, it shall enter into an Agreement Contract with the Authority for performing all its obligations as the Contractor in terms of the Agreement contract for the Project.

### **4. Role of the Parties**

The Parties hereby undertake to perform the roles and responsibilities as described below:

- a. Party of the First Part shall be the Lead member of the {consortium} and shall have the power of attorney from all Parties for conducting all business for and on behalf of the {consortium} during the Bidding Process and for performing all its obligations as the Contractor in terms of the Agreement Contract for the Project.
- b. Party of the Second Part shall be {the member of the consortium}; and
- c. Party of the Third Part shall be {the member of the consortium}

### **5. Joint and Several Liability**

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to the Project and in accordance with the terms of the RFP and the Agreement Contract, till such time as the completion of the Project is achieved under and in accordance with the Agreement Contract.

### **6. Share of work in the Project**

The Parties agree that the proportion of Scope of Work as per the Agreement Contract to be allocated among the members shall be as follows:

First Party:

{Second Party:}

### **7. Representation of the Parties**

Each Party represents to the other Parties as of the date of this Agreement that:

- a. Such Party is duly organized, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement.
- b. The execution, delivery and performance by such Party of this Agreement has been authorized by all necessary and appropriate corporate or governmental action and a copy of the extract of the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the {consortium} Member is annexed to this Agreement, and will not, to the best of its knowledge:
  - i. require any consent or approval not already obtained;
  - ii. violate any Applicable Law presently in effect and having applicability to it;
  - iii. violate the memorandum and articles of association, by-laws or other applicable organizational documents thereof;
  - iv. violate any clearance, permit, concession, grant, license or other governmental authorization, approval, judgment, order or decree or any mortgage agreement, indenture, or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or

- v. create or impose any liens, mortgages, pledges, claims, security interests, charges or Encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances, or mortgage in or on the property of such Party, except for encumbrances that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party to prevent such Party from fulfilling its obligations under this Agreement.
- c. this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
- d. there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Affiliates is a party that presently affects, or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfillment of its obligations under this Agreement.

## 8. Termination

This Agreement shall be effective from the date hereof and shall continue in full force and effect until Project completion (the “Defects Liability Period”) is achieved under and in accordance with the EPC Contract, in case the Project is awarded to the {consortium} However, in case the {consortium} is either not pre-qualified for the Project or does not get selected for award of the Project, the Agreement will stand terminated in case the Applicant is not pre-qualified or upon return of the Bid Security by the Authority to the bidder, as the case may be.

## 9. Miscellaneous

- a. This Consortium Agreement shall be governed by laws of {India}.
- b. The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Authority.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.SIGNED, SEALED AND DELIVERED

For and on behalf of

Lead member by:

(Signature)

(Name)

(Designation)

(Address)

In the presence of:

SECOND PART

(Signature)

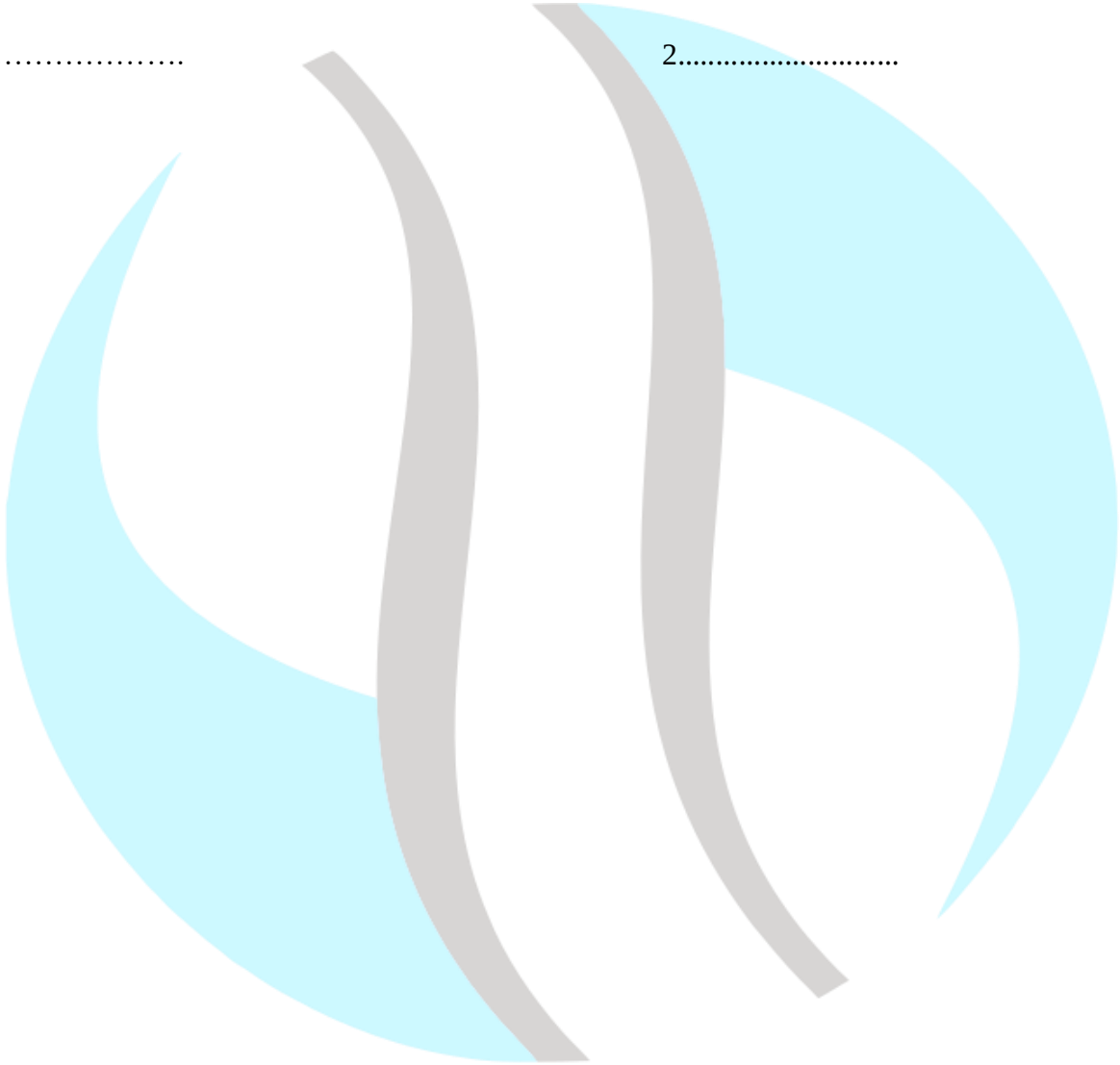
(Name)

(Designation)

(Address)

1.....

2.....



रेलटेल  
RAILTEL

### **Annexure 11: Concession Agreement Draft Format**

(As per Tender No. DO3/Computer/BOT/529/2023 Dt. 01.03.2024 and any if its addendums/ corrigendums/ clarifications issued by the RTender floating authority. The agreement will be signed with selected Bidder on Back to Back basis and will be binding upon the parties)



## **Annexure 12: Price Bid Format**

### **(Back to Back as per end customer RFP/Tender referred including all its amendments/ corrigendums/ clarifications)**

The bidder will be paid a part of the Document Handling Charges (DHC) collected by the end customer of RailTel. The payment will be based on the total number of pages handled by end customer of RailTel as part of document registration at all end customer Offices across the state during this period. The DHC collected as part of eRegistration / eFiling process will not be considered for calculation of the bidder's share. The final payment will be equal to the total number of pages handled during this period multiplied by the quoted rate per page in INR as provided below:

**Table:** Commercial Bid Format

| <b>Sr.</b> | <b>Rate per Page in INR (excluding GST) No.</b> |
|------------|-------------------------------------------------|
| 1          |                                                 |

**Note:**

1. The technically qualified bidder with the lowest rate per page will adjudged as the selected bidder.
2. GST will be paid to the selected bidder over and above the amount payable as per the rates prevalent at the time of actual payment
3. Currently the DHC charged per page of a document by RailTel end customer is Rs. 20 (INR Twenty only)





Request for Proposal

For

Selection of an Agency for Modernization of the Offices of the  
Inspector General of Registration and Controller of Stamps  
under Govt. of Maharashtra

Vol. I – Instruction to Bidders

Tender Number: DO3/Computer/BOT/529/2023

Date: 22.12.2023



## Table of Content

|                                                                             |    |
|-----------------------------------------------------------------------------|----|
| 1. General Details .....                                                    | 4  |
| 1.1 Disclaimer .....                                                        | 5  |
| 2. Glossary .....                                                           | 6  |
| 3. Definitions.....                                                         | 6  |
| 4. Request for Proposal .....                                               | 10 |
| 4.1 Sale of RFP Document .....                                              | 10 |
| 4.2 Validity of the bid .....                                               | 11 |
| 4.3 Communications and address .....                                        | 11 |
| 4.4 Due diligence by bidders .....                                          | 11 |
| 5. General Information .....                                                | 11 |
| 6. Eligibility Criteria.....                                                | 14 |
| 7. Instructions to Bidders .....                                            | 17 |
| 7.1 Bidder Registration and Instructions.....                               | 17 |
| 7.2 Duration of the Contract Period.....                                    | 17 |
| 7.3 Pre-Bid Meeting.....                                                    | 17 |
| 7.4 Consortium Condition.....                                               | 18 |
| 7.5 Amendment of RFP Document.....                                          | 19 |
| 7.6 Right to reject any proposal .....                                      | 19 |
| 7.7 Earnest Money Deposit (EMD) .....                                       | 19 |
| 7.8 Submissions of Bid .....                                                | 20 |
| 7.9 Language of Bids .....                                                  | 20 |
| 7.10 OIGR's rights to terminate the process .....                           | 20 |
| 7.11 Withdrawal of Bids .....                                               | 21 |
| 7.12 Evaluation Process.....                                                | 21 |
| 7.13 Opening of Technical Bid .....                                         | 21 |
| 7.14 Award of Contract .....                                                | 21 |
| 7.15 Notifications of Award and Signing of Contract .....                   | 22 |
| 7.16 Performance Bank Guarantee .....                                       | 22 |
| 7.17 Failure to agree with the Terms & Conditions of the Bid Document ..... | 22 |
| 7.18 Force Majeure.....                                                     | 22 |
| 7.19 Indemnity.....                                                         | 23 |
| 7.20 Service Level Agreements and Penalties .....                           | 23 |
| 7.21 Confidentiality .....                                                  | 24 |



|                                                                                      |    |
|--------------------------------------------------------------------------------------|----|
| 7.22 Contract termination.....                                                       | 24 |
| 7.23 Exit Management Plan.....                                                       | 24 |
| 7.24 Data Sharing.....                                                               | 25 |
| 8. Scope of Work .....                                                               | 25 |
| 8.1 Assessment, Design and Project Management .....                                  | 26 |
| 8.2 Supply, Installation & Maintenance of IT Hardware: .....                         | 27 |
| 8.3 Maintenance & Management of the Infrastructure.....                              | 28 |
| 8.4 Design, Supply, Installation & Maintenance of Network .....                      | 29 |
| 8.4.1 Provision of Network connectivity.....                                         | 29 |
| 8.4.2 Provision of all necessary Network equipment .....                             | 31 |
| 8.4.3 Provision of central pipe connectivity at DC/DR.....                           | 32 |
| 8.4.4 Provision of Network Operations Centre (NOC) / Network Monitoring System ..... | 33 |
| 8.4.5 Reporting and Documentation .....                                              | 34 |
| 8.4.6 Maintenance and Support .....                                                  | 35 |
| 8.4.7 Operational Training .....                                                     | 36 |
| 8.4.8 Urban Mahanet/Bharatnet as Redundant MPLS network .....                        | 36 |
| 8.4.9 Technical Aspects for network connectivity .....                               | 36 |
| 8.5 ICC .....                                                                        | 38 |
| 8.5.1 Key Objectives & outcomes of Integrated Command & Control Centre.....          | 39 |
| 8.5.2 Components of the Command & Control Centre .....                               | 39 |
| 8.6 Software Applications.....                                                       | 39 |
| 8.7 Supply of Manpower & Operations.....                                             | 40 |
| 8.8 IT Support Team .....                                                            | 43 |
| 8.8.1 Helpdesk Support .....                                                         | 44 |
| 8.8.2 Asset and Inventory Management.....                                            | 45 |
| 8.8.3 End User IT Support.....                                                       | 45 |
| 8.8.4 Network Management and Monitoring.....                                         | 46 |
| 8.8.5 Network Security, Antivirus Management and Compliance .....                    | 47 |
| 8.8.6 Key Resource Qualification and Responsibility.....                             | 47 |
| 8.9 Training & Change Management.....                                                | 49 |
| 8.10 Facility Management Services – Housekeeping services.....                       | 49 |
| 8.11 Operation and Maintenance (O&M) Guidelines .....                                | 51 |
| 8.12 Non-IT Related Operational Guidelines.....                                      | 52 |
| 8.13 Pre-Dispatch Inspection.....                                                    | 53 |
| 8.14 Supply, Install, and Maintenance of CCTV.....                                   | 53 |
| 8. Annexure I – Bid Covering Letter.....                                             | 56 |



|                                                                                         |     |
|-----------------------------------------------------------------------------------------|-----|
| 9. Annexure II – Bidder Past Experience.....                                            | 57  |
| 10. Annexure III – Format for queries and explanation .....                             | 57  |
| 11. Annexure IV – Bidder Information.....                                               | 57  |
| 12. Annexure V – Self Certification.....                                                | 58  |
| 13. Annexure VI – Implementation timelines and Payment Terms .....                      | 59  |
| 14. Annexure VII – Service Level Agreements .....                                       | 60  |
| 15. Annexure VIII – Format for Performance Bank Guarantee .....                         | 64  |
| 16. Annexure IX – List and addresses .....                                              | 67  |
| 17. Annexure X – Historical Data .....                                                  | 120 |
| Documents registered SRO wise in the last 6 Financial Years.....                        | 120 |
| B. Number of Pages Scanned SRO wise in the last 6 Financial Years .....                 | 135 |
| 18. Annexure XI – Commercial Bid Format.....                                            | 150 |
| 19. Annexure XII – IT Infrastructure & Indicative Specifications .....                  | 151 |
| 20. Annexure XIII – Common guidelines regarding compliance of Systems / Equipment ..... | 173 |

**List of Tables**

|                                                                                             |            |
|---------------------------------------------------------------------------------------------|------------|
| <b>Table 1. General Details .....</b>                                                       | <b>4</b>   |
| <b>Table 2. Abbreviations.....</b>                                                          | <b>6</b>   |
| <b>Table 3. Definitions.....</b>                                                            | <b>6</b>   |
| <b>Table 4. Indicative list of Printing of Documents for IGR Department .....</b>           | <b>40</b>  |
| <b>Table 5. IT Support Team Structure at Districts .....</b>                                | <b>44</b>  |
| <b>Table 6. Resource Qualification and Responsibility .....</b>                             | <b>47</b>  |
| <b>Table 7. List of activities to be done.....</b>                                          | <b>49</b>  |
| <b>Table 8. Bidder Past Experience.....</b>                                                 | <b>57</b>  |
| <b>Table 9. Pre-Bid Queries Format .....</b>                                                | <b>57</b>  |
| <b>Table 10. Bidder Information .....</b>                                                   | <b>57</b>  |
| <b>Table 11. Bidder Financial Details.....</b>                                              | <b>57</b>  |
| <b>Table 12. Indicative Timelines .....</b>                                                 | <b>59</b>  |
| <b>Table 13. Pre-Implementation SLAs .....</b>                                              | <b>60</b>  |
| <b>Table 14. Post Implementation SLAs .....</b>                                             | <b>60</b>  |
| <b>Table 15. Current Turnaround time for IGR activities.....</b>                            | <b>62</b>  |
| <b>Table 16. Critically Level Classification but not limited to as detailed below .....</b> | <b>63</b>  |
| <b>Table 17. Criticality Levels .....</b>                                                   | <b>63</b>  |
| <b>Table 18. Manpower Availability .....</b>                                                | <b>64</b>  |
| <b>Table 19. Amravati Division - IGR Offices List.....</b>                                  | <b>67</b>  |
| <b>Table 20. Aurangabad Division - IGR Offices List.....</b>                                | <b>72</b>  |
| <b>Table 21. Latur Division - IGR Offices List.....</b>                                     | <b>75</b>  |
| <b>Table 22. Mumbai Division - IGR Offices List.....</b>                                    | <b>80</b>  |
| <b>Table 23. Nagpur Division - IGR Offices List.....</b>                                    | <b>84</b>  |
| <b>Table 24. Nashik Division - IGR Offices List.....</b>                                    | <b>90</b>  |
| <b>Table 25. Pune Division - IGR Offices List .....</b>                                     | <b>98</b>  |
| <b>Table 26. Thane Division - IGR Offices List .....</b>                                    | <b>108</b> |
| <b>Table 27. Collector of Stamps Offices List .....</b>                                     | <b>117</b> |
| <b>Table 28. Town Planning Offices(Valuation) List .....</b>                                | <b>118</b> |
| <b>Table 29. Number of Pages Scanned .....</b>                                              | <b>135</b> |
| <b>Table 30. Commercial Bid Format.....</b>                                                 | <b>150</b> |
| <b>Table 31. Quantity of IT Infrastructure at field offices .....</b>                       | <b>151</b> |
| <b>Table 32. Server Rack Specifications.....</b>                                            | <b>152</b> |
| <b>Table 33. Desktop Computer Specification .....</b>                                       | <b>152</b> |
| <b>Table 34. Mono Printer Specifications .....</b>                                          | <b>152</b> |
| <b>Table 35. Printer Specifications.....</b>                                                | <b>153</b> |
| <b>Table 36. ADF Scanner Specifications.....</b>                                            | <b>153</b> |
| <b>Table 37. Web Camera Specification.....</b>                                              | <b>154</b> |
| <b>Table 38. Network Rack Specifications .....</b>                                          | <b>154</b> |
| <b>Table 39. LED Display Specifications .....</b>                                           | <b>155</b> |
| <b>Table 40. LED Video Wall Specifications.....</b>                                         | <b>155</b> |
| <b>Table 41. Video Wall Controller Specification.....</b>                                   | <b>156</b> |
| <b>Table 42. Dome Camera Specifications .....</b>                                           | <b>156</b> |
| <b>Table 43. Network Video Recorder Specifications .....</b>                                | <b>157</b> |
| <b>Table 44. LED Monitor Specifications .....</b>                                           | <b>158</b> |
| <b>Table 45. Video Management System (VMS) Specifications.....</b>                          | <b>159</b> |
| <b>Table 46. Microphone Specifications .....</b>                                            | <b>168</b> |
| <b>Table 47. Enterprise Management System (EMS).....</b>                                    | <b>169</b> |



## 1. General Details

Table 1. General Details

| SR. NO. | PARTICULARS                                                                                                  | DETAILS                                                                                                                                                                                                                                                                                                               |
|---------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Project Name                                                                                                 | Selection of Agency for Modernization of Offices of Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra                                                                                                                                                                             |
| 2       | Publication of Request for Proposal                                                                          | Yes                                                                                                                                                                                                                                                                                                                   |
| 3       | RFP reference No and Date                                                                                    | DO3/Computer/BOT/529/2023 dated 22-12-2023                                                                                                                                                                                                                                                                            |
| 4       | Website to download RFP                                                                                      | e-Tendering System/website<br><a href="http://mahatenders.gov.in/nicgep/app">http://mahatenders.gov.in/nicgep/app</a>                                                                                                                                                                                                 |
| 5       | Tender Fee                                                                                                   | 10,000/- (Rupees Ten thousand only)                                                                                                                                                                                                                                                                                   |
| 6       | Earnest Money Deposit (EMD)                                                                                  | Rs. 13,00,00,000 (Rupees Thirteen Crores only)                                                                                                                                                                                                                                                                        |
| 7       | Performance Bank Guarantee (PBG)                                                                             | Rs. 65,00,00,000/- (Rupees Sixty Five Crores only)                                                                                                                                                                                                                                                                    |
| 8       | Bid Validity Period                                                                                          | 180 days from the closing date of submission of the bids extendable by another 180 days                                                                                                                                                                                                                               |
| 9       | Currency                                                                                                     | Indian National Rupee                                                                                                                                                                                                                                                                                                 |
| 10      | PBG Validity Period                                                                                          | 6 months (180 days) after expiration of all the Contractual Obligations                                                                                                                                                                                                                                               |
| 11      | Last date for submission of written queries for clarifications                                               | Email ID for sending pre-bid queries:<br><a href="mailto:dig.it@igrmaharashtra.gov.in">dig.it@igrmaharashtra.gov.in</a>                                                                                                                                                                                               |
| 12      | Date, Time, and Venue of pre-bid meeting                                                                     | 09-01-2024, 11:00 am<br>Office of the Inspector General of Registration and Controller of Stamps (OIGR), Ground Floor, New Administrative Building, Opp. Council Hall, Pune - 411 001.<br><b>Note:</b> Pre-bid conference may be arranged through video-conferencing solutions like Google Hangouts/ Cisco WebEx etc. |
| 13      | Last date (deadline) for receipt of proposals in response to RFP notice                                      | 26-01-2024, till 03:00 pm through eTendering portal                                                                                                                                                                                                                                                                   |
| 14      | Date, Time, and Venue of opening of Technical and Financial proposals received in response to the RFP notice | 29-01-2024, 11:00 am<br>Office of the Inspector General of Registration and Controller of Stamps<br>M.S., Pune, New Administrative Building, Ground Floor, Opp. Council Hall, Pune - 411 001.                                                                                                                         |
| 16      | Contact Person for queries                                                                                   | <b>DIG- IT,</b><br>Office of the Inspector General of Registration and Controller of Stamps, Ground Floor, New Administrative Building, Opp. Council Hall, Pune-411 001.<br>Ph: 020 2613 8432<br>Email ID: <a href="mailto:dig.it@igrmaharashtra.gov.in">dig.it@igrmaharashtra.gov.in</a>                             |



|    |                                                                               |                                                                                                                                                         |
|----|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 17 | <b>Addressee and Address for the EMD&amp; Tender Fees are to be submitted</b> | Office of the Inspector General of Registration and Controller of Stamps, Ground Floor, New Administrative Building, Opp. Council Hall, Pune - 411 001. |
| 18 | <b>Submission Type</b>                                                        | Open Tender, through eTendering system                                                                                                                  |

### 1.1 Disclaimer

The information contained in this Request for Proposal document (“**RFP**”, “**tender**”, “**bid document**”) whether subsequently provided to the bidders, (“**Bidder/s**”) verbally or in documentary form by Office of Inspector General of Registration and Controller of Stamps (henceforth referred to as “**OIGR**” in this document), or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document.

This RFP is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to prepare their proposal (“**Bid**”). This RFP includes statements, which reflect various assumptions and assessments arrived at by OIGR in relation to this scope. The assumptions, assessments, statements, and information contained in the Bid documents are made in consideration for the intended objectives of the project, and may not be complete, accurate or adequate.

The information given in the RFP document is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OIGR accepts no responsibility for the accuracy or otherwise for any interpretation of opinion on law expressed herein.

OIGR and their employees and advisors make no representation or warranty and shall incur no liability to any person, including the Bidder under law, statute, rules or regulations or tort, the principles of restitution or unjust enrichment or otherwise for any loss, cost, expense, or damage which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise.

OIGR also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. OIGR may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.

The issue of this RFP document does not imply that OIGR is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and OIGR reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all costs associated with or relating to the preparation and submission of its Bid including but not limited to research, analysis, preparation, copying, postage, delivery fees, traveling, consulting expenses associated with any demonstrations or presentations which may be required by OIGR, or any other costs incurred in connection with or relating to its Bid. OIGR shall not be liable in any manner whatsoever for such costs regardless of the conduct or outcome of the Selection process.



## 2. Glossary

Table 2. Abbreviations

| Abbreviation | Meaning                                                                  |
|--------------|--------------------------------------------------------------------------|
| <b>ACS</b>   | Additional Controller of Stamps                                          |
| <b>CFC</b>   | Citizen Facilitation Centre                                              |
| <b>COS</b>   | Collector of Stamps                                                      |
| <b>DD</b>    | Demand Draft                                                             |
| <b>DHC</b>   | Document Handling Charges                                                |
| <b>DSC</b>   | Digital Signature Certificate                                            |
| <b>EMD</b>   | Earnest Money Deposit                                                    |
| <b>GSO</b>   | General Stamps Office                                                    |
| <b>ICCC</b>  | Integrated Command & Control Centre                                      |
| <b>IGR</b>   | Inspector General of Registration                                        |
| <b>INR</b>   | Indian Rupee                                                             |
| <b>ISO</b>   | International Organization for Standardization                           |
| <b>JDR</b>   | Joint District Registrar                                                 |
| <b>MIS</b>   | Management Information System                                            |
| <b>MoF</b>   | Ministry of Finance                                                      |
| <b>OIGR</b>  | Office of the Inspector General of Registration and Controller of Stamps |
| <b>OPEX</b>  | Operating Expenses                                                       |
| <b>PAN</b>   | Permanent Account Number                                                 |
| <b>PAT</b>   | Profit After Tax                                                         |
| <b>PBG</b>   | Performance Bank Guarantee                                               |
| <b>PO</b>    | Purchase Order                                                           |
| <b>PoS</b>   | Point of Sales                                                           |
| <b>RFP</b>   | Request for Proposal                                                     |
| <b>RoC</b>   | Registrar of Companies                                                   |
| <b>SLA</b>   | Service Level Agreement                                                  |
| <b>SMS</b>   | Short Messaging Service                                                  |
| <b>SPOC</b>  | Single Point of Contact                                                  |
| <b>SRO</b>   | Sub Registrar Office                                                     |
| <b>UAT</b>   | User Acceptance Testing                                                  |

## 3. Definitions

Table 3. Definitions

| Term | Definition |
|------|------------|
|------|------------|



|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Adverse Effect</b>           | Means material adverse effect on<br>a) the ability of the Selected Bidder to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of CA and/or<br>b) the legal validity, binding nature, or enforceability of CA;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Affiliate</b>                | “Affiliate” means, with respect to any Party, any other entity that, directly or indirectly: (a) Controls such Party; (b) is Controlled by such Party; (c) is Controlled by the same person who, directly or indirectly, Controls such Party; and “Control” with respect to any person, shall mean: (a) the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such person whether through the ownership of voting share capital, by agreement or otherwise or the power to elect more than one-half of the directors, partners or other individuals exercising similar authority with respect to such person; (b) the possession, directly or indirectly, of a voting interest of more than 50%; and the terms “Controlling” and “Controlled by” shall be construed accordingly; |
| <b>Agreement</b>                | Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, corrigendum of the RFP;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Applicable Law(s)</b>        | Means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision of, or determination by, or any interpretation or administration of the OIGR as may be in effect on the date of the execution of the CA and during the subsistence thereof, applicable to the Project;                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Bidder</b>                   | Bidder is sole bidder or Lead Bidder, in case of consortium. The bidder can be the holding company and in case the bidder is the holding company then the credentials of the holding company will be considered for all evaluation parameters including turn over or work experiences etc. the credentials of the subsidiary will not be considered. Also, if the subsidiary company is the bidder, then only the credential of the bidding subsidiary company will only be considered for all the evaluation parameters.                                                                                                                                                                                                                                                                                                                          |
| <b>Business Hours</b>           | Shall mean the working time for OIGR users which is 7:30 AM to 7:30 PM. For all IT components, ICCS, Web Server and other components which enable successful usage of applications, network, web portals, citizen apps, all applications, working time shall be considered as 24*7*365.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>COD</b>                      | Commercial Operational Date. This means the date on which a Material Project is substantially complete and commercially operable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Confidential Information</b> | Means all information including OIGR Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the CA (including without limitation such information received during negotiations, location visits and meetings in connection with the CA and Modernization Project);                                                                                                                                                                                                                        |



|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Control</b>                                       | Means, in relation to any business entity, the power of a person to secure<br>(i) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or<br>(ii) by virtue of any powers conferred by the articles of association or other document regulating that or any other business entity,<br>that the affairs of the first mentioned business entity are conducted in accordance with that person's wishes and in relation to a partnership, means the right to a share of more than one half of the assets, or of more than one half of the income, of the partnership: |
| <b>Data</b>                                          | "Data" here refers to information gathered from all the field offices, all applications and software's deployed for the OIGR modernization project and also the information gathered in the Solution.                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Deliverables</b>                                  | As per defined Scope of Work in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Effective Date</b>                                | "Effective Date" means the date on which the Contract becomes effective after it is signed by the selected bidder and the Authority, here OIGR. Although the contract is signed it is not effective till the Conditions Precedents, a set of actions is performed by both parties, are completed.                                                                                                                                                                                                                                                                                                                                        |
| <b>Go-live</b>                                       | "Go-live" as defined in the Part I and II of the RFP document                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Intellectual Property Rights (IPR)</b>            | IPR means legal rights given to the inventor or creator to protect his invention or creation for a certain period of time. These legal rights confer an exclusive right to the inventor/creator or his assignee to fully utilize his invention/creation for a given period of time. In the context of this RFP, IPR would mean all rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether or not any of these are registered and including application for registration);                               |
| <b>Selected Bidder</b>                               | Refers to the Selected Bidder, the entity/Consortium selected through an open competitive bidding process commencing with a response to this RFP, to execute the project and are responsible for handling the overall implementation and operations of the Modernization project, in accordance with the terms of this RFP                                                                                                                                                                                                                                                                                                               |
| <b>Material Adverse Effect</b>                       | "Material Adverse Effect" means material adverse effect on (a) the ability of the selected bidder to observe and perform any of its rights and obligations under and in accordance with the provisions of CA and/or (b) the legality, validity, binding nature or enforceability of the CA;                                                                                                                                                                                                                                                                                                                                              |
| <b>Material Breach</b>                               | Means a breach by either Party (OIGR or Selected Bidder) of any of its obligations under the Concession Agreement (CA) which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure;                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Concession Agreement/ CA/Contract / Agreement</b> | Means the Agreement entered into between the OIGR, and the Selected Bidder as recorded in the Contract form signed including all attachments and Appendix/ Annexes thereto, the Tender and all Annexures thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;                                                                                                                                                                                                                                                       |



|                                         |                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>OIGR Data</b>                        | Means all proprietary data of OIGR, and any other authorities generated out of operations and transactions, documents all citizens data and related information including but not restricted to user data which the Selected Bidder obtains, possesses, or processes in the context of providing the Services to the users pursuant to the CA;                                             |
| <b>Network</b>                          | Network refers to the hardware and software components that connect all the OIGR components together.                                                                                                                                                                                                                                                                                      |
| <b>Personnel</b>                        | “Personnel” means persons hired by the Selected Bidder or by any Sub-Consultant as employees and assigned to the performance of the Services or any part thereof as per the Scope of Work provided in the RFP;                                                                                                                                                                             |
| <b>Project</b>                          | Selection of an Agency for Modernization of The offices of IGR Offices under Govt. of Maharashtra.                                                                                                                                                                                                                                                                                         |
| <b>Project Implementation</b>           | Means Project Implementation as per the functional and technical requirements, SLAs, testing standards and acceptance criteria prescribed by OIGR;                                                                                                                                                                                                                                         |
| <b>Project Implementation Committee</b> | Shall be constituted by OIGR to monitor the activities, deliverables, and progress of the Project. PIC shall comprise of the staff members of the OIGR, other officials from concerned department and external experts (as defined in the RFP);                                                                                                                                            |
| <b>Replacement Selected Bidder</b>      | Means any third party that OIGR appoint to replace Selected bidder upon expiry of the Term or termination of CA to undertake the Services or part thereof;                                                                                                                                                                                                                                 |
| <b>Required Consents</b>                | Means the consents, waivers, clearances, and licenses to use OIGR's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that OIGR or any other authorities are required to make available to Selected Bidder pursuant to CA;                                                                                  |
| <b>RFP</b>                              | The Tender Document referred above along with all the Addendum / Corrigendum to the Request for Proposal (if any).                                                                                                                                                                                                                                                                         |
| <b>Role</b>                             | Role based security model refers to a model of system security wherein only authorized users have access to the system.                                                                                                                                                                                                                                                                    |
| <b>Service Level</b>                    | Means the level of service and other performance criteria which shall apply to the Selected Bidder for services as set out in the SLA parameters in the RFP document effective during the Term of CA;                                                                                                                                                                                      |
| <b>Services</b>                         | Means the services delivered to the Stakeholders of OIGR, employees of OIGR, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the Selected Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in relevant sections in the RFP. |
| <b>SLA</b>                              | Means the Performance and Maintenance Service Level Agreement agreed between the Selected Bidder and OIGR as part of CA executed for the Modernization Project as per SLA parameters defined in the RFP document.                                                                                                                                                                          |



|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Software</b>              | Means the software designed, developed / customized, tested and deployed by the Selected bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, including the third party software products (including the COTS products used for the product), proprietary software components and tools deployed by the selected bidder , unless otherwise specified explicitly; |
| <b>Stakeholders</b>          | Means the Citizens, OIGR, or any other authorities, Other Public and Private entities, and other Departments of State Government / Local Govt. / Central Govt.;                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>System / HTMS system</b>  | System refers to the hardware and software components used in the Modernization project, or the hardware and software components required for successful implementation, operations, and execution of the Modernization Project.                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Warranty / AMC Period</b> | Shall be comprehensive onsite warranty for all the hardware, software and network components, sensors, devices, and equipment, both on field and inside the ICCG, District Control Centre, viewing centre etc. for the entire duration of the project                                                                                                                                                                                                                                                                                                                                                             |

## 4. Request for Proposal

### 4.1 Sale of RFP Document

- i. RFP document can be downloaded from the tender site <http://mahatenders.gov.in/nicgep/app>.
- ii. The bids of only those Bidders shall be considered for evaluation who have made online payment of INR 1,000 /- (Rupees One thousand only) towards document fee for the RFP document including service & gateway charges, without which bids will not be accepted. Registration fee shall be accepted online, refer website <http://mahatenders.gov.in/nicgep/app> for online payment instructions. Please note that document fee is non-refundable.
- iii. Bidder agencies are advised to study this RFP document and the Annexures carefully before submitting their proposals in response to the RFP notice. Submission of a proposal along with all the required data and Annexures in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications. This RFP document is not transferable.
- iv. The submission of the bid shall be Online as per the norms. The detailed information regarding the submission can be obtained from the website: [www.igrmaharashtra.gov.in](http://www.igrmaharashtra.gov.in) & <http://mahatenders.gov.in/nicgep/app>
- v. Digital Signature is prerequisite for online submission. OIGR will not be responsible for any delay or technical snag faced by the Bidder/s in uploading their online tenders. The Bidders are advised to submit their tenders adequately in advance to avoid the delays due to such instances.
- vi. For any further information regarding digital signature may be obtained from the OIGR, Department of Registration & Stamps, Government of Maharashtra, Pune (Tel: +020-2613 8432).



#### 4.2 Validity of the bid

- i. The Proposal shall be valid for a period of not less than 180 days from the closing date of submission of the bids. A Bid valid for a shorter period shall be rejected by the OIGR as non-responsive.

#### 4.3 Communications and address

- i. All communications, including proposal documents should be addressed to:

Office of the Inspector General of Registration and Controller of Stamps (OIGR),  
Ground Floor, New Administrative Building,  
Opp. Council Hall, Pune – 411 001  
Ph: 020-2613 8432  
Email Id: [dig.it@igrmaharashtra.gov.in](mailto:dig.it@igrmaharashtra.gov.in), [do3.igro@igrmaharashtra.gov.in](mailto:do3.igro@igrmaharashtra.gov.in)

- ii. All communications including the bid envelopes should contain the following information:

**Tender No: XXXXX**

**“Selection of an Agency for Modernization of the Offices of Inspector General of Registration and controller of Stamps under Govt. of Maharashtra.”**

#### 4.4 Due diligence by bidders

- i. Bidders are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit or sending written queries to OIGR, and/or attending a Pre-Bid meeting on the date and time specified in this RFP.
- ii. Submission of bid along with the necessary documents and Annexures shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

### 5. General Information

#### About the Office of IGR, Govt. of Maharashtra:

This project is associated with the Office of IGR, which is at the centre of the administration. The office of the IGR is spread across the 36 districts of the state and plays an integral role in effective implementation of various schemes and program, especially in land related matters.

The department has a significant level of interactions with the citizens .

The detailed list of notified services is as below:

*Table 4. Registration and Stamps Department Services and Time Limit*

| Sr. No. | Public Service           | Time limit for providing Service (Days) | Designated Officer      |
|---------|--------------------------|-----------------------------------------|-------------------------|
| 1       | Registration of document | 1                                       | Concerned Sub-Registrar |



|    |                                                                                              |                                                                           |                            |
|----|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------|
| 2  | Search                                                                                       | 1                                                                         | Concerned Sub-Registrar    |
| 3  | Certified Copy of index                                                                      | 3                                                                         | Concerned Sub-Registrar    |
| 4  | Certified Copy of document                                                                   | 5                                                                         | Concerned Sub-Registrar    |
| 5  | Filing of Notice of Intimation                                                               | 1                                                                         | Concerned Sub-Registrar    |
| 6  | Valuation Report for assessment of stamp duty                                                | 3                                                                         | Concerned Sub-Registrar    |
| 7  | Visit outside Office regarding Registration                                                  |                                                                           | Concerned Sub-Registrar    |
| 8  | Authentication of Special Power of Attorney                                                  | 1                                                                         | Concerned Sub-Registrar    |
| 9  | Refund of Registration Fee paid by E-Payment System, in case of Non-Registration of Document | 22                                                                        | Concerned Sub-Registrar    |
| 10 | Deposit, withdrawal and opening of sealed cover of will                                      | 1                                                                         | Concerned Sub-Registrar    |
| 11 | Solemnization of Marriage under Special Marriage Act, 1954                                   | After completion of 30 days from publication of notice but within 90 days | Concerned Marriage Officer |
| 12 | Certified copy of index at JDR office                                                        | 15                                                                        | Concerned Marriage Officer |
| 13 | Marriage celebrated in other forms, under Special Marriage Act, 1954                         | After completion of 30 days, predetermined time of 1 hr                   | Concerned Marriage Officer |
| 14 | Certified copy of Document at JDR office                                                     | 15                                                                        | Concerned Sub-Registrar    |

Stamp Duty and Registration Fee is the third largest tax revenue of the State. The levy and collection of stamp duty is governed by the Maharashtra Stamp Act, 1958 (MS Act) and Indian Stamp Act 1899 as applicable to the State. The rates of stamp duty leviable on the instruments executed under the Act are mentioned in the Schedule-I of the Maharashtra Stamp Act. Apart from this, the Department must store/preserve the registered documents and make them available as and when requested by the public. The Department has repository of such registered documents since 1908.

### Organization Structure

The office of the IGR is a part of the Department of Revenue. It is a department of the Government of Maharashtra headed by Revenue Minister. For administrative purposes the state of Maharashtra has been divided into 6 revenue divisions, which are further divided into 36 districts. These 36 districts are further divided into 109 sub-divisions of the districts and 357 talukas.

The administration of Land Revenue Department vests with the Secretary, Revenue Department. Revenue administration is divided into 3 separate departments which are as mentioned below:

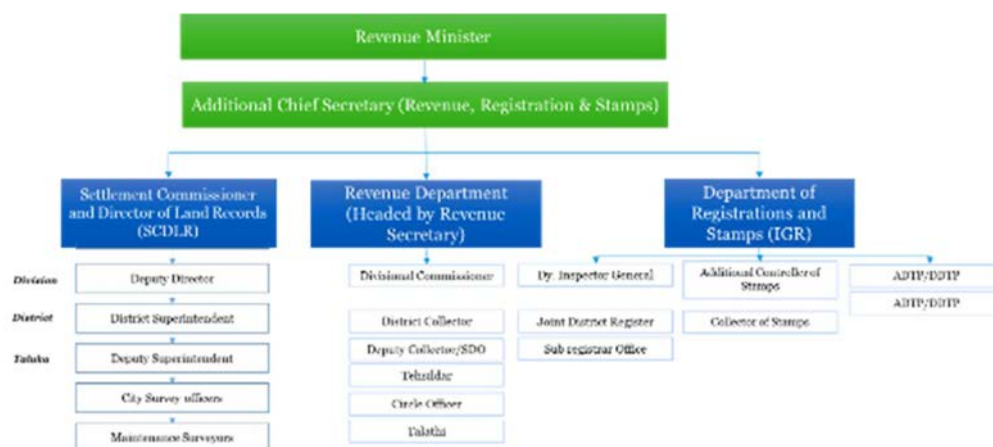


Figure 1. Organization Structure of Revenue Department, GoM

The main responsibilities and functions of department of registration and stamp are as follows:

Stamp duty and Registration are regulated under the Indian Stamp Act 1899 (IS Act), Indian Registration Act, 1908 (IR Act) and Maharashtra Stamp Act, 1958 respectively. The Department of Registration and Stamps looks after registration of documents and recovery of stamp duty. The Department of Registration and Stamps has a vast expanse in the state of Maharashtra and is the 2nd highest revenue earning department for the Government of Maharashtra. The Inspector General of Registration (IGR), Pune is the head of the Stamp duty & Registration Department who is empowered with the task of superintendence and administration of registration work.

The DIG Office is the divisional head office, JDR and COS are the district level offices of the department while the Sub Registrar Office are located at Tehsil/Talukas across the State.

IGR Office is the headquarter, located in Pune.

- He is assisted by Additional Controller of Stamps, Mumbai (ACS), 10 Deputy Inspector Generals (DIGs), 6 Collectors of Stamp (COS) at Mumbai and Mumbai Sub-urban District, 34 Joint District Registrars and 507 Sub-Registrars at District and Taluka levels.
- The Sub-Registrars of District Headquarters in the State perform the function of special marriages registration. However, there are independent offices of Marriage Officers for the 3 districts Mumbai City, Mumbai Suburban and Pune.
- There are 7 offices of Deputy Director/Assistant Director, Town Planning (Valuation) for preparing Annual Statement of Rates and they are under the control of Joint Director, Town Planning (Valuation) at State level.

## Purpose of the RFP

The Project aims at modernization and standardization of all the offices of the IGR in the state, including 578 offices at division, district, and tehsil level. It is an ambitious transformation project undertaken by the Department with an objective of offering various services through a seamless & integrated architecture, unified management and monitoring and modernized interface to the citizens.

This project shall enable all the units/sub-departments under the office of the IGR to deliver citizen services in an integrated, reliable, convenient, and transparent manner, within defined uniform service



levels. By setting up an integrated IT infrastructure and uniform operating model spanning all the offices of the IGR, including offices in rural areas, the Department will be able to harness the benefits of consolidated real time information and capabilities across various functional silos as well as geographical reach.

This project will be implemented in a Public Private Partnership (PPP) mode through a bidder selected through this tender. In this project, the sovereign and fiduciary functions like verification, granting and issuing of certificates shall be retained by the office of the IGR and its respective units/sub-departments. The ownership and strategic control of the core assets including data/information is with the department.

In the PPP model, the Selected Bidder shall invest (Design, Supply, Install, Operate & Maintain) towards IT (Hardware, Software, Consumables) manpower towards IT, network supports, cost towards Disaster Recovery Systems, Network Operations Centre (NOC), Security Operations Centre, wherever required, and others as prescribed in the detailed scope. The Selected Bidder will be compensated through the Document Handling Charges (DHC) collected by Department of Registration & Stamps. The payment will be linked to the number of documents registered. Currently, the department collects Rs.20 per page as the DHC from citizens.

Broadly, the project is a combination of:

- i. technology integration and upgrading of IT infrastructure
- ii. Business process improvements through outsourcing end-to end management and operations of offices.

## 6. Eligibility Criteria

Table 5. Eligibility Criteria

| Sr. No. | Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Supporting Documents                                                                                                                 |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 1       | The Sole Bidder or Lead bidder and its consortium member, in case of consortium, must be a company registered under Companies Act, 1956 or 2013<br>Please note:<br>a. Consortium is allowed – <b>Max. 2 Members</b> (One Lead Bidder along with one Consortium member)<br>b. Only one bid is allowed for a bidder i.e., one bidder cannot participate in more than one bid (Either as lead bidder or consortium member). If more than one bid is submitted, both the bids shall be rejected. | The certified copy of Certificate of Incorporation/ Registration Certificate.                                                        |
| 2       | The Sole Bidder or any of the Consortium member (in case of consortium) must submit a power of attorney to specify an individual who will be authorized for signing of legal and financial matters and execution of the bid.                                                                                                                                                                                                                                                                 | A board resolution OR power of attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder. |
| 3       | The Sole bidder / consortium combined (one lead and one consortium member at the most),                                                                                                                                                                                                                                                                                                                                                                                                      | i. Audited financial statements for last 3 financial Years as on date of bid submission                                              |



|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                            |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | must have a total minimum average annual turnover of Rs. 1500 Crores (Rupees One Thousand Five Hundred Crores) in the last 3 financial years as on last date of bid submission.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ii. Certificate from the Statutory auditor specifying the annual turnover in last 3 financial years as on date of bid submission                                                                                                                                                                                                                           |
| 4 | <p>Bidder or any of the Consortium members (in case of consortium) must have been engaged in IT/ITeS project for any Central / State Government or PSU / Govt. SPV in India in last ten (10) years as on the last date of bid submission:</p> <ul style="list-style-type: none"> <li>- One similar project costing not less than the amount equal to Rs. 240 Crore<br/>OR</li> <li>- Two similar projects each costing not less than the amount equal to Rs. 150 Crores<br/>OR</li> <li>- Three similar projects each costing not less than the amount equal to Rs. 120 Crores</li> </ul> <p>A "Similar project" is defined as:</p> <ul style="list-style-type: none"> <li>i. An ICT project containing: <ul style="list-style-type: none"> <li>a. Design and/or</li> <li>b. Development and/or</li> <li>c. Supply, installation, and maintenance of IT hardware or Network or Software</li> </ul> </li> <li>ii. The work order should have been issued within the last 10 years, as on the last date of bid submission.</li> </ul> | <p>i. Copy of the work order or agreement<br/>ii. Certificate of completion of the work OR Client's testimonial.</p> <p>The work order or Certificate of completion or client's testimonials should clearly mention the scope of work.</p> <p><b>Note: Satisfactory documentary evidence regarding scope of work along with value of Scope of work</b></p> |
| 5 | <p>Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years:</p> <p>At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state<br/>OR</p> <p>At least one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Maharashtra</p> <p><b>Note:</b> (subcontracted projects will not be considered. Bidder should have implemented the project directly as Private Partner to IGR's office of the State)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>i. Copy of the work order<br/>ii. Certificate of completion of the work OR Client's testimonial.</p> <p>The work order or Certificate of completion or client's testimonial should clearly mention the scope of work.</p>                                                                                                                               |
| 6 | <p>Sole bidder or in case of consortium, any member of the Consortium shall have experience of successfully completing at least one project for deploying a minimum of 800 skilled manpower for IT/ITES related activities for a Government client in India. The manpower shall have been deployed for at</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>i. Copy of the work order<br/>ii. Certificate of completion of the work OR Client's testimonial.</p> <p>The work order or Certificate of completion or client's testimonial should clearly mention the scope of work.</p>                                                                                                                               |



|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>least two years duration and the projects shall have been awarded in the last 10 years as on the last date of bid submission.</p> <p><b>Note: Projects for Housekeeping related works shall not be considered.</b></p>                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7  | <p>Sole bidder or any member of the consortium (in case of consortium) shall have the following valid certifications:</p> <p>a. ISO 27001 <b>AND</b></p> <p>b. SEI-CMMI Level 5 certificate for Services and Development</p> <p>The certificates should be commensurate with the specific scope of work</p>                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Copy of certificates valid as on the last date of bid submission and verifiable online</li> <li>Valid CMMI Certificate as on the date of bid submission issued by authorized partner of CMMI Institute. The bidder's name should reflect on CMMI Website's appraised results</li> </ul> <p><a href="https://cmmiinstitute.com/learning/appraisals/results">https://cmmiinstitute.com/learning/appraisals/results</a></p> |
| 8  | <p>OEMs of proposed equipment/components should have their own registered office in India as per the prevalent/ applicable laws of India. The OEM shall be in operation in India for last five years as on last date of bid submission. (Registered offices by way of Joint ventures, Franchise, agency, distribution partners will not be considered.)</p> <p>OEMs for networking devices, desktops, storage devices should be complying as per relevant Indian Standards</p> | Undertaking from the OEM confirming the compliance along with report copy                                                                                                                                                                                                                                                                                                                                                                                       |
| 9  | The Bidder or any member of consortium should not be blacklisted / debarred / banned / restricted by any Union Govt. /State Govt. /PSU as on the date of bid submission.                                                                                                                                                                                                                                                                                                       | Self-declaration by the authorized signatory (Annexure VIII) – Both lead bidder and consortium member.                                                                                                                                                                                                                                                                                                                                                          |
| 10 | The Bidder or Lead Bidder, in case of Consortium shall have a valid PAN and GST Registration.                                                                                                                                                                                                                                                                                                                                                                                  | Copy of PAN card and GST Registration certificate should be submitted in the application.                                                                                                                                                                                                                                                                                                                                                                       |
| 11 | Bidder should have positive Net worth in last 3 financial years as on date of bid submission                                                                                                                                                                                                                                                                                                                                                                                   | Certificate from the Statutory auditor specifying the Networth in last 3 financial years as on date of bid submission                                                                                                                                                                                                                                                                                                                                           |

**Note:**

- I. Any bid failing to meet any of the above eligibility criteria may be disqualified and may not be considered for further evaluation.
- II. Only those bidders who qualify **ALL** the eligibility criteria mentioned above will be considered for **commercial** evaluation.
- III. OIGR reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive, and binding upon the bidder.
- IV. In case of a consortium bid,



- a. The Lead Bidder shall be authorized to sign the Proposal on behalf of the Consortium and do all deeds and acts on behalf of the Consortium. The nomination should be supported by a Power of Attorney, by the Consortium, in favour of the Lead Bidder.
- b. The member of the consortium or any other Sole Bidder, cannot be member of any other Consortium. All the members of consortium have to define their distinct roles and responsibilities. The members of consortium shall enter into a joint bidding agreement.

## 7. Instructions to Bidders

### 7.1 Bidder Registration and Instructions

- i. Bidders shall get themselves registered as OIGR's bidder by following due Procedure.
- ii. Visit for details on this requirement
- iii. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the Bid Documents carefully.
- iv. Submission of bid shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications.
- v. The response to this bid document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.
- vi. Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated in section 6 (mentioned above), will be considered for further commercial evaluation by OIGR.
- vii. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OIGR or all such activities related to the bid process. OIGR will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- viii. All materials submitted by the Bidder shall become the property of OIGR and may be returned at its sole discretion.
- ix. As per the Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020 of the Department of Expenditure, Ministry of Finance, Govt. of India; any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020.
- x. The bidder needs to ensure compliance with the "Public Procurement (Preference to Make in India) Order, 2017, as amended from time to time" issued by DIPP. The local content of the products procured, supplied or installed as part of this project shall not be less than 20%.

### 7.2 Duration of the Contract Period

The contract shall remain in force for a minimum period of 5 years from the Commercial Operation Date (COD) which will be 6 months from the effective date of the Concession Agreement. The effective date will be the day when the Condition Precedents are met. After 5 years, OIGR may extend the agreement. OIGR will review the performance of the Selected Bidder and may renew the engagement on same terms and conditions one year at a time, for a further period of 2 years, subject to satisfactory performance.

### 7.3 Pre-Bid Meeting



- i. OIGR may host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section “General Details” (Section 1). The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information necessary for them to submit their bid.
- ii. All enquiries from the bidders relating to this bid document must be submitted to the designated contact person as mentioned in Section 4.3, via email. The queries should necessarily be submitted in the format as provided in Annexure III.
- iii. Queries submitted post the above-mentioned deadline, or which do not adhere to the above-mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>
- iv. The date, time of receiving pre-bid queries is given in “**Section 1- General details**”.

#### 7.4 Consortium Condition

- i. The number of consortium members cannot exceed two, including the Prime Bidder.
- ii. A Bidder applying individually or as consortium member shall not be entitled to submit another application either individually or as a member of any other consortium, as the case may be.
- iii. Consortium members must provide a Memorandum of Understanding (MoU) covering above points and showing their intention to enter into such an Agreement at the time of bidding.
- iv. A Bidding Consortium is required to nominate a Prime Member. The formation of the consortium including identification of Prime member and role and responsibilities of each member shall be supported by Memorandum of Agreement and Power of Attorney signed by all the members on a stamp paper of INR 100/- or appropriate value.
- v. The selected bidder shall require entering into agreement with Consortium Member specifying following points in the Agreement. These points shall also be captured in MoU/agreement.
  - a. Identity Prime Member and Power of Attorney in favour of Prime Member.
  - b. Roles and responsibilities of each consortium partner, the identification of the lead partner, and providing for joint and several liability for each partner.
  - c. All consortium members would be available throughout the Contract Period.
  - d. The Prime bidder shall be jointly and severally responsible for complete scope, whereas consortium partners shall be severally responsible only for its respective scope.
  - e. The role and responsibility of any member must be commensurate with the technical/financial capabilities that such member is contributing towards meeting the qualification criteria. Each consortium member is liable to contribute resources in terms of knowledge, skills, and trained manpower commensurate with its role and responsibilities during the Contract Period.
  - f. The Consortium Agreement must also state that the period of the Agreement would coincide with the Contract period. Consortium must continue to be in existence during the period of the contract and that any change will be subject to approval of the OIGR only.
  - g. The Agreement should be on stamp paper and notarized. The signatories must be duly authorized.
  - h. Any changes to the defined roles and responsibilities between the consortium members shall be allowed by IGR provided that there is proper justification for such change in the interest of the project.
  - i. Any Dispute arising during Contract Period between the Consortium Member shall be resolved amicably without adversely impacting Project Implementation and Operation. If in OIGR's opinion, Dispute between Consortium members adversely impacting implementation and operation of the Project then Authority may its sole discretion in the interest of the Project (a) Terminate the Contract after due process and/or (2) Provide a binding solution.



- j. In case OIGR intends to proceed for termination on account of bidder's event of defect and /or unresolved disputes between the consortium members, both the consortium members shall be jointly and severally liable for implementation, operation, and maintenance of project at agreed prices and payment terms specified in this RFP till authority or any new agency appointed by it takes over the Project
- k. OIGR reserves the right to reject the Bid in case of change in the constitution of the consortium after the submission of Bid and before the execution of the Agreement

#### 7.5 Amendment of RFP Document

- i. At any time before the deadline for submission of bids, OIGR, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be published as an addendum on E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- ii. The bidders are advised to visit the E-Tender Site <http://mahatenders.gov.in/nicgep/app> on regular basis for checking necessary updates. OIGR also reserves the rights to amend the dates mentioned in this RFP for bid process.
- iii. Any modification to the RFP document shall be prepared by OIGR as an addendum. The addendum will be hosted on OIGR website. Prospective bidders are advised to periodically browse this website to find out any further corrigendum / addendum / notice published with respect to this tender. All such supplements shall be part of the RFP and the bidders shall submit their bids on that basis.

#### 7.6 Right to reject any proposal

- i. Notwithstanding anything contained in this RFP, OIGR reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons, therefore.
- ii. Without prejudice to the generality of Clause 7.5, OIGR reserves the right to reject any Proposal if,
  - a. at any time, a material misrepresentation is made or discovered, or
  - b. the Bidder does not provide, within the time specified by OIGR, the supplemental information sought by OIGR for evaluation of the Proposal
  - c. any act or omission of the Bidder results in violation of or noncompliance with this RFP document or any Applicable Laws
- iii. Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified / rejected, then OIGR reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of OIGR, including annulment of the Selection Process.
- iv. OIGR reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP document and the Bidder shall, when so required by the OIGR, make available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by the OIGR shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the OIGR thereunder.

#### 7.7 Earnest Money Deposit (EMD)



- i. Bidders shall submit, along with their Bids, refundable EMD of Rs. Thirteen Crores only (Rs. 13,00,00,000/-) and shall be paid in form of Bank Guarantee. EMD shall be accepted online, refer E-Tender Site <http://mahatenders.gov.in/nicgep/app> for online payment instructions.
- ii. In case bid is submitted without EMD as mentioned above, then OIGR reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- iii. Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 120 days after signing of the Contract with the Selected Bidder.
- iv. The decision of OIGR regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.
- v. The EMD may be forfeited:
  - a. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
  - b. In the case of a selected bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time
  - c. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

#### 7.8 Submissions of Bid

- i. Bidding process will be completed online (e-tendering). All the notification & detailed terms and conditions regarding this tender notice hereafter will be published online on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- ii. Bidding documents can be seen and downloaded from the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- iii. The bid can be submitted in electronic format on the website within the deadline as specified in section 1 "General Details" of the tender.
- iv. Technical bids will be opened online on E-Tender Site <http://mahatenders.gov.in/nicgep/app>.
- v. Bidder should upload information as scanned copies in pdf format for Eligibility criteria as mentioned in the RFP section 6. Bidder may be requested to submit original copies of scanned copies for verification during technical bids opening.
- vi. Time and date of opening of commercial bids will be informed by email to technically qualified bidder.
- vii. Bidders should have valid class II / III Digital Signature Certificate (DSC) obtained from any certifying Authorities. The authorized representative of the Bidders shall digitally sign the original Technical Proposal and Commercial Bid. Further, all the pages need to bear the official seal and signature of the authorized representative. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.

#### 7.9 Language of Bids

- i. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and OIGR, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- ii. 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 bidder.

#### 7.10 OIGR's rights to terminate the process



- i. OIGR may terminate the RFP process at any time and without assigning any reason. OIGR makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This RFP does not constitute an offer by OIGR. The bidder's participation in this process may result in OIGR selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the OIGR to execute a contract or to continue negotiations. OIGR may terminate negotiations at any time without assigning any reason.

#### 7.11 Withdrawal of Bids

- i. A Bidder wishing to withdraw its bid shall notify OIGR by e-mail prior to the deadline prescribed for bid submission. A withdrawal notice may also be sent by electronic means such as e-mail, but it must be followed by a signed confirmation copy, postmarked at least one day prior the deadline for submission of bids.
- ii. The notice of withdrawal shall:
  - a. Be addressed to OIGR at the address named in the bid Data Sheet,
  - b. Bear the Contract name, the <Title> and < bid No.>, and the words "Bid Withdrawal Notice."
- iii. Bid withdrawal notices received after the bid submission deadline shall be ignored, and the submitted bid shall be deemed to be a validly submitted bid.
- iv. Proposal that is withdrawn in accordance with clause 6.14.i and 6.14.ii shall be returned unopened to the Bidder.
- v. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the specified bid validity period. Withdrawal of a bid during this interval may result in the forfeiture of the Bidder's EMD.
- vi. Bidder should ensure that bid withdrawal notice is acknowledged by OIGR's authorized person.

#### 7.12 Evaluation Process

- i. The Bidder's Bid must be complete in all respects, conform to all the requirements, terms and conditions and specifications as stipulated in the Bid Document.
- ii. OIGR shall appoint a **Bid Evaluation Committee (BEC)** to scrutinize and evaluate the technical bids received. The BEC will examine the Bids to determine whether they are complete and whether the Bid format conforms to the Bid Document requirements. OIGR may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to OIGR.

#### 7.13 Opening of Technical Bid

OIGR shall open the Technical Proposals online, the technical proposal for all bidders will be made available on the E-Tender Site <http://mahatenders.gov.in/nicgep/app>.

#### 7.14 Award of Contract

- i. Bidders who qualify the eligibility criteria will be considered for commercial opening. The bidders with lowest quote (L1) will be considered as the selected bidder. In case, two bidders have quoted the same amount, bidder with the higher annual average turnover as per eligibility criteria (Sr. 3) will be considered as the selected bidder.
- ii. In case, L1 refuses to accept the work order then technically qualified bidders with second lowest quote (L2) will be considered in place of L1, provided, L2 matches the commercials of L1.
- iii. OIGR's decision in respect to evaluation methodology and short-listing the bidders will be final and no claims whatsoever in this respect will be entertained.



### 7.15 Notifications of Award and Signing of Contract

- i. Prior to the expiration of the period of proposal validity, the selected bidder will be notified in writing or email that its proposal has been accepted.
- ii. OIGR shall facilitate signing of the contract within the period of 30 days of the notification of award. However, it is to be noted that the date of commencement of the project and all contractual obligations shall commence from the date of issuance of Work Order. All reference timelines as regards the execution of the project and the payments to the Implementation Agency shall be considered as beginning from the date of issuance of the Work Order.
- iii. At the time OIGR notifies the selected bidder that its bid has been accepted, OIGR will send the Bidders the Pro forma for Contract, incorporating all clauses/agreements between the parties. Within 15 days of receipt of the Contract, the selected bidder shall sign and date the Contract and return it to OIGR.

### 7.16 Performance Bank Guarantee

- i. The selected bidder shall at his own expense, deposit with OIGR, within 30 days of the notification of award (done through issuance of the Work Order), an unconditional and irrevocable Performance Bank Guarantee (PBG) from a list of approved banks as per the format given in this Bid Document, payable on demand, for the due performance and fulfilment of the contract by the bidder. Bidder should preferably deposit PBG from nationalized banks.
- ii. The Selected bidder shall deposit the Performance Bank Guarantee with IGR for an amount equivalent Rs. 65 crores only (Rupees Sixty Five Crores only). All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- iii. Details on validity of the performance bank guarantee are specified under section 1 "General details" of this document. The Performance Bank Guarantee letter format can be found in the Annexure VIII of this document.
- iv. A fresh PBG shall be furnished to the department every year.
- v. The Performance Bank Guarantee may be discharged/ returned by department at the end of the contract upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- vi. In the event of the Bidder being unable to service the contract for whatever reason, OIGR would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of OIGR under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- vii. Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

### 7.17 Failure to agree with the Terms & Conditions of the Bid Document

Failure of the bidder to agree with the Terms & Conditions of the Bid Document shall constitute sufficient grounds for the annulment of the award of contract, in such event the contract may be awarded to the next most responsive bidder(s).

### 7.18 Force Majeure

Any failure or delay by Bidder or OIGR in performance of its obligation, to the extent due to any failure or delay caused by fire, flood, earthquake, or similar elements of nature, or acts of God,



war, terrorism riots, civil disorders, rebellions, or revolutions, acts of government authorities or other events beyond the reasonable control of non-performing Party, is not a default or a ground for termination. If Force Majeure situation arises the Bidder shall notify the OIGR within three days in writing of such conditions and the cause thereof. Unless otherwise agreed by OIGR in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### 7.19 Indemnity

- i. The selected bidder shall indemnify, protect, and save OIGR against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect to services rendered by the bidder.
- ii. Bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its consortium members (if any) and shall be accountable for both.
- iii. Bidder shall agree to hold OIGR, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the OIGR through the action of its employees, agents, consortium members, contractors OEM Personnel etc.
- iv. Bidder shall not disclose any citizen information (email id, phone number, address, property id etc.)

#### 7.20 Service Level Agreements and Penalties

OIGR expects that the Bidder shall be bound by the Service levels described in this document for providing Services and support wherever applicable. Penalty levied for non- performance as per SLA requirements shall be paid by Selected Bidder to OIGR.

The SLA parameters listed below are indicative and actual parameters will be agreed upon with the winning bidder and shall be performing the contract.

- i. Critical and Key infrastructure like Network devices at Data Centre and Disaster Recovery Centre will be supported on a 24 \* 7 basis.
- ii. As a deterrent for delays during implementation, OIGR may levy penalties for delays attributable to the bidder or the participating entities.
- iii. Business / Service Downtime and Deterioration are the key considerations for determining penalties that would be levied on the bidder.
- iv. The inability of the bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invokes the Penalty Clause.
- v. The SLA parameters shall be measured for each of the sub systems' SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools. All such required tools should be provided by the selected bidder. OIGR will have the authority to audit these tools for accuracy and reliability.
- vi. The SLAs have been logically segregated in the following categories:
  - a. Pre-Implementation SLAs
  - b. Post Implementation SLAs
- vii. Commencement of SLA: The SLA shall commence from implementation period itself for adherence to the implementation plan. The penalty will be deducted from the respective phase during pre-implementation. During the post implementation, the penalty will be deducted from the respective the payments.



viii. For details refer Annexure VII.

### 7.21 Confidentiality

- i. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract award.
- ii. Any attempt by a bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his bid.

### 7.22 Contract termination

- i. Termination for insolvency: OIGR may at any time terminate the contract by giving 30 days written notice to the Selected Bidder, if the later becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the OIGR.
- ii. Default is said to have occurred:
  - a. If the Selected Bidder fails to deliver any or all contracted services as per service standards specified in the Contract.
  - b. If the Selected Bidder fails to perform any other obligation(s) under the Contract
  - c. If the Selected Bidder in the judgment of the OIGR has engaged in corrupt or fraudulent practices in competing for or in executing the Contract
- iii. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from OIGR, OIGR may terminate the contract / work order in whole or in part.
- iv. In situation of insolvency of the Selected Bidder, OIGR shall recover the due funds from bidder and settlement to be done as per the guidelines of Authority.
- v. To ensure continuity of the project, in case the selected bidder is terminated before the end of the concession period, the selected bidder shall transfer all the assets deployed for the project not restricted to end point hardware, network devices, connectivity, software licences, etc, to OIGR ensuring business continuity, the department may ask the selected bidder to continue its services until a new agency is on boarded or as the OIGR deems fit to do so.

### 7.23 Exit Management Plan

#### Exit Management Purpose

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

#### Transfer of Assets

The Selected Bidder shall procure the Assets in its own name as per the Scope of Work in the RFP and will be entitled to install and assist in operating and maintaining these Assets for the duration of the exit management period in service, which shall be not more than six months period from the date of expiry of contract, or termination of the contract whichever is earlier. The Authority shall be entitled to serve notice in writing on the Selected Bidder at any time during the exit management period as detailed herein above requiring the Selected Bidder to provide the Authority with a complete and up to



date list of the Assets within 30 days of such notice. Upon service of a notice under this Article the following provisions shall apply:

- In the event, if the Assets to be transferred are mortgaged to any financial institutions by the selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Authority.
- All risk in and title to the Assets to be transferred / to be purchased by the Authority pursuant to this Article shall be transferred to the Authority, by the last day of the exit management period.
- Payment to the outgoing Bidder shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.
- The outgoing Bidder will pass on to the Authority and/or to the Replacement Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favourable to the Authority / Replacement Bidder, than that enjoyed by the outgoing Bidder.

### **Confidential Information, Security and Data**

The Selected Bidder will promptly, on the commencement of the exit management period, supply to the Authority or its nominated agencies the following:

- Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to project, project's Intellectual property rights; any other data and confidential information related to the Project.
- Project data as is reasonably required for purposes of the project or for transitioning of the services to its Replacing the Selected Bidder in a readily available format.
- All other information (including but not limited to documents, records, and agreements) relating to the services reasonably necessary to enable the OIGR and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the Services to the Authority or its nominated agencies, or its replacing vendor (as the case may be).

### **Rights of Access to Information**

At any time during the exit management period, the Selected Bidder will be obliged to provide an access of information to the Authority, its nominated agency and / or any replacing vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other material related to the project.

#### **7.24 Data Sharing**

Selected Bidder will not share OIGRs data, with or disclose it to any third party without prior specific and informed written consent of the OIGR, except as required by law.

## **8. Scope of Work**

The high-level scope (Including but not limited to) and indicative technical specification is mentioned in below section. However, the Selected Bidder is required to carry out assessment of the existing infrastructure available to derive the final quantity required.

The Selected Bidder or agency shall be responsible for providing entire solution that includes (but not limited to):

- i. Manage front-end delivery of the OIGR services through provision of adequate manpower and operational support to the offices of the department.



- ii. Design, Supply, install and maintain IT infrastructure (End-to-end Hardware, application, networking, and portal). Undertake the maintenance activities of all such supplied hardware for the duration of 5.5 years contract period of this project. During this time shall such hardware components shall be functional and operational.
- iii. Create a centralized IT system for the OIGR
- iv. Manage the overall physical and technical scalability of the infrastructure and operations
- v. Need for a proper monitoring of the 'digital footprint' of the process of registration at IGR offices to track the exact time taken. This would be done through electronic token generated by the user when s/he enters the office by displaying his/her AADHAR card and that process would be inaccessible by the selected bidder or agency so that independent assessment of the time taken can be captured.
- vi. Following is the desired To-Be Model for the IGR offices:

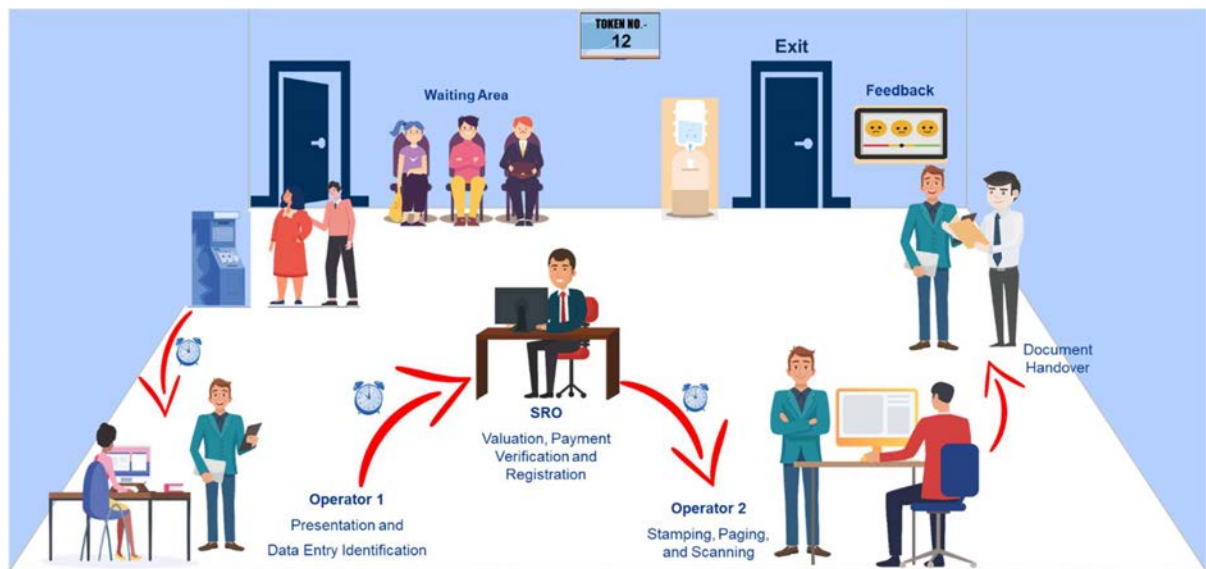


Figure 2. To-Be Model for IGR Offices

**Note:** Above is just for illustrative purpose, bidders are free to design their own model provided all the departmental activities and process flow remain unchanged.

The responsibilities of the Selected Bidder shall include the following:

### 8.1 Assessment, Design and Project Management

- a. Study of the existing "Functional System" being manned, managed, executed and supported by the present Implementation Agencies.
- b. Requirements Gathering and Analysis - Study the existing IT & Non-IT infrastructure of all the OIGR offices at tehsil, district and regional level as mutually decided, System Requirements Study.
- c. The Selected Bidder needs to prepare an Integrated Project Plan for the entire assignment that covers detailed tasks which are intended to be performed, as part of the assignment. Implementation Plan.
- d. The Selected Bidder will conduct a detail site survey for the CCTV installation and will prepare and submit the following documents post site survey.
  - i. Detailed Design Documents.
  - ii. Detailed Block Diagram.
  - iii. Detailed E&C Drawing.



- iv. Detailed of Civil work plan to be conducted for CCTV installation.
- v. Implementation plans including timeframe, milestones, and deliverables at various stages of implementation.
- vi. Training plans.
- vii. The strategy for maintaining the offices under the scope.
- viii. Manpower deployment plan.

The OIGR team will validate and approve the above documents.

- e. **Proof of Concept:** The Selected Bidder will have to arrange for a demonstration of the Hardware (IT, Network), Software and compatible consumable items (toner cartridges) as mentioned in the list of items to be decided in CA. However, outcome of the demo will be judged on a following point scale for declaring that its satisfactory:

**Table 6. Parameters to judge the presentation outcome**

| Sr. No. | Parameter                                  | Point of Scale                                                               |
|---------|--------------------------------------------|------------------------------------------------------------------------------|
| 1       | Proposed Hardware Technical Specifications | As per Specs defined in the RFP or latest generation available in the market |
| 2       | Functionality or Performance               | Exceeds the OIGR's expectations                                              |
| 3       | Ease of use                                | User Friendly and easy to adopt                                              |
| 4       | Process and Flow                           | As per OIGR's requirement                                                    |
| 5       | Flexibility                                | Flexible to make changes in integrations as required                         |
| 6       | Time Taking for overall defined processes  | Mitigates the timelines defined for the documentation process                |

- f. Manage entire project from conceptualization to operationalization and maintenance as well as subsequent transfer of infrastructure/ applications and handholding for the duration of this contract. Selected Bidder must be in position to transition the services or transfer the role and responsibilities along with the hardware and software as part of the RFP Scope of Work with the terms & conditions set forth in the contract agreement to the newly onboarded Service Provider or to the Department's authorized personnel or Department appointed agencies. For more details, please refer the Exit Management Plan.
- g. Quality Standard Compliance - Obtain relevant Certifications and adherence to respective Industry Standards as detailed later in this project.
- h. The Selected Bidder must be a competent provider of a variety of information technology and business process management services. The Selected Bidder will keep abreast of the relevant technical, managerial, and operational requirements applicable, best practices and share its knowledge with the Department Personnel or Department appointed agencies along with recommendations for the betterment of the system. Selected bidder must share such requirements related to best practices, technology upgrades, etc. every six months and also share detail implementation plan with Risk and Dependencies, Risk mitigation plan, and timelines required to implement.

## 8.2 Supply, Installation & Maintenance of IT Hardware:



Supply, installation, configuration and commissioning of user level hardware/ client site infrastructure and supply consumables to the Office of Inspector General of Registrations and Controller of Stamps of Maharashtra:

- a. The Selected Bidder must procure, install, and successfully commission the suggested hardware at all project locations in such a way that the implementation plan does not suffer
- b. The Selected Bidder must ensure that latest available hardware equipment, meeting the minimum specifications indicated in Annexure XII are supplied to the department.
- c. The selected bidder must always supply new, unused and in warranty products along with any COTS software licenses required for smooth functioning of operations at the offices mentioned in Annexure IX.
- d. The Selected Bidder must supply consumables like toner cartridges for the offices based on usage and requirement of the office. Quarterly requirements will be shared by the offices. Refilled/refurbished toner cartridges will not be allowed.
- e. The Selected Bidder must carry out quarterly maintenance/repair activity of all the hardware supplied to the offices.
- f. Replacement under warranty clause shall be made by the Selected Bidder free of all charges at site including freight, insurance, and other incidental charges. During the warranty period, the Selected Bidder shall remain responsible to arrange replacement in next Business Day or as per SLAs finalized and for setting right at his own cost any equipment installed by him which is of defective manufacture or design or becomes unworkable due to any cause whatsoever. The decision of the department or its representative in this regard to direct the Selected Bidder to attend to any damage or defect in work shall be final and binding on the Selected Bidder.
- g. Selected Bidder shall arrange to increase the number of PCs/ Laptops/other ICT hardware at short notice of 3 working days in order to meet the increased workload expected during seasonal loads at no additional cost to Department.
- h. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years.
- i. Buyback of old hardware and network equipment, which is not older than 5 years
  - As the replacement of old working hardware/network equipment's, the Selected Bidder must buyback the equipments, as per Government norms, which are replaced during the contract period.
  - Non return of Hard Disk: As a Security measure, Faulty/old Hard Disk of Desktop Computers/ Laptops etc. will not be part of buyback.
  - Hardware items under buyback will be received by the Selected Bidder on "as is where is" basis. It would be the Selected Bidder's responsibility to collect the old working hardware/network equipment's (computers, printer, scanners, routers, switches, modems etc.), from respective office locations. Department will not provide any transportation towards for this.
- j. It would be Selected Bidder's responsibility to ensure safe disposal of e-waste comprising discarded hardware/ electrical/ electronic equipment/ components (like used toner cartridges) taken under buyback or other arrangement following the environmental norms and e-waste policy of the State Government.
- k. Department will however reserve its right to withdraw / modify / retain some or all hardware/network equipment at the time of actual delivery.

### 8.3 Maintenance & Management of the Infrastructure

- a. Selected Bidder shall be provided with the rights and obligations (except specifically excluded ones like payments) of the department vis-a-vis the hardware suppliers for the overall management of hardware services including monitoring of their performance as per the Service Level Agreement (SLA).



- b. The Selected Bidder should provide all the consumables to achieve expected levels of service. The consumables should be procured from the OEMs or its authorized suppliers only and no refilling, replacement in lieu of originals etc., would be permitted. The Department is entitled to cross verify with the OEM Company or its authorized supplier about the genuineness of the consumables used.
- c. Maintenance of cabling and ensuring uninterrupted power supply using the resources procured by the Selected Bidder himself. However, for the additional hardware, if any, provided by the Selected Bidder, the necessary backup should be provided by the Selected Bidder himself.
- d. If necessary, selected bidder should also assist in installation of software/hardware supplied by the department.
- e. Ensure the system is up all the time and manage the replacement or refurbish of the system, if required. Necessary applications may be reinstalled, if necessary.
- f. As major electricity consumption is for the service to be performed by the Selected Bidder, it will be the responsibility of the Selected Bidder to pay the monthly electricity bills during the entire period of their operation. The Selected Bidder is expected to take care of the electricity bills of all the office. In case of Air Conditioning, the Selected Bidder shall arrange a separate sub-meter and the payment for the Air Conditioning would be borne by the department. Any outstanding bills before the date of taking over by the Selected Bidder will be paid by the department.

#### **8.4 Design, Supply, Installation & Maintenance of Network**

The Selected Bidder is expected to draw out and recommend detailed specifications for the network that needs to be used for all the Departments in the scope to perform satisfactorily. Recommendations made must be forward-looking with at least a ten-year horizon to start with and recommended network should be able to accommodate any scaling up by 3 times requirement necessitated in future.

Selected Bidder to make sure the implementation plan and actual implementation, network integrations, etc. will not disrupt the existing services.

The selected bidder has to coordinate with CSP for whitelisting of all IP's.

##### **8.4.1 Provision of Network connectivity**

#### **IGR offices**

The Selected Bidder shall either takeover the existing network services provided to IGR from the current vendor or shall decide to set up, manage and operate a new network infrastructure/ service for IGR. The Selected Bidder, in either case, shall ensure that following scope is met:

- Selected Bidder shall provide two MPLS VPN Layer 3 Network connectivity links (Primary and Redundant) of minimum 2 MBPS bandwidth from two different Network Service Providers for each of the locations provided by IGR for a period of 5 years.
- Selected Bidder must provide Layer 3 MPLS VPN link on dedicated ports with 1:1 committed flow and the configuration must be visible on real-time monitoring dashboard. The end point deliverable at each location should be on Ethernet Interface. Department will give order for connecting offices through MPLS connectivity (primary and redundant) as and when need is felt in each office. The locations where MPLS connectivity is to be provided is given in Annexure A. Wherever ordered, wired connectivity has to be given without failure. In case, the office is relocated to any other location, the Selected Bidder should provide connectivity at the new location along with hardware setup without any extra charges. The Bidder will provide the necessary network infrastructure for the same.
- The Selected Bidder shall be required to provide end to end connectivity from the DC/DR site till desktop in office. After the router, LAN is already in place in office. This router has been



provided by the existing telecom service provider. Selected Bidder should do all kind of internal cabling till CPE router for successful commissioning of the required MPLS link without any additional cost to the department.

- The redundant MPLS link should work in active-active mode and auto failover mechanism to the Primary MPLS link with full load at the locations.
- It is the responsibility of Selected Bidder to ensure active-active configuration and auto failover of links i.e., when present MPLS link gets failed, the complete location traffic should switch over to another link without any downtime for the locations. Selected Bidder should work in close coordination with Facility management team for achieving active-active link configuration and auto failover configuration.

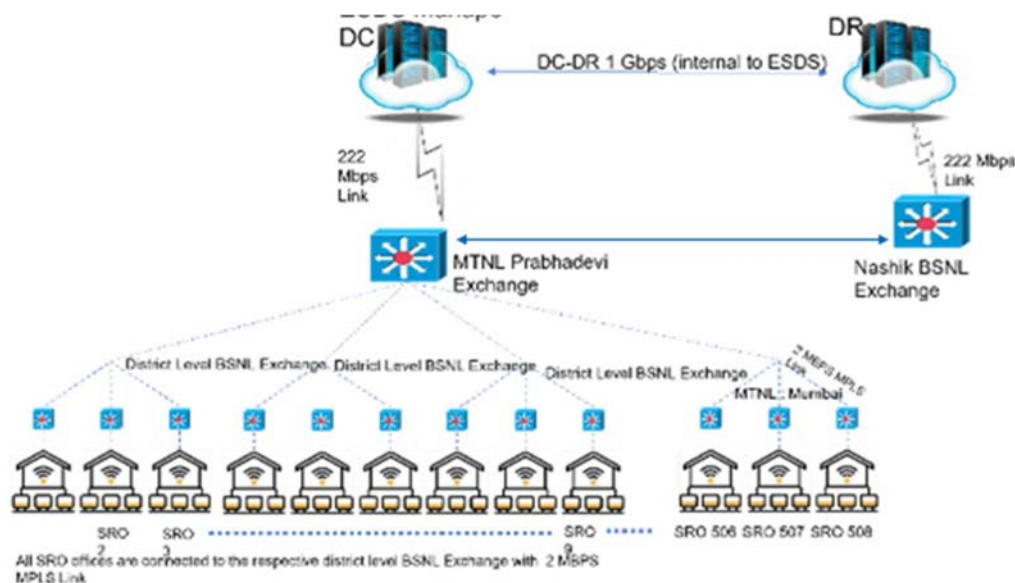


Figure 3. Current High-Level Architecture

- **Internet Connection as Backup:** Apart from two MPLS links provided to the offices, Selected Bidder has to provide an Internet Connection with minimum bandwidth of 10 MBPS as a backup. In case of failure of both MPLS links, the office should be able to use VPN over Internet (SSL VPN/IPsec VPN) to ensure business continuity. Selected Bidder should ensure that not more than 1% of offices are on working on Internet at any point of time.
- The Selected Bidder shall provide the Router for commissioning of Backhaul links and will be under his scope and maintenance. The configuration part shall be taken care by the Selected Bidder and has to ensure that all the requisite applications are accessible on the links commissioned by Selected Bidder.
- Selected Bidder should do the site survey of all locations for delivering the requested MPLS link at identified locations. All site survey reports should be recorded and submitted to nodal officer as and when required with proper acknowledgment from concerned location officials.
- Department will only provide Rack space and required earthing voltage for installation or commissioning of required links in respective locations.
- Uninterrupted power supply to be ensured by the Selected bidder. The same can be achieved by a combination of UPS (for short time) and Generators (for longer power shortages). The Bidder shall assess the requirements for each site for the type of power sources required. All the operating costs for this power back up arrangements including fuel cost, maintenance, manpower etc. shall be in the scope of the Selected bidder
- Proper cabling at each location end or DC/DR location should be done neat and clean with proper tagging and duct by the Selected Bidder as per the below section:



**Bandwidth requirement for the Integrated Command Control Centre (CCC):**

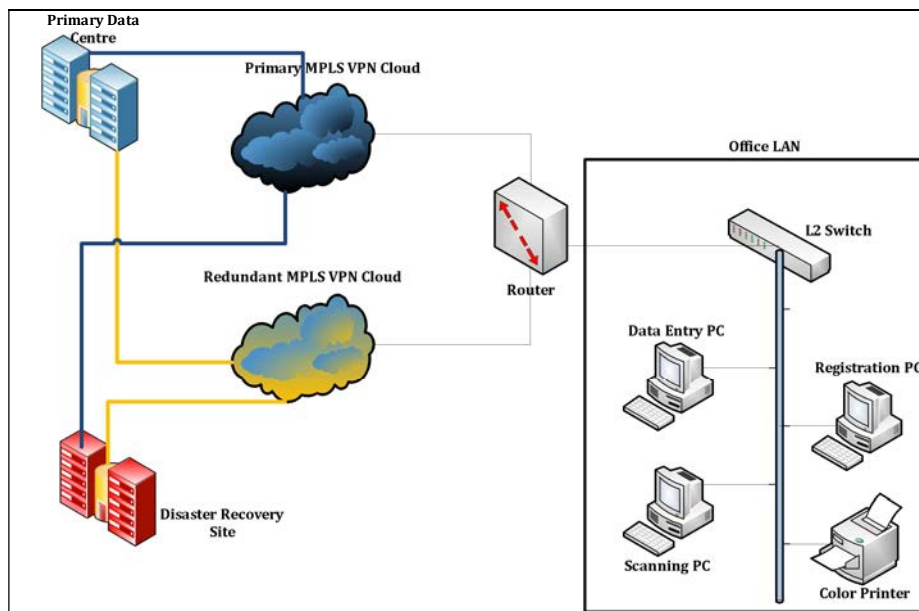
- **Command Control Centre (CCC)** – 200 MBPS Broadband connection, and MPLS links similar to IGR Offices mentioned above in this section 9.4.1.

**Cable Installation, Fibre Infrastructure installation** - The works carried out shall comply with the PwD / State of Maharashtra guidelines for similar works.

Fiber backbone infrastructure is an important component of the network infrastructure that shall enable the delivery of all the key and important services to be made available to the users with seamless access.

**8.4.2 Provision of all necessary Network equipment**

Please refer to Network architecture diagram for IGR Department below:



*Figure 4. Network Architecture Diagram for IGR*

The minimum technical specifications requirement for the network components are given in annexure.

It would be a successful Selected Bidder's responsibility to configure the Redundant MPLS link connectivity in such a way that primary connectivity can also be configured with fall back mechanism. This should be achieved with required configurations at the Router where both links will terminate. End users' operations and PC configurations should not be affected any time during WAN link swapping. Configuration of router should be done in such a way that at the time of failure of primary connectivity, switching to redundant connectivity should happen automatically. Without such an arrangement at the router, the work & responsibility of the vendor will not complete.

Successful Selected Bidder will be expected to arrange all the installation equipment (router, switch, etc.) And tools required for the installation of the system.

The Successful Selected Bidder shall install and commission the active network equipment as well as passive network components as per approved deployment design. Necessary network devices such as Router/Mux/Rack along with necessary cabling as per Industry Standard to be provided by Selected Bidder without any additional cost. Selected Bidder has to deliver the link up to the location's router and terminate on the required interface of router with prior consent/information to concern team.



The Selected Bidder shall provide L3 VPN Circuits (Virtual Private Network - IP Security enabled) on stable wired media as last mile, as ordered. Selected Bidder should make all arrangement for providing the end point viz. converter etc. Selected Bidder should ensure there should not be any service degradation by using such external media at ordered locations. On 100% locations, the Selected Bidder has to commission the link via Ethernet interface.

All the work shall be done in a conscientious manner as per the OEM guidelines and best industry standards and follow the best practices.

Local regulation/ codes shall be followed at all times. The Successful Selected Bidder shall follow all Safety Regulations and practices.

The Successful Selected Bidder shall not cause any damage to Government buildings/other premises and property and will perform restoration if any damage occurs. Trenches, path cutting etc. will be backfilled and restored to the original condition immediately after laying of the conduit/cable. The Selected Bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material.

The Selected Bidder shall configure the network equipment, transmission medium, and servers/desktops etc. for end-to-end user to access applications/services.

The Selected Bidder shall be responsible for the installation and configuration of software applications/modules for the Network Management and security management.

#### **8.4.3 Provision of central pipe connectivity at DC/DR**

Spoke locations mentioned in Annexure IX has to be connected to hub location Data Centre (DC).

Selected Bidder should provide adequate capacity dual Backhaul links at DC and DR sites. Selected Bidder has to do the sizing of backhaul link as per the number of locations order received is the number going to reflect in the backhaul between DC and DR location.

Selected Bidder should ensure both backhaul links (DC and DR) to be delivered and commissioned before the commissioning of MPLS Link at the location. There will be no separate cost for backhaul links in the project. Selected Bidder shall ensure to upgrade the bandwidth of DC/DR backhaul links to minimum 2 times bandwidth if the utilization of DC or DR Backhaul link exceeds 75% (on Real time) during the contract period and at any point of time.

Selected Bidder should provide Backhaul links at department's DC and DR sites only on wired Fibre media with routers, modems, cables up to CPE etc. at DC and DR locations with no extra cost. Rack space and power supply only for these links will be provided by department

The last mile of Backhaul delivered link PoP should be highly redundant and there should not be any single point of failure. The core MPLS backbone should be fully meshed. Selected Bidder has to submit the declaration for this clause during bid submission.

Selected Bidder has to provide central connectivity till the IGR servers in the Data Centre at the time of providing connectivity at 1st spoke location. For this they need to fully cooperate with the DC team. Selected Bidder needs to arrange its own networking equipment/tools/cable/accessory or any other hardware item to provide central connectivity. Selected Bidder has to provide necessary documentation, CRFs, cables and other connectivity related hardware items to DC/DR to provide central connectivity.



Spoke locations as ordered by the Department has also to be connected to hub location Disaster Recovery Centre (DR). In case of disaster, the switchover should happen within 5 mins of declaration of disaster. Disaster will be communicated to the Selected Bidder through email/phone/fax. Selected Bidder should have provision in network to take care of bandwidth on demand requirement (for connectivity with DC, DR, and other special locations). Selected Bidder has to fully cooperate with the Department and other stakeholders to make all the spoke locations LIVE from DR site.

Department may also decide to run the entire spoke locations, at its own discretion, any number of times, from the DR site, even in the absence of any disaster. In such cases also, vendor has to upgrade the bandwidth and has to support as mentioned above.

Selected Bidder has to provide central connectivity till the IGR servers in the DR Centre. For this they need to fully cooperate with the DR authorities. Selected Bidder needs to arrange its own networking equipment/tools/cable/accessory or any other hardware item to provide central connectivity.

#### **8.4.4 Provision of Network Operations Centre (NOC) / Network Monitoring System**

Selected Bidder has to provide Network Monitoring System. It is expected that Selected Bidder shall regularly monitor the SLA parameters through this system and also the real time monitoring dashboards made available to the IGR Department personnel or to appointed agencies to keep monitor the systems. Also selected bidder to enable the appropriate access to Department Personnel or appointed agencies on monitoring tools to monitor, download the reports. Some of the expected features of Network Monitoring System (NMS) are:

1. Generate all the reports required to monitor SLA.
  - a. NMS should generate in tabular format on real time basis the total locations to be connected, the locations connected at the time of generation of such report, the locations not connected at the time of generation of such report and date & time since such locations not connected.
  - b. NMS should generate in tabular format the total working time (in mins.), uptime (in mins), downtime ('From' date & time, 'To' date & time & duration in mins), and uptime percentage of individual links, of all links across all the locations on a daily, weekly, monthly, and yearly basis. NMS should also be able to aggregate the above information at state level, Division level and district level.
  - c. NMS should have facility to mark holidays separately for each location/all the locations of JDR/all the locations of DIG.
  - d. NMS should generate in tabular format the allocated bandwidth (in MBPS), consumed bandwidth (in Mbps) and bandwidth utilization percentage of individual links, of all links across all the locations on real time basis. NMS should also be able to aggregate the above information at IGR level, DIG level and JDR level.
  - e. NMS should generate necessary and sufficient reports for Latency, Jitter and Packet Loss to monitor SLA
    - i. The Offered Network Management Solution (NMS) solution should support at least the following. The detailed technical specifications are mentioned in this RFP document.
    - ii. NMS Software should support Graphical view up to port level for the all the devices.
    - iii. Discovery of Network Elements.
    - iv. Real time Traffic monitoring of Network Links and Devices with Historical reports for various periods.
    - v. NMS should be capable of checking health of all connected network devices
    - vi. NMS should be capable of monitoring real time network performance
    - vii. Management based on SNMPv1, SNMPv2, SNMPv3 & MIB etc.



- viii. Configuration of thresholds for Generating alarms.
  - ix. Configuration of alarm actions (visual, audible, email, etc.) for each network element
  - x. Should be able to provide secured windows-based consoles/secured web-based consoles for accessibility to NMS.
  - xi. Should have web browser interface with username and Password Authentication.
  - xii. Administrator/ Manager should have privilege to create/modify/delete user.
  - xiii. NMS should have support for SNMPv3 & IPv6, including dual-stack IPv4 & IPv6 to provide flexibility in protocol strategy and implementation.
  - xiv. The offered NMS solution should be Scalable, Secure, Robust, Advanced,
  - xv. State of Art, flexible, easy to deploy, reliable, built-in redundancy and should
  - xvi. Support distributed architecture along with 3rd party integrations.
  - xvii. Should provide Network Engineer to monitor the operations at the NOC 24\*7.
  - xviii. The Selected Bidder shall be responsible for Supply of all necessary Hardware, Operating System (OS) Software, Application Software, Database etc. The NMS shall be deployed & be operationalized at Location specified by IGR (M.S.), Pune.
2. NMS should have alert system (preferably an alarm and mandatorily a visual alert) to immediately alert the user about any fault/connectivity loss.
  3. NMS should generate reports in various formats like text reports, graphs, pie charts showcasing information on the connectivity as desired by Department.
  4. NMS should generate reports in both pdf and excel formats which should be available for download. All the reports getting downloaded should be formatted and in usable format.
  5. NMS should generate daily, weekly, and monthly reports as applicable
  6. NMS should be able to generate all the reports for at least last 5 years.
  7. NMS should be accessible to the Department over internet (preferably) or over MPLS VPN.
  8. All the reports should be generated in both the manners i.e., by measuring parameters till router and till desktop.

**Note:** Successful Implementation of the NMS project will be the sole responsibility of the Selected Bidder to arrange for anything & everything required to meet the Project specifications and/ or deadlines. It is the responsibility of the Selected Bidder to provide a complete solution.

#### **8.4.5 Reporting and Documentation**

The vendor shall submit the following documents to the department:

##### **1) At the time of start of the project**

Vendors need to submit following documents at the start of the project as per 'Project Implementation Schedule'

- a. *Risk Mitigation Plan:* List of all possible risks and methods to mitigate them
- b. *Escalation Matrix:* A detailed list of contact persons with contact details, whom to contact on arrival of issues with issue handling time shall be submitted by the vendor.

##### **2) After completion of the implementation**

- a. Site diagram showing exact location of connects
- b. Bill of Material used for the site and for this project
- c. Number of data connects which are active and those, which are not.
- d. IP addressing scheme of all the WAN Nodes in the project.

All the above diagrams and documents should be submitted within two weeks of the completion of implementation.



### 3) During Maintenance and support period

Following reports in hard format should be submitted monthly and at the time of submission of invoice for the period of invoice

#### a. Uptime Report

Vendors need to submit uptime calculation of every link (including both central connectivity) as per SLA on monthly basis.

#### a. Latency, Jitter and Packet Loss report

Vendors need to submit report mentioning monthly average values of Packet Loss, Latency and Jitter of all the links separately in a month.

#### a. Payment Report

Along with invoice, vendor need to submit payment & penalty calculations. All the penalty calculations should be supported with sufficient reports as explained above.

### 8.4.6 Maintenance and Support

Selected Bidder needs to provide maintenance and support from server placed in DC/DR till router in State (HO) office.

Selected Bidder should manage the entire network components involved in end-to-end connectivity (from server till client end router). Maintenance and management of last mile link/media and network equipment will be the responsibility of the Selected Bidder.

- a) Vendors need to deploy one network engineer as its representative to the Department during the entire period of contract. This engineer will act as SPOC from the vendor side. This engineer will coordinate with IGR department to provide maintenance and support services as mentioned below. This engineer will be responsible to provide all the reports required to monitor SLA. This engineer will also be required to log tickets and do necessarily follow up in case of any issue in network. Further responsibilities of this person may be defined later by the Department. IGR Dept. reserves the right to interview the Network Engineer proposed that will be deployed as part of the Project. If the proposed resource is found unsuitable, IGR Department may reject the employment of the personnel and ask for a replacement.
- b) Vendor shall provide support to the Department through different channels like call centre, email, web portal etc. Department should be able to log its complaint through any of these three channels. Selected Bidder should note that this will be apart from the Network Monitoring System provided to IGR(M.S.), Pune. Key features of this helpdesk are as follows:
  - The support service shall be provided in Marathi and English
  - The support service will serve as point of contact for all network, hardware and software related issues which comes under the purview of vendor
  - The support service team of vendor shall track and route all requests to ensure issues are resolved in the agreed timeframe as mentioned in this RFP
  - The vendor shall submit a monthly report on the number of complaint tickets submitted, number of complaint tickets in progress of resolution and number of complaint tickets resolved with other details like

✓ Name of Office from where call was raised



- ✓ Name of person logging call
  - ✓ Contact number of the person logging call
  - ✓ Date and time of Call log
  - ✓ Date and time of Call resolved
  - ✓ Name of person resolving call
  - ✓ Contact number of the person resolving call
  - ✓ Time between call logged and resolved
  - ✓ Number of pending calls with reasons
- c) Vendor should provide a minimum 4 level escalation matrix which needs to be contacted in case problem is not resolved through above mechanism in agreed timeframe. The matrix should have person name and contact details (Landline number, mobile number, email id, official address) clearly mentioned.
- d) Vendor should carry sufficient inventories to ensure ex-stock supply of consumables and spares for network infrastructure for rendering aforesaid services. The Selected Bidder shall ensure availability of spares in stock for immediate delivery.
- e) Vendor should carry out software upgrades, updates and apply patches to network equipment during the tenure of the contract at no extra cost.
- f) Vendor will provide on the site corrective and preventive maintenance support for the network equipment supplied by them and existing inside the office for the project. The Selected Bidder should ensure that all the systems operate without defects.

#### **8.4.7 Operational Training**

The Selected Bidder will have to train users nominated by IGR, Pune for a day (full-time) at his cost for operation of all the network infrastructure items supplied and installed at each location. The training will be as per the satisfaction of the client/end user.

#### **8.4.8 Urban Mahanet/Bharatnet as Redundant MPLS network**

The State Government is implementing Urban Mahanet and Bharatnet project through MahaIT (State owned company). Under these projects, the Government is providing MPLS and Internet connection to all offices of State Government. So, in future, when such connectivity is made available to the offices of the department, the ISP should disconnect one of his MPLS link and configure this link in auto-failure at those locations. Even after these changes, the SLA and penalty applicable would remain same for the services provided by the selected bidder.

#### **8.4.9 Technical Aspects for network connectivity**

- a. The basic objective of taking two MPLS connectivity is to ensure business continuity at office. In such a case, if both MPLS links are also down then entire objective of taking redundant connectivity fails. Therefore, vendor selected through this tender should ensure that either of the MPLS link is always up.
- b. The Selected Bidder should ensure there is no single point of failure between PoPs.
- c. The bandwidth provided by the Selected Bidder should be available in full duplex mode with any to any configuration in MPLS Cloud network.
- d. The successful Selected Bidder should have predefined traffic transport QoS (Quality of Service) parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.
- e. The Selected Bidder should provide Private MPLS VPN Network which should not be integrated for any other entity.
- f. Selected Bidder should provide detailed solution design explaining each component. Selected Bidder should also point out all the assumptions made. Selected Bidder should provide mapping, configuration and password of all equipment provided by the SIs.



- g. The Selected Bidder must submit full details of his network back bone infrastructure covering technical design and architecture, capability (coverage of voice/Video/data etc.) redundancy features (multiservice provider backbone, Multiple NOC, bandwidth details including flexibility and scalability features) and security features (MPLS/ IP security etc.)
- h. Selected Bidder should also provide entire details of the enterprise network architecture to be provided including the backbone and access and list of equipment used (along with their technical details) and should provide details of the hardware to be used at the DC for central pipe. Selected Bidder should provide web reporting of all the reports mentioned above
- i. The network should be available 24 X 7. However, following uptime should be provided:

#### At DC and DR

The Selected Bidder should provide a monthly uptime of 99.5% for the connectivity at DC and DR calculated monthly on total available minutes in that month. The percentage uptime or link availability shall be calculated on monthly basis as follows:

$$\text{Link Availability (in \% DC or DR)} = [(TH - TO) / TH] \times 100\%$$

Where,

**TH** = Total number of minutes in month which shall be calculated as,

Number of calendar days of office in month × 1440 mins (24 hrs)

**TO** = Total outage minutes in calendar days in a month for consideration.

#### At spoke locations till router

Selected Bidder should maintain site uptime of 98.5% till router for all the locations, calculated monthly on total available minutes in that month per office location. The percentage uptime or link availability shall be calculated on monthly basis as follows:

$$\text{Link Availability (in \% in an office location till router)} = [(TH - TO) / TH] \times 100\%$$

Where,

**TH** = Total number of minutes in month which shall be calculated as,

Number of working days of office in month × 960 mins (6 AM to 10 PM per day)

**TO** = Total outage minutes in working days in working time (6 AM to 10 PM per day) in a month for consideration.

Downtime will start as soon as the department/department's representative logs a complaint with service provider or the NMS detects the problem or as soon as alert through e-mail or SMS is received with the timestamp.

- a. Selected Bidder has to ensure that in case of failure of primary connectivity, the switching of iSARITA system from primary to redundant should take place instantaneously maximum up to 5 mins. Otherwise, penalty would be levied as per SLA.
- b. Selected Bidder should create a separate VPN only for IGR (M.S.), Pune network and in no way the VPN should be shared with other customers sharing the network backbone. Selected Bidder should provide declaration as the delivered MPLS VPN Networks are fully isolated from Internet



- traffic in their network and separated at device level as well. The MPLS Networks (Primary and Redundant) must be accessible to the department nodes only.
- c. Network should be capable of running Voice, Video and Data. As of now, IGR (M.S.), Pune will be using the network only for Data. But it may use voice and video in the future. Network should fully support any Video Conferencing solution implemented by the Department in future.
  - d. Selected Bidder should have capability to run IPV6. Upgrade to IPV6 if required will have to be done without any extra cost to IGR (M.S.), Pune.
  - e. Selected Bidder should ensure that they configure network link in such a way that there is no change in the IP scheme being currently used by the department or suggested by DC. In case of a change, Selected Bidder will have to follow the instructions regarding provisioning of new IP.
  - f. Latency should not exceed 100 MS for ICMP packet size of 1024 Bytes.
  - g. The jitter should not exceed 30 MS.
  - h. The PLR should not be more than 1%
  - i. Various VPN configurations made for the department's VPN by the Selected Bidder should be shared with the department. Selected Bidder should also allow audit of the same by external independent auditors if appointed by department. Any high and medium risk vulnerabilities pointed out in Audit should be immediately rectified by the Selected Bidder without any extra cost to the purchaser.
  - j. The service provider should ensure that major security features against attacks as mentioned below are implemented in their network:
    - Protection against all kinds of attacks including DOS attacks, SYN attacks, smurf attacks etc.
    - Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.
  - k. The last mile connectivity at the Data Centre should have full redundancy.
  - l. The service provider must provide the network links that must be on Hub and Spoke star topology.
  - m. Selected Bidder should provide connectivity with minimum number of "hops" for all links.
  - n. Bandwidth should be upgradable on request from department on selective basis, in case there is any such need in the future
  - o. All the POPs from where the network connection is provided to the department should have redundancy of equipment, links, power, backhaul connectivity etc. Service provider needs to confirm it in writing.
    - The proposed bandwidth for department must be dedicated (1:1) at each site and on dedicated ports.
    - Selected Bidder should have independent Network Operation Centre with 9x6 support to take care of the complete network management requirements. Selected Bidder should furnish details of Toll-Free number, email id and other phones for logging complaints. Selected Bidder should submit an escalation matrix for the same.
    - Selected Bidder has to provide portal to department which can be used to monitor the SLA parameters and log the Trouble tickets through the same.
    - Selected Bidder should facilitate availability of service centres/service personnel across Maharashtra to attend faults in the offices and should be resolved as per the SLAs defined.

## 8.5 ICCC

The Selected Bidder shall establish Integrated Command & Control Centre (ICCC) and shall deploy one manager in the 3 ICCCs at OIGR for handling operational issues. ICCC will be set up at a location of OIGR's choices. The selected bidder shall deploy one manager per division in the Call Centre in IGR office along with necessary infrastructure support (hardware, necessary software, landline and mobile).

In line with the vision to implement state of art managed network and monitor the entire connectivity deployment, an integrated Command & Control Centre has been envisioned to monitor, manage,



control, analyse, and communicate to and fro regarding operations, management, and health of the network, along with managing events and incidents.

### **8.5.1 Key Objectives & outcomes of Integrated Command & Control Centre**

1. To serve as a unified monitoring and decision-making hub.
2. To serve as a Centralized Operating Centre for monitoring for all network & connectivity activities.
3. To serve as central information, communication, incident management, and decision-making hub including interface with other government and external agencies

### **8.5.2 Components of the Command & Control Centre**

1. A video wall depicting visualization, real-time view, analytics, reports, and flashing alerts wherever attention is required.
2. The operator terminals shall have specific views for respective project to be monitored by the concerned staff
3. A centralized dashboard of the Network Monitoring Solution (NMS) that shall monitor and aid in managing all the network components and network security for each of the offices
4. A dashboard for monitoring Integrated Platform and all applications and services
5. A centralized dashboard for all project metric, trend analysis etc.
6. The Selected Bidder shall coordinate and communicate with all the associated vendors (for ex. CSP), supervise, and provide integrated monitoring to the department.
7. The Selected Bidder shall streamline and standardize the issue identification and resolution processes and systems

## **8.6 Software Applications**

1. Selected Bidder shall supply adequate IT manpower towards development, maintenance and upgradation of applications which shall be decided at the time of CA: Provision, deployment and supervision of personnel required for system operations.
2. The scope shall consist of Design, development, maintenance, and Management of Software along with Software training / Capacity building as required for staff
3. Evaluate the existing application systems/Suites for the following: (a) assessment and recommendation on continuation on the existing system or implementation of a new system (b) upgradations on the existing system if it is to be continued (c) business process re-engineering as required.
4. **The High-level Architecture document** should give the complete architecture of the proposed systems. SRS should include, but not limited to:
  - a. Solution architecture.
  - b. Application architecture with all relevant patterns identified.
  - c. Data Flow Diagrams (DFD) & Entity-Relationship (ER) diagrams.
5. Manage the software application & support the portal (existing / new)
6. Training on the application software, training on general computer skills, soft skills, and customer service & delivery
7. Change management and communication strategy & implementation
8. The Selected Bidder shall employ a software development methodology that ensures rapid deployment of the applications (e.g., Agile Methodologies) in such a way that (a) the users are continually involved in the development process, and (b) at least three cycles of iteration are allowed before the final Go-Live of the system.
9. From the integration perspective, the Selected Bidder shall take into account necessary interfacing requirements (both at the application and data level) between the modules and the existing information systems; should an interfacing need to be done with a module that is



scheduled for development in next phases, appropriate interfaces shall be provided so as to affect this integration as smoothly as possible.

10. The Selected Bidder shall assess existing applications of the OIGR.
11. Setup a comprehensive MIS reporting system providing reports, dashboards etc., as per the format approved by department.
12. Design, develop, deploy, operationalize, and maintain SLA monitoring tool which has the functionalities required for monitoring the specified SLA.

## 8.7 Supply of Manpower & Operations

The agency will be required to provide support Manpower at the front end who will handle:

### 1. Helpdesk / Reception for citizens

2. **Data Entry:** If data entry is done by the citizens/customers themselves or through cyber cafes/CFCs (Citizen Facilitation Centre), Selected Bidder will fetch the details in the system. In exceptional cases, if the data entry is not done by the customer themselves or through cyber cafes and to be carried out by the Selected Bidder, in such cases the Selected Bidder is entitled to claim Rs. 20/- per document more from the department than the actual quote per document.

Please note that the customers who are doing data entry by themselves need to verify the correctness and sign on the same. So, there is very minimal possibility for errors. In case there is any error in the data entry for those customers who have done by themselves, the Selected Bidder should be responsible to correct such errors; however, no extra charges shall be paid by the customers/department for the same.

3. **Scanning Operations:** Paging, stamping, and scanning of registered documents under the guidance of designated department officers.

### 4. Printing:

- i. Printing resolution of all printing work should maintain a resolution of 600x600 Dpi
- ii. **On demand by customers:** In addition to those certified copies of the documents, if extra printouts of documents such as index II, copies required in court cases etc., then these extra print outs will be paid at the rate for additional prints. The rates for additional printouts would be Rs.1.75/- per page
- iii. An indicative printing scope:

**Table 4. Indicative list of Printing of Documents for IGR Department**

| Departmental/Vendor Printout List related to registration Per page | Printout for customer related services for which separate payment @ Rs.1.75 /- would be paid to the bidder |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1. Pre-registration summary-1 page                                 | 1. Copy of Index-II                                                                                        |
| 2. Summary-I (B/W)-1 page                                          | 2. Copy of Document                                                                                        |
| 3. Summary-II (color) 1 or 2 page depending upon no. of parties.   | 3. Other receipts relating to customer demands.                                                            |
| 4. Receipt (original & duplicate payment also) 1 page              |                                                                                                            |
| 5. Index II -1page                                                 |                                                                                                            |
| 6. A Patrak/C.T.S patrak – 1 page                                  |                                                                                                            |
| 7. Printout of Mutation Notice.                                    |                                                                                                            |

5. **Operational Support** Activities such as (not limited to) under guidance of the designated officers in the field offices:



- a. Verification of payments and assistance to the officials for locking the payment after registration of the document.
- b. Copy/e copy – certified copies Reports as per requirement.
- c. Carry out valuation of properties and search of documents.
- d. Check the identity of parties through UIDAI eKYC service.
- e. Check and show the status of property with the Mahabhulekh portal. The timeline is approximately 1 minute.
- f. There are other activities in field offices like eRegistration, physical filing/ eFiling, Marriage registration, eSearch/iSearch, Valuation report. The Operator should assist the officials. (The Selected Bidder should not charge additionally for such activities)
- g. Daily: Print out of Daily Cash book, daybook and other receipts shall be provided as part of the process. The volume of these prints, in general, would be directly proportional to the total workload.
- h. Any other official activity towards citizen service delivery assigned by the designated officers.
- i. Maintenance of cabling and ensuring uninterrupted power supply using the resources provided by the department. However, for the additional hardware, if any, provided by the bidder, the necessary backup should be provided by the bidder himself.
- j. If necessary, bidders should also assist in installation of hardware and software as supplied by the department.
- k. Manage the system up all the time and monitor the replacement or refurbish of the system, if required

In relation to management of manpower, Selected Bidder shall perform the following activities:

### **1. Documentation**

- a. It will be the responsibility of the Selected Bidder to source, train and deploy the required staff at each of the IGR office in Maharashtra. The Selected Bidder shall ensure that the candidate is sufficiently qualified as per the criteria finalized in the RFP. The Selected Bidder shall keep in record relevant documents confirming the candidate's eligibility and produce to the department if demanded.
- b. The Selected Bidder should make adequate enquiries about the character and antecedents of the persons whom they are deploying. The Selected Bidder shall conduct adequate background screening of the candidates before their deployment on the project. It will be the responsibility of the Selected Bidder to ensure that there are no criminal cases pending on the staff before deployment or that the staff is found guilty of indulging in anti-social and anti-national activities.
- c. The Selected Bidder shall also take undertaking from all candidates that the candidate is willing to work at any location in Maharashtra. This undertaking needs to be submitted to the department along with all the necessary documents during the time of candidate joining.

### **2. Training**

- a. The staff that will be deployed at the offices shall be sufficiently trained before deployment. It will be the responsibility of the Selected Bidder to ensure quarterly training of the staff to ensure productivity and efficiency.

### **3. Deployment and Replacement**

- a. The Selected Bidder to perform the Background Verification Check before onboarding the resources and it is mandatory to submit the BGV report along with supporting documents to office bearer and copy to OIGR.



- b. The Selected Bidder to provide the Minimum wages to the recruited Manpower as per the prevailing labour law of Government of Maharashtra.
- c. The Selected Bidder shall provide the required number of staff within a period of one month from the date of go live, and thereafter within one month of time-to-time demand. Failure to comply with the same or found deficient in service shall invite penalty fee of Rs. 500/- per day/per staff or forfeiture of the security deposit and legal proceeding for the omission/deficiencies in service.
- d. In case of replacement or resignation of any staff the outgoing staff shall mandatorily serve a notice period of 30 days. The replaced staff shall be provided by the Selected Bidder within one month of receiving the intimation from the department.
- e. The personnel deputed to offices shall not be changed by the Selected Bidder in any circumstances unless there is a specific request for so from department in writing or written request of the concerned person. The department however reserves the right to recommend replacement of any staff in case any performance related or allied issue. The Selected Bidder shall replace within one month any of its personnel who is found unacceptable to the department because of security risks, resigned from his/her position, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from the department.

#### **4. Salary Disbursal**

- a. The salary for the staff shall be paid to the staff directly into their bank accounts by the Selected Bidder.
- b. A penalty of Rs. 1000 per day will be levied on the Selected Bidder in case the Selected Bidder fails to deposit the monthly salary of the employees on or before the 10th day of the subsequent month.
- c. The persons deployed by the Selected Bidder shall not claim nor shall be entitled to any pay, perks, and other facilities admissible to regular/confirmed employees of the department during the currency or after expiry of the contract.
- d. The Tax Deduction at Source (T.D.S.) shall be made as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Selected Bidder by the department. The Department indemnifies itself from any tax liability from any government agency.

#### **5. Conduct of Staff**

- a. The Selected Bidder shall be responsible for proper conduct of his personnel deployed at the office premises. In case of any damage/ loss/theft etc. to the property of the department which is caused by the staff deployed by the Selected Bidder, the Selected Bidder will either be liable to make good the loss on the basis of the value of the property as determined by the department or the same could be recovered from the performance guarantee/ monthly payments due to the Selected Bidder. The Selected Bidder shall be responsible for any act of indiscipline on the part of persons deployed by them.
- b. The deployed staff shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters as all are of confidential/secret nature that can attract legal action.
- c. The Selected Bidder shall be solely responsible for the redress of grievances or resolution of disputes relating to persons deployed.
- d. Selected Bidder shall have to execute an Indemnity Bond to excuse the OIGR (and line department) from any offence committed by contracted staff. The Department will not be responsible for any unlawful/criminal/unethical/disciplinary or any such action taken by the employee. It is the responsibility of the Selected Bidder to monitor the conduct of employees and take any suitable action.



- e. The operators should behave decently. Sabotage by way of strikes or mass leave shall be the responsibility of the Selected Bidder.
- f. Selected Bidder shall at his own cost provide uniform dress code to all the data entry operators, along with a monogram or badge on his chest, which shall display the name of the operator and name/ logo of the Selected Bidder. The dress code should be defined and standardized with a badge having the name of the employee.
- g. The decision about transfer or non-acceptance of the personnel will vest with district level officials of respective department.

## 6. Attendance

- a. The attendance of the employees will be monitored using this AADHAAR based biometric systems. The deployed staff shall have to punctually follow all attendance rules and have to record attendance on every entry and exit from office on Aadhaar based biometric attendance machine. Aadhaar based biometric attendance machine will be provided by the Selected Bidder
- b. The Selected Bidder shall depute a dedicated supervisor for the department. The job of this supervisor will be to monitor the attendance of the employees that are deployed at offices and provide automated daily and monthly reports to the department of the attendance. A monthly summary of the attendance of the staff must also be sent on the registered mobile number of the staff. The staff will be eligible for leave as per the policies determined by the Government of Maharashtra. The deployed staff will need to follow the office timings as defined by the department.
- c. It will be responsibility of the Selected Bidder to follow rules, regulations, and Acts of State/Central Governments regarding welfare of employees and Labor/persons hired for services/appointed by it and the department will not be responsible if the Selected Bidder violates the same.

**Note:** The number of staff mentioned in the section 3.3 are indicative and is liable to change. The number of staff to be actually recruited will be finalized by the department and will be communicated to the Selected Bidder.

- d. All operators of the Selected Bidder should not be functioning at one location and must be redeployed at other places once in every 12 months. In case of absence of any operator, a substitute shall be promptly provided so that the work is not hampered.

7. All the manpower supplied in this tender shall abide by the Maharashtra Essential Services Maintenance Act, 2017 under MAHARASHTRA ACT NO. XVIII OF 2018.

## 8.8 IT Support Team

The Selected Bidder shall provide below mentioned services under IT Support service, but not limited to

- Helpdesk support
- Asset management
- End User IT support
- Network Management and Monitoring
- IT Network Security, Antivirus Management and Compliance
- Maintenance of IT Infrastructure across the offices of IGR locations

The Selected Bidder's IT support team resources shall be a single point of contact for the offices of IGR. FMS Team Structure in every district shall be as below.



Table 5. IT Support Team Structure at Districts

| Sr. No. | Resources            |
|---------|----------------------|
| 1       | Desktop Engineer     |
| 2       | System Administrator |

**The Department reserves the rights to increase or decrease the number of staff required as per their requirement.** Actual demand during the contract period may change as per the requirement of the Department.

### 8.8.1 Helpdesk Support

The Selected Bidder shall provide required helpdesk support, which includes but not limited to the following activities:

1. The help desk service will serve as a single point of contact for all incidents and service requests.
2. The activities shall include:
  - a. Provide Help Desk facility during agreed service period window for reporting user department incidents / issues / problems with the IT infrastructure & Application related issues
  - b. Provide necessary channels for reporting issues to the help desk. The incident reporting channels could be the following:
    - i. Specific E-Mail account
    - ii. Telephone
    - iii. Online Ticket Management Tool
  - c. Implement a call logging system in line with the severity levels as per the SLAs. The Help desk shall log user and assign an incident/ call ID number. Severity shall be assigned to each call as per the SLAs.
  - d. Track each incident / call to resolution
  - e. Provide feedback to callers
  - f. Analyse the call statistics
  - g. Creation of knowledge base on frequently asked questions to aid users.
  - h. Continuous monitoring of the IT infrastructure at various locations, to ensure application availability as per agreed SLAs.
  - i. Monitoring shall be done with the help of and EMS monitoring tools and system logs/counters and therefore the reports and alerts can be auto generated.
  - j. Escalate the calls, to the appropriate levels, if necessary, as per the escalation matrix agreed between the Selected Bidder and the user section. The escalation matrix shall be developed by the Selected Bidder in discussion with the OIGR.
  - k. Analyse the incident / call statistics and provide monthly reports including but not limited to:
    - i. Type of incidents / calls logged
    - ii. Incidents / calls resolved
    - iii. Incidents / calls open
    - iv. Root Cause analysis for frequently occurring incidents
  - l. The Selected Bidder shall provide Help Desk facility during the working hours for reporting issues / problems with the IT infrastructure. The Selected Bidder shall provide a service desk facility and set up all necessary channels for reporting issues to help desk.
  - m. Update concerned authority with complete and accurate system status.
  - n. Maintain an updated on-line help-desk telephone number listing in the Escalation Matrix.
  - o. Call tracking and closure.
  - p. Problem escalation in case of service levels not adhered to.



- q. Provide detailed contact list of Help Desk Support to all the locations of the project and receive log and dispatch or transfer calls.
- r. Make the guidelines for prioritization of calls and escalation procedure with the approval of the Department.
- s. Prioritize problem calls as per the defined Severity Codes.
- t. Perform problem analysis and identify the problems and arrange for on-site/off-site support for resolution of problem.
- u. Intimate concerned authority of all the emergencies and equipment failures.
- v. Resolve performance issues of third-party vendors, if any.
- w. Shall be primarily responsible for resolving third party service provider (if any) performance issues.
- x. Provide monthly reports on calls handled by Help desk.

### **8.8.2 Asset and Inventory Management**

Selected Bidder shall record all IT Hardware, located across various offices covered under the scope of this project. The desired asset management service shall cover all necessary required activities but not limited to the following activities:

- a. Create hardware asset database by recording information like configuration details, serial number, asset code, warranty etc. Complete hardware inventory covering for Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Networking equipment, etc.
- b. Auto discovery of new IT hardware.
- c. Record all installation of new machines
- d. Create Software inventory with information such as License, Version Numbers and Registration Details. Identify unlicensed software installations. Know who is running prohibited software.
- e. Create inventory of all consumables, create database through provision of barcode scanning of each item for supply chain management of consumables
- f. Software License Management
- g. Register all software procured by department with respective OEMs.
- h. Notifying Department on licensing contract renewal.
- i. Ad-hoc and scheduled asset management audits.
- j. Periodic reports of the audit.

Record of movement of asset within and out of the covered locations. Generation of gate-pass for movement of asset out of the building. Updating the asset database. Generation of exception report when returnable asset is not returned back within the stipulated time.

### **8.8.3 End User IT Support**

1. The Selected Bidder shall be responsible to support IT Infrastructure across the locations of the OIGR. It includes Servers, Desktops, Laptops, Printers, Plotters, Scanners, UPS, Tablet PCs, Networking equipment. The desired support service shall cover all necessary required activities but not limited to the following activities:
  - a. Maintaining desktop/client OS software, Network management, etc. as and when required and provide services, such as relocation of PCs, or adding or removing accessories, attachment, or other devices/peripherals. Support for Anti-virus scanning, e-mail, Internet access, LAN connectivity.
  - b. Configuration of print server and resolving all printing problems of users.
  - c. Arranging/downloading from Internet and loading of drivers of peripherals, as and when need arise.



- d. Configuration/reconfiguration of client machines to ensure optimum network connectivity and applications/service availability to all users.
- e. Selected Bidder shall provide first level assistance to the office of IGR users in operations of PC, Printer, and software so that the users can perform their work smoothly.
- f. Client configuration of MS Office clients.
- g. Installing, reloading, reconfiguring of any desktop/office automation software-mail clients, browsers, applications, clients of any application etc., as, and when required.
- h. Re-establishing the network connectivity and application availability after any hardware/software failure.
- i. Backup of the data as per the backup policy defined by the OIGR.
- j. Archival of the Backup as per the office of IGR's backup and archival policy.
- k. In case of hard disk failure, the selected bidder shall make all attempts possible to retrieve the data and transfer to the new hard disk. The Hard disk should be of same make and have capacity, specification equal to or higher than the original hard disk with in one working day.
- l. Making its own arrangement to get all system software bug fixes, patches, and upgrades from Internet or the concerned software principals.
- m. Anti-virus updating across the desktops and also updating of Patches from a central location.

#### **8.8.4 Network Management and Monitoring**

1. Network Management Services for IT Infrastructure shall be provided by the Selected Bidder which shall include all activities required to be done for optimum utilization of the Networks and ensuring the availability of applications but not limited to the following activities:
2. Regular Activities
  - a. Daily monitoring of LAN, WAN, Wi-Fi, Internet connectivity and speed or manual testing, troubleshooting, and reporting the status to the IT cell, office of IGR.
  - b. Regular Backup of Configuration of all routers and switches.
  - c. Configuration/Reconfiguration of Layer-3 and Layer 2 switches, Hubs, Nodes, Servers etc. for network connectivity, as and when required.
  - d. Maintain an updated inventory/asset list of complete IT network infrastructure.
  - e. Mac binding of equipment for Wi-Fi access.
  - f. Regular Monitoring of Internet and connectivity with other locations and reporting the status to the OIGR and coordinating with bandwidth service provider.
  - g. Provide services for link/devices augmentation/deletion, relocation/ connection/ disconnection etc., as, and when required.
  - h. Protocol migration to any other protocol, as and when required. Protocol configuration on any new router / switch as per existing routing protocol
  - i. Maintain and update IP address list and optimum management of IP addresses
  - j. Maintain an updated document for LAN & WAN diagrams with relevant details.
3. Optimizing Activities
  - a. Data usage monitoring and bandwidth management for optimum usage for each application/service/location and performance of the Network.
  - b. Overall performance monitoring and usage statistics of the Network
4. LAN Audit Services
  - a. The LAN audit shall be held every six months which will have below mentioned deliverables:
  - b. Top N Applications in the network
  - c. Top N Talkers in the network



- d. Internet Usage
- e. Switch statistics
- f. Router Statistics
- g. Network Error, Collision & Utilization statistics
- h. Application response time analysis
- i. Recommendations based on the audit results

### 8.8.5 Network Security, Antivirus Management and Compliance

1. Manning, operation and maintenance of Servers and allied IT security related products/equipment. The task also includes:
  - a. Management and Monitoring of all Security related devices (hardware and software) on regular basis from Internal and external known /unknown vulnerabilities.
  - b. Selected Bidder should follow and maintain the IT security policy as per the OIGR & GoM norms.
  - c. Corrective action in case of failure of any security related devices (hardware and software).
  - d. Monitoring of / Regular patch and version upgrades on UTM, servers, Domain Controller, Antivirus, and any other security related devices (hardware and software). The proactive action is required.
  - e. Creating the rules and policies in servers for the users as per the OIGR instructions. Maintaining the proxy logs and usage patterns.
  - f. End-to-End Antivirus Management includes Install, Upgrade, Troubleshoot, and Maintain.
2. Selected Bidder must ensure that entire IGR network, Servers, Desktops, Laptops remain virus/worm free. Any potential virus/worm threat on the managed infrastructure shall be brought to notice of the OIGR. The Selected Bidder shall take suitable preventive action, in consultation with the antivirus vendor to ensure that the IT infrastructure remains virus free. The Selected Bidder shall ensure that action against the potential virus outbreak is started at the earliest so that the OIGR network remains protected. It is the Selected Bidder's responsibility that all the system/server's antivirus updates are updated regularly. The Selected Bidder is also responsible for bringing the machine up after a virus attack.

### 8.8.6 Key Resource Qualification and Responsibility

Table 6. Resource Qualification and Responsibility

| Manpower         | Responsibility                                                                                               | Quantity                                                                                     | Minimum Qualifications                                                                                                                                                                                               |
|------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office Assistant |                                                                                                              | <ul style="list-style-type: none"> <li>2 to 4 for each SRO office</li> <li></li> </ul>       | <ul style="list-style-type: none"> <li>Full Time Graduate from any stream and recognized university or above with working knowledge of Microsoft Office, Microsoft word, and other Windows-based software</li> </ul> |
| Desktop Engineer | <ul style="list-style-type: none"> <li>Manage Desktops, Printers, Laptops, Tablets related issues</li> </ul> | <ul style="list-style-type: none"> <li>1 at each Joint district Registrar offices</li> </ul> | <ul style="list-style-type: none"> <li>Any Graduate / B. Tech/ B.E in CS/EE/MCA</li> </ul>                                                                                                                           |



|                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------|---|-----------|---|---------------|---|---------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                              | <ul style="list-style-type: none"><li>• Microsoft, Mac, Linux Operating System, Installation, configuration, and troubleshooting; Activities like data backup/restore, antivirus update, patch management etc.</li><li>• Managing Office Applications, productivity applications like MS Office, email, etc.</li><li>• Coordination with OEMs for call logs and resolution.</li></ul> Any other IT support related work as per departments requirement.  |                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>• Additional Certificates like Diploma in Computer Hardware and Networking with course duration of minimum 1 year from Govt. Recognized institution</li><li>• Relevant Exp.: 3 yrs.</li><li>• Languages known: Hindi, English, Marathi</li><li>• Should have expertise in MS-Office</li><li>• Should have experience in Government projects.</li></ul> |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| System Administrator         | <ul style="list-style-type: none"><li>• Computer Technician should have worked as a Server Technician.</li><li>• Must have experience of maintaining server room, troubleshooting Data Centre equipment, Repair servers (replace hard drives; replace bad sticks of RAM, MoBos, etc.)</li><li>• NIC e-Office Support</li><li>• Server Administration</li><li>• E-Office Application Administration</li><li>• E-Office User handholding support</li></ul> | <ul style="list-style-type: none"><li>• 5 at CCC</li></ul>                                                                                                                                                                 | <ul style="list-style-type: none"><li>• B. Tech/ B.E in CS/EE/MCA Additional certificates like MCSE/RHCE or equivalent, RHEL.</li><li>• Previous Experience of NIC e-Office Application</li><li>• Relevant Exp.: 2 yrs.</li><li>• Languages known: Hindi, English, Marathi</li></ul>                                                                                                         |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Facility Management Staff    |                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Assume appropriately                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Cleaning Staff               |                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"><li>• 1 for each office</li></ul>                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Application Development Team |                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <table><tr><td>Development Team</td><td></td></tr><tr><td>Project Mgr.</td><td>1</td></tr><tr><td>Team lead</td><td>2</td></tr><tr><td>Sr. Developer</td><td>4</td></tr><tr><td>Jr. Developer</td><td>12</td></tr></table> | Development Team                                                                                                                                                                                                                                                                                                                                                                             |  | Project Mgr. | 1 | Team lead | 2 | Sr. Developer | 4 | Jr. Developer | 12 | <ul style="list-style-type: none"><li>• Any Graduate / B. Tech/ B.E in CS/EE/MCA</li><li>• Relevant Exp.: Minimum 3 yrs.</li><li>• Languages known: English, Marathi, Hindi</li></ul> |
| Development Team             |                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Project Mgr.                 | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Team lead                    | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Sr. Developer                | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |
| Jr. Developer                | 12                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                              |  |              |   |           |   |               |   |               |    |                                                                                                                                                                                       |



|                           |  |                  |    |                                                                                                                                              |
|---------------------------|--|------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------|
|                           |  |                  |    | <ul style="list-style-type: none"><li>• Should have expertise in MS-Office</li><li>• Should have experience in Government projects</li></ul> |
|                           |  | Tester           | 2  |                                                                                                                                              |
|                           |  | Business Analyst | 2  |                                                                                                                                              |
|                           |  | Total            | 23 |                                                                                                                                              |
| Total Number of Resources |  |                  |    |                                                                                                                                              |

### 8.9 Training & Change Management

The Selected Bidder shall impart training to the staff and other key stakeholders on the usage and maintenance of the system. Selected Bidder shall consider different training modules for different user profiles based on what is appropriate at what level.

The Selected Bidder must propose an appropriate training model in their proposal and must propose detailed methodology on how they would conduct the training.

Selected Bidder must also prepare Computer Based Training Modules to enable the users for self-learning.

### 8.10 Facility Management Services – Housekeeping services

The selected bidder shall provide Facility Management Services (FMS) – Housekeeping services for all the offices of the IGR department mentioned in this RFP.

- The Selected Bidder has to carry out all work during festival / event period in addition to regular office day works at no extra cost. Broad indicative activities during regular office days are elaborated under Tables provided below.
- The Selected Bidder has to maintain biometric attendance for all the staff and the activity register for the work undertaken by all the staff.

*Table 7. List of activities to be done*

| OFFICE                                    |                                    |                           |
|-------------------------------------------|------------------------------------|---------------------------|
| Activity                                  | Frequency                          | Method                    |
| Sweeping/ Mopping of Floor                | Twice a Day / As and when required | Manual                    |
| Scrubbing & Drying of Floor               | Once a Day                         | With Scrubbing & Drying   |
| Collection of Garbage & Waste.            | As and when required               | Manual                    |
| Dustbin Movement / Cleaning of dustbin    | Once a Day / As and when required. | Manual                    |
| Window channel etc. Cleaning              | Once a week                        | Wet & Dry Wiping          |
| Window Glass Panes cleaning               | Once a week                        | Dusting, Wet & Dry Wiping |
| Partition (Wooden, M.S. & Glass) Cleaning | Once a week                        | Dusting & Vacuuming       |



| OFFICE                                                                                                                                                                     |                                    |                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------|
| Activity                                                                                                                                                                   | Frequency                          | Method                                              |
| Electric Panel & Instruments Cleaning                                                                                                                                      | Once a week                        | Dusting & Vacuuming                                 |
| Cleaning of Sign Boards & Signages                                                                                                                                         | Once a week                        | Wet & Dry wiping                                    |
| Cleaning tables, chairs, visitor's chairs, sofas, almirahs, Carpet etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc. | Once a week                        | Dusting, Wiping & Vacuuming                         |
| Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater                                            | Once a week                        | Dry wiping and Vacuuming                            |
| Sidewalls Cleaning up to man height.                                                                                                                                       | Monthly                            | Wet/ Dry wiping                                     |
| Artificial plants, door mats and carpets cleaning                                                                                                                          | As per requirement                 | Dusting                                             |
| Cleaning of brass handles, doorknobs                                                                                                                                       | As per requirement                 | Manual                                              |
| Cleaning of Notice Boards                                                                                                                                                  | Once a week                        | Dusting, Wet & Dry Wiping                           |
| <b>Conference Room:</b> Conference table, board, chairs and its base, storages, etc.                                                                                       | Once a Day / As and when required. | Dusting, Wet & Dry Wiping                           |
| Overhead Hanging Ventilator/AC Ducts                                                                                                                                       | Fortnightly                        | Telescopic poles up to 15ft                         |
| Shifting of furniture and other equipment and files whenever required.                                                                                                     | As and when required               | -                                                   |
| All name boards, brass boards, wall panels' paintings etc.                                                                                                                 | Daily                              | Dusting, Wet & Dry Wiping                           |
| Sweeping of roads, passage, corridors, inside the offices, pitch stone flooring, open drain, parking area, tiled footpath etc.                                             | Daily                              | Manual Brooming                                     |
| FORTNIGHTLY ACTIVITIES                                                                                                                                                     |                                    |                                                     |
| Overhead Hanging Ventilator/AC Ducts                                                                                                                                       | Fortnightly                        | Telescopic poles up to 15ft                         |
| Cobweb Cleaning                                                                                                                                                            | Fortnightly                        | Telescopic poles up to 15ft                         |
| Piping, Ducting & Cable trays at Man height Level.                                                                                                                         | Fortnightly                        | Dusting, Wiping & Vacuuming                         |
| Cleaning of Chairs, Carpet in 3 Auditoriums                                                                                                                                | Fortnightly                        | Wet carpet cleaning, vacuuming, wiping, and Dusting |
| MONTHLY ACTIVITIES                                                                                                                                                         |                                    |                                                     |
| Rack Cleaning                                                                                                                                                              | Monthly                            | Dusting & Wiping                                    |
| Glass (Window) Cleaning up to 15 ft                                                                                                                                        | Monthly                            | Telescopic Poles Dusting & Dry wiping               |
| Column, Sidewalls Cleaning up to up to 15 ft                                                                                                                               | Monthly                            | Telescopic Poles Dusting & Dry wiping               |
| TOILETS                                                                                                                                                                    |                                    |                                                     |
| Sweeping of Floor                                                                                                                                                          | Twice a Shift                      | Vacuum/manual                                       |



| OFFICE                                                                       |                     |                                                 |
|------------------------------------------------------------------------------|---------------------|-------------------------------------------------|
| Activity                                                                     | Frequency           | Method                                          |
| Mopping of Floor                                                             | Twice a Shift       | Manual                                          |
| Dustbin Movement                                                             | Twice a Shift       | Manual                                          |
| Urinals & Water closets                                                      | Twice a Shift       | High pressure / Manual cleaning                 |
| Wash Basin & Mirror Cleaning                                                 | Twice a Shift       | Scrubbing, Washing & Wet and Dry Vacuum, Wiping |
| Cleaning of Fittings like Taps, soap dispenser, towel rods, flush tanks etc. | Twice a Shift       | Wet & Dry Wiping                                |
| Partition (Wooden, M.S. & Glass) Cleaning                                    | Once a Day          | Wet /Dry Wiping                                 |
| Switch boards & Instruments Cleaning                                         | Once a Day          | Dusting & Vacuuming                             |
| Window channel etc. Cleaning                                                 | Weekly Once         | Dusting & Vacuuming                             |
| Sidewalls Cleaning up to man height                                          | Weekly Once         | Wet & Dry wiping                                |
| Cobweb Cleaning                                                              | As per requirement. | Dusting & Vacuuming                             |
| Spit stains removal                                                          | As per requirement. | Scrubbing, Washing & Wet and Dry wiping         |
| OUTSIDE AREA                                                                 |                     |                                                 |
| Collection & Disposal of Garbage                                             | Daily               | Manual                                          |

**Important points:**

- Care should be taken that the equipment in the offices are not tampered with during the cleaning operation and any other miscellaneous works related to housekeeping.
- The selected bidder shall provide all toiletries, cleaning material of reputed brands, consumables like brushes, mops, air fresheners, cleaning cloth, disinfectants, liquid soap, naphthalene balls, phenyl, acid, wipers vacuum cleaner, sanitizers, brooms & wiper etc. required for housekeeping services staff. Therefore, the cost of cleaning material should be considered in the price bid.
- The selected bidder's team shall maintain registers / records at each office location showing the details of housekeeping works carried out and get them countersigned by the head officer / SRO of that office on day-to-day basis. The registers / records will always be kept in the custody of the office and will be property of the OIGR.
- The selected bidder or his authorized representative shall visit each office at least twice in a month to review the work at each office and apprise the same to concerned officials of the office of IGR.
- The selected bidder should provide name, address, mobile number, character certificate and other relevant information to OIGR. The selected bidder will also provide this information in an agreed format as and whenever the staff is engaged or relieved from the work.

**8.11 Operation and Maintenance (O&M) Guidelines**



The Selected Bidder has to adhere to the operating policies and procedures, as directed by Government of Maharashtra (GoM) and Department, for managing and operating the Project. This includes (but not limited to) approach related to manpower, resources, vendor management, security, customer service, repair and maintenance and other primary functions, training programs to staff, user manuals, technical manuals, financial management, risk management, life/safety management, employee management and administrative policies and procedures. It also includes the key elements of a management plan for this project to include considerations for cost containment/expense reduction, revenue enhancement (including non-operating revenue sources), customer service improvement, enhanced economic impact generation to the office of IGR.

1. Selected Bidder shall be responsible to deploy on-field and off-field resources for appropriate up-keeping, maintenance, and operation of all network hardware, and software components, and ensure smooth functioning of the project during the entire O&M period of 5 years.
2. The Selected Bidder shall provide comprehensive onsite warranty for all the hardware items and peripherals, both on field and inside the ICCC during O&M period. The Selected Bidder shall provide comprehensive Facility Management Service (FMS) for all devices, sensors, equipment and its related hardware, software, electrical and network infrastructure components supplied for the project. This involves comprehensive maintenance of all components covered under the contract, including configuration of desktops, routers, switches, and various other active and passive components along with repair, replacement of parts, sensors, providing spare parts, updating, security alerts and patch updating, regular backup of the data etc.
3. The Selected Bidder shall depute adequate manpower as full time dedicated onsite FMS team. The FMS team shall be deputed to identify, acknowledge, troubleshoot, manage, replace, and repair the hardware/ system software. The FMS shall undertake day-to-day troubleshooting and maintenance requirements for the Departments.
4. The FMS shall also be responsible for regular monitoring of all the equipment, proactively perform warranty checks, and generate SLA reports from the SLA monitoring tool.
5. The FMS shall be required to take regular backup of the application data as per the frequency defined by department. Security and safety arrangements for safe custody of the backup data shall also be the responsibility of Selected Bidder.
6. The Selected Bidder shall ensure that the FMS team has networking, hardware, and application software level skillsets.
7. The Selected Bidder shall ensure that the instruction manuals, technical manuals, and user manuals supplied by the manufacturer/OEMs are referred, referenced, reviewed, and maintained up to date at all times.
8. All patches and updates to any software and hardware devices shall be provided by the Selected Bidder without any additional costs during the tenure of the contract.
9. The Department reserves the right to ask for replacement of any hardware, software, and network components if it is not from a reputed brand and does not conform to all the requirements specified in the tender document.
10. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years.

#### **8.12 Non-IT Related Operational Guidelines**

Given that the Selected Bidder is responsible for successfully setting up the entire non-technical infrastructure related to the project and must adhere to the below mentioned non-Information Technology (IT) guidelines.

- The Selected Bidder is required to fulfil all the following specifications (but not limited to) in order to set-up, commission, install, implement, operate and maintain the centralized ICCC.
- The Selected Bidder is required to provide itemized cost estimate along with maintenance cost for the contract period for each of the following activity as per requirement.



- The Selected Bidder shall ensure that all materials used are BIS compliant and carry ISI mark.

#### **8.13 Pre-Dispatch Inspection**

The successful bidder needs to arrange pre-dispatch factory/warehouse quality inspection of all Laptops, Desktops, Printers, Scanners, CCTV cameras, CCTV Directory Server, and Monitor for CCTV as per pre-approved and defined format in presence of OIGR representative along with bidder and OEM representatives at their own cost. The quality parameters to be checked and product testing's to be performed by the OEMs during inspection will be finalized by OIGR only.

#### **8.14 Supply, Install, and Maintenance of CCTV**

The Selected Bidder shall have the overall responsibility to supply, install, commission, and maintain the CCTV Surveillance System for OIGR.

Brief scope of work of the Bidder is to implement the following security solutions.

- Two CCTV Cameras and one Network Video Recorder (NVR) at each OIGR Offices
- 24" LED Monitor to monitor the activities
- Provisioning of recording of all the cameras in the new system and feed will be shared with Centralized Directory server located at ICCC.

#### **CCTV Scope of Supply:**

- The successful bidder shall arrange all the material as per final BoM and complying with the functional and technical specification in Annexure XII. All the material to be arranged at a single warehouse at and SI shall send request to OIGR for inspection. The request letter should enclose a list of all the materials with Make, Model, Serial number and Part code number for each item. OIGR / appointed PMU shall inspect all material and shall issue the inspection Report.
- Quality inspection of critical items.
- Supply of all components at the respective IGR Offices and safe keeping of the items at IGR premises till successful installation and commissioning as per RFP and Final Agreement within specified timeline.

#### **CCTV Installation, Configuration and Integration**

- The installation of the CCTV System shall be carried out by the OEM or directly under their supervision. The installation shall therefore be certified by the OEM failing which no payment for the same shall be made by the Consultant-in-charge. The testing and commissioning shall be carried out by the OEM expert at the site in the presence of the OIGR authorized representative.
- The installation shall be tested for at least 15 days before commissioning. Such acceptance testing shall be carried out by the department directly and/or through third party. Completion certificate shall be issued only after such acceptance testing is found to be fully compliant with the specifications and directions of the Consultant-in-charge. The decision of the Consultant-in-charge and/or the accepting authority in the matter shall be final and binding.
- Physical installation and powering of all supplied components as per approved layout.
- Complete configuration and integration of all the components on the network.
- Any structure, permanent or temporary, dismantled or destroyed during the execution of the work shall be refilled/remade or restored to its previous condition by the vendor at its own cost.
- Bidders are required to note that while executing the project, the successful bidder shall finalize the actual place for placement of cameras at each building and fixation of height & angle for the



cameras would be done carefully to ensure optimum impact. During the course of project, if some camera requires change of FOV, it should be done by the Selected Bidder without any extra cost, in consultation with OIGR officials.

- OIGR and other stakeholders shall extend necessary support to the selected bidder (in terms of documentations, meetings with concerned authorities, etc.) for getting the approvals / licenses from concerned authorities, if all the necessary requirements are in place.
- The Selected Bidder shall install, configure the cameras, recording system, Rack, switch, servers UPS etc. at the identified locations and then undertake necessary work towards their commissioning. SI should use the industry best practice while positioning and mounting the cameras. Some of the checkpoints which need to be adhered by the Selected Bidder while installing / commissioning cameras are as follows:
  - Ensure Surveillance objective is met while positioning the camera, create the required field of view
  - Carry out proper adjustments to have the best possible image
  - Benchmark specifications of camera to be supplied & operationalized as part of this project is given in Annexure XII of this RFP. Bidders are required to ensure that Cameras proposed are capable to meet these benchmark specifications and are also able to adhere to the functional requirements specified.

### **CCTV Preventive Maintenance**

- I. Scheduled preventive maintenance shall be performed at least once in a months or as recommended in the product support documentation. This maintenance includes all cleaning, lubrication, inspection, testing, calibration, focusing of field equipment, checking of cable insulation, checking for corrosion of steel support, painting to save from rusting, repairing of concrete base of field equipment and structure, checking of cable clamps and replacements if so needed as well as necessary alignment to prevent failures.
- II. The Selected Bidder shall ensure that all Preventive Maintenance works are properly carried out with minimum interruption to the operation of the system.
- III. The Selected Bidder shall submit a rolling monthly/quarterly maintenance work program as per an approved checklist. Bidder shall also submit a Preventive Maintenance report to the department. Department reserves the right to add and delete items on the check list without any additional cost.
- IV. The Selected Bidder shall liaise with the respective proprietary software/hardware OEM or other suppliers to ensure that all required maintenance is met.
- V. Software Preventive Maintenance shall include but not remains limited to the following:
  - a. Installation, reconfiguration, testing and implementation of standard corrections, patches and updates of all software.
  - b. Performing regular backup so as to restore the system in the shortest possible time;
  - c. In the event that the software support from the OEM is terminated, Bidder shall be responsible for maintaining the affected software at no additional cost and with no adverse delay to the operation of system.
  - d. Licenses for all the operating and application software etc. shall be made available by the Bidder at no additional cost. The original agreement documents of all the licenses shall be submitted to department within a week of its renewal.
  - e. The Selected Bidder shall be responsible to supply and install the latest antivirus software and patches as well as the associated license. The antivirus software shall be including at least the following features:
    1. Functions to automatically scan all file inputs, outputs, downloads, program execution and
    2. other system related activities; Functions to clear or delete the infected file(s); Ability to check specific files for viruses; Ability to allow the creation of emergency



back-up disk to start and clean infected boot sector virus; and Ability to push signature files and upgrades from one main console to the rest of the hardware. There shall be no manual updates and upgrades on individual servers and workstations.

3. Bidder shall update the virus definition file as and when an update is available. Hardware Preventive Maintenance shall include all scheduled servicing actions. Scheduled servicing shall include accomplishment of periodic inspection, condition, monitoring, critical parts replacements, overhaul, adjustment, calibration, etc. In addition, servicing requirements (i.e. lubrication, cleaning, housekeeping, etc.) shall also be included under the general category of scheduled servicing.
4. Any Preventive Maintenance work carried out shall not cause any disruption to the operation of System and all the communication links. In the event that any System downtime is required during PM work, Bidder shall seek approval from OIGR prior to carrying out the works.



## 8. Annexure I – Bid Covering Letter

(To be submitted by the Bidder on the Bidder's letterhead along with Bid documents)

To,

**Office of the Inspector General of Registration and Controller of Stamps  
Department of Registration & Stamps, Government of Maharashtra  
M.S., Pune, New Administrative Building, Ground Floor  
Opp. Council Hall, Pune – 411 001.**

**Subject – Bid for << Name of the RFP >>**

We have examined the RFP document and we offer to provide services for the OIGR as per the scope and instructions specified in the RFP document. We acknowledge having received the following addenda / corrigenda to the RFP document-

| Addendum No. / Corrigendum No. | Dated |
|--------------------------------|-------|
|                                |       |

While submitting this Bid, we certify that:

- We have not induced nor attempted to induce any other Bidder to submit or not submit a bid for restricting competition.
- We agree that the terms and conditions furnished in this RFP are for IGR offices considered in the RFP.

If our Bid is accepted, we undertake, to start the assignment under the scope of the RFP immediately after receipt of your order. We have taken note of Penalty clauses in the RFP, other instructions and agree to abide by the same. We also note that OIGR reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of OIGR will be final and binding on us.

We submit our Bid Document herewith. We understand that –

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.
- If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the OIGR to do so, a contract in the prescribed form.
- If our Bid is accepted, we are exclusively responsible for the due Performance of the contract
- We accept that in the event of any information / data / particulars are found to be incorrect, OIGR will have the right to disqualify /blacklist us and forfeit EMD
- We undertake to comply with the terms and conditions of the RFP document. We understand that OIGR may reject any or all the offers without assigning any reason whatsoever
- The name of Selected Bidder to whom the contract is finally awarded after the completion of commercial bid shall be displayed on the website of the OIGR and/or communicated to select Bidder

Yours faithfully,

**Name** :  
**Designation** :  
**Signature** :  
(Authorized Signatory)  
(Seal of the Company)



## 9. Annexure II – Bidder Past Experience

The Bidder will be required to provide details of past experience in the following format:

Table 8. Bidder Past Experience

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| Client Name                                                                 |  |
| Project Name                                                                |  |
| Project Start Date (MM/YY)                                                  |  |
| Project End Date (MM/YY)                                                    |  |
| Description of Services                                                     |  |
| Details of ICT project (Hardware / Network / CCC / Software) implementation |  |
| Project Value (in INR)                                                      |  |

## 10. Annexure III – Format for queries and explanation

Table 9. Pre-Bid Queries Format

| Sr. No. | Reference Document Name | Section No. | Page No. | Clarification Query | OIGR's Response |
|---------|-------------------------|-------------|----------|---------------------|-----------------|
| 1       |                         |             |          |                     |                 |
| 2       |                         |             |          |                     |                 |
| ...     |                         |             |          |                     |                 |

## 11. Annexure IV – Bidder Information

Bidder to provide the information of lead bidder as well as the consortium members in the following format:

Table 10. Bidder Information

| Bidder Information |                                                                                                     |  |
|--------------------|-----------------------------------------------------------------------------------------------------|--|
| 1.                 | Name of the Bidder (Prime/consortium member)                                                        |  |
| 2.                 | Address of the Bidder                                                                               |  |
| 3.                 | Status of the Company (Public Ltd/ Pvt. Ltd)                                                        |  |
| 4.                 | Details of Incorporation of the Company.                                                            |  |
| 5.                 | Valid GST registration no.                                                                          |  |
| 6.                 | Permanent Account Number (PAN)                                                                      |  |
| 7.                 | Name & Designation of the contact person to whom all references shall be made regarding this tender |  |

Financial Details (as per audited Balance Sheets) (in Cr)

Table 11. Bidder Financial Details

| Sr. No. | Particulars    | FY 2019-20 | FY 2020-21 | FY 2021-22 |
|---------|----------------|------------|------------|------------|
| 1       | Net worth      |            |            |            |
| 2       | Revenue/Income |            |            |            |
| 3       | PAT            |            |            |            |



## 12. Annexure V – Self Certification

To,  
**Office of the Inspector General of Registration and Controller of Stamps**  
**Department of Registration & Stamps, Government of Maharashtra**  
**M.S., Pune, New Administrative Building, Ground Floor**  
**Opp. Council Hall, Pune – 411 001**

Sir,

**Subject** –Self certification

I/We have carefully gone through the Terms and Conditions contained in the RFP for Selection of Agency for Modernization of IGR Offices under Govt. of Maharashtra. I/We hereby declare that my company/firm is not debarred/blacklisted by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration. If my/our track record is not found to be clean, at any point of time, then the OIGR has the right to disqualify me/us from the selection process or terminate the agreement of engagement, post selection.

Yours faithfully,

(Signature of the Applicant)

**Company Seal** :

**Printed Name:**

**Designation :**



### 13. Annexure VI – Implementation timelines and Payment Terms

Table 12. Indicative Timelines

| Sr. No. | Activity                                                                                                                                                                         | Timeline        |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1       | Project Start – Award of Contract                                                                                                                                                | T               |
| 2       | Submission of Project Implementation Plan, Resource planning, Data Sheets of hardware to be implemented and any other relevant documents                                         | T + 1 weeks     |
| 3       | Provision of Connectivity at Data Centre and DR Site                                                                                                                             | T + 3 weeks     |
| 4       | Provision of remaining requirements like NMS, Sample Reports etc.                                                                                                                | T + 6 weeks     |
| 5       | Supply and installation of Hardware & Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at 25% locations           | T + 10 weeks    |
| 6       | Supply and installation of Hardware & Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at the next 25% locations. | T + 14 weeks    |
| 7       | Supply and installation of Hardware & Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at the next 25% locations. | T + 18 weeks    |
| 8       | Supply and installation of Hardware & Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at the next 25% locations. | T + 22 weeks    |
| 9       | Setting up of, Command & Control Centres                                                                                                                                         | T+23 weeks = T1 |
| 10      | Maintenance and Support                                                                                                                                                          | T1 + 5 years    |

**Note:** The deployment plan across the locations shall be discussed with OIGR during the inception phase of the project and Selected Bidder to make sure the implementation plan and actual implementation will not disrupt the existing services

#### Payment Terms:

1. The selected bidder will be paid Document Handling Charges based on total number of pages handled as part of document registration at Sub-Registrar Offices at the per page rate quoted by the selected bidder.
2. The payment to the selected bidder will start after completion of activities for each of the 25% locations as mentioned at Sr 4 to 8 above, subject to SLA's.
3. The SLA monitoring and any penalty for not meeting the SLAs will start after provision of NMS and commissioning of the ICCC as mentioned at Sr 10 in the table above.
4. Post Implementation, the payment will be done on monthly basis on submission of invoices.
5. In case, any penalty is imposed on the Selected Bidder for the said month, the amount will be deducted from the subsequent monthly invoice.
6. There shall not be any inflation adjustments in the DHC for the period of the project.
7. GST will be paid as per the rates prevalent at the time of actual payment.



## 14. Annexure VII – Service Level Agreements

Table 13. Pre-Implementation SLAs

| Sr. No. | Parameter                                                                                                                             | Metric                                                                                                        | Basis                                                        | Penalty                                                                                      |
|---------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| 1       | Completion of deliverables as relevant to the individual milestones / stages. Various deliverables & Timelines listed in Annexure VI. | Submission of commissioning or relevant reports within 3 days* of the completion of the individual milestone. | Per Occurrence (Applicable individually to all Deliverables) | Rs. 1,000 for each day*delay (for each office).                                              |
| 2       | Delay in Go Live                                                                                                                      | As per timelines given in the Annexure VI.                                                                    | Per Occurrence                                               | Rs. 10,000 per 3-day* delay (due to the reasons which are solely attributable to the bidder) |

\*Days mentioned in the above table specifies calendar days.

### Post-Implementation SLAs

For registration service of IGR department, the following SLAs need to be met towards service delivery:

Table 14. Post Implementation SLAs

| Sr. No. | SLA Parameter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Breach       | Penalty                                                                                                                                                                 |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <p>Average Time required for Document Registration at Sub registrar office after the citizen submits physical document for processing, which includes services starting from</p> <ol style="list-style-type: none"> <li>1. Presentation of Document at SRO, Data editing (if applicable) of the document,</li> <li>2. Verification of Stamp duty, registration fee and DHC payment</li> <li>3. Capturing of Photograph of Buyer seller and identifier</li> <li>4. Biometric Fingerprint of Buyer, seller, and identifier</li> <li>5. Capturing signatures of Buyer, seller, and identifier on summary II of document.</li> <li>6. Paging and office seal of document</li> <li>7. Scanning of document and uploading to scanning application</li> </ol> <p>Breach will be measured basis time taken to complete the activity, which shall be measured with time stamping from the data entry of the document till returning of document to party.</p> | > 30 Minutes | <ul style="list-style-type: none"> <li>• 98% to 99%: Penalty of 1% of monthly invoice</li> </ul> <p>Additional, 0.5 % penalty for every further deterioration by 1%</p> |



|   |                                                                                                                                                                                                                                                                                                                                                                                                                  |              |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | <p>Average time required to provide Certified Copy: which includes services starting from acceptance of the issuance of Certified Copy from the citizen till generation of money Receipt</p> <p>Breach will be measured basis time take to generate certified copy, based on the acceptable inputs with time stamping from the searching of the CC with defined parameters till generation of money receipt.</p> | > 15 Minutes | <ul style="list-style-type: none"> <li>• 98% to 99%: Penalty of 1% of monthly invoice</li> <li>• Additional, 0.5 % penalty for every further deterioration by 1%</li> </ul>                                                                                                                                                                                                                                                                   |
| 3 | <p>Average Time Spent by SRO (online) through e-Registration during Peak Hours [Average must be achieved with the Time Spent by 99% or more of the citizens being within 15 minutes]</p>                                                                                                                                                                                                                         | > 15 Minutes | <ul style="list-style-type: none"> <li>• 98% to 99%: Penalty of 1% of monthly invoice</li> <li>• Additional, 0.5 % penalty for every further deterioration by 1%</li> </ul>                                                                                                                                                                                                                                                                   |
| 4 | <p>Security breach including Data Theft/Loss/Corruption</p> <ul style="list-style-type: none"> <li>• Any incident where in system compromised or any case wherein data theft occurs (including internal incidents)</li> </ul>                                                                                                                                                                                    | No Breach    | <p>For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected penalty from INR 5 Lakhs up to 20% of the Annual Contract Value. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, Department reserves the right to terminate the Contract</p> |

**Note:** All calls logged by the Selected bidder's team for time lost due to application or CSP related issues shall be exempted from SLA measurement



The Selected bidder shall deploy appropriate Queue monitoring solution to measure the SLAs. The system shall capture time stamps of all events from request made by citizen to service delivered and ensure the system time stamps must be tamper proof.

#### Turnaround Time of various Activities of Registration process for IGR Department:

Table 15. Current Turnaround time for IGR activities

| Sr. No.      | Responsibility | Steps                                                                                                      | Time Req'd. in Minutes |
|--------------|----------------|------------------------------------------------------------------------------------------------------------|------------------------|
| I            | Citizen        | Come in the office and register his presence and gets token no.                                            | NA                     |
| II           | Operator       | Data entry (Optional) / Correction whenever necessary if the data entry is done by the customer themselves | 2                      |
| III          | SRO            | Document Scrutiny and accept the token no.                                                                 | 3                      |
|              |                | Presentation of documents by Citizen (Stamp 1)                                                             |                        |
|              |                | Payment verification and Receipt generation (Stamp 2)                                                      |                        |
| IV           | Operator       | Admission (Stamp 3) (thumb and photo)                                                                      | 5                      |
|              |                | Identification (Stamp 4)                                                                                   |                        |
|              |                | Summary sheet Generation                                                                                   |                        |
| V            | SRO            | Signatures of parties and the Identifier                                                                   | 5                      |
|              |                | Certification of registration (Stamp 5)                                                                    |                        |
| VI           | Operator       | Scanning (with unstapling)                                                                                 | 5                      |
|              |                | Printing 2 sets                                                                                            | 2                      |
| VII          | Operator       | Incidental services                                                                                        | 2                      |
| <b>Total</b> |                |                                                                                                            | <b>24</b>              |

The above-mentioned turnaround time is average time taken for registering a 40-page document at the SRO.

#### Criticality of Services:

##### 1. Criticality level 1:

Any server related issues like hardware failure, OS failure etc. A critical problem, which affects large number of users / prioritized users / networks / servers e.g., Server UPS, Gateway Routers, Layer-3 and 2 core switches, networked printers, messaging servers, domain servers and other mission critical server, including their power supplies for servers, routers etc. affecting any segment of the LAN network or connectivity between any two segments including security breach.

##### 2. Criticality level 2:

A major problem, which affects the individual user, e.g., PCs, desktop printers, UPS, edge switches hubs etc.

##### 3. Criticality level 3:

Other problems not covered in criticality-1 and criticality-2 items.



Table 16. Critically Level Classification but not limited to as detailed below

| Component Affected *                        | Criticality Level-1,                                                                   | Criticality Level-2,                                                                                                                                                      | Criticality Level-3                                                                                                                                                                                                                                         |
|---------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Desktop PCs, Laptops, and tablet PCs</b> | Failure of Desktops, Laptops, and tablet PCs of prioritized users.                     | Slowing down of PC, no display, not able to boot, not able to login, Keyboard / mouse not working, Virus problem, Local printing problems Windows and MS Office problems. | <ul style="list-style-type: none"> <li>• Hardware &amp; software installation and upgrades:</li> <li>• New software installation:</li> <li>• Movement of Hardware and profile maintenance etc.</li> </ul>                                                   |
| <b>Network</b>                              | Failure of core switches, L-3 switches, routers, Floor switches                        |                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Configuration change of router.</li> </ul>                                                                                                                                                                         |
| <b>IT / Network Security</b>                | Failure at perimeter level, Server and DCS, Failure for prioritized user               |                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Failure not mentioned in criticality – I &amp; II.</li> </ul>                                                                                                                                                      |
| <b>OS, patch management and software</b>    | OS problem on Server/desktop, OS corruption, virus attack                              | Performance tuning /response time                                                                                                                                         | <ul style="list-style-type: none"> <li>• New software Installation.</li> </ul>                                                                                                                                                                              |
| <b>IT Peripherals and other activities</b>  | Any call of prioritized users, Networked printers, L-3 switches, Centralized printers. | Desktop printers,                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Problems in scanners, peripherals and devices etc. not covered in criticality –II.</li> <li>• Installation of Desktops.</li> <li>• reconfiguration, creation of profiles and movement of equipment etc.</li> </ul> |
| <b>UPS</b>                                  | Failure of UPS                                                                         |                                                                                                                                                                           |                                                                                                                                                                                                                                                             |
| <b>Cleaning</b>                             | Failure to clean the office space as per scope                                         |                                                                                                                                                                           |                                                                                                                                                                                                                                                             |

\*The amendment to the above-mentioned components is at the discretion of the OIGR and sub-departments. The same shall be communicated to Selected Bidder in advance as and when it is modified.

### Response & Resolution Time

#### 1. Response time:

Time taken by the Selected Bidder between registration of the complaint by Department user at help desk and the time taken by the Selected Bidder for responding the complaint.

#### 2. Resolution time:

- It is the total time taken by the Selected Bidder between registering the complaint at help desk of the site and rectifying the fault. This time includes time taken to respond, diagnose, repair / replace the faulty component/module/device.

#### Desired Response & Resolution time:

Table 17. Criticality Levels

| Time | Criticality Levels |
|------|--------------------|
|------|--------------------|



|                                  | Criticality Level – 1                                                                                                                                                                                         | Criticality Level – 2                                                                                                                                                                                        | Criticality Level - 3                                                                                                                                                                                        |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Response Time</b>             | Within 15 minutes                                                                                                                                                                                             | Within 30 minutes                                                                                                                                                                                            | Within 45 minutes                                                                                                                                                                                            |
| <b>Resolution Time</b>           | 2 Hours                                                                                                                                                                                                       | 5 Hours                                                                                                                                                                                                      | 9 Hours                                                                                                                                                                                                      |
| <b>Penalty for Each incident</b> | Rs. 5,000 for the first instance and Rs.25,000 for subsequent delay of every additional calendar day, up to 10% of Invoice amount for the month. Post this limit, Dept. may invoke annulment of the contract. | Rs. 2,500 for the first instance and Rs.5,000 for subsequent delay of every additional calendar day, up to 10% of Invoice amount for the month. Post this limit, Dept. may invoke annulment of the contract. | Rs. 1,000 for the first instance and Rs.2,000 for subsequent delay of every additional calendar day, up to 10% of Invoice amount for the month. Post this limit, Dept. may invoke annulment of the contract. |

Table 18. Manpower Availability

| Service Level Objective                       | Measurement/ Methodology         | Target / Service Level                                         | Penalty                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------|----------------------------------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Attendance during Contract duration</b>    | Number of days present at Office | Less than or equal to 2 days of leaves in a month by personnel | <p>Personnel shall be allowed 2 leaves in a month after providing a written permission from department. Also, resources in similar capabilities will not be allowed to take joint leaves together. For e.g., all three-networking staff cannot take leave at the same time.</p> <p>Post 2 leaves in a month, per day amount of Rs.1000 for each additional leave shall be deducted.</p> <p>Maximum leaves are capped to 12 days in the financial year.</p> |
| <b>Unsatisfactory Performance of resource</b> | Performance of resource          | Monitoring shall be on daily basis.                            | In case of Unsatisfactory Performance of resource, Department may request Selected Bidder to replace and change resource.                                                                                                                                                                                                                                                                                                                                  |

In case of resource being changed, Selected Bidder shall provide 1-month prior notice to Department and arrange for complete knowledge transfer of new resource. In case of extended leave by resource, a temporary resource may be proposed by Selected Bidder, meeting all qualification as stated in Section 7.

## 15. Annexure VIII – Format for Performance Bank Guarantee

<<To be printed on Rs. 100 stamp paper>>

IN CONSIDERATION OF ..... Through .....

Office of Inspector General of Registration (OIGR) for “Name of the RFP ” (hereinafter referred to as the “said work”) on the terms and conditions of the AGREEMENT dated the ..... day of ..... 2023 executed between OIGR on the one part and the Company (Name of the Company) on the other part (hereinafter referred to as “the said AGREEMENT”) and on the terms and conditions specified in the Contract, Form of Offer and Form of acceptance of Offer, true and complete copies of the offer



submitted by the Company, the said Acceptance of Offer and the said AGREEMENT are annexed hereto.

The Company has agreed to furnish OIGR in Guarantee of the Nationalized Bank for the sum of Rs ..... (Agreement in Words and Figures) only which shall be the Security Deposit for the due performance of the terms, covenants, and conditions of the said AGREEMENT. We ..... Bank Registered in India under Act and having one of our Local Head Office at ..... do hereby guarantee to OIGR in ..... Department.

- i. Due performance and observances by the Company of the term's covenants and conditions on the part of the Company contained in the said AGREEMENT, AND
- ii. Due and punctual payment by the Company to OIGR of all sums of money, losses, damages, costs, charges, penalties, and expenses that may become due or payable to OIGR by or from the Company by reason of or in consequence of any breach, non-performance, or default on the part of the Company of the term's covenants and conditions under or in respect of the said AGREEMENT.

AND FOR THE consideration aforesaid, we do hereby undertake to pay to OIGR on demand without delay demur the said sum of Rs. .... (Rupees ..... only) together with interest thereon at the rate prescribed under ..... from the date of demand till payment or such lesser sum, as may be demanded by OIGR from us as and by way of indemnity on account of any loss or damage caused to or suffered by OIGR by reason of any breach, non-performance or default by the Company of the terms, covenants and conditions contained in the said AGREEMENT or in the due and punctual payment of the moneys payable by the Company to OIGR thereunder and notwithstanding any dispute or disputes raised by the Company in any suit or proceeding filed before the Court relating thereto our liability hereunder being absolute and unequivocal and irrevocable AND WE do hereby agree that –

- a. The guarantee herein contained shall remain in full force and effect during the subsistence of the said AGREEMENT and that the same will continue to be enforceable till all the claims of OIGR are fully paid under or by virtue of the said AGREEMENT and its claims satisfied or discharged and till OIGR certifies that the terms and conditions of the said AGREEMENT have fully and properly carried out by the Company.
- b. We shall not be discharged or released from liability under this Guarantee by reason of
  - i. any change in the Constitution of the Bank or
  - ii. any arrangement entered into between OIGR and the Company with or without our consent.
  - iii. any forbearance or indulgence shown to the Company,
  - iv. any variation in the terms, covenants or conditions contained in the said AGREEMENT.
  - v. any time given to the Company, OR
  - vi. any other conditions or circumstances under which in a law a surety would be discharged.
- c. Our liability hereunder shall be joint and several with that of the Company as if we were the principal debtors in respect of the said sum of Rs..... (Rupees..... Only).
- d. We shall not revoke this guarantee during its currency except with the previous consent of OIGR in ..... department in writing.
- e. **Always provided** that notwithstanding anything herein contained our liabilities under this guarantee shall be limited to the sum of Rs..... (Rupees..... only) and shall remain in force until OIGR certifies that the terms and conditions of the said AGREEMENT have been fully and properly carried out by the Company.
- f. Bank hereby agrees and covenants that if at any stage default is made in payment of any instalment or any portion thereof due to OIGR under the said AGREEMENT or if the Company fails to perform the said AGREEMENT or default shall be made in fulfilling any of the terms and conditions



contained in the said AGREEMENT by the Company, the Bank shall pay to OIGR demand without any demur, such sum as may be demanded, not exceeding Rs..... (Rupees.....) and that the Bank will indemnify and keep OIGR indemnified against all the losses pursuant to the said AGREEMENT and default on the part of the Company. The decision of OIGR that the default has been committed by the Company shall be conclusive and final and shall be binding on the Bank/Guarantor. Similarly, the decision of OIGR as regards the Agreement due and payable by the Company shall be final and conclusive and binding on the Bank /Guarantor.

- g. OIGR shall have the fullest liberty and the Bank hereby gives its consent without any way affecting this guarantee and discharging the Bank/Guarantor from its liability hereunder, to vary or modify the said AGREEMENT or any terms thereof or grant any extension of time or any facility or indulgence to the Company and Guarantee shall not be released by reason of any time facility or indulgence being given to the Company or any forbearance act or omission on the part of OIGR or by any other matter or think whatsoever which under the law, relating to sureties so releasing the guarantor and the Guarantor hereby waives all suretyship and other rights which it might otherwise be entitled to enforce.
- h. That the absence of powers on the part of the Company or OIGR to enter into or execute the said AGREEMENT or any irregularity in the exercise of such power or invalidity of the said
- i. AGREEMENT for any reason whatsoever shall not affect the liability of the Guarantor/Bank and binding on the bank notwithstanding any abnormality or irregularity,

The Guarantor agrees and declares that for enforcing this Guarantee by..... against it, the Courts at Pune only shall have exclusive jurisdiction and the Guarantor hereby submits to the same

1.....

2.....

Being respectively the Director of the Company, who in token thereof, has hereto set his respective hands in the presence of –

1.....

2.....



## 16. Annexure IX – List and addresses

**Note: List of addresses for the OIGR are indicative and to be updated.**

### 1. IGR Offices

Table 19. Amravati Division - IGR Offices List

| #  | DIG      | JDR      | Name of Office        | Address                                    | Pin code | Latitude    | Longitude   |
|----|----------|----------|-----------------------|--------------------------------------------|----------|-------------|-------------|
| 1  | Amravati | Amravati | DIG office            | Thakare bangala, magilal plot, Amravati.   | 444602   | 20.9340672  | 77.7645149  |
| 2  | Amravati | Amravati | JDR Office            | Thakare bangala, magilal plot, Amravati.   | 444602   | 20.9340672  | 77.7645149  |
| 3  | Amravati | Amravati | AMRAVATI CITY-1       | Amravati collector office compound         | 444602   | 20.9380189  | 77.770736   |
| 4  | Amravati | Amravati | AMRAVATI CITY-2       | Amravati collector office compound         | 444602   | 20.9380189  | 77.770736   |
| 5  | Amravati | Amravati | AMRAVATI CITY-3       | Amravati collector office compound         | 444602   | 20.9380189  | 77.770736   |
| 6  | Amravati | Amravati | AMRAVATI RURAL        | Amravati tehsil office compound            | 444601   | 20.9303762  | 77.7485547  |
| 7  | Amravati | Amravati | ACHALPUR              | Achalpur tehsil office compound            | 444806   | 21.26966    | 77.51344    |
| 8  | Amravati | Amravati | BHATKULI              | Bhatkuli SDO office compound               | 444602   | 20.93286    | 77.78118    |
| 9  | Amravati | Amravati | MORSHI                | Morshi tehsil office compound              | 444905   | 21.1309694  | 77.706575   |
| 10 | Amravati | Amravati | DHAMANGO AN RAILWAY   | NEAR BHAGAT SINGH SQUARE, YAVATMAL ROAD    | 444709   | 20.78386    | 78.13915    |
| 11 | Amravati | Amravati | ANJANGOAN SURJI       | NEAR POLICE STATION ANJANGOAN              | 444728   | 21.162212   | 77.311083   |
| 12 | Amravati | Amravati | WARUD                 | NEAR TO VIJAY Talkies, POLICE STATION ROAD | 444906   | 21.4682616  | 78.2681006  |
| 13 | Amravati | Amravati | DHAMANGO AN RAILWAY   | NEAR BHAGAT SINGH SQUARE, YAVATMAL ROAD    | 444709   | 20.78386    | 78.13915    |
| 14 | Amravati | Amravati | DARYAPUR              | TEHASIL OFFICE COMPOUND                    | 444803   | 20.9281528  | 76.2708001  |
| 15 | Amravati | Amravati | NANDGOAN KHANDESH WAR | NEAR WEEKLY MARKET                         | 444708   | 20.68586    | 77.8325     |
| 16 | Amravati | Amravati | CHANDUR RAILWAY       | TEHASIL OFFICE COMPOUND                    | 444904   | 20.81367041 | 77.97892795 |
| 17 | Amravati | Amravati | TIWASA                | TEHASIL OFFICE COMPOUND                    | 444903   | 21.1309694  | 77.706575   |



| #  | DIG      | JDR      | Name of Office                                                  | Address                                                                                                                  | Pin code | Latitude   | Longitude  |
|----|----------|----------|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------|------------|------------|
| 18 | Amravati | Amravati | DHARNI                                                          | TEHASIL OFFICE COMPOUND                                                                                                  | 444702   | 21.5573529 | 76.8910749 |
| 19 | Amravati | Akola    | JDR Office                                                      | Collector Office Compound Area, Akola.                                                                                   | 444001   | 20.702619  | 76.996569  |
| 20 | Amravati | Akola    | SRO Akola 1                                                     | Collector Office Compound Area, Akola.                                                                                   | 444001   | 20.702733  | 76.99834   |
| 21 | Amravati | Akola    | SRO Akola 2                                                     | Collector Office Compound Area, Akola.                                                                                   | 444001   | 20.70224   | 76.9967    |
| 22 | Amravati | Akola    | SRO Akola 3                                                     | Collector Office Compound Area, Akola.                                                                                   | 444001   | 20.702617  | 76.996736  |
| 23 | Amravati | Akola    | SRO Telhara                                                     | Telhara, Tower Chowk, Telhara, Tal. Telhara, Dist. Akola.                                                                | 444108   | 21.025881  | 76.840635  |
| 24 | Amravati | Akola    | SRO Akot                                                        | Tehsil Office Area, Akot, Tal Akot, Dist. Akola.                                                                         | 444101   | 21.097804  | 77.061343  |
| 25 | Amravati | Akola    | SRO Patur                                                       | Infront of Tehsil Office Patur Tal Patur, Dist. Akola                                                                    | 444501   | 20.451991  | 76.943012  |
| 26 | Amravati | Akola    | SRO Balapur                                                     | Tahsil Office Compound, Balapur, Tal. Balapur, Dist. Akola.                                                              | 444302   | 20.670521  | 76.773774  |
| 27 | Amravati | Akola    | SRO Barshitakli                                                 | Infront of Tehsil Office, Barshitakli, Tal Barshitakli, Dist. Akola.                                                     | 444401   | 20.587046  | 77.063663  |
| 28 | Amravati | Akola    | SRO Murtijapur                                                  | Tahsil Office Compound, Murtizapur, Tal. Murtizapur, Dist. Akola.                                                        | 444107   | 20.736817  | 77.365445  |
| 29 | Amravati | Buldhana | Joint District Registrar Class-I & Collector of Stamp Buldhana. | Joint District Registrar, 1st Floor, Administrative Building Area, Behind Customer Court, Infront of Bus Stand Buldhana. | 443001   | 20.532249  | 76.17755   |
| 30 | Amravati | Buldhana | Sub Registrar class 2, Office Buldhana (HQ)                     | Sub Register Office, Administrative Building Area, Behind Customer Court, Infront of Bus Stand Buldhana.                 | 443001   | 20.532249  | 76.17755   |
| 31 | Amravati | Buldhana | Sub Registrar class 2, Office Chikhali.                         | Sub-Registrar Office, Nagar Parishad, Building, Chikhali, Tal. Chikhali, Dist. Buldhana Pin Code 443112                  | 443112   | 20.350074  | 76.25405   |
| 32 | Amravati | Buldhana | Sub Registrar grade 1,                                          | Sub Register Office, Tehsil                                                                                              | 443204   | 20.022096  | 76.03687   |



| #  | DIG      | JDR      | Name of Office                              | Address                                                                                                           | Pin code | Latitude  | Longitude |
|----|----------|----------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------|----------|-----------|-----------|
|    |          |          | Office Deulgaon Raja                        | Office Campus, Near Police Station, At Post Deulgaon Raja Tal Deulgaon Raja Dist. Buldhana.                       |          |           |           |
| 33 | Amravati | Buldhana | Sub Registrar grade 1, Office Sindkhed Raja | Sub Register Office, Tehsil Office Campus, Near Bus Stand At Post Sindkhed Raja Tal Sindkhed Raja Dist. Buldhana. | 443203   | 19.957    | 76.12283  |
| 34 | Amravati | Buldhana | SUB Registrar grade-1 Office LONAR          | Sub-Registrar Office Lonar, Near Tehsil Office, Loni Road Lonar Tal. Lonar, Dist. Buldhana.                       | 443302   | 19.973039 | 76.5311   |
| 35 | Amravati | Buldhana | Sub Registrar grade 1, Office Mehekar       | Sub-Registrar Office, Near Mango Hotel, Donagaon Road, Mehkar Tal. Mehkar, Dist. Buldhana.                        | 443301   | 20.156861 | 76.58592  |
| 36 | Amravati | Buldhana | Sub Registrar grade 1, Office Khamgaon 1    | Sub-Registrar Office Khamgaon 1, Sub- Divisional Office Compound, Khamgaon, Tal. Khamgaon, Dist. Buldhana.        | 444303   | 20.709846 | 76.5678   |
| 37 | Amravati | Buldhana | Sub Registrar grade 1, Office Khamgaon 2    | Sub-Registrar Office Khamgaon 2, Sub- Divisional Office Compound, Khamgaon, Tal. Khamgaon, Dist. Buldhana.        | 444303   | 20.710333 | 76.56739  |
| 38 | Amravati | Buldhana | Sub Registrar grade 1, Office Shegaon.      | Sub-Registrar Office, Near Cotton Market, Behind Bus Stop Shegaon Tal. Shegaon, Dist. Buldhana.                   | 444203   | 20.794472 | 76.69319  |
| 39 | Amravati | Buldhana | Sub Registrar grade 1, Office Tamgaon       | Sub Register Office, Tamgaon, Near Nagar Panchayat Office At Post Sangrampur Tal Sangrampur Dist. Buldhana.       | 444202   | 21.032669 | 76.67574  |
| 40 | Amravati | Buldhana | Sub Registrar grade 1, Office Jalgaon Jamod | Sub-Registrar Office, In front of Tehsil office, Jalgaon Jamod Tal Jalgaon Jamod Dist.                            | 443402   | 21.047701 | 76.5296   |



| #  | DIG      | JDR      | Name of Office                         | Address                                                                                                        | Pin code | Latitude   | Longitude  |
|----|----------|----------|----------------------------------------|----------------------------------------------------------------------------------------------------------------|----------|------------|------------|
|    |          |          |                                        | Buldhana.                                                                                                      |          |            |            |
| 41 | Amravati | Buldhana | Sub Registrar grade 1, Office Nandura  | Sub-Registrar Office, Near Shivaji Highschool, Motala Road Nandura Tal Nandura Dist. Buldhana.                 | 443404   | 20.836753  | 76.45999   |
| 42 | Amravati | Buldhana | Sub Registrar grade 1, Office Malkapur | Sub-Registrar Office, Tahsil Office Compound, Malkapur, Tal. Malkapur, Dist. Buldhana.                         | 442101   | 20.890361  | 76.20269   |
| 43 | Amravati | Buldhana | Sub Registrar grade 1, Motala          | Sub-Registrar Office, Tahsil Office Compound, Motala, Tal. Motala, Dist. Buldhana.                             | 443103   | 20.670111  | 76.20489   |
| 44 | Amravati | Yavatmal | JDR Yavatmal                           | Joint District Registrar, Ground Floor New Administrative Building, Collector Office Compound, Yavatmal.       | 445001   | 20.394569° | 78.125804° |
| 45 | Amravati | Yavatmal | Yavatmal1                              | Joint Sub Registrar Yavatmal-1, Ground Floor New Administrative Building, Collector Office Compound, Yavatmal. | 445001   | 20.394578° | 78.125767  |
| 46 | Amravati | Yavatmal | Yavatmal2                              | Joint Sub Registrar Yavatmal-2, Ground Floor New Administrative Building, Collector Office Compound, Yavatmal. | 445001   | 20.39505°  | 78.134129° |
| 47 | Amravati | Yavatmal | Maregaon                               | Sub Registrar Office, Vividh Karykari Society Building, Ambedkar Chowk, Maregaon, Dist.: Yavatmal.             | 445303   | 20.105198° | 78.806259° |
| 48 | Amravati | Yavatmal | Pusad                                  | Sub Registrar Office, Near Gajanan Maharaj Mandir, Moti Nagar Pusad, Dist.: Yavatmal.                          | 445204   | 19.90412°  | 77.569598° |
| 49 | Amravati | Yavatmal | Kalamb                                 | Sub Registrar Office, 1st Floor, Under Tehsil Compound, Kalamb Dist.: Yavatmal.                                | 445401   | 20.442855° | 78.321383° |



| #  | DIG      | JDR      | Name of Office | Address                                                                                                     | Pin code | Latitude   | Longitude  |
|----|----------|----------|----------------|-------------------------------------------------------------------------------------------------------------|----------|------------|------------|
| 50 | Amravati | Yavatmal | Zari Jamani    | Sub Registrar Office, 1st Floor, Under Tehsil Compound, Zari Jamani Dist.: Yavatmal.                        | 445305   | 19.857906° | 78.725541° |
| 51 | Amravati | Yavatmal | Wani           | Sub Registrar Office, Ratan Plaza Building, Near Ashirwad Hotel, Warora Road, Wani, Dist.: Yavatmal.        | 445304   | 20.058757° | 78.954336° |
| 52 | Amravati | Yavatmal | Kelapur        | Sub Registrar Office, Under Tehsil Compound, Kelapur Dist.: Yavatmal.                                       | 445302   | 20.027678° | 78.545322° |
| 53 | Amravati | Yavatmal | Ner            | Sub Registrar Office, Sawagekar Complex, Near Anushka Petrol Pump, Ner, Dist.: Yavatmal.                    | 445102   | 20.494228° | 77.865116° |
| 54 | Amravati | Yavatmal | Mahagaon       | Sub Registrar Office, Under Tehsil Compound, Mahagaon Dist.: Yavatmal.                                      | 445205   | 19.786344° | 77.772233° |
| 55 | Amravati | Yavatmal | Digras         | Sub Registrar Office, 1st Floor, Under Tehsil Compound, Digras Dist.: Yavatmal.                             | 445203   | 20.10733°  | 77.722965° |
| 56 | Amravati | Yavatmal | Babhulgaon     | Sub Registrar Office, Datar Wada, Near Madhyawarti Bank, Ghongade Baba Layout, Babhulgaon, Dist.: Yavatmal. | 445101   | 20.553749° | 78.167242° |
| 57 | Amravati | Yavatmal | Darawha        | Sub Registrar Office, Under Tehsil Compound, Darawha Dist.: Yavatmal.                                       | 445202   | 20.311129° | 77.770149° |
| 58 | Amravati | Yavatmal | Arni           | Sub Registrar Office, Under Tehsil Compound, Arni Dist.: Yavatmal-445103                                    | 445103   | 20.080996° | 77.953419° |
| 59 | Amravati | Yavatmal | Umerkehd       | Mahagaon Road, Hanuman Ward Rear to Jilha Madhyawarti Bank, Umarkhed.                                       | 445206   | 19.602926° | 77.691354° |
| 60 | Amravati | Yavatmal | Ghatanji       | Sub Registrar Office, Under Tehsil                                                                          | 445301   | 20.143211° | 78.319777° |



| #  | DIG      | JDR      | Name of Office | Address                                                                                | Pin code | Latitude   | Longitude  |
|----|----------|----------|----------------|----------------------------------------------------------------------------------------|----------|------------|------------|
|    |          |          |                | Compound, Ghatanji Dist.: Yavatmal.                                                    |          |            |            |
| 61 | Amravati | Yavatmal | Ralegaon       | Sub Registrar Office, 1st Floor, Under Tehsil Compound, Ralegaon Dist.: Yavatmal.      | 445402   | 20.418803° | 78.517256° |
| 62 | Amravati | Washim   | JDR            | Near Deshmukh Hospital, Civil line, First floor Kapoor Bunglow, Washim.                | 444505   | 20.12016   | 77.135984  |
| 63 | Amravati | Washim   | SRO Shirpur    | Sub Registrar Office Shirpur. Near Aai Bhavani mandir Waghi Road Tal – Malegaon.       | 444503   | 20.16325   | 76.9575996 |
| 64 | Amravati | Washim   | SRO Karanja    | Sub Registrar Office Karanja, Darhava Road, Mangrul Wes. Tal - Karanja Dist. – Washim. | 444105   | 20.477081  | 77.492388  |
| 65 | Amravati | Washim   | SRO Manora     | Sub Registrar Office, Near Tahsil Office Manora                                        | 444404   | 20.216317  | 77.561706  |
| 66 | Amravati | Washim   | SRO Mangrulpir | Sub Registrar Office, Near Tahsil Office Mangrulpir                                    | 444403   | 20.311052  | 77.341954  |
| 67 | Amravati | Washim   | SRO Risod      | Sub Registrar Office Risod in Front of Police Station, Tal - Risod, Dist. –Washim.     | 444506   | 19.97576   | 76.7880259 |
| 68 | Amravati | Washim   | SRO Washim     | Sub Registrar Office, Near old Nagar Parishad, Washim.                                 | 444505   | 20.104184  | 77.1352935 |

Table 20. Aurangabad Division - IGR Offices List

| # | DIG        | JDR        | Name of Office | Address                                                                      | Pin code | Latitude | Longitude |
|---|------------|------------|----------------|------------------------------------------------------------------------------|----------|----------|-----------|
| 1 | Aurangabad | Aurangabad | DIG office     | Registration & Stamp Building 2nd floor behind collector office Aurangabad   | 431001   | 19.53413 | 75.33862  |
| 2 | Aurangabad | Aurangabad | JDR office     | Registration & Stamp Building first floor behind collector office Aurangabad | 431001   | 19.89492 | 75.33862  |



| #  | DIG        | JDR        | Name of Office         | Address                                                                             | Pin code | Latitude       | Longitude  |
|----|------------|------------|------------------------|-------------------------------------------------------------------------------------|----------|----------------|------------|
| 3  | Aurangabad | Aurangabad | Aurangabad 1           | Registration & Stamp Building<br>Ground floor behind collector<br>office Aurangabad | 431001   | 19.89478       | 75.33825   |
| 4  | Aurangabad | Aurangabad | Aurangabad 2           | Registration & Stamp Building<br>Ground floor behind collector<br>office Aurangabad | 431001   | 19.89494       | 75.3383    |
| 5  | Aurangabad | Aurangabad | Aurangabad 3           | Opp. Patel lawns Beed bypass<br>road Satara Parisar<br>Aurangabad                   | 431005   | 19.85308       | 75.31096   |
| 6  | Aurangabad | Aurangabad | Aurangabad 4 Phulambri | administrative Building tahsil<br>office 2nd floor Phulambri.                       | 431111   | 20.09049       | 75.44305   |
| 7  | Aurangabad | Aurangabad | Aurangabad 5           | Registration & Stamp Building<br>Ground floor behind collector<br>office Aurangabad | 431001   | 19.894838      | 75.338222  |
| 8  | Aurangabad | Aurangabad | Aurangabad 6           | Opp. Patel lawns Beed bypass<br>road satara Parisar<br>Aurangabad                   | 431005   | 19.853068<br>8 | 75.3109373 |
| 9  | Aurangabad | Aurangabad | Sillod                 | Market committee Campus<br>bus stand road Sillod.                                   | 431112   | 20.29919       | 75.65425   |
| 10 | Aurangabad | Aurangabad | Kannad                 | House no 13/1565 chalisgaon<br>road Kannad                                          | 431103   | 20.26447       | 75.13488   |
| 11 | Aurangabad | Aurangabad | Gangapur               | Tahsil office Building 1st floor<br>Gangapur                                        | 431109   | 19.70602       | 75.00248   |
| 12 | Aurangabad | Aurangabad | Vaijapur               | Market committee Building<br>Vaijapur                                               | 423701   | 19.55544       | 74.43472   |
| 13 | Aurangabad | Aurangabad | Paithan                | Nagar parishad compound<br>Court Road Paithan                                       | 431107   | 19.47736       | 75.38571   |
| 14 | Aurangabad | Aurangabad | Khultabad              | Nagar palika Building<br>compound Khultabad                                         | 431101   | 20.00755       | 75.19247   |
| 15 | Aurangabad | Aurangabad | Soygaon                | Nage Patil building chalisgaon<br>road Soygaon                                      | 431120   | 20.59234       | 75.61946   |
| 16 | Aurangabad | Beed       | JDR office Beed        | Collector office compound,<br>Nagar Road Beed                                       | 431122   | 18.99078       | 75.74729   |



| #  | DIG        | JDR   | Name of Office                 | Address                                                                           | Pin code | Latitude  | Longitude |
|----|------------|-------|--------------------------------|-----------------------------------------------------------------------------------|----------|-----------|-----------|
| 17 | Aurangabad | Beed  | Ashti                          | old tehsil office building Ashti Ta. Ashti                                        | 414203   | 18.80378  | 75.17229  |
| 18 | Aurangabad | Beed  | Patoda                         | Tehsil office compound, Patoda Tq. Patoda Dist. Beed                              | 414204   | 18.79932  | 75.48207  |
| 19 | Aurangabad | Beed  | Shirur Kasar                   | Nagar Road, Opp. old tehsil office, Shirur Kasar th Shirur Dist. Beed             | 413249   | 19.06101  | 75.42406  |
| 20 | Aurangabad | Beed  | Gevrai                         | Chhatrapati Sambhaji Raje, Vyapar Sankul building, Mondha Naka, Gevrai Tq. Gevrai | 431130   | 19.25636  | 75.75264  |
| 21 | Aurangabad | Beed  | Beed-01                        | Collector office compound, Nagar Road Beed                                        | 431122   | 18.99078  | 75.74729  |
| 22 | Aurangabad | Beed  | Beed-02                        | Collector office compound, Nagar Road Beed                                        | 431122   | 18.99078  | 75.74729  |
| 23 | Aurangabad | Beed  | Majalgaon                      | Behind Tehsil Office, Tehsil office premises, Majalgaon Tq. Majalgaon             | 431131   | 19.15942  | 76.20443  |
| 24 | Aurangabad | Beed  | Wadwani                        | Off. Bus Stand, Wadwani Tq. Wadwani                                               | 431144   | 18.98848  | 76.03348  |
| 25 | Aurangabad | Beed  | Dhaur                          | Tehsil office 2nd floor, Dharur Tq. Dharur                                        | 431124   | 18.82519  | 76.1102   |
| 26 | Aurangabad | Beed  | Kaij                           | Tehsil Office Compound, Shivaji Chowk Kaij Tq. Kaij                               | 431123   | 18.71388  | 76.06439  |
| 27 | Aurangabad | Beed  | Ambajogai                      | Nagar Parishad compound, Ambajogai Tq. Majalgaon                                  | 431517   | 18.73205  | 76.39113  |
| 28 | Aurangabad | Beed  | Parli Vaijnath                 | Tehsil office 2nd floor, Parli Tq. Kaij                                           | 431515   | 18.84537  | 76.51431  |
| 29 | Aurangabad | Jalna | Joint District Registrar Jalna | Joint District Registrar Office, 2nd floor, collector building, Jalna             | 431203   | 19.827248 | 75.872909 |
| 30 | Aurangabad | Jalna | Sub Registrar Jalna 1          | Sub Registrar office Jalna 1, oppo. ACB office, Juna Jalna, Jalna                 | 431203   | 19.840855 | 75.874749 |



| #  | DIG        | JDR   | Name of Office                   | Address                                                                                                   | Pin code | Latitude  | Longitude |
|----|------------|-------|----------------------------------|-----------------------------------------------------------------------------------------------------------|----------|-----------|-----------|
| 31 | Aurangabad | Jalna | Sub Registrar Jalna 3            | Sub Registrar office Jalna 3, oppo. ACB office, Juna Jalna, Jalna                                         | 431203   | 19.840798 | 75.87474  |
| 32 | Aurangabad | Jalna | Sub Registrar Jalna 2 (Badnapur) | Sub Registrar office, New Administrative building, Tehsil Office Badnapur Tq. Badnapur Dist. Jalna        | 431202   | 19.86894  | 75.695002 |
| 33 | Aurangabad | Jalna | Sub Registrar Ambad              | Sub Registrar Office, Abhinav complex Pachod Road, Ambad, Tq. Ambad Dist. Jalna                           | 431204   | 19.620682 | 75.794131 |
| 34 | Aurangabad | Jalna | Sub Registrar Ghansawangi        | Sub Registrar office, New Administrative building, Tehsil Office Ghansawangi Tq. Ghansawangi Dist. Jalna. | 431209   | 19.522923 | 75.999285 |
| 35 | Aurangabad | Jalna | Sub Registrar Bhokardan          | Sub-Registrar Office, Krushi Utpann Bazar Samiti area, Bhokardan, Tq. Bhokardan Dist. Jalna               | 431114   | 20.255563 | 75.768866 |
| 36 | Aurangabad | Jalna | Sub Registrar Jafrabad           | Sub-Registrar Office, Krushi Utpann Bazar Samiti area, Jafrabad, Tq. Jafrabad Dist. Jalna                 | 431206   | 20.194255 | 76.013726 |
| 37 | Aurangabad | Jalna | Sub Registrar Mantha             | Sub Registrar office, Tehsil office building, Near Devi Road Mantha, Tq. Mantha Dist. Jalna               | 431504   | 19.661559 | 76.393973 |
| 38 | Aurangabad | Jalna | Sub Registrar Partur             | Sub Registrar Office, Near SBI bank, Main Road Partur, Tq. Partur Dist. Jalna.                            | 431501   | 19.860354 | 75.346899 |

Table 21. Latur Division - IGR Offices List

| # | DIG   | JDR   | Name of Office | Address                                             | Pin code | Latitude | Longitude |
|---|-------|-------|----------------|-----------------------------------------------------|----------|----------|-----------|
| 1 | Latur | Latur | JDR            | JDR Office, 2nd floor Admin Building, Old Collector | 413512   | 18.40'11 | 76.56'21  |



| #  | DIG   | JDR   | Name of Office | Address                                                            | Pin code | Latitude | Longitude |
|----|-------|-------|----------------|--------------------------------------------------------------------|----------|----------|-----------|
|    |       |       |                | Compound, Shivaji Chowk, Latur.                                    |          |          |           |
| 2  | Latur | Latur | Latur1         | SRO Latur-1, Old Collector Compound, Shivaji Chowk, Latur.         | 413512   | 18.24'02 | 76.33'47  |
| 3  | Latur | Latur | Latur2         | SRO Latur-2, Old Collector Compound, Shivaji Chowk, Latur.         | 413512   | 18.24'03 | 76.33'46  |
| 4  | Latur | Latur | Udgir          | SRO Udgir-1, Maniyar Building, Khatib Colony, Bidar Road, Udgir.   | 413517   | 18.22'52 | 77.07'19  |
| 5  | Latur | Latur | Ausa           | SRO Ausa, First floor Admin Building, Tashil Compound Ausa.        | 413520   | 18.24'99 | 76.50'35  |
| 6  | Latur | Latur | Nilanga        | SRO Nilanga, Majid Deshmukh Building, Datta Nagar Nilanga.         | 413521   | 18.12'28 | 76.74'84  |
| 7  | Latur | Latur | Murud          | SRO Murud, Grampanchayat godam, Shivaji chowk, Murud               | 413510   | 18.24'05 | 76.14'20  |
| 8  | Latur | Latur | Renapur        | SRO Renapur, Tehsil office building, Renapur.                      | 413527   | 18.31'24 | 76.35'00  |
| 9  | Latur | Latur | Chakur         | Sro Chakur, Taluka Kharedi vikri sangh, Latur Nanded road, Chakur. | 413513   | 18.51211 | 76.85404  |
| 10 | Latur | Latur | Ahamdpur       | SRO Ahamdpur, Reddy House, MG Collage Road, Ahamdpur.              | 413515   | 18.42'00 | 76.56'30  |
| 11 | Latur | Latur | Jalkot         | SRO Jalkot, Krushi Utpanna Bajar samiti building, Jalkot.          | 413532   | 18.37'58 | 77.10'44  |
| 12 | Latur | Latur | Devani         | SRO Devani, Sayyed Mirzaz Building, Devani.                        | 413519   | 18.15'54 | 77.05'09  |
| 13 | Latur | Latur | SAP            | SRO Shirur Anatpal, Rasul Ahamd Patel Turukwadi, Shirur Anatpal.   | 143544   | 18.33364 | 76.82578  |



| #  | DIG   | JDR       | Name of Office           | Address                                                                                  | Pin code | Latitude         | Longitude    |
|----|-------|-----------|--------------------------|------------------------------------------------------------------------------------------|----------|------------------|--------------|
| 14 | Latur | Osmanabad | JDR                      | Administrative Building, First Floor Room No.18 Osmanabad.                               | 413501   | 18.200232        | 76.042529    |
| 15 | Latur | Osmanabad | Osmanabad                | Administrative Building, First Floor Room No.25 Osmanabad.                               | 413501   | 18.200379        | 76.042261    |
| 16 | Latur | Osmanabad | Bhoom                    | Central Building Near Alamprabhu temple Room No. 4.                                      | 413504   | 18.460685        | 75.677354    |
| 17 | Latur | Osmanabad | Kalamb                   | Sub Registrar Office Central Building Kalamb Dist. Osmanabad.                            | 413507   | 10.571667        | 76.016887    |
| 18 | Latur | Osmanabad | Tuljapur                 | Sub Registrar Office Tahsil Office First Floor Tuljapur Dist. Osmanabad.                 | 413602   | 18.010095        | 76.069934    |
| 19 | Latur | Osmanabad | Lohara                   | Sub Registrar Office Kulkarni Niwas Pandhare Plotting Lohara.                            | 413608   | 17.993506        | 76.321385    |
| 20 | Latur | Osmanabad | Washi                    | Sub Registrar Office Shivaji Nagar Near Janta Bank Washi Dist. Osmanabad                 | 413503   | 18.543667        | 75.778853    |
| 21 | Latur | Osmanabad | Omerga                   | Sub Registrar Office Near Datta Mandir Gov. House Room No.9 & 10 Omerga Dist. Osmanabad. | 413606   | 17.84358         | 76.611113    |
| 22 | Latur | Osmanabad | Paranda                  | SRO Office Paranda, Tahsil Office Compound, Taluka Paranda Dist. Osmanabad               | 413502   | 18.2654          | 75.459028    |
| 23 | Latur | Nanded    | JDR Nanded               | Pomode Building, V.I.P. Road, Nanded, Maharashtra.                                       | 431602   | 19.168618<br>3 N | 77.3081596 E |
| 24 | Latur | Nanded    | Sub- Registrar, Nanded-1 | Pomode Building, V.I.P. Road, Nanded, Maharashtra.                                       | 431602   | 19.168604<br>N   | 77.3080492 E |



| #  | DIG   | JDR    | Name of Office            | Address                                                                | Pin code | Latitude         | Longitude    |
|----|-------|--------|---------------------------|------------------------------------------------------------------------|----------|------------------|--------------|
| 25 | Latur | Nanded | Sub- Registrar, Nanded-2  | Pomode Building, V.I.P. Road, Nanded, Maharashtra.                     | 431602   | 19.168603<br>7 N | 77.3079727 E |
| 26 | Latur | Nanded | Sub- Registrar, Nanded-3  | Shreeved Bank Lata Complex Anand Nagar Nanded, Maharashtra.            | 431605   | 19.173733<br>N   | 77.314955 E  |
| 27 | Latur | Nanded | Sub- Registrar, Kinwat    | Near Railway Station, Kinwat, Nanded, Maharashtra.                     | 431804   | 19.618975<br>1 N | 78.2017897 E |
| 28 | Latur | Nanded | Sub- Registrar, Mukhed    | Tehsil Office Compound, Mukhed, Nanded, Maharashtra.                   | 431715   | 18.847740<br>4 N | 77.209797 E  |
| 29 | Latur | Nanded | Sub- Registrar, Deglur    | Beside Shivaji Park Nagrapalika Building, Deglur, Nanded, Maharashtra. | 431717   | 18.545419<br>4 N | 77.5834658 E |
| 30 | Latur | Nanded | Sub- Registrar, Hatgaon   | Near Government Goudaun, Hatgaon, Nanded, Maharashtra.                 | 431712   | 19.497490<br>5 N | 77.6566069 E |
| 31 | Latur | Nanded | Sub- Registrar, Bhokar    | Shaikh Naeem Building, Station Road, Bhokar, Nanded, Maharashtra.      | 431801   | 19.215707<br>2 N | 77.6684644 E |
| 32 | Latur | Nanded | Sub- Registrar, Kandhar   | Patrakar colony Loha Road Kandahar, Nanded, Maharashtra.               | 431714   | 18.881510<br>1 N | 77.1706163 E |
| 33 | Latur | Nanded | Sub- Registrar, Billoli   | Gandhi Nagar, Boudan Road, Billoli, Nanded, Maharashtra.               | 431710   | 18.776748<br>1 N | 77.7197015 E |
| 34 | Latur | Nanded | Sub- Registrar, Mudhkhed  | Tehsil Office Compound, Mudhkhed, Nanded, Maharashtra.                 | 431806   | 19.144921<br>N   | 77.5044308 E |
| 35 | Latur | Nanded | Sub- Registrar, Ardhapur  | Tehsil Office Compound, Ardhapur, Nanded, Maharashtra.                 | 431704   | 19.269782<br>5 N | 77.3685456 E |
| 36 | Latur | Nanded | Sub- Registrar, Dharmabad | Gujarati Building, Basar Road, Dharmabad, Nanded, Maharashtra.         | 431704   | 18.890143<br>2 N | 77.8528345 E |



| #  | DIG   | JDR      | Name of Office                     | Address                                                                             | Pin code | Latitude         | Longitude    |
|----|-------|----------|------------------------------------|-------------------------------------------------------------------------------------|----------|------------------|--------------|
| 37 | Latur | Nanded   | Sub- Registrar, Loha               | Tehsil Office Compound, Loha, Nanded, Maharashtra.                                  | 431708   | 18.941529<br>1 N | 77.1332361 E |
| 38 | Latur | Nanded   | Sub- Registrar, Naygaon            | Tehsil Office Area, Naygaon, Nanded, Maharashtra.                                   | 431709   | 18.867489<br>5 N | 77.5200948 E |
| 39 | Latur | Nanded   | Sub- Registrar, Himayatnagar       | Tehsil Office Area, Himayatnagar, Nanded, Maharashtra.                              | 431802   | 19.419778<br>1 N | 77.8615575 E |
| 40 | Latur | Nanded   | Sub- Registrar, Mahur              | Tehsil Office Compound, Mahur, Nanded, Maharashtra.                                 | 431721   | 19.858157<br>2 N | 77.9257517 E |
| 41 | Latur | Nanded   | Sub- Registrar, Umari              | Tehsil Office Area, Dharmabad Road, Umari, Nanded, Maharashtra.                     | 141807   | 19.046115<br>3 N | 77.6294487 E |
| 42 | Latur | Nanded   | Marriage Office Nanded             | Pomode Building, V.I.P. Road, Nanded, Maharashtra.                                  | 431902   | 19.168604<br>N   | 77.3080492 E |
| 43 | Latur | Parbhani | Joint District Registrar, Parbhani | New Administrative Building, Ground Floor, hall no.3, tq. Parbhani, Dist. Parbhani. | 431401   | 19.263294<br>7N  | 76.773344E   |
| 44 | Latur | Parbhani | Sub Registrar, Parbhani 1          | New Administrative Building, Ground Floor, hall no.3 Tq Parbhani Dist. Parbhani.    | 431401   | 19.263286<br>1N  | 76.7773399E  |
| 45 | Latur | Parbhani | Sub Registrar, Parbhani 2          | Tehsil Office Parisar, Purna, Tq. Purna, Dist. Parbhani.                            | 431511   | 19.17662N        | 77.0397714E  |
| 46 | Latur | Parbhani | Sub Registrar, Gangakhed           | Tehsil Office Parisar, Gangakhed Tq. Gangakhed, Dist. Parbhani.                     | 431514   | 18.9654542<br>N  | 76.748915 E  |
| 47 | Latur | Parbhani | Sub Registrar, Palam               | Tehsil Office Parisar, Palam, Tq. Palam, Dist. Parbhani.                            | 431536   | 19.010398N       | 76.9529636E  |
| 48 | Latur | Parbhani | Sub Registrar, Sonpeth             | Tehsil Office Parisar, Sonpeth, Tq. Sonpeth Dist. Parbhani.                         | 431516   | 19.0398211<br>N  | 76.4767325E  |
| 49 | Latur | Parbhani | Sub Registrar, Selu                | Tehsil Office Parisar, Selu, Tq. Selu, Dist. Parbhani.                              | 431503   | 19.4628792<br>N  | 76.4297347E  |
| 50 | Latur | Parbhani | Sub Registrar, Manwat              | Tehsil Office Parisar, Manwat, Tq. Manwat, Dist. Parbhani.                          | 431505   | 19.2921019<br>N  | 76.4824372E  |



| #  | DIG   | JDR      | Name of Office         | Address                                                                                                             | Pin code | Latitude      | Longitude    |
|----|-------|----------|------------------------|---------------------------------------------------------------------------------------------------------------------|----------|---------------|--------------|
| 51 | Latur | Parbhani | Sub Registrar, Pathari | Diwan's House Teacher Colony, Pathari, Tq. Pathari. Dist. Parbhani.                                                 | 431506   | 19.2630156 N  | 76.4336646E  |
| 52 | Latur | Parbhani | Sub Registrar, Jintur  | Tehsil Office Parisar, Jintur, Tq. Jintur, Dist. Parbhani.                                                          | 431509   | 19.6060193 N  | 76.6887747E  |
| 53 | Latur | Hingoli  | JDR                    | Nanded Road, Collector Office Building, Ground Floor, Hingoli.                                                      | 431513   | 19.710266 9 N | 77.1520085 E |
| 54 | Latur | Hingoli  | SRO Hingoli            | Post Office Road, Old BSNL Building, Hingoli-431513 Tal - Hingoli Dist.-Hingoli.                                    | 431513   | 19.718954 2 N | 77.146538 E  |
| 55 | Latur | Hingoli  | SRO Basmat             | Karkhana Road, Near SDPO Office, Basmat-431512 Tal Basmat Dist.-Hingoli.                                            | 431512   | 19.321770 5 N | 77.1567944 E |
| 56 | Latur | Hingoli  | SRO Kalamnuri          | New administrative Building, Tahsil Office Compound, First Floor, Kalamnuri-431702 Tal - Kalamnuri Dist. – Hingoli. | 431702   | 19.677689 N   | 77.3041597 E |
| 57 | Latur | Hingoli  | SRO Aundha             | New administrative Building, Tahsil Office Compound, First Floor, Aundha- 431705 Tal - Aundha Dist.- Hingoli.       | 431705   | 19.531678 9 N | 77.0406772 E |
| 58 | Latur | Hingoli  | SRO Sengaon            | New administrative Building, Tahsil Office Compound, First Floor, Sengaon- 431542 Tal- Sengaon Dist. Hingoli.       | 431542   | 19.794773 N   | 76.8837842 E |

Table 22. Mumbai Division - IGR Offices List

| # | DIG    | JDR         | Name of Office                                | Address                                                                                                 | Pin code | Latitude | Longitude |
|---|--------|-------------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------|----------|----------|-----------|
| 1 | Mumbai | Mumbai City | Joint District registrar Class-1, Mumbai City | Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City. | 400001   | 18.93062 | 72.83601  |



| #  | DIG    | JDR             | Name of Office                             | Address                                                                                                 | Pin code | Latitude | Longitude |
|----|--------|-----------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------|----------|----------|-----------|
| 2  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 1 | Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City. | 400001   | 18.93062 | 72.83601  |
| 3  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 2 | MTNL Building, 1st Floor, Adarsh Nagar, Hatiskar Marg, Worli, Mumbai – 400025.                          | 400025   | 19.01628 | 72.82444  |
| 4  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 3 | MTNL Building, 1st Floor, Adarsh Nagar, Hatiskar Marg, Worli, Mumbai – 400026.                          | 400026   | 19.01616 | 72.82439  |
| 5  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 4 | MTNL Building, 1st Floor, Adarsh Nagar, Hatiskar Marg, Worli, Mumbai – 400027.                          | 400027   | 19.01623 | 72.8241   |
| 6  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 5 | MTNL Building, 1st Floor, Adarsh Nagar, Hatiskar Marg, Worli, Mumbai – 400028.                          | 400028   | 19.01623 | 72.8241   |
| 7  | Mumbai | Mumbai City     | Joint Sub Registrar Class-1, Mumbai City 6 | Ground Floor, Old Custom House, Collector of Mumbai City, Shaheed Bhagat Singh Marg, Fort, Mumbai City. | 400001   | 18.93062 | 72.83601  |
| 8  | Mumbai | Mumbai Suburban | JDR Office Mumbai Suburban                 | Ground Floor, family Court Building, BKC Bandra (E), Mumbai 400051.                                     | 400051   | 19.06752 | 72.84747  |
| 9  | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 1              | 2nd Floor, M.T.N.L. Building, Lallubhai Park, Parasi Colony, Andheri West, Mumbai 400 058.              | 400058   | 19.11429 | 72.84439  |
| 10 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 2              | Ground Floor, Family Court Bldg., Bandra-Kurla Complex, Bandra (East) Mumbai Suburban -400051.          | 400051   | 19.05564 | 72.85145  |
| 11 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 3              | Khar M.T.N.L. Bldg., Ground Floor, Khar Pali Road, Khar (w) west Mumbai-400052.                         | 400052   | 19.06699 | 72.83395  |



| #  | DIG    | JDR             | Name of Office                 | Address                                                                                    | Pin code | Latitude | Longitude |
|----|--------|-----------------|--------------------------------|--------------------------------------------------------------------------------------------|----------|----------|-----------|
| 12 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 4  | Khar M.T.N.L. Bldg., 1st Floor, Khar Pali Road, Khar (w) west Mumbai-400052.               | 400052   | 19.06697 | 72.83408  |
| 13 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 5  | 1st Floor, MTNL Building, S.V. Road, Jogeshwari West, Mumbai 400102.                       | 400102   | 19.14216 | 72.84406  |
| 14 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 6  | 1st Floor, Khar Telephone Exchange, Jogeshwari MTNL, Jogeshwari West, Mumbai - 400102.     | 400102   | 19.1475  | 72.84278  |
| 15 | Mumbai | Mumbai Suburban | Joint Sub Registrar Andheri 7  | 1st Floor, Vile Parle MTNL Building, Sant Muktabai Marg, Vile Parle East, Mumbai - 400057. | 400057   | 19.06966 | 72.84961  |
| 16 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 1 | MTNL BLDG, GROUND FLOOR, S V ROAD GOREGAON WEST MUMBAI 400104.                             | 400104   | 19.17318 | 72.84437  |
| 17 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 2 | 1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.    | 400066   | 19.21467 | 72.86409  |
| 18 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 3 | 1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.    | 400066   | 19.21465 | 72.86453  |
| 19 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 4 | Ground Floor, Shri Shrimad House, Building Station Road, Goregaon (West), Mumbai – 400062. | 400062   | 19.1659  | 72.84809  |
| 20 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 5 | 1st Floor, Tehsildar Building, Natakwal Lane, Borivali (West), Mumbai 400092               | 400092   | 19.22333 | 72.85462  |
| 21 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 6 | MTNL BLDG, GROUND FLOOR, S V ROAD                                                          | 400104   | 19.17307 | 72.84433  |



| #  | DIG    | JDR             | Name of Office                  | Address                                                                                             | Pin code | Latitude | Longitude |
|----|--------|-----------------|---------------------------------|-----------------------------------------------------------------------------------------------------|----------|----------|-----------|
|    |        |                 |                                 | GOREGAON WEST MUMBAI 400104.                                                                        |          |          |           |
| 22 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 7  | CHARKOP TELEPHONE EXCHANGE, 2nd FLOOR, SECTOR-8, KANDIVALI WEST MUMBAI – 400067.                    | 400067   | 19.21818 | 72.83445  |
| 23 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 8  | 1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.             | 400066   | 19.21458 | 72.86741  |
| 24 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 9  | 1st Floor, Magathane Telephone Exchange, Hakoba Compound, Borivali East, Mumbai 400066.             | 400066   | 19.21459 | 72.86411  |
| 25 | Mumbai | Mumbai Suburban | Joint Sub Registrar Borivali 10 | CHARKOP TELEPHONE EXCHANGE, 2nd FLOOR, SECTOR-8, KANDIVALI WEST MUMBAI – 400067.                    | 400067   | 19.21818 | 72.83445  |
| 26 | Mumbai | Mumbai Suburban | Joint Sub Registrar Kurla 1     | NEW ADMINISTRATIVE BLDG.GR. FLOOR, R C MARG, CHEMBUR(E) MUMBAI -77.                                 | 400077   | 19.00023 | 72.8172   |
| 27 | Mumbai | Mumbai Suburban | Joint Sub Registrar Kurla 2     | 2nd Floor, Magathane Telephone Exchange, Tagore Nagar no 7, Hariyali, Vikhroli East, Mumbai 400083. | 400083   | 19.11848 | 72.93546  |
| 28 | Mumbai | Mumbai Suburban | Joint Sub Registrar Kurla 3     | 2nd Floor, Magathane Telephone Exchange, Tagore Nagar no 7, Hariyali, Vikhroli East, Mumbai 400083. | 400083   | 19.11476 | 72.93151  |
| 29 | Mumbai | Mumbai Suburban | Joint Sub Registrar Kurla 4     | Ground Floor, Exim Link Building, Goregaon link Road, Nahur Bhandup (w) Mumbai -78.                 | 400078   | 19.1599  | 72.94651  |
| 30 | Mumbai | Mumbai Suburban | Joint Sub Registrar Kurla 5     | NEW ADMINISTRATIVE BLDG.GR. FLOOR, R C MARG, CHEMBUR(E) MUMBAI -77.                                 | 400077   | 19.06158 | 72.89679  |



Table 23. Nagpur Division - IGR Offices List

| #  | DIG    | JDR         | Name of Office                                | Address                                                                                                                 | Pin code | Latitude    | Longitude |
|----|--------|-------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 1  | Nagpur | Nagpur City | DIG Office Nagpur                             | Administrative Building No2, Civil Line, Nagpur 440001.                                                                 | 440001   | 21.155806   | 79.07165  |
| 2  | Nagpur | Nagpur City | JDR Office                                    | Administrative Building No2, Civil Line, Nagpur 440001.                                                                 | 440001   | 21.155806   | 79.07165  |
| 3  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 1  | Hon. Collector Office Premises, Civil Lines Nagpur 440001.                                                              | 440001   | 21.154833   | 79.07365  |
| 4  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 2  | Plot no 6, Shirshikar Bhawan Reshim Bagh Road, Nagpur 440009.                                                           | 440009   | 21.1360471  | 79.108435 |
| 5  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 3  | Near Narsing Takij Mahal Nagpur 440032.                                                                                 | 440032   | 21.1444249  | 79.106778 |
| 6  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 4  | C/o Anusayabai Sakharkar, Kotwal Nagar, Ring Road, Khamala, Nagpur 440022.                                              | 440022   | 21.1128868  | 79.061302 |
| 7  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 5  | Plot no 6, Shirshikar Bhawan Reshim Bagh Road, Nagpur 440009.                                                           | 440009   | 21.133272   | 79.108418 |
| 8  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 6  | Near Narsing Takij Mahal Nagpur 440032.                                                                                 | 440032   | 21.144243   | 79.106845 |
| 9  | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 7  | Mahakalkar Building, 2nd Floor, Plot No.97, Ridge Road, Near Chhota Taj Bagh, Sakkardara, Raghuji Nagar, Nagpur 440024. | 440024   | 21.1224073  | 79.110572 |
| 10 | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 8  | C/o Harde bldg. 1st Floor, on Reliance Fresh Mahalgi Nagar Nagpur 440024.                                               | 440024   | 21.11556428 | 79.111523 |
| 11 | Nagpur | Nagpur City | Joint Sub Registrar Class-2 Nagpur City No 10 | Behind Sadar Police Station, Sadar, Nagpur 440001.                                                                      | 440001   | 21.16251166 | 79.070157 |



| #  | DIG    | JDR           | Name of Office                       | Address                                                                                    | Pin code | Latitude    | Longitude |
|----|--------|---------------|--------------------------------------|--------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 12 | Nagpur | Nagpur Gramin | JDR Office Nagpur Gramin             | Administrative Building No2, Civil Line, Nagpur 440001.                                    | 440001   | 21.155806   | 79.07165  |
| 13 | Nagpur | Nagpur Gramin | JOINT SUB REGISTRAR CLASS-2, HINGANA | ADMINISTRATIVE BUILDING, TAHSIL OFFICE, HINGNA 441110.                                     | 441110   | 21.0703189  | 78.966723 |
| 14 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE- 1, RAMTEK       | First floor, Tahsil Office, tah. Ramtek, Dist. Nagpur 441106.                              | 441106   | 21.3966033  | 79.324778 |
| 15 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE - 1, Mauda       | ADMINISTRATIVE BUILDING, TAHSIL OFFICE BUILDING, MAUDA 441104.                             | 441104   | 21.147392   | 79.403244 |
| 16 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE - 1, Parshivni   | Near Rural hospital, Parshivni Tah. Parshivni Dist. Nagpur 441105.                         | 441105   | 21.3723634  | 79.140203 |
| 17 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Kuhi          | First floor, Tahsil Compound, tah. Kuhi, Dist. Nagpur, pin-441202.                         | 441202   | 21.0151777  | 79.360261 |
| 18 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Katol         | TAHSIL OFFICE PREMISES, ground floor, Katol 441302                                         | 441302   | 21.2135599  | 78.584897 |
| 19 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Narkhed       | TAHSIL OFFICE PREMISES, Narkhed 441304.                                                    | 441304   | 21.46686016 | 78.531014 |
| 20 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Kalameshwar   | ADMINISTRATIVE BUILDING, TAHSIL OFFICE, Kalameshwar 441501.                                | 441501   | 21.23582999 | 78.905278 |
| 21 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE- 1, UMRED        | TAHSIL OFFICE PREMISES, UMRED 441203.                                                      | 441203   | 20.8464555  | 79.326048 |
| 22 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Saoner        | ADMINISTRATIVE BUILDING, TAHSIL OFFICE COMPOUND, FIRST FLOOR, SAONER, DIST. NAGPUR-441107. | 441107   | 21.3880502  | 78.920803 |
| 23 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE-1, Kamthi        | TAHSIL OFFICE PREMISES, FIRST floor, Kamthi 441002.                                        | 441002   | 21.21283777 | 79.199435 |



| #  | DIG    | JDR           | Name of Office                                                     | Address                                                                           | Pin code | Latitude     | Longitude    |
|----|--------|---------------|--------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------|--------------|--------------|
| 24 | Nagpur | Nagpur Gramin | SUB REGISTRAR GRADE- 1, BHIWAPUR.                                  | TAHSIL OFFICE PREMISES, BHIWAPUR Nagpur 441201.                                   | 441201   | 20.76874555  | 79.520925    |
| 25 | Nagpur | Bhandara      | JDR                                                                | Sant Tukdoji ward, Rambhad building, Bhandara.                                    | 441904   | 21.156489    | 79.654204    |
| 26 | Nagpur | Bhandara      | Lakhandur                                                          | Govt. ITI wadsa road Tahsil Karyalaya Lakhandur.                                  | 441803   | 20.728101    | 79.887534    |
| 27 | Nagpur | Bhandara      | Sakoli                                                             | Juni Tahsil Parisar Sakoli, Tal. Sakoli                                           | 441802   | 21.086225    | 79.989819    |
| 28 | Nagpur | Bhandara      | Lakhani                                                            | Shri Akhil Kishor Khedikar yanchi imarat Sindhi line Highway No.6 Lakhani.        | 441804   | 21.069877    | 79.828703    |
| 29 | Nagpur | Bhandara      | Bhandara                                                           | Jilhadhikari Parisar Bhandara.                                                    | 441904   | 21.156788    | 79.653077    |
| 30 | Nagpur | Bhandara      | Mohadi                                                             | Smt. Kalashri Ambedkar building, tahsil office cha mage Mohadi.                   | 441909   | 21.309263    | 79.674249    |
| 31 | Nagpur | Bhandara      | Tumsar                                                             | Duyyam Nibandhak Shreni 1 Karyalaya, Tahsil Premises Gandhi Ward Tumsar           | 441912   | 21.389911    | 79.748384    |
| 32 | Nagpur | Bhandara      | Pauni                                                              | Laxmibai Bawankule yanchi imarat Pauni, Bhai Talav ward, Pauni, tal. Pauni        | 441910   | 20.78981     | 79.63443     |
| 33 | Nagpur | Chandrapur    | Joint District Registrar Class 1 and collector of stamp Chandrapur | Administrative building, first floor, hall no. 4 Chandrapur.                      | 442401   | 19.9643072 N | 79.299799 E  |
| 34 | Nagpur | Chandrapur    | Joint sub registrar office CI-2, Chandrapur                        | Collector office compound, Chandrapur                                             | 442401   | 20.4970488 N | 79.3767316 E |
| 35 | Nagpur | Chandrapur    | Joint sub registrar office CI-2, Chandrapur-2                      | Collector office compound, Chandrapur                                             | 442401   | 19.962699 N  | 79.2996929 E |
| 36 | Nagpur | Chandrapur    | Sub registrar grade-1 Ballarpur                                    | C/O shri Ravikumar Subbarao Chamarti, Balaji ward, Beside Sabji mandi, Ballarpur. | 442701   | 19.8527631 N | 79.3509559 E |
| 37 | Nagpur | Chandrapur    | Sub registrar grade-1 Rajura                                       | Tehsil office compound Rajura                                                     | 442905   | 19.4705 N    | 19.2158 E    |



| #  | DIG    | JDR        | Name of Office                              | Address                                                                | Pin code | Latitude     | Longitude    |
|----|--------|------------|---------------------------------------------|------------------------------------------------------------------------|----------|--------------|--------------|
| 38 | Nagpur | Chandrapur | Sub registrar grade-1 Korpana               | Tehsil office compound Korpana                                         | 442905   | 19.7342676 N | 78.995165 E  |
| 39 | Nagpur | Chandrapur | Sub registrar grade-1 Bhadrawati            | Nilkanthrao Shinde college building, main road Bhadrawati              | 442902   | 20.1085528 N | 79.1155612 E |
| 40 | Nagpur | Chandrapur | Sub registrar grade-1 Warora                | Shri. Pawade house, panchayat samiti Warora                            | 442907   | 20.2385373 N | 79.0054621 E |
| 41 | Nagpur | Chandrapur | Sub registrar grade-1 Chimur                | Tehsil office compound Chimur                                          | 442903   | 20.4970488 N | 79.3767316 E |
| 42 | Nagpur | Chandrapur | Sub registrar grade-1 Nagbhid               | C/O Shri Ramesh D. Kawale, Behind ram mandir, Nagbhid                  | 441205   | 20.582758 N  | 79.6773985 E |
| 43 | Nagpur | Chandrapur | Sub registrar grade-1 Bramhapuri            | Tehsil office compound Bramhapuri                                      | 441206   | 20.609045 N  | 79.8567469 E |
| 44 | Nagpur | Chandrapur | Sub registrar grade-1 Saoli                 | Tehsil office compound Saoli                                           | 441225   | 20.0835853 N | 79.7908637 E |
| 45 | Nagpur | Chandrapur | Sub registrar grade-1 Sindewahi             | C/O shri. Rajkumar Ganayya Mutalwar                                    | 441222   | 20.2942167 N | 79.6655867 E |
| 46 | Nagpur | Chandrapur | Sub registrar grade-1 Mul                   | C/O Shri. Rohit Charandas Bomawar, Beside Ashwini xerox Mul            | 441224   | 20.0616443 N | 79.662238 E  |
| 47 | Nagpur | Chandrapur | Sub registrar grade-1 Pombhurna             | C/O Shri. Arun Shriniwas Bukkavar Gandhi Chowk Pombhurna               | 442702   | 19.8831667 N | 79.6334899 E |
| 48 | Nagpur | Chandrapur | Sub registrar grade-1 Gondpipri             | C/O Shri. Vijay Adkobaji Chintawar, Azad hind chowk, Chintawar complex | 442702   | 19.7161435 N | 79.6763463 E |
| 49 | Nagpur | Chandrapur | Sub registrar grade-1 Jiwati                | C/O Shri. Gajanan Godru Jumna Above Kokan Nagari Jiwati                | 442905   | 19.6333 N    | 79.0793 E    |
| 50 | Nagpur | Gadchiroli | Joint District Registrar Class 1 Gadchiroli | Collector Office Building, Complex Area Gadchiroli                     | 442605   | 20.171707    | 79.979298    |
| 51 | Nagpur | Gadchiroli | Joint Sub Registrar Class 2 Gadchiroli (HQ) | Tahsil office Compound Dhanora road Gadchiroli Tal. Dist. Gadchiroli   | 442706   | 20.184984    | 80.01331     |



| #  | DIG    | JDR        | Name of Office                     | Address                                                                                     | Pin code | Latitude  | Longitude |
|----|--------|------------|------------------------------------|---------------------------------------------------------------------------------------------|----------|-----------|-----------|
| 52 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Chamorshi | Old Tahsil office Compound<br>Ghot road Chamorshi Tal.<br>Chamorshi Dist. Gadchiroli        | 442603   | 19.930257 | 79.891801 |
| 53 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Armor     | New Admin Building Tahsil<br>Office Armor Tal. Armor Dist<br>Gadchiroli                     | 441208   | 20.478967 | 79.980296 |
| 54 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Kurkheda  | Old Tahsil office Compound<br>Kurkheda Tal. Kurkheda Dist.<br>Gadchiroli                    | 441209   | 20.6256   | 80.21514  |
| 55 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Aheri     | Old Tahsil office Compound<br>Aheri Tal. Aheri Dist.<br>Gadchiroli                          | 442705   | 19.417413 | 80.006608 |
| 56 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Sironcha  | Old Tahsil office Compound<br>Sironcha Tal. Sironcha Dist.<br>Gadchiroli                    | 442504   | 18.84812  | 79.96278  |
| 57 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Etapalli  | Old Tahsil office Compound<br>Etapalli Tal. Etapalli Dist.<br>Gadchiroli                    | 442704   | 19.602905 | 80.226417 |
| 58 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Bhamragad | Tahsil office Compound<br>Bhamragad Tal. Bhamragad<br>Dist. Gadchiroli                      | 442710   | 19.41463  | 80.58925  |
| 59 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Mulchera  | Tahsil office Compound<br>Mulchera Tal. Mulchera Dist.<br>Gadchiroli                        | 442703   | 19.680577 | 80.006576 |
| 60 | Nagpur | Gadchiroli | Sub Registrar Grade 1<br>Dhanora   | Tahsil office Compound<br>Dhanora Tal. Dhanora Dist.<br>Gadchiroli                          | 442706   | 20.274136 | 80.308961 |
| 61 | Nagpur | Gondia     | JDR OFFIE GONDIA                   | New Administrative Building<br>2nd floor, room no 23,<br>Jaistambh chouk, Gondia,<br>441601 | 441601   | 21.45749  | 80.196644 |



| #  | DIG    | JDR    | Name of Office                          | Address                                                                                                       | Pin code | Latitude    | Longitude |
|----|--------|--------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------|----------|-------------|-----------|
| 62 | Nagpur | Gondia | SRO GONDIA CLASS-1                      | New Administrative Building ground floor, Jaistambh chouk, Gondia, 441601                                     | 441601   | 21.455507   | 80.196618 |
| 63 | Nagpur | Gondia | SRO SALEKASA                            | AT POST TAH Salekasa tahasil karyalaya parisar salekasa dist Gondia, 441916                                   | 441916   | 21.305151   | 80.496063 |
| 64 | Nagpur | Gondia | SRO AMGAON                              | Jaigopal kantibhai chawhan niwas Ambedkar chowk rishabha railway station road tah amgaon dist gondia, 441902. | 441902   | 21.36366    | 80.37599  |
| 65 | Nagpur | Gondia | SRO SADAK ARJUNI                        | Sanjay krrushnaji kapgate building nearby kashiwar medical sadak Arjuni dist. Gondia, 441807.                 | 441807   | 21.092444   | 80.153902 |
| 66 | Nagpur | Gondia | SRO MORGAON ARJUNI                      | Tahsil Karyalaya Parisar Tah Arjuni/Morgaon Dist. Gondia, 441701.                                             | 441701   | 20.826276   | 80.018067 |
| 67 | Nagpur | Gondia | SRO GOREGAON                            | Kohnara road Manish Jain building near bank of Maharashtra tah Goregaon, 441801.                              | 441801   | 21.343801   | 80.204391 |
| 68 | Nagpur | Gondia | SRO DEORI                               | AT POST TAH Karyalaya Deori Dist. Gondia ,441901                                                              | 441901   | 21.073773   | 80.370851 |
| 69 | Nagpur | Gondia | SRO TIRORA                              | OLD COURT tahashil area, Ta Tirora, dist. Gondia, 441911.                                                     | 441911   | 21.408017   | 79.932776 |
| 70 | Nagpur | Wardha | JDR OFFICE WARDHA                       | New administrative building ground floor room no. 3 civil lines Sewagram Road, Wardha.                        | 442001   |             |           |
| 71 | Nagpur | Wardha | Joint sub registrar class 2 Wardha no.1 | New administrative building ground floor room no. 3 civil                                                     | 442001   | 20.74371242 | 78.613059 |



| #  | DIG    | JDR    | Name of Office                           | Address                                                                                    | Pin code | Latitude    | Longitude |
|----|--------|--------|------------------------------------------|--------------------------------------------------------------------------------------------|----------|-------------|-----------|
|    |        |        |                                          | lines Sewagram Road, Wardha.                                                               |          |             |           |
| 72 | Nagpur | Wardha | Joint sub registrar class 2 Wardha no. 2 | District Sainik welfare office premises in front of Yashwant college Sewagram Road Wardha. | 442001   | 20.74384689 | 78.614728 |
| 73 | Nagpur | Wardha | Sub registrar grade-1 Selu               | Tahashil office premises, Selu.                                                            | 442104   | 20.83654559 | 78.715352 |
| 74 | Nagpur | Wardha | Sub registrar grade-1 Ashti              | Tahashil office premises, Ashti.                                                           | 442202   | 21.19131037 | 78.181081 |
| 75 | Nagpur | Wardha | Sub registrar grade-1 Arvi               | Tahashil office premises, Arvi.                                                            | 442201   | 20.99931237 | 78.229114 |
| 76 | Nagpur | Wardha | Sub registrar grade-1 Hinganghat.        | Tahashil office premises, Hinganghat.                                                      | 442301   | 20.54558312 | 78.836229 |
| 78 | Nagpur | Wardha | Sub registrar grade-1 Samudrapur         | Tahashil office premises, Samudrapur.                                                      | 442305   | 20.64032212 | 78.967742 |
| 79 | Nagpur | Wardha | Sub registrar grade 1                    | c/o. Mr. Kashikar sub registrar grade 1 office, Karanja.                                   | 442203   | 21.16078008 | 78.410432 |

Table 24. Nashik Division - IGR Offices List

| Sr. No. | DIG    | JDR    | Name of Office | Address                                                                                                                                                   | Pin code | Latitude  | Longitude  |
|---------|--------|--------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------|------------|
| 1       | Nashik | Nashik | DIG            | Nondini Bhavan Near New Nashik Road Cort Nashik Road - 422 101                                                                                            | 422101   | 19.95406  | 73.84119   |
| 2       | Nashik | Nashik | JDR            | Joint District Registration Class 1, Stamp Of Collector Office Nashik Krushi Bhavan Dwarka Circle Mumbai Agra Road, Nashik 422011 Contact No 0253-2508853 | 422011   | 19.99228  | 73.79471   |
| 3       | Nashik | Nashik | Nashik 1       | Collector Camps, Nashik                                                                                                                                   | 422001   | 20°0'17"N | 73°46'55"N |



|    |        |        |            |                                                                                                 |        |            |               |
|----|--------|--------|------------|-------------------------------------------------------------------------------------------------|--------|------------|---------------|
| 4  | Nashik | Nashik | Nashik 2   | Nondini Bhavan Near New Nashik Road Cort Nashik Road - 422 101                                  | 422101 | 19.95406   | 73.84119      |
| 5  | Nashik | Nashik | Nashik 3   | pinnacle mall 4th floor Trambak naka Nashik                                                     | 422002 | 19°59'47"N | 73°46'52.97"E |
| 6  | Nashik | Nashik | Nashik 4   | pinnacle mall, Trimbak Road, Opp. New Thakker Stand. Nashik.                                    | 422002 | 19°59'47"N | 73°46'52.97"E |
| 7  | Nashik | Nashik | Nashik 5   | Doctor House New CBS Opp Thakkar Bazar Nashik                                                   | 422002 | 19.99663   | 73.78016      |
| 8  | Nashik | Nashik | Nashik 6   | Kanda Batata Bhawan, Dwarka, NASHIK- 422011.                                                    | 422011 | 19.99228   | 73.79471      |
| 9  | Nashik | Nashik | Nashik 7   | JAY PLAZA, SATYAM MANGAL KARYALAY, NEAR AMBAD POLICE STATION, MUMBAI AGARA ROAD, NASHIK- 422009 | 422009 | 19.96475   | 73.76556      |
| 10 | Nashik | Nashik | Malegaon 1 | Royal hub building 1st flower Malegaon Tal-Malegaon Dist.- Nashik                               | 422113 | 20.55732   | 74.52501      |
| 11 | Nashik | Nashik | Malegaon 2 | Royal hub building 1st flower Malegaon Tal-Malegaon Dist.- Nashik                               | 422113 | 20.55732   | 74.52501      |
| 12 | Nashik | Nashik | Malegaon 3 | Royal hub building 1st flower Malegaon Tal-Malegaon Dist.- Nashik                               | 422113 | 20.55732   | 74.52501      |
| 13 | Nashik | Nashik | Sinner 1   | New Administrative Building Ground Floor Tahsil Awar Baragaon Pimpri Road Sinnar Tal. Sinnar    | 422103 | 19.84845   | 74.00309      |
| 14 | Nashik | Nashik | Sinner 2   | Tahsil avar sinnar                                                                              | 422103 | 19.84845   | 74.00309      |
| 15 | Nashik | Nashik | Bagalan    | Administrative building Baglan Tal. Satana Dist. Nashik                                         | 423301 | 20.60148   | 74.20002      |



|    |        |        |               |                                                                                                                                           |        |              |                 |
|----|--------|--------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|-----------------|
| 16 | Nashik | Nashik | Devla         | Administrative building vajgon-kharda Road Deola Tal.Deola Dist.Nashik                                                                    | 423102 | 20°15.4900"N | 73.81.8848"E    |
| 17 | Nashik | Nashik | Surgana       | Administrative Building Ground Floor Tahsil Awar Surgana Tal-Surgana Dist - Nashik                                                        | 422211 | 20.57615     | 73.63533        |
| 18 | Nashik | Nashik | Kalwan        | ADMINISTRATIVE BULDING, KOLAHPUR FATA, MANUR, TAL-KALWAN, DIST NASIK                                                                      | 423501 | 20.49082     | 74.034431       |
| 19 | Nashik | Nashik | Peth          | Sharda Niwas Grnd Flr Sulbha Nagar Tal- Peth Dist- Nashik                                                                                 | 422208 | 20.25748     | 73.5088         |
| 20 | Nashik | Nashik | Igatpuri      | June tahsil karyalay, police station avar Igatpuri                                                                                        | 422402 | 19.6941329   | 73.5714278      |
| 21 | Nashik | Nashik | Trimbakeshwar | 1 at floor shivneri building Trimbkeahwar                                                                                                 | 422212 | 19°55'58.4"N | 73°31'52.6"E    |
| 22 | Nashik | Nashik | Chandwad      | ADMINISTRATIVE BULDING CHANDWAF TAL CHANDWAD DIST NASHIK                                                                                  | 423101 | 20°19'39"N   | 74°14'20.5044"E |
| 23 | Nashik | Nashik | Niphad1       | Madhyavarti Prashaskiya Imaat, Behind Government Rest House, Nashik Niphad Road, Rasalpur Shiwar, Niphad, Taluka Niphad, District Nashik, | 422303 | 20°04'26.0N  | 74°06'26.0`E    |
| 24 | Nashik | Nashik | Niphad2       | Shop no. 29 to 31, Chhatrapati Shahu Maharaj Sankul, Pimpalgaon Baswant, Tal. Niphad, Dist. Nashik                                        | 422209 | 20.17041     | 73.99332        |
| 25 | Nashik | Nashik | Lasalgaon     | survey number 93 lasalgaon                                                                                                                | 422306 | 20°08'46.0"N | 74°14'13.0"E    |
| 26 | Nashik | Nashik | Yeola         | Deshpande gali nagarprika road yeola dist nashik                                                                                          | 423401 | 20.03192     | 74.4928         |
| 27 | Nashik | Nashik | Nandgaon      | ADMINISTRATIVE BULDING NANDGAON TAL – NANDGAON DIST -NASHIK                                                                               | 423106 | 20°18'19"N   | 74°40'09"E      |
| 28 | Nashik | Nashik | Dindori       | Tahasil Compound Dindori                                                                                                                  | 422202 | 20.20077     | 73.83099        |



|    |        |            |                |                                                                       |        |          |          |
|----|--------|------------|----------------|-----------------------------------------------------------------------|--------|----------|----------|
| 29 | Nashik | Ahmednagar | Ahmednagar JDR | Near Old Collector Office JDR Office Ahmednagar 414001                | 414001 | 19.09485 | 74.74407 |
| 30 | Nashik | Ahmednagar | Ahmednagar 1   | Near Old Collector Office Parag Building 2nd Floor 414001             | 414001 | 19.09362 | 74.74449 |
| 31 | Nashik | Ahmednagar | Ahmednagar 2   | Near Old Collector Office Parag Building 1st Floor 414001             | 414001 | 19.09357 | 74.74443 |
| 32 | Nashik | Ahmednagar | Ahmednagar 3   | Near Old Collector Office Parag Building 3rd Floor 414001             | 414001 | 19.0935  | 74.74446 |
| 33 | Nashik | Ahmednagar | Sangamner 1    | Yashwantrao Chavhan Prashaskiy Building Sangamner 422605              | 422605 | 19.57234 | 74.20891 |
| 34 | Nashik | Ahmednagar | Sangamner 2    | New Tahsil Compound Sangamner 422605                                  | 422605 | 19.57045 | 74.20582 |
| 35 | Nashik | Ahmednagar | Akole          | Tahsil Compound, Akole, Tal. Akole Dist. Ahmednagar                   | 422601 | 19.53917 | 74.00426 |
| 36 | Nashik | Ahmednagar | Rahata         | Rahata Nagar Parishad Building, Rahata, Tal. Rahata, Dist. Ahmednagar | 423107 | 19.7166  | 74.47818 |
| 37 | Nashik | Ahmednagar | Kopergaon      | Tahsil Compound, Tal. Kopergaon Dist, Ahmednagar                      | 423601 | 19.88054 | 74.48791 |
| 38 | Nashik | Ahmednagar | Shrirampur     | Tahsil Compound, Shrirampur, Tal. Shrirampur Dist., Ahmednagar        | 413709 | 19.62176 | 74.66372 |
| 39 | Nashik | Ahmednagar | Rahuri         | Tahsil Compound, Rahuri, Dist. Ahmednagar                             | 413705 | 19.39261 | 74.65011 |
| 40 | Nashik | Ahmednagar | Newasa         | Tahsil Compound, Newasa, Tal. Newasa Dist., Ahmednagar                | 414603 | 19.30292 | 74.8542  |
| 41 | Nashik | Ahmednagar | Pathardi       | Tahsil Compound, Pathardi, Tal. Pathardi Dist., Ahmednagar            | 414102 | 19.17751 | 75.17053 |
| 42 | Nashik | Ahmednagar | Karjat         | Tahsil Office Compound, Karjat, Tal Karjat Dist., Ahmednagar          | 414402 | 18.56213 | 75.00763 |
| 43 | Nashik | Ahmednagar | Jamkhed        | Tahsil Compound, Jamkhed, Tal. Jamkhed Dist., Ahmednagar              | 413201 | 18.64639 | 75.46645 |



|    |        |            |                           |                                                                                                                        |        |            |            |
|----|--------|------------|---------------------------|------------------------------------------------------------------------------------------------------------------------|--------|------------|------------|
| 44 | Nashik | Ahmednagar | Shrigonda                 | Tahsil Compound, Shrigonda, Tal. Shrigonda Dist., Ahmednagar                                                           | 413701 | 18.6209    | 74.69817   |
| 45 | Nashik | Ahmednagar | Parner                    | Old Tahsil Compound, Parner, Tal. Parner, Dist., Ahmednagar                                                            | 414302 | 19.0027    | 74.43419   |
| 46 | Nashik | Ahmednagar | Shevgaon                  | Tahsil Compound, Shevgaon, Tal. Shevgaon Dist., Ahmednagar                                                             | 414502 | 19.34724   | 75.21736   |
| 47 | Nashik | Jalgaon    | Joint District Registrar  | New Administrative Building, Near Akashwani Kendra, collector Office, Taluka Jalgaon District Jalgaon pincode 425001   | 425001 | 20.9999663 | 75.5632646 |
| 48 | Nashik | Jalgaon    | Jalgaon 1                 | Collector Office compound, Taluka Jalgaon District Jalgaon, Pin code 425001                                            | 425001 | 21.0012694 | 75.5633495 |
| 49 | Nashik | Jalgaon    | Jalgaon 2                 | Fruitsell society, Ground floor, Opposite Tahsil Office, Taluka Jalgaon District Jalgaon, Pin code 425001              | 425001 | 21.0181614 | 75.5674586 |
| 50 | Nashik | Jalgaon    | Jalgaon 3                 | New Administrative Building, Near Aakashwani Kendra, collector Office, Taluka Jalgaon District Jalgaon Pin code 425001 | 425001 | 21.0000916 | 75.563361  |
| 51 | Nashik | Jalgaon    | Sub-Registrar, Bhusawal   | Dr.S D. Patil old hospital, Sahakar Nagar, Near Gurudwara, Bhusawal Taluka Bhusawal District Jalgaon, Pin code 425201  | 425201 | 21.052017  | 75.7808728 |
| 52 | Nashik | Jalgaon    | Sub-Registrar, Amalner    | Tahsil Office Compound, Amalner, Taluka Amalner District Jalgaon, Pin code 425401                                      | 425401 | 21.0421923 | 75.0571829 |
| 53 | Nashik | Jalgaon    | Sub-Registrar, Chalisgaon | Near Manish Shah Bungalow, Near police ground, Chalisgaon,                                                             | 424101 | 20.4608371 | 75.0116437 |



|    |        |         |                                          |                                                                                                                                                                       |        |            |            |
|----|--------|---------|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|------------|
|    |        |         |                                          | Taluka Chalisgaon District<br>Jalgaon Pin code 424101                                                                                                                 |        |            |            |
| 54 | Nashik | Jalgaon | Sub-Registrar, Chalisgaon 2              | Basanti Complex, Ground Floor,<br>railway station road, Chalisgaon,<br>Taluka Chalisgaon District<br>Jalgaon Pin code 424101                                          | 424101 | 20.4622118 | 74.9991648 |
| 55 | Nashik | Jalgaon | Sub-Registrar, Erandol-1                 | Tahsil Office Compound,<br>Erandol Taluka Erandol district<br>Jalgaon, Pincode 425109                                                                                 | 425109 | 20.9271622 | 75.329125  |
| 56 | Nashik | Jalgaon | Sub-Registrar, Erandol-2<br>(Dharangaon) | Erandol Taluka Shetkari Sangh<br>li. Erandol shakha near railway<br>over bridge, Behind Tahsil office<br>Dharangaon taluka Dharangaon<br>Dist. Jalgaon Pincode 425105 | 425105 | 21.0034439 | 75.2784154 |
| 57 | Nashik | Jalgaon | Sub-Registrar, Jamner                    | BNC office compound, waki<br>road, Near Tahsil Office, Jamner<br>Taluka Jamner District Jalgaon,<br>Pincode 424206                                                    | 424206 | 20.8020869 | 75.7754844 |
| 58 | Nashik | Jalgaon | Sub-Registrar, Edalabad<br>(Muktainagar) | Tahsil Office Compound,<br>Muktainagar, Taluka<br>Muktainagar, district Jalgaon,<br>Pincode 425306                                                                    | 425306 | 21.0403333 | 76.0589788 |
| 59 | Nashik | Jalgaon | Sub-Registrar, Parola                    | Krushni Utpann Bajar Samiti<br>Compound, Dhule Road, -<br>Parola, Tal Parola, District<br>Jalgaon Pincode 425111                                                      | 425111 | 20.8747305 | 75.1127597 |
| 60 | Nashik | Jalgaon | Sub-Registrar, Raver                     | Tahsil Office Compound, Raver,<br>Taluka Raver District Jalgaon<br>Pincode 425508                                                                                     | 425508 | 21.2408902 | 76.0390944 |
| 61 | Nashik | Jalgaon | Sub-Registrar, Sawada                    | Railway station road, Near<br>Sawada police station, Sawada<br>Taluka Raver District Jalgaon,<br>Pincode 425502                                                       | 425502 | 21.1421399 | 75.8902474 |



|    |        |         |                         |                                                                                                        |        |            |            |
|----|--------|---------|-------------------------|--------------------------------------------------------------------------------------------------------|--------|------------|------------|
| 62 | Nashik | Jalgaon | Sub-Registrar, Yawal    | Tahsil Office Compound, Yawal, Taluka Yawal District Jalgaon, Pincode 425301                           | 425301 | 21.1707441 | 75.7001479 |
| 63 | Nashik | Jalgaon | Sub-Registrar, Chopda   | Tahsil Office Compound, Chopda, Taluka Chopda District Jalgaon, Pincode 425107                         | 425107 | 21.2480979 | 75.2960568 |
| 64 | Nashik | Jalgaon | Sub-Registrar, Pachora  | Tahsil Office Compound, Pachora, Taluka Pachora District Jalgaon, Pincode 424201                       | 424201 | 20.6666589 | 75.3492318 |
| 65 | Nashik | Jalgaon | Sub-Registrar, Bhadgaon | Tahsil Office Compound, Bhadgaon Taluka Bhadgaon District Jalgaon, Pincode 424105                      | 424105 | 20.6610306 | 75.2200109 |
| 66 | Nashik | Jalgaon | Sub-Registrar, Bodwad   | Near Panchayat Samiti, Taluka Bodwad District Jalgaon Pincode 425310                                   | 425310 | 20.8811707 | 75.991225  |
| 67 | Nashik | Jalgaon | Sub-Registrar, Pahur    | Ground Floor, Gram Panchayat Building, Near Bus Stand Pahur Taluka Jamner Dist. Jalgaon Pincode 424205 | 424205 | 20.7109591 | 75.6832344 |
| 68 | Nashik | Dhule   | JDR Office              | Collector Office, Ground Floor, Tal-Dhule Dist.-Dhule Pin-424001                                       | 424001 | 20.94922   | 74.77659   |
| 69 | Nashik | Dhule   | Dhule 1                 | Opp. Jain Oswal Boarding, Ganpati Temple Road, Shivrth Chawk Tal-Dhule Dist-Dhule Pin-424001           | 424001 | 20.9026833 | 74.7682688 |
| 70 | Nashik | Dhule   | Dhule 2                 | Old Collector Office Premises Tal-Dhule Dist-Dhule Pin 424001                                          | 424001 | 20.904576  | 74.7722323 |
| 71 | Nashik | Dhule   | Dhule 3                 | Old Collector Office Premises Tal-Dhule Dist. Dhule Pin 424001                                         | 424001 | 20.904694  | 74.7731953 |



|    |        |           |             |                                                                                                            |        |            |            |
|----|--------|-----------|-------------|------------------------------------------------------------------------------------------------------------|--------|------------|------------|
| 72 | Nashik | Dhule     | Sakri       | New Administrative Building, Tehsil Office premises Tal-Sakri Dist. Dhule Pin-424304                       | 424304 | 20.9927069 | 74.3114856 |
| 73 | Nashik | Dhule     | Shirpur     | Nagar Parishad Shopping Complex, Near Court, Tal-Shirpur Dist.-Dhule Pin - 425405                          | 425405 | 21.3478933 | 74.8728253 |
| 74 | Nashik | Dhule     | Shindkheda  | New administrative building, Tahasil compound, first floor, Tal-Shindkheda, Dist.-Dhule Pin - 425406       | 425406 | 21.2736457 | 74.7484705 |
| 75 | Nashik | Nandurbar | JDR Office  | Collector Office premises, Tokar Talav Road, Opp. S.P Office Tal-Nandurbar Dist. Nandurbar Pin-425412      | 425412 | 21.39288   | 74.22691   |
| 76 | Nashik | Nandurbar | Nandurbar   | Panchayat Samiti Building, Near Uddanpool Tal- Nandurbar Dist. Nandurbar Pin - 425412                      | 425412 | 21.3721809 | 74.2415926 |
| 78 | Nashik | Nandurbar | Nandurbar 2 | Old Tehsil premises, near Nandurbar City Police Station, Nandurbar Pin-425412                              | 425412 | 21.3735602 | 74.240859  |
| 79 | Nashik | Nandurbar | Navapur     | New administrative building, ground floor, near old tehsil office Tal-Navapur Dist. Nandurbar Pin - 425418 | 425418 | 21.1630863 | 73.7949666 |
| 80 | Nashik | Nandurbar | Taloda      | First Floor, Room No. 108, Tahsil Office compound Tal-Taloda Dist. Nandurbar Pin-425413                    | 425413 | 21.5647106 | 74.2141535 |
| 81 | Nashik | Nandurbar | Akkalkuva   | New Administrative Building, Tehsil Office premises Tal-Akkalkuva Dist. Nandurbar Pin-425409               | 425409 | 21.55855   | 74.01721   |
| 82 | Nashik | Nandurbar | Akrani      | 2nd Floor, Main Road Tal-Dhadgaon Dist.-Nandurbar Pin-425414                                               | 425414 | 21.8246324 | 74.2327253 |



Table 25. Pune Division - IGR Offices List

| #  | DIG  | JDR       | Name of Office  | Address                                                                                                                              | Pin code | Latitude    | Longitude    |
|----|------|-----------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------|----------|-------------|--------------|
| 1  | Pune | Pune City | DIG Office Pune | Pune DIG office                                                                                                                      | 411015   |             |              |
| 2  | Pune | Pune City | JDR Office Pune | Near BJ medical college hostel pune                                                                                                  | 411001   | 18.52258    | 73.87314     |
| 3  | Pune | Pune City | Haveli 1        | 931 SHUKRAWAR PETH<br>MAMLEDAR KACHERI PUNE<br>411002                                                                                | 411002   | 18°31'22" N | 73°14'24" E  |
| 4  | Pune | Pune City | Haveli 2        | 2nd Floor, Pushpa Heights,<br>Bibwevadi Corner, Bibwevadi<br>Pune-411037                                                             | 411037   | 18°29'14" N | 73°51'29" E  |
| 5  | Pune | Pune City | Haveli 3        | Office No. 504 Fourth Floor M<br>Wing Mega Centre Magarpatta<br>Hadapsar Pune- 411013                                                | 411013   | 18°30'15" N | 73°55'53" E  |
| 6  | Pune | Pune City | Haveli 4        | Ishaan 2, Survey no. 77 /2, Paud<br>Road Kothrud Pune 38                                                                             | 411038   | 18°30'30" N | 73°47'23" E  |
| 7  | Pune | Pune City | Haveli 5        | Shevale Complex, Near Kamini<br>Hotel, Chinchwad Pune -33                                                                            | 411033   | 18°37'57" N | 73°47'03" E  |
| 8  | Pune | Pune City | Haveli 6        | Vaishnavi Complex, Plot No. 10,<br>Kadamvakvasti, Sambhaji Nagar,<br>Pune-Solapur Road, Opposite HP<br>Terminal, Loni Kalbhor, Pune. | 411043   | 18°48'95" N | 73°16'66" E  |
| 9  | Pune | Pune City | Haveli 7        | Pathare Complex, Chandan<br>Nager, Kharadi, Pune -411014                                                                             | 411014   | 18°33'46" N | 73°47'23," E |
| 10 | Pune | Pune City | Haveli 8        | J.J. Complex shop no. 6b, Alandi<br>Road, Vishrantwadi, Pune -<br>411011                                                             | 411011   | 18°34'18" E | 73°52'29" E  |
| 11 | Pune | Pune City | Haveli 9        | S.no-29/1 Gala No.16, Arihant<br>chambers , Chaitanya Nagar<br>Dhanakawadi Pune 411043                                               | 411043   | 18°27'37" N | 73°51'26" E  |
| 12 | Pune | Pune City | Haveli 10       | 5, Finance Road, Near BJ medical<br>college hostel pune - 411001                                                                     | 411001   | 18°31'21" N | 73°52'24" E  |



|    |      |           |           |                                                                                                                                        |        |             |             |
|----|------|-----------|-----------|----------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|-------------|
| 13 | Pune | Pune City | Haveli 11 | 5, Finance Road, Near BJ medical college hostel pune - 411001                                                                          | 411001 | 18°31'21" N | 73°52'24" E |
| 14 | Pune | Pune City | Haveli 12 | Maruti Complex, First Floor, Bathe Nagar Telephone Bhawan, Kondhava Budrukh Pune 411048                                                | 411048 | 18°27'03" N | 73°53'29" E |
| 15 | Pune | Pune City | Haveli 13 | Shop no 128 to 130, 1st floor, Kakade Plaza, Sr No. 16, 18, 19, 51, 53 Hingne (Karve Nagar) Pune 411052                                | 411052 | 18°29'12: N | 73°48'45" E |
| 16 | Pune | Pune City | Haveli 14 | Upper Ground Floor, Parvati Heights, Sr. No. 680/5A/1, Opp. Datta Mandir, Landewadi Chowk, Bhosari, Pune 411039                        | 411039 | 18°37'07" N | 73°50.34" E |
| 17 | Pune | Pune City | Haveli 15 | Shop No.6, I Ground Floor, Shri Ram Malahari Kale Promoter & Builder, Kale Elight, Near Swami Vivekanand Society, Pashan Pune – 411021 | 411021 | 18°32'26" N | 73°47'46" E |
| 18 | Pune | Pune City | Haveli 16 | Sr No 14/1, Shivpushp park, first floor, Office no 103, sun city road, Anand Nagar, Vadgaon BK, Pune 411051                            | 411051 | 18°28'38" E | 73°49'28" E |
| 19 | Pune | Pune City | Haveli 17 | Siddhi Tower Building opposite winiyard church Dapodi pune- 411012                                                                     | 411012 | 18°35'00" N | 73°50'58" E |
| 20 | Pune | Pune City | Haveli 18 | Aarakshan No. 160, Pimpri Chinchwad PCMC Building, Vyapari Sankul, Near open lawns garden, Dairy farm road, Pimpri Pune-411017         | 411017 | 18°36'52" N | 73°48'19" E |
| 21 | Pune | Pune City | Haveli 19 | Office No. 209-210, Bharatratna Pandit Bhimsen Joshi Kalamandir and Maharaja Sayajirao Gaikwad Udyog Bhavan, Aundh, Pune               | 411007 | 18°33'46. N | 73°48.46. E |



|    |      |             |           |                                                                                                                                          |        |             |             |
|----|------|-------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------|-------------|
| 22 | Pune | Pune City   | Haveli 20 | Beldare Patil Building,<br>Jambhulwadi road, Datta Nagar,<br>Ambegaon Budruk, Pune 411046                                                | 411046 | 18°26'57" N | 73°49'49" E |
| 23 | Pune | Pune City   | Haveli 21 | Survey No. 39/2/2, City Survey<br>no. 943, Yugai mangal Building,<br>1st Floor, Erandwane, Pune 38                                       | 411038 | 18°30'03" N | 73°49'16" E |
| 24 | Pune | Pune City   | Haveli 22 | S. No. 39/2/2, CTS No.943, Yugai<br>Mangal,2nd Floor, Erandwane,<br>Pune-411038                                                          | 411038 | 18°30'03" N | 73°49'16" E |
| 25 | Pune | Pune City   | Haveli 23 | 5, Finance Road, Near BJ medical<br>college hostel pune - 411001                                                                         | 411001 | 18°31'14" N | 73°52'23" E |
| 26 | Pune | Pune City   | Haveli 24 | Pimpri Chinchwad new<br>development building first floor<br>Akurdi Pune -411044                                                          | 411044 | 18°38'52" N | 73°46'02" E |
| 27 | Pune | Pune City   | Haveli 25 | Siddhi Tower Vineyard Church<br>Opp. Ganesh Nagar Dapodi<br>Pune-411012                                                                  | 411012 | 18°35'00" N | 73°49'49" E |
| 28 | Pune | Pune City   | Haveli 26 | Aarakshan N. 160, Pimpri<br>Chinchwad PCMC Building,<br>vyapari sankul, near open lonce<br>garden, Dairy farm road Pimpri<br>Pune-411017 | 411017 | 18°36'52" N | 73°48'19" E |
| 29 | Pune | Pune City   | Haveli 27 | Office No. 111, 112, 113 1st floor,<br>9 Krushna Kunj Building Near<br>Lifeline Hospital Pune- Nagar<br>Road Wagholi Pune 412207         | 412207 | 18°34'56" N | 73°59'23" E |
| 30 | Pune | Pune City   | Haveli 28 | Ground Floor New Administrative<br>Building, Bund Garden Rd,<br>Opposite Vidhan Bhavan,<br>Aagarkar Nagar, Pune,<br>Maharashtra 411001   | 411001 | 18°30'33" N | 73°52'13" E |
| 31 | Pune | Pune Gramin | JDR       | 5, Finance Road 1st Floor, Govt.<br>Photo Registry Office Building,<br>behind Collector Office, Aagarkar                                 | 411001 | 18.52258    | 73.87314    |



|    |      |             |                    |                                                                                                       |        |          |          |
|----|------|-------------|--------------------|-------------------------------------------------------------------------------------------------------|--------|----------|----------|
|    |      |             |                    | Nagar, Pune, Maharashtra<br>411001                                                                    |        |          |          |
| 32 | Pune | Pune Gramin | Ambegaon           | New administration Building,<br>Ghodegaon Junner Road,<br>Ambegaon, Ta. Ambegaon Dist.<br>Pune 412408 | 412408 | 19.04318 | 73.8454  |
| 33 | Pune | Pune Gramin | Baramati 1         | New Administration Building,<br>Indapur Road, Baramati Tq.<br>Baramati Dist. Pune 413102              | 413102 | 18.14533 | 74.57887 |
| 34 | Pune | Pune Gramin | Baramati 2         | New administration Building,<br>Indapur Road, Baramati Dist.<br>pune 413102                           | 413102 | 18.14533 | 74.57887 |
| 35 | Pune | Pune Gramin | Daund              | New administration Building,<br>irrigation colony, Daund, Ta-<br>Daund, Dist. Pune 413801             | 413801 | 18.45933 | 74.57839 |
| 36 | Pune | Pune Gramin | Kedgaon            | Grampanchayat Building,<br>Boripardhi, Tq. Daund, Dist. Pune<br>412203                                | 412203 | 18.48073 | 74.37775 |
| 37 | Pune | Pune Gramin | Indapur            | Administrative Building, Ground<br>Floor, Akalus Road Indapur Tal.<br>Indapur, Dist. Pune 413106      | 413106 | 18.1171  | 75.02178 |
| 38 | Pune | Pune Gramin | Shirur             | New administration<br>Building, Tahsil office<br>Compound, shirur Tq. Shirur Dist<br>Pune 412210      | 412210 | 18.82588 | 74.38107 |
| 39 | Pune | Pune Gramin | Talegaon Dhamdhere | Near Grampanchayat, Shirur,<br>Dist. Pune Tq. Shirur 412210                                           | 412210 | 18.67583 | 74.14401 |
| 40 | Pune | Pune Gramin | Bhor               | Tashil Office Compound, Rajwada<br>Chowk, Bhor Tq. Bhor Dist. Pune<br>412206                          | 412206 | 18.15276 | 73.84276 |
| 41 | Pune | Pune Gramin | Velha              | Tashil Office Compound, Velha,<br>Tq. Velha Dist. Pune 412212                                         | 412212 | 18.29139 | 73.63686 |
| 42 | Pune | Pune Gramin | Junnar             | Tashil Office Compound, Junnar,<br>Tq. Junner Dist. Pune 410502                                       | 410502 | 19.20632 | 73.87303 |
| 43 | Pune | Pune Gramin | Narayangaon        | Near Raval Auto, Pune Nashik                                                                          | 410504 | 19.11198 | 73.97279 |



|    |      |             |                   |                                                                                                                     |        |          |          |
|----|------|-------------|-------------------|---------------------------------------------------------------------------------------------------------------------|--------|----------|----------|
|    |      |             |                   | Highway, Tal. Junnar, Dist. Pune 410504                                                                             |        |          |          |
| 44 | Pune | Pune Gramin | Mulshi 1          | Tashil Office Compound, Paud, Tal. Mulshi Dist. Pune 412108                                                         | 412108 | 18.5232  | 73.61593 |
| 45 | Pune | Pune Gramin | Mulshi 2          | S.No.152/2/2 and 1127, Ganga Estate, Near Hinjewadi Hospital, Marunji Road, Hinjewadi, Tq. Mulshi Dist. Pune 411057 | 411057 | 18.59516 | 73.73443 |
| 46 | Pune | Pune Gramin | Maval 1           | Shanti Deep Complex, Opp. Union Bank, Near railway Station, Vadgaon, tq. Maval. Dist. Pune 412106                   | 412106 | 18.7429  | 73.63552 |
| 47 | Pune | Pune Gramin | Maval 2           | Talegaon Nagrapalika Commercial Complex, Shala Chowk, 2nd Floor, Talegaon Dabhade, Tq. Maval Dist. Pune 410506      | 410506 | 18.72139 | 73.6875  |
| 48 | Pune | Pune Gramin | Lonavala          | Yashwantrao Chavan Sankul, 2nd Floor, Tilak Road, near state bank of India Tq. Maval Dist. Pune 410401              | 410401 | 18.7469  | 73.41097 |
| 49 | Pune | Pune Gramin | Purandar (Saswad) | Tashil Office Compound, Saswad, Tq. Purandar Dist. Pune 412301                                                      | 412301 | 18.33748 | 74.02976 |
| 50 | Pune | Pune Gramin | Khed              | Tashil Office Compound, Rajgurunagar, Tq. Khed Dist. Pune 410505                                                    | 410505 | 18.85408 | 73.88178 |
| 51 | Pune | Pune Gramin | Khed 2            | Shikrapur Road, Vishal Garden, Chakan, Tal. Khed (Rajgurunagar), Dist. Pune 410505                                  | 410505 | 18.75184 | 73.86526 |
| 52 | Pune | Pune Gramin | Khed 3            | Krishi Utappana Bajar Samiti Building 2nd Floor, Opp. S.T. Stand Rajgurunagar tq.                                   | 410505 | 18.85561 | 73.88691 |



|    |      |        |                                      |                                                                                                                |        |          |          |
|----|------|--------|--------------------------------------|----------------------------------------------------------------------------------------------------------------|--------|----------|----------|
|    |      |        |                                      | Rajgurunagar dist. Pune 410505                                                                                 |        |          |          |
| 53 | Pune | Satara | Join district Registrar Satara       | Hajeri Banglaw, Tahsil Aawar, satara, Tal Dist. Satara. Pin Code 415001                                        | 415001 | 17.69053 | 74.00508 |
| 54 | Pune | Satara | Joint Sub Registrar Class-2, Satara  | Hajeri Bungalow, Tahsil Aawar, satara, Tal Dist. Satara. Pin Code 415001                                       | 415001 | 17.69053 | 74.00501 |
| 55 | Pune | Satara | Joint Sub Registrar Class-2, Satara  | Balvikas Bhavan, Godoli, Pin Code 415002 Tal Dist. Satara.                                                     | 415002 | 17.67878 | 74.01541 |
| 56 | Pune | Satara | Joint Sub Registrar Class-2, Phaltan | Tahsil aawar city building Phaltan Teh- Phaltan Dist.- Satara pin 415523                                       | 415523 | 17.9838  | 74.43137 |
| 57 | Pune | Satara | Joint Sub Registrar Class-2, Phaltan | Tahsil aawar Tal- Phaltan Dist.- Satara pin 415523                                                             | 415523 | 17.97434 | 74.42471 |
| 58 | Pune | Satara | Sub Registrar Grade-1 Karad No.1     | New Administrative Building, First Floor, Tahsil Awar, Shaniwar Peth, Karad - 415110.                          | 415110 | 17.2865  | 74.18143 |
| 59 | Pune | Satara | Sub Registrar Grade-1 Karad No.2     | Karad Revenue Club, Ground floor, Near Tahsil office Karad, Tal Karad Dist. Satara                             | 415110 | 17.27995 | 74.18162 |
| 60 | Pune | Satara | Sub Registrar Grade-1 Umbraj         | Koli Plaza, Chore Road, Umbraj Tal Karad Dist. Satara Pin - 415109                                             | 415109 | 17.40513 | 74.10122 |
| 61 | Pune | Satara | Sub Registrar Grade-1 Patan          | Opp. Dadasaheb Patankar Highschool Mhavashi, Patan                                                             | 415206 | 17.37461 | 73.90688 |
| 62 | Pune | Satara | Sub Registrar Grade-1 Wai            | Near hutatma smarak Songirwadi Wai 412803                                                                      | 412803 | 17.94608 | 73.88872 |
| 63 | Pune | Satara | Sub Registrar Grade-1 Javali Medha   | Wangade Building, In front of Maratha Sahakari Patsanstha, Medha, Taluka - Jawali, Dist. - Satara Pin - 415012 | 415012 | 17.79465 | 73.82792 |
| 64 | Pune | Satara | Sub Registrar Grade-1 Mahabaleshwar  | mahatma phule market, gala no.11, Opp. Makhriya high school Mahabaleshwar pin 412806                           | 412806 | 17.92236 | 73.66202 |



|    |      |        |                                         |                                                                                                        |        |          |          |
|----|------|--------|-----------------------------------------|--------------------------------------------------------------------------------------------------------|--------|----------|----------|
| 65 | Pune | Satara | Sub Registrar Grade-1 Khandala          | New Administrative Building, First Floor, Tahsil Aawar, Khandala                                       | 412802 | 18.0665  | 74.00837 |
| 66 | Pune | Satara | Sub Registrar Grade-1 Koregaon          | Tahsil aawar Koregaon Tal Koregaon Dist. Satara Pin code 415501                                        | 415501 | 17.69889 | 74.16597 |
| 67 | Pune | Satara | Sub Registrar Grade-1 Man Dahiwadi      | Tahsil aawar, Man-Dahiwadi Tal-Man Dist. - Satara                                                      | 415508 | 17.70209 | 74.53933 |
| 68 | Pune | Satara | Sub Registrar Grade-1 Khatav Vaduj      | New Administrative Building, Tahsil aawar, Vaduj Tal- Khatav Dist. Satara                              | 415506 | 17.64903 | 74.45101 |
| 69 | Pune | Sangli | JDR Office                              | Rajwada Compound, Near Collector Office, Sangli, Dist. Sangli, Pin-416416                              | 416416 | 16.86003 | 74.56623 |
| 70 | Pune | Sangli | Sub- Registrar, Sangli- 1 (Headquarter) | Rajwada Compound, Near Collector Office, Sangli, Dist. Sangli, Pin-416416                              | 416416 | 16.86003 | 74.56623 |
| 71 | Pune | Sangli | Sub-Registrar, Miraj-2                  | Tahsil Office Compound, Miraj, Tal. Miraj, Dist. Sangli, Pin-416410                                    | 416410 | 16.82243 | 74.65359 |
| 72 | Pune | Sangli | Sub- Registrar, Sangli-3                | Kavathekar Building, Near Kupwad JainBasti, Kupwad, Tal. Miraj, Dist. Sangli, Pin-416436               | 416436 | 16.86927 | 74.61683 |
| 73 | Pune | Sangli | Sub- Registrar, Tasgaon                 | Tahsil Office Compound, Datt Mal, Tasgaon, Tal. Tasgaon, Dist. Sangli, Pin-416312                      | 416312 | 17.02766 | 74.60738 |
| 74 | Pune | Sangli | Sub- Registrar, (Vita) Khanapur         | Madhyavarti Prashyaskiy Imarat Talmajla, Vita- Khanapur, Tal. Khanapur (Vita), Dist. Sangli Pin 415311 | 415311 | 17.27291 | 74.53888 |
| 75 | Pune | Sangli | Sub- Registrar, Shirala                 | Tahsil Office Compound, Shirala, Tal. Shirala, Dist. Sangli, Pin-415408                                | 415408 | 16.9868  | 74.12987 |



|    |      |          |                                   |                                                                                                                   |        |          |          |
|----|------|----------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------|--------|----------|----------|
| 76 | Pune | Sangli   | Sub- Registrar, (Islampur) Walwa  | Tahsil Office Compound, Walwa-Islampur, Tal. Walwa, Dist. Sangli, Pin-415409                                      | 415409 | 17.05171 | 74.26818 |
| 78 | Pune | Sangli   | Sub- Registrar, Atpadi            | Central Administrative Building, Atpadi, Tal - Atpadi, Dist.- Sangli. Pin - 415301                                | 415301 | 17.4322  | 74.93926 |
| 79 | Pune | Sangli   | Sub- Registrar, Kawathe mahakal   | New Administration Belding, Tahsil Office Compound, Kawathe- mahankal, Dist. Sangli, Pin-416405                   | 416404 | 17.05275 | 75.20918 |
| 80 | Pune | Sangli   | Sub- Registrar, Jat               | Kodag complex, Sambhaji Nagar, More Colony, Jat, Tal- Jat, Dist.- Sangli, Pin-416404                              | 416301 | 16.974   | 74.42208 |
| 81 | Pune | Sangli   | Sub- Registrar. Ashta             | Janaki Mangal Karyalaya Building, Ground Floor, Biroba Mandir Javal, Walawa, Tal. Ashta, Dist. Sangli, Pin-416301 | 416310 | 17.10024 | 74.44299 |
| 82 | Pune | Sangli   | Sub- Registrar. Palus             | Madhyavarti Prashyaskiy Imarat Panchayat Samiti Javal Palus, Tal. Palus, Dist. Sangli. Pin-416310                 | 415304 | 17.2918  | 74.33671 |
| 83 | Pune | Kolhapur | Sub- Registrar. Kedgaon           | Madhyavarti Prashyaskiy Imarat, Kedgaon, Tal. Kedgaon, Dist. Sangli, Pin-415304                                   | 416006 | 16.72534 | 74.23945 |
| 84 | Pune | Kolhapur | Joint District Registrar Kolhapur | Central Administrative Building, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006                           | 416012 | 16.69422 | 74.22352 |
| 85 | Pune | Kolhapur | Joint S. R. Karvir 1              | Old Rajwada, Bhavani Mandap, Kolhapur. 416012                                                                     | 416006 | 16.72534 | 74.23945 |
| 86 | Pune | Kolhapur | Joint S. R. Karvir 2              | Central Administrative Building, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006                           | 416006 | 16.72534 | 74.23945 |
| 87 | Pune | Kolhapur | Joint S. R. Karvir 3              | Central Administrative Building,                                                                                  | 416006 | 16.72534 | 74.23945 |



|    |      |          |                            |                                                                                                |        |          |          |
|----|------|----------|----------------------------|------------------------------------------------------------------------------------------------|--------|----------|----------|
|    |      |          |                            | Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006                                         |        |          |          |
| 88 | Pune | Kolhapur | Joint S. R. Karvir 4       | Central Administrative Building, Kasba Bavda Road, near D.S.P. Office, Kolhapur. 416006        | 416115 | 16.68788 | 74.4597  |
| 89 | Pune | Kolhapur | Joint S. R. Ichalkaranji 1 | Rajaram Stadium, Shop No. 2, First Floor, Ichalkaranji. 416115                                 | 416115 | 16.68408 | 74.46932 |
| 90 | Pune | Kolhapur | S. R. Aajra                | Central Administrative Building, Aajra, Tal: Aajra, Dist. Kolhapur. 416505                     | 416505 | 16.12042 | 74.20907 |
| 91 | Pune | Kolhapur | S. R. Bhudargad            | Tahsil Office Compound, Bhudargad, Tal: Bhudargad, Dist. Kolhapur. 416209                      | 416209 | 16.31406 | 74.13894 |
| 92 | Pune | Kolhapur | S. R. Chandgad             | Central Administrative Building, Chandgad, Tal: Chandgad, Dist.: Kolhapur. 416509              | 416509 | 15.94666 | 74.18216 |
| 93 | Pune | Kolhapur | S. R. Gadhinglaj           | Tahsil Office Compound, Gadhinglaj, Tal: Gadhinglaj, Dist. Kolhapur. 416501                    | 416501 | 16.22345 | 74.34797 |
| 94 | Pune | Kolhapur | S. R. Gaganbavda           | Central Administrative Building, Gaganbavda, Tal: Gaganbavda, Dist. Kolhapur. 416206           | 516206 | 16.55097 | 73.84285 |
| 95 | Pune | Kolhapur | S. R. Hatkanangale         | Central Administrative Building, Hatkanangale, Tal: Hatkanangale, Dist.: Kolhapur. 416109      | 416109 | 16.75014 | 74.4217  |
| 96 | Pune | Kolhapur | S. R. Kagal                | Central Administrative Building, Kagal, Tal: Kagal, Dist.: Kolhapur. 416216                    | 416216 | 16.58589 | 74.30869 |
| 97 | Pune | Kolhapur | S. R. Murgud               | C.S.No. 139, Nagrapalika bldg., Behind LIC office, Murgud, Tal: Kagal, Dist.: Kolhapur. 416219 | 416219 | 16.39775 | 74.19165 |
| 98 | Pune | Kolhapur | S. R. Panhala              | Old Panchayat Samiti Building, Panhala, Tal: Panhala, Dist.                                    | 416201 | 16.8088  | 74.11177 |



|     |      |          |                                  |                                                                                                      |        |          |          |
|-----|------|----------|----------------------------------|------------------------------------------------------------------------------------------------------|--------|----------|----------|
|     |      |          |                                  | Kolhapur. 416201                                                                                     |        |          |          |
| 99  | Pune | Kolhapur | S. R. Radhanagari                | Tahsil Office Compound,<br>Radhanagari, Tal: Radhanagari,<br>Dist. Kolhapur. 416212                  | 416212 | 16.4125  | 73.98903 |
| 100 | Pune | Kolhapur | S. R. Shahuwadi                  | Boudha Seva Sangha,<br>Shahuwadi, Tal: Shahuwadi, Dist.<br>Kolhapur. 416215                          | 416215 | 16.90154 | 73.94877 |
| 101 | Pune | Kolhapur | S. R. Shirol                     | Central Administrative Building,<br>Shirol, Tal: Shirol, Dist.: Kolhapur.<br>416120                  | 416120 | 16.74298 | 74.60169 |
| 102 | Pune | Solapur  | Sub Registrar Solapur<br>Uttar 1 | Behind Dakshin Tahsil Office,<br>Collector Office Compound,<br>Solapur, Dist. Solapur                | 413001 | 17.66895 | 75.90748 |
| 103 | Pune | Solapur  | Sub Registrar Solapur<br>Uttar 2 | Behind Dakshin Tahsil Office,<br>Collector Office Compound,<br>Solapur, Dist. Solapur                | 413001 | 17.66917 | 75.90645 |
| 104 | Pune | Solapur  | Sub Registrar Solapur<br>Uttar 3 | Behind Dakshin Tahsil Office,<br>Collector Office Compound,<br>Solapur, Dist. Solapur                | 413001 | 17.66917 | 75.90666 |
| 105 | Pune | Solapur  | Sub Registrar Solapur<br>Dakshin | Collector Office Compound,<br>Solapur, Tal. Uttar Solapur, Dist.<br>Solapur                          | 413001 | 17.66849 | 75.90603 |
| 106 | Pune | Solapur  | Sub Registrar Mohol              | Tahsil Office Compound, Mohol,<br>Tal. Mohol, Dist. Solapur                                          | 413213 | 17.80911 | 75.6417  |
| 107 | Pune | Solapur  | Sub Registrar Vairag             | Mohol Chowk, Solapur Road,<br>Vairag Tal. Barshi, Dist. Solapur                                      | 413402 | 18.05608 | 75.80139 |
| 108 | Pune | Solapur  | Sub Registrar Akkalkot           | Karanja Chowk, Akkalkot, Tal.<br>Akkalkot, Dist. Solapur                                             | 413216 | 17.52535 | 76.20712 |
| 109 | Pune | Solapur  | Sub Registrar Barshi             | Dr. Babasaheb Ambedkar<br>Complex, Near Sulakhe<br>Highschool, Barshi, Tal. Barshi,<br>Dist. Solapur | 413401 | 18.23274 | 75.68946 |
| 110 | Pune | Solapur  | Sub Registrar Pandharpur         | Tahsil Office Compound,                                                                              | 413304 | 17.67371 | 75.32325 |



|     |      |         |                            |                                                                                 |        |          |          |
|-----|------|---------|----------------------------|---------------------------------------------------------------------------------|--------|----------|----------|
|     |      |         | 1                          | Pandharpur, Tal. Pandharpur, Dist. Solapur                                      |        |          |          |
| 111 | Pune | Solapur | Sub Registrar Pandharpur 2 | Market Yard, Akluj Road, Pandharpur, Tal. Pandharpur, Dist. Solapur             | 413304 | 17.67506 | 75.3212  |
| 112 | Pune | Solapur | Sub Registrar Karmala      | Tahsil Office Compound, Karmala, Tal. Karmala, Dist. Solapur                    | 413203 | 18.40331 | 75.19083 |
| 113 | Pune | Solapur | Sub Registrar Madha        | Sai Complex, Near Petrol Pump, Solapur Road, Madha, Tal - Madha, Dist. -Solapur | 413209 | 18.02383 | 75.51949 |
| 114 | Pune | Solapur | Sub Registrar Malshiras    | New Adm. Bldg. Malshiras, Tal. Malshiras, Dist. Solapur                         | 413107 | 17.86412 | 74.89609 |
| 115 | Pune | Solapur | Sub Registrar Pandharpur 2 | Market Yard, Akluj Road, Pandharpur, Tal. Pandharpur, Dist. Solapur             | 413101 | 17.8933  | 75.01178 |
| 116 | Pune | Solapur | Sub Registrar Karmala      | Tahsil Office Compound, Karmala, Tal. Karmala, Dist. Solapur                    | 413305 | 17.51478 | 75.45393 |
| 117 | Pune | Solapur | Sub Registrar Madha        | Sai Complex, Near Petrol Pump, Solapur Road, Madha, Tal - Madha, Dist. -Solapur | 413307 | 17.44333 | 75.19616 |

Table 26. Thane Division - IGR Offices List

| # | DIG   | JDR   | Name of Office | Address                                                                                                                       | Pin code | Latitude   | Longitude  |
|---|-------|-------|----------------|-------------------------------------------------------------------------------------------------------------------------------|----------|------------|------------|
| 1 | Thane | Thane | DIG office     | MTNL building ,7 floor, near Mavali mandal charai, Thane west 400601                                                          | 400601   | 19.199296° | 72.974255° |
| 2 | Thane | Thane | JDR Office     | Joint District Registrar and collector of stamp, 4th floor collector office building, room no 406, near court Naka Thane west | 400601   | 19.196807° | 72.979126° |



|    |       |       |                     |                                                                                                                                                   |        |            |            |
|----|-------|-------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|------------|
|    |       |       |                     | 400601                                                                                                                                            |        |            |            |
| 3  | Thane | Thane | Joint S.R. Thane 1  | Ground floor, Mahila mandal building , Talawpadi thane west 400601                                                                                | 400601 | 19.194819° | 72.974569° |
| 4  | Thane | Thane | Joint S.R. Thane 2  | MTNL building, Ground floor near mavalali mandal charai, Thane west 400601                                                                        | 400601 | 19.199252° | 72.974336° |
| 5  | Thane | Thane | Joint S.R. Thane 3  | Thane Chartered House, Ground Floor, Plot No. 3, Behind Satara PI, Sector D, Vashi, Navi Mumbai – 400703.                                         | 400703 | 19.082908° | 72.007194° |
| 6  | Thane | Thane | Joint S.R. Thane 4  | 3rd floor MTNL Building, fatak road, Bhayander west Thane 401101                                                                                  | 401101 | 19.299586° | 72.853245° |
| 7  | Thane | Thane | Joint S.R. Thane 5  | MTNL building, Ground floor near Mavalali mandal charai, Thane west 400601                                                                        | 400601 | 19.199259° | 72.974307° |
| 8  | Thane | Thane | Joint S.R. Thane 6  | Room no 69, 1st floor, Konkan bhavan building, CBD Belapur, Navi Mumbai 400614.                                                                   | 400614 | 19.022014° | 73.039544° |
| 9  | Thane | Thane | Joint S.R. Thane 7  | 3rd floor MTNL Building, fatak road, Bhayander west Thane 401101                                                                                  | 401101 | 19.299586° | 72.853333° |
| 10 | Thane | Thane | Joint S.R. Thane 8  | City Enclave building, Co-operative housing society limited, Gala no.108 plot no 9 opp. Ahelbad bank, sector 2A, Koperkhairne, Navi Mumbai 400709 | 400709 | 19.110703° | 72.00447°  |
| 11 | Thane | Thane | Joint S.R. Thane 9  | Matruchaya building, near post Office, Kalwa Thane 400605                                                                                         | 400605 | 19.193654° | 72.989639° |
| 12 | Thane | Thane | Joint S.R. Thane 10 | Swami Vivekanand Bhavan, near happy home building, Poonam Garden Mira Road east.401107                                                            | 401107 | 19.285121° | 72.873235° |



|    |       |             |                       |                                                                                                                                                                     |        |            |            |
|----|-------|-------------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------|------------|
| 13 | Thane | Thane       | Joint S.R. Thane 11   | MTNL building, second floor, sector 21, Nerul, Navi Mumbai 400706                                                                                                   | 400706 | 19.033657° | 73.019526° |
| 14 | Thane | Thane       | Joint S.R. Thane 12   | Thane- 12 Office Milap Arcade, MTNL Building 2nd floor, Balkum Thane west 400608.                                                                                   | 400608 | 19.220366° | 72.986427° |
| 15 | Thane | Thane       | Joint S.R. Kalyan 1   | First floor Radha Krishna Sankul opposite Holy Cross hospital, Karnik Road, Kalyan west 421301                                                                      | 421301 | 19.241111° | 73.140377° |
| 16 | Thane | Thane       | S.R. Kalyan 2         | 1ST floor dhurve building, near holly cross school, Chickenghar, Kalyan                                                                                             | 421301 | 19.244309° | 73.140033° |
| 17 | Thane | Thane       | Joint S.R. Kalyan 3   | Plot no121, Tarte Plaza ground floor Gandhi Nagar Dombivli East 421201                                                                                              | 421201 | 19.204801° | 73.090869° |
| 18 | Thane | Thane       | Joint S.R. Kalyan 4   | Kalyan4 office- Plot no 121-tarte plaza first floor Gandhinagar Dombivli East 421201.                                                                               | 421201 | 19.204832° | 73.090818° |
| 19 | Thane | Thane       | S.R. Kalyan 5         | Ground floor, Baliram enclave, Rai residency, Adarsh Nagar, Kalyan east 421306                                                                                      | 421306 | 19.220309° | 73.129834° |
| 20 | Thane | Thane Rural | JDR Office            | Joint District Registrar and collector of stamp, District employment training Centre, 1st floor, Near collector office Compound, near court Naka Thane west- 400601 | 400601 | 19.19614   | 72.978718  |
| 21 | Thane | Thane Rural | Joint S.R. Bhiwandi 1 | Tahsildar Office Compound, Opp. Konark Arcade, Kap Kaneri, Bhiwandi, 421302.                                                                                        | 421302 | 19.29852   | 73.065837  |
| 22 | Thane | Thane Rural | Joint S.R. Bhiwandi 2 | Third floor, Konark Arcade, opp. Tahsil premises, Bhiwandi, 421302.                                                                                                 | 421302 | 19.29916   | 73.065057  |



|    |       |                    |                                                           |                                                                                                                                                      |        |          |           |
|----|-------|--------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------|-----------|
| 23 | Thane | Thane Rural        | Joint S.R. Bhiwandi 3                                     | 301A & 302B Konark Arcade 3rd floor opp. Tahsil office Bhiwandi-421302                                                                               | 421302 | 19.29922 | 73.065121 |
| 24 | Thane | Thane Rural        | Joint S.R. Ulhasnagar 1                                   | Barrek No-1746 shanti bhavan Gandhi Road, near tahsil kacheri javal Ulhasnagar Camp No-5 pin No-421005                                               | 421005 | 19.202   | 73.16312  |
| 25 | Thane | Thane Rural        | Joint S.R. Ulhasnagar 2                                   | Bipin Apartment, Surya Nagar, Katrap Badlapur East-421503                                                                                            | 421503 | 19.16368 | 73.230128 |
| 26 | Thane | Thane Rural        | Joint S.R. Ulhasnagar 3                                   | PRASHASHKIY BUILDING, KALYAN BADLAPUR ROAD, AMBARNATH W. 421501                                                                                      | 421501 | 19.2129  | 73.185885 |
| 27 | Thane | Thane Rural        | Joint S.R. Ulhasnagar 4                                   | Trimurti Residence Shop Number 13,14 Manjarli, Badlapur west 421503                                                                                  | 421503 | 19.17671 | 73.241368 |
| 28 | Thane | Thane Rural        | Sub- Register office Murbad                               | NEW ADMINSTRATIVE BUILDING, PLOT NO. P-14, MIDC NEAR BY INDIAN OIL PETROL PUMI MURBAD. 421401 DISTRICT THANE.                                        | 421401 | 19.25936 | 73.393096 |
| 29 | Thane | Thane Rural        | Sub- Register office Shahapur                             | APMC Building, Goteghar Road, Shahapur 421601                                                                                                        | 421601 | 19.4514  | 73.332026 |
| 30 | Thane | JDR Office Palghar | Joint District Registrar and Collector of Stamps, Palghar | District Headquarter, Administrative Building 'A', Room No. 09, Ground Floor, Palghar-Boisar Road, Kolgaon, Taluka-Palghar, District-Palghar, 401404 | 401404 | 19.72318 | 72.761423 |
| 31 | Thane | Palghar            | Joint Sub Registrar Office, Vasai-1                       | Sankest Park Co. Hsg. Soc. Ltd., Shop No. 6B, Near Suyognagar, Bhabola, Chulne Road, Vasai(W), Taluka-Vasai, District- Palghar. 401202               | 401202 | 19.3711  | 72.81754  |



|    |       |         |                                     |                                                                                                                                                                       |         |          |           |
|----|-------|---------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------|-----------|
| 32 | Thane | Palghar | Joint Sub Registrar Office, Vasai-2 | Gokul Plaza, B Wing, 2nd Floor, Virar(E), Taluka- Vasai, District-Palghar. Pin- 401305.                                                                               | 401305  | 19.45842 | 72.812251 |
| 33 | Thane | Palghar | Joint Sub Registrar Office, Vasai-3 | Yashomangal Building, 1st Floor, Near Tulinj Flyover, Nalasopara(E), Taluka- Vasai, district- Palghar. 401209.                                                        | 401209  | 19.42065 | 72.81988  |
| 34 | Thane | Palghar | Joint Sub Registrar Office, Vasai-4 | Sai Narayan Building, Near Bus Stand & Bharat gas Agency, Nalasopara (W).401203                                                                                       | 401203  | 19.41943 | 72.81695  |
| 35 | Thane | Palghar | Joint Sub Registrar Office, Vasai-5 | Kishor Kunj, Phase- 1, Building No. 1, Ground Floor, Near Old Viva College, Virar (W), Taluka- Vasai, District-Palghar. 401303.                                       | 401303  | 19.45843 | 72.803831 |
| 36 | Thane | Palghar | Joint Sub Registrar Office, Vasai-6 | Tahesildar Office Area, Behind Vasai Court, Vasai(W), Taluka- Vasai, District-Palghar. Pin- 401201                                                                    | 401201  | 19.33554 | 72.807516 |
| 37 | Thane | Palghar | Sub Registrar Office, Palghar-1     | Sub Registrar Office Palghar-1, Rahul Residency, Shop No. 1 to 3, Near Guru Govind Motors, Navali Phatak Road, Palghar (W), Taluka- Palghar, Dist.- Palghar, 401 404. | 401 404 | 19.69349 | 72.77252  |
| 38 | Thane | Palghar | Sub Registrar Office, Palghar-2     | Yashavant srushti, Building No. 1, Gala No.1, Boisar(W), Taluka- Palghar, Dist.-Palghar.401501                                                                        | 401501  | 19.79337 | 72.757914 |
| 39 | Thane | Palghar | Sub Registrar Office, Dahanu        | Phatak Hall, Dahanu Gaon, Dahanu (W), Taluka- Dahanu, Dist.-Palghar, 401601.                                                                                          | 401601  | 19.97668 | 72.720534 |



|    |       |         |                                 |                                                                                                   |        |          |           |
|----|-------|---------|---------------------------------|---------------------------------------------------------------------------------------------------|--------|----------|-----------|
| 40 | Thane | Palghar | Sub Registrar Office, Talasari  | Behind Bhumi Abhilekh Office, Vikaspada, Talasari, Taluka-Talasari, Dist.- Palghar.401606.        | 401606 | 20.11799 | 72.917372 |
| 41 | Thane | Palghar | Sub Registrar Office, Wada      | Near Ganesh Maidan, Behind Gram Panchayat Office, Wada, Taluka- Wada, Dist. Palghar. 421303       | 421303 | 19.65404 | 73.147959 |
| 42 | Thane | Palghar | Sub Registrar Office, Vikramgad | Aayre Building, Ground Floor, Patilpada, Vikramgad, Taluka-Vikramgad, Dist.- Palghar. Pin-401605. | 401605 | 19.87374 | 73.03934  |
| 43 | Thane | Palghar | Sub Registrar Office, Jawhar    | 199, Lakshmi Prasad Building, Mahadev Aali, Jawhar, Taluka-Jawhar, Dist.- Palghar. 401603         | 401603 | 19.91048 | 73.22572  |
| 44 | Thane | Palghar | Sub Registrar Office, Mokhada   | Near Talathi Office, Bangalapada, Mokhada, Taluka-Mokhada, Dist.- Palghar.401604                  | 401604 | 19.93001 | 73.339244 |
| 45 | Thane | Raigad  | Jdr Raigad                      | Joint District Registration Class 1 Cos Office Near Police station Alibag Raigad Pin Code 402201  | 402201 | 18.64743 | 72.86923  |
| 46 | Thane | Raigad  | Alibag                          | Near Alibag Police Station Alibag Tal. Alibag Dist. Raigad Pin Code 402201                        | 402201 | 18.64743 | 72.86923  |
| 47 | Thane | Raigad  | Panvel 1                        | Panvel Industrial Co-Op Society Near H.M. Motors Tal Panvel Dist. Raigad Pin Code 410206          | 410206 | 18.99693 | 73.11327  |
| 48 | Thane | Raigad  | Panvel 2                        | M.T.N.L. Building Ground Floor Sector-5 New Panvel, Tal Panvel Dist. Raigad Pin Code 410206       | 410206 | 19.00717 | 73.11619  |
| 49 | Thane | Raigad  | Panvel 3                        | M.T.N.L. Building Ground Floor Sector-5 New Panvel, Tal Panvel Dist. Raigad Pin Code 410206       | 410206 | 19.00717 | 73.11619  |



|    |       |        |          |                                                                                                                                        |        |          |          |
|----|-------|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------|--------|----------|----------|
| 50 | Thane | Raigad | Panvel 4 | Panvel Industrial Co-Op Society<br>Near H.M. Motors Tal Panvel Dist.<br>Raigad Pin Code 410206                                         | 410206 | 18.99693 | 73.11327 |
| 51 | Thane | Raigad | Panvel 5 | M.T.N.L. Building Ground Floor<br>Sector-5 New Panvel, Tal Panvel<br>Dist. Raigad Pin Code 410206                                      | 410206 | 19.00717 | 73.11619 |
| 52 | Thane | Raigad | Uran     | JNPT Township, Shopping<br>Centre, Shop No. 5, 6, & 7 Near<br>SBI Branch Uran Tal Uran Dist.<br>Raigad Pin Code 400707                 | 400707 | 18.90056 | 72.97843 |
| 53 | Thane | Raigad | Karjat 1 | Tashil Office Compound Karjat<br>Tal. Karjat Dist. Raigad Pin Code<br>410201                                                           | 410201 | 18.9149  | 73.32213 |
| 54 | Thane | Raigad | Karjat 2 | Shubham Developers, Karjat<br>Kalyan Road, Neral Tal. Karjat<br>Dist. Raigad Pin Code 410101                                           | 410101 | 19.02461 | 73.31137 |
| 55 | Thane | Raigad | Roha     | Old Tahsil Office Compound<br>Roha, Tal. Roha Dist. Raigad Pin<br>Code 402109                                                          | 402109 | 18.43552 | 73.13504 |
| 56 | Thane | Raigad | Mahad    | Tahsil Office Compound, Mahad<br>Tal. Mahad Dist. Raigad Pin Code<br>402301                                                            | 402301 | 18.07937 | 73.41605 |
| 57 | Thane | Raigad | Pen      | Tahsil Office Compound, Pen Tal.<br>Pen Dist. Raigad Pin Code<br>402107                                                                | 402307 | 18.73876 | 73.09593 |
| 58 | Thane | Raigad | Mangaon  | Tahsil Office Compound,<br>Mangaon Tal. Mangaon Dist.<br>Raigad Pin Code 412107                                                        | 412107 | 18.24076 | 73.28807 |
| 59 | Thane | Raigad | Khalapur | Opp. Khalapur Panchayat<br>Samiti Hari Om Apartment<br>Building Ground floor Khalapur<br>Tal. Khalapur Dist. Raigad Pin<br>Code 410202 | 410202 | 18.82957 | 73.28541 |



|    |       |           |                           |                                                                                                                                        |        |          |           |
|----|-------|-----------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------|----------|-----------|
| 60 | Thane | Raigad    | Poladpur                  | Ramchandrsheth Niwas<br>H.No.1458 shop No.1 Poladpur<br>Mahabaleshwar Road Poladpur<br>Tal - Poladpur Dist. Raigad Pin<br>code 402 303 | 402303 | 17.92414 | 73.63435  |
| 61 | Thane | Raigad    | Shriwardhan               | Central Administrative Building<br>Shrivardhan Tal Shrivardhan Dist.<br>Raigad Pin Code 402110                                         | 402110 | 18.05395 | 73.02329  |
| 62 | Thane | Raigad    | Sudhagad                  | Jamana Palace, Ballaleshwar<br>Temple Road, Pali Sudhagad Tal.<br>Sudhagad Dist. Raigad Pin Code<br>410205                             | 410205 | 18.53669 | 73.22251  |
| 63 | Thane | Raigad    | Tala                      | Tahsil Office Compound, Tala,<br>Tal. Tala Dist. Raigad Pin Code<br>402111                                                             | 402111 | 18.3009  | 73.1546   |
| 64 | Thane | Raigad    | Murud                     | Tahsil Office Compound Murud,<br>Tal. Murud Dist. Raigad Pin Code<br>402401                                                            | 402401 | 18.33176 | 72.95498  |
| 65 | Thane | Raigad    | Mhasala                   | Near Police Station Mhasala Tal.<br>Mhasala Dist. Raigad Pin Code<br>402105                                                            | 402105 | 18.13431 | 73.1122   |
| 66 | Thane | Ratnagiri | JDR Office                | Arihant Mall 2nd floor Apposite<br>S.T. Stand Ratnagiri                                                                                | 415612 | 16.99187 | 73.296354 |
| 67 | Thane | Ratnagiri | Sub- Registrar, Ratnagiri | Collector Office Compound]<br>Ratnagiri 415612                                                                                         | 415612 | 16.98989 | 73.296889 |
| 68 | Thane | Ratnagiri | Sub- Registrar, Chiplun   | Krushneshwar Nagar, Pag,<br>Mumbai- Goa Highway Road<br>Chiplun 415605                                                                 | 415605 | 17.51875 | 73.51005  |
| 69 | Thane | Ratnagiri | Sub- Registrar, Khed      | Bhausahab Patne sankul, Minatai<br>Thakre Theater near, Khed<br>415709                                                                 | 415709 | 17.71956 | 73.396805 |
| 70 | Thane | Ratnagiri | Sub- Registrar, Dapoli    | Tahsildar Compound, Dapoli<br>415712                                                                                                   | 415712 | 17.75729 | 73.185728 |
| 71 | Thane | Ratnagiri | Sub- Registrar, Rajapur   | Tahsildar Compound, Rajapur                                                                                                            | 416702 | 16.65748 | 73.51917  |



|    |       |            |                                 |                                                                                                        |        |          |           |
|----|-------|------------|---------------------------------|--------------------------------------------------------------------------------------------------------|--------|----------|-----------|
|    |       |            |                                 | 416702                                                                                                 |        |          |           |
| 72 | Thane | Ratnagiri  | Sub- Registrar, Deorukh         | Savitri Complex, Bank of Maharashtra Near, Matru Mandir Chowk Devrukh Pin Code:415804                  | 415804 | 17.351   | 73.3728   |
| 73 | Thane | Ratnagiri  | Sub- Registrar, Guhagar         | Tahsildar Compound, Guhagar 415703                                                                     | 415703 | 17.48507 | 73.188936 |
| 74 | Thane | Ratnagiri  | Sub- Registrar, Lanja           | Tahsildar Compound, Lanja 416701                                                                       | 416701 | 16.85557 | 73.548879 |
| 75 | Thane | Ratnagiri  | Sub- Registrar, Mandangad       | Tahsildar Compound, Mandangad 415203                                                                   | 415203 | 17.98751 | 73.262101 |
| 76 | Thane | Sindhudurg | JDR OFFICE SINDHUDU RG          | MAIN ADMINISTRATIVE BUILDING, C BLOCK, FIRST FLOOR, SINDHUDURGNAGARI TAL. KUDAL, DIST. SINDHUDURG      | 416812 |          |           |
| 78 | Thane | Sindhudurg | JOINT SRO SINDHUDU RG (KUDAL)   | MAIN ADMINISTRATIVE BUILDING, C BLOCK, FIRST FLOOR, SINDHUDURGNAGARI TAL KUDAL DIST. SINDHUDURG 416812 | 416812 | 16.10929 | 73.688675 |
| 79 | Thane | Sindhudurg | SUB REGISTRAR OFFICE SAWANTWADI | TAHASIL COMPOUND, SAWANTWADI, TAL- SAWANTWADI, DIST- SINDHUDURG PIN CODE:416510                        | 416510 | 15.89813 | 73.82066  |
| 80 | Thane | Sindhudurg | SUB REGISTRAR OFFICE KANKAVALI  | TAHASIL COMPOUND, KANKAVALI, TAL- KANKAVALI, DIST- SINDHUDURG 416602                                   | 416602 | 16.26134 | 73.712639 |
| 81 | Thane | Sindhudurg | SUB REGISTRAR OFFICE MALVAN     | 48A MEDHA MALVAN, NEAR JAY GANESH MANDIR, MALVAN TAL- MALVAN, DIST- SINDHUDURG                         | 416606 | 16.0568  | 73.470901 |



|    |       |            |                                    |                                                                         |        |          |           |
|----|-------|------------|------------------------------------|-------------------------------------------------------------------------|--------|----------|-----------|
| 82 | Thane | Sindhudurg | SUB REGISTRAR OFFICE VENGURLA      | TAHASIL COMPOUND, VENGURLA, TAL- VENGURLA, DIST- SINDHUDURG 416516      | 416516 | 15.8514  | 73.6389   |
| 83 | Thane | Sindhudurg | SUB REGISTRAR OFFICE DEVAGD 416615 | TAHASIL COMPOUND, DEVGAD, TAL-DEVGAD, DIST- SINDHUDURG 416615           | 416615 | 16.37487 | 73.377497 |
| 84 | Thane | Sindhudurg | SUB REGISTRAR OFFICE VAIBHAVWADI   | TAHASIL COMPOUND, VAIBHAVWADI, TAL-VAIBHAVWADI, DIST- SINDHUDURG 416810 | 416810 | 16.49676 | 73.746315 |

Table 27. Collector of Stamps Offices List

| # | DIG    | Name of Office       | Address                                                                        | Pin code | Latitude | Longitude |
|---|--------|----------------------|--------------------------------------------------------------------------------|----------|----------|-----------|
| 1 | Mumbai | General Stamp Office | General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001 | 400001   | 18.9219  | 72.83117  |
| 2 | Mumbai | CoS Mumbai E-1       | General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001 | 400001   | 18.9219  | 72.83117  |
| 3 | Mumbai | CoS Mumbai E-2       | General Stamp Office, Town Hall, Shahid Bhagat Singh Marg, Fort, Mumbai-400001 | 400001   | 18.9219  | 72.83117  |
| 4 | Mumbai | COS Mumbai           | 3rd Floor, Old custom house, Shahid Bhagat Singh Marg, Fort, Mumbai-400001     | 400001   | 18.92247 | 72.83117  |



|   |            |              |                                                                                                |        |           |           |
|---|------------|--------------|------------------------------------------------------------------------------------------------|--------|-----------|-----------|
| 5 | Mumbai-Sub | CoS Kurla    | New Admn Bldg - Phase 2 Ground Floor, next to Rationing Office R.C. Margh, Chembur, Mumbai 71. | 400071 | 19.059409 | 72.903073 |
| 6 | Mumbai-Sub | CoS Andheri  | MMRDA Building, Bandra Kurla Complex, Bandra (E)Mumbai 51.                                     | 400051 | 19.06269  | 72.85873  |
| 7 | Mumbai-Sub | CoS Borivali | MMRDA Building, Bandra Kurla Complex, Bandra (E), Mumbai 51.                                   | 400051 | 19.06269  | 72.85873  |

Table 28. Town Planning Offices(Valuation) List

| Sr. No. | Name of the Office                                                    | Office Address                                                                                                      |
|---------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| 1       | Joint Director, Town Planning, Valuation, Maharashtra State, Pune.    | New Administrative Building, Ground Floor, Opposite Vidhan Bhavan, Pune-411001, Tele. No.-2020-26138424             |
| 2       | Deputy Director, Town Planning, Mumbai Region, Valuation, Mumbai      | Old Zakat House, DD Building, 1st Floor, Shaheed Bhagat Singh Marg, Fort, Mumbai – 400 023. Tele. No.- 022-22690368 |
| 3       | Assistant Director, Town Planning, Valuation, Pune Division Pune.     | Kiran Bungalow, Finance Road, Near Photo Zinco Office, Pune - 411 001 Tele. No.- 020-26051564                       |
| 4       | Assistant Director, Town Planning, Valuation, Konkan Division, Thane  | Konkan Bhawan, 2nd Floor, Room No.213, CBD Belapur, Navi Mumbai-400 614 Tele. No.- 022-27572857                     |
| 5       | Assistant Director, Town Planning, Valuation, Nashik Division Nashik. | NDA Tower, Sambhaji Chowk, Untwadi Road, Nashik – 422 002 Tele. No.- 0253-2314369                                   |
| 6       | Assistant Director, Town Planning, Valuation, Aurangabad Division,    | 3rd Floor, Dudhamhasangh Building, Beside Amarpreet Hotel, Jalna Road, Aurangabad-431 001                           |



|   |                                                                                  |                                                                                                                        |
|---|----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
|   | Aurangabad.                                                                      | Tele. No.- 0240-2991143                                                                                                |
| 7 | Assistant Director, Town Planning,<br>Valuation, Amravati Division,<br>Amravati. | Dr.Vijay Nanasaheb Bonde Bungalow, Mangilal Plot,<br>Amravati - 444 602.<br>Tele. No.- 0721-2662876                    |
| 8 | Assistant Director, Town Planning,<br>Valuation, Nagpur Division, Nagpur.        | ADMINISTRATIVE BUILDING NO. 2, Ground Floor, 'A' Wing, Civil<br>Lines,<br>Nagpur - 440 001.<br>Tele. No.- 0712-2544045 |

**17. Annexure X – Historical Data****Documents registered SRO wise in the last 6 Financial Years****Table 35. Number of Documents Registered**

| Sr No | Division | Reg. District | SRO Offices          | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|----------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                      | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1     | Pune     | Pune          | S.R. Haveli 1        | 9228                           | 10535   | 10104   | 9804    | 9612    | 10314   |
| 2     |          |               | Joint S.R. Haveli 2  | 9664                           | 10212   | 10019   | 8635    | 5521    | 11699   |
| 3     |          |               | Joint S.R. Haveli 3  | 15338                          | 14785   | 16986   | 14372   | 6986    | 6667    |
| 4     |          |               | Joint S.R. Haveli 4  | 6360                           | 6343    | 5973    | 7975    | 6239    | 8810    |
| 5     |          |               | Joint S.R. Haveli 5  | 9644                           | 9458    | 9719    | 8752    | 8968    | 9970    |
| 6     |          |               | Joint S.R. Haveli 6  | 8926                           | 7986    | 11277   | 10998   | 4406    | 7377    |
| 7     |          |               | Joint S.R. Haveli 7  | 11437                          | 9897    | 7314    | 6548    | 6821    | 6417    |
| 8     |          |               | Joint S.R. Haveli 8  | 12071                          | 11876   | 9605    | 8467    | 6903    | 8606    |
| 9     |          |               | Joint S.R. Haveli 9  | 7266                           | 10425   | 9580    | 7873    | 5019    | 6395    |
| 10    |          |               | Joint S.R. Haveli 10 | 11841                          | 14377   | 16842   | 15252   | 16287   | 19911   |
| 11    |          |               | Joint S.R. Haveli 11 | 9636                           | 10630   | 8873    | 10331   | 10310   | 12131   |
| 12    |          |               | Joint S.R. Haveli 12 | 7613                           | 7118    | 7232    | 7411    | 5788    | 5554    |
| 13    |          |               | Joint S.R. Haveli 13 | 8321                           | 5863    | 7151    | 6678    | 6911    | 5267    |
| 14    |          |               | Joint S.R. Haveli 14 | 7758                           | 8896    | 10472   | 9306    | 6778    | 5545    |
| 15    |          |               | Joint S.R. Haveli 15 | 8652                           | 8657    | 8556    | 9693    | 8868    | 10895   |
| 16    |          |               | Joint S.R. Haveli 16 | 10016                          | 12137   | 10281   | 5525    | 7382    | 9845    |
| 17    |          |               | Joint S.R. Haveli 17 | 6531                           | 7319    | 8304    | 7566    | 5269    | 5897    |
| 18    |          |               | Joint S.R. Haveli 18 | 14164                          | 12709   | 9593    | 8429    | 9161    | 10240   |
| 19    |          |               | Joint S.R. Haveli 19 | 10295                          | 9157    | 8246    | 6909    | 5782    | 9390    |
| 20    |          |               | Joint S.R. Haveli 20 | 8700                           | 9246    | 9189    | 8515    | 8978    | 5930    |
| 21    |          |               | Joint S.R. Haveli 21 | 10335                          | 12095   | 12105   | 10422   | 8866    | 10499   |
| 22    |          |               | Joint S.R. Haveli 22 | 8424                           | 9451    | 10486   | 7658    | 5662    | 7120    |
| 23    |          |               | Joint S.R. Haveli 23 | 11001                          | 11802   | 11533   | 13856   | 13749   | 11508   |
| 24    |          |               | Joint S.R. Haveli 24 | 7454                           | 7709    | 7275    | 6652    | 8912    | 8945    |
| 25    |          |               | Joint S.R. Haveli 25 | 8213                           | 9450    | 8893    | 7625    | 6080    | 8582    |
| 26    |          |               | Joint S.R. Haveli 26 | 9839                           | 9047    | 7359    | 7191    | 7663    | 9606    |
| 27    |          |               | Joint S.R. Haveli 27 | 4224                           | 4009    | 3887    | 4152    | 4611    | 4296    |
| 28    |          | Satara        | S.R. Karad 1         | 3361                           | 3515    | 2756    | 2874    | 3218    | 3394    |
| 29    |          |               | Joint S.R. Karad 2   | 5928                           | 5947    | 6344    | 6277    | 6613    | 7227    |
| 30    |          |               | S.R. Jawali (Medha)  | 1102                           | 985     | 900     | 1057    | 969     | 861     |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 31    |          |               | S.R. Koregaon               | 3994                           | 4221    | 3865    | 3477    | 3570    | 3339    |
| 32    |          |               | S.R. Phaltan                | 6376                           | 2647    | 3643    | 3847    | 4154    | 3693    |
| 33    |          |               | S.R. Khataav                | 3391                           | 3130    | 3565    | 3641    | 3556    | 3170    |
| 34    |          |               | S.R. Satara 1               | 5941                           | 6832    | 6522    | 5499    | 5535    | 5479    |
| 35    |          |               | S.R. Wai                    | 3807                           | 3991    | 3933    | 3816    | 3613    | 3768    |
| 36    |          |               | S.R. Patan                  | 2466                           | 2530    | 2561    | 2226    | 2509    | 2191    |
| 37    |          |               | S.R. Man (Dahiwadi)         | 3112                           | 3296    | 3770    | 3414    | 4004    | 2924    |
| 38    |          |               | Joint S.R.Satara 2          | 5433                           | 4889    | 4328    | 5331    | 5436    | 5020    |
| 39    |          |               | S.R. Khandala               | 3532                           | 3994    | 3915    | 3727    | 3874    | 3321    |
| 40    |          |               | S.R. Umbrj                  | 2450                           | 2634    | 2908    | 2756    | 2198    | 3006    |
| 41    |          |               | S.R. Mahabaleshwar          | 829                            | 886     | 839     | 713     | 664     | 917     |
| 42    |          |               | Joint S.R. Phaltan2         | 1127                           | 4777    | 4157    | 3903    | 5397    | 4342    |
| 43    |          |               | S.R. Atpadi                 | 1293                           | 1798    | 1901    | 1638    | 2114    | 2132    |
| 44    |          |               | S.R. Jat                    | 3434                           | 3056    | 3550    | 3721    | 4391    | 4369    |
| 45    |          |               | S.R. Kavthemahakal          | 2272                           | 2201    | 2273    | 2158    | 2756    | 2390    |
| 46    |          |               | S.R. Khanapur (Vita)        | 2968                           | 3148    | 3332    | 3553    | 3697    | 3581    |
| 47    |          |               | S.R. Miraj 1                | 7756                           | 8018    | 7785    | 7159    | 9626    | 9140    |
| 48    |          |               | Joint S.R.Miraj 2           | 4193                           | 4598    | 4844    | 5623    | 6719    | 6418    |
| 49    |          |               | S.R. Shirala                | 1486                           | 1346    | 1213    | 1197    | 1460    | 1290    |
| 50    |          |               | S.R. Tasgaon                | 4103                           | 4041    | 4240    | 4150    | 5031    | 5033    |
| 51    |          |               | S.R. Walwa                  | 4380                           | 4507    | 4758    | 4341    | 4896    | 4224    |
| 52    |          |               | Joint S.R. Miraj 3 (Kupwad) | 3556                           | 4718    | 5130    | 4516    | 4168    | 5443    |
| 53    |          |               | S.R. Palus                  | 3371                           | 3078    | 3563    | 3029    | 3457    | 3292    |
| 54    |          |               | S.R. Ashta                  | 2498                           | 2554    | 2394    | 2303    | 2920    | 2322    |
| 55    |          |               | S.R. Kadegaon               | 2157                           | 1690    | 1768    | 1611    | 1945    | 2169    |
| 56    |          |               | S.R. Ajra                   | 1281                           | 1596    | 1481    | 1413    | 1290    | 1468    |
| 57    |          |               | S.R. Chandgad               | 1519                           | 1946    | 1581    | 1445    | 1528    | 1676    |
| 58    |          |               | S.R. Gadhinglaj             | 3809                           | 4335    | 3821    | 3721    | 3612    | 3652    |
| 59    |          |               | S.R. Hatkaganle             | 5837                           | 8126    | 8469    | 8018    | 7914    | 7731    |
| 60    |          |               | S.R. Ichalkaranji           | 4655                           | 5728    | 6270    | 4798    | 4460    | 4195    |
| 61    |          |               | S.R. Kagal                  | 1989                           | 2457    | 2505    | 2159    | 2464    | 2435    |
| 62    |          |               | S.R. Karvir 1               | 5389                           | 8311    | 8103    | 8300    | 10437   | 8716    |
| 63    |          |               | Joint S.R. Karvir 2         | 6896                           | 7774    | 7049    | 6174    | 6773    | 4678    |



| Sr No | Division | Reg. District | SRO Offices               | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|---------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                           | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 64    |          |               | Joint S.R. Karvir 3       | 7346                           | 6193    | 6596    | 5228    | 5486    | 7109    |
| 65    |          |               | S.R. Panhala              | 2683                           | 3037    | 3008    | 3206    | 3598    | 3709    |
| 66    |          |               | S.R. Radhanagari          | 1625                           | 1844    | 2048    | 1895    | 2315    | 2003    |
| 67    |          |               | S.R. Shirol               | 5205                           | 6380    | 6247    | 5478    | 6489    | 6427    |
| 68    |          |               | Joint S.R. Karvir 4       | 3704                           | 5034    | 5235    | 4001    | 4657    | 4403    |
| 69    |          |               | S.R. Shahuwadi            | 1552                           | 1809    | 1660    | 1633    | 2040    | 2169    |
| 70    |          |               | S.R. Bhudargad            | 2047                           | 2035    | 2240    | 1926    | 2290    | 2072    |
| 71    |          |               | S.R. Murgud               | 1977                           | 2296    | 2616    | 2902    | 2946    | 2881    |
| 72    |          |               | S.R. Gaganbawda           | 504                            | 543     | 481     | 539     | 600     | 451     |
| 73    |          |               | Joint S.R. Ichalkaranji   | 2833                           | 2865    | 3213    | 3824    | 4444    | 5041    |
| 74    |          | Solapur       | S.R. Akkalkot             | 4409                           | 4675    | 4761    | 4846    | 5739    | 5676    |
| 75    |          |               | S.R. Solapur Uttar 1      | 6054                           | 7087    | 6307    | 5791    | 6680    | 6024    |
| 76    |          |               | Joint S.R.Solapur Uttar 2 | 6120                           | 6157    | 4571    | 5267    | 5133    | 5544    |
| 77    |          |               | Joint S.R.Solapur Dakshin | 3581                           | 3707    | 4218    | 4361    | 4908    | 9784    |
| 78    |          |               | S.R. Barshi               | 5169                           | 5626    | 5729    | 5813    | 6552    | 6480    |
| 79    |          |               | S.R. Pandharpur 1         | 4892                           | 4739    | 5041    | 4920    | 5489    | 5238    |
| 80    |          |               | S.R. Karmala              | 4618                           | 4577    | 5490    | 4889    | 5712    | 6034    |
| 81    |          |               | S.R. Madha                | 6136                           | 5715    | 6383    | 6451    | 6578    | 6086    |
| 82    |          |               | S.R. Malshiras            | 2730                           | 2554    | 2498    | 2313    | 2838    | 2406    |
| 83    |          |               | S.R. Mangalwedha          | 4430                           | 4807    | 4966    | 5463    | 6532    | 6004    |
| 84    |          |               | S.R. Mohol                | 4708                           | 4582    | 4713    | 4391    | 5545    | 5702    |
| 85    |          |               | S.R. Sangola              | 6288                           | 6972    | 6693    | 6624    | 6783    | 6973    |
| 86    |          |               | S.R. Vairag               | 1775                           | 2121    | 2153    | 2175    | 2643    | 2730    |
| 87    |          |               | Joint S.R.Pandharpur 2    | 3147                           | 3019    | 3195    | 3307    | 3591    | 3807    |
| 88    |          |               | S.R. Akluj                | 4019                           | 4832    | 4881    | 4211    | 5066    | 5203    |
| 89    |          |               | Joint S.R.Solapur Uttar 3 | 4057                           | 5589    | 5673    | 5931    | 6260    | 5757    |
| 90    |          | Pune Gramin   | S.R. Ambegaon             | 4032                           | 4395    | 4496    | 3798    | 4050    | 5077    |
| 91    |          |               | S.R. Baramati             | 7349                           | 7344    | 7671    | 6485    | 9117    | 7375    |
| 92    |          |               | S.R. Bhore                | 4210                           | 4349    | 4570    | 3636    | 3679    | 4907    |
| 93    |          |               | S.R. Dhaund               | 4900                           | 4866    | 5351    | 4344    | 4065    | 3442    |
| 94    |          |               | S.R. Indapur              | 4118                           | 4917    | 5175    | 4678    | 5465    | 5973    |
| 95    |          |               | S.R. Junnar               | 2583                           | 2784    | 2988    | 2809    | 2923    | 3157    |



| Sr No | Division | Reg. District | SRO Offices                   | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-------------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                               | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 96    |          |               | S.R. Khed                     | 2647                           | 5134    | 5737    | 5771    | 5134    | 5842    |
| 97    |          |               | S.R. Mawal                    | 7344                           | 8895    | 8106    | 8198    | 6081    | 6841    |
| 98    |          |               | S.R. Mulshi                   | 5102                           | 4373    | 4919    | 3587    | 4188    | 4765    |
| 99    |          |               | S.R. Purandar                 | 7740                           | 7814    | 7962    | 6935    | 7027    | 7627    |
| 100   |          |               | S.R. Shirur                   | 6010                           | 5977    | 6048    | 4579    | 4257    | 4923    |
| 101   |          |               | S.R. Narayangaon              | 5119                           | 5067    | 4862    | 4547    | 5075    | 5409    |
| 102   |          |               | S.R. Velha                    | 1493                           | 1471    | 1181    | 925     | 1369    | 1711    |
| 103   |          |               | Joint S.R. Kedgaon            | 5760                           | 6203    | 6913    | 6390    | 7850    | 8849    |
| 104   |          |               | Joint S.R. Lonavala           | 3701                           | 5125    | 4395    | 3413    | 4156    | 7209    |
| 105   |          |               | Joint S.R. Talegaon Dhamdhere | 8119                           | 8481    | 8886    | 9328    | 8718    | 9426    |
| 106   |          |               | Joint S.R. Khed 2             | 8885                           | 8815    | 8401    | 8229    | 7882    | 11380   |
| 107   |          |               | Joint S.R. Mulshi 2           | 9211                           | 10978   | 12781   | 13072   | 11430   | 11139   |
| 108   |          |               | Joint S.R. Vadgaon Maval 2    | 7521                           | 6270    | 6769    | 5849    | 6327    | 6509    |
| 109   |          |               | S.R. Baramati2                | 3314                           | 4887    | 5406    | 5834    | 8160    | 7765    |
| 110   |          |               | Joint S.R. Khed 3             | 5670                           | 4546    | 4669    | 4360    | 4369    | 5392    |
| 111   | Thane    | Thane         | S.R. Kalyan 1                 | 9043                           | 6444    | 7054    | 7158    | 6105    | 5703    |
| 112   |          |               | Joint S.R.Kalyan 2            | 7220                           | 9748    | 10303   | 11494   | 13189   | 17766   |
| 113   |          |               | Joint S.R.Kalyan 3            | 4562                           | 6426    | 5806    | 7066    | 5886    | 7815    |
| 114   |          |               | S.R. Thane 1                  | 10664                          | 10214   | 11332   | 9331    | 8223    | 6294    |
| 115   |          |               | Joint S.R.Thane 2             | 11828                          | 13363   | 10636   | 11102   | 14495   | 15069   |
| 116   |          |               | Joint S.R.Thane 3             | 7937                           | 9767    | 10152   | 9723    | 10689   | 11535   |
| 117   |          |               | Joint S.R.Thane 4             | 5308                           | 6555    | 6865    | 7495    | 9362    | 9394    |
| 118   |          |               | Joint S.R.Thane 5             | 11893                          | 13645   | 12279   | 11774   | 7114    | 9078    |
| 119   |          |               | Joint S.R.Thane 6             | 6592                           | 6756    | 6260    | 5602    | 3920    | 4431    |
| 120   |          |               | Joint S.R.Thane 7             | 10299                          | 10958   | 10291   | 7909    | 6254    | 9598    |
| 121   |          |               | Joint S.R.Kalyan 4            | 9701                           | 8514    | 8126    | 9805    | 7402    | 8372    |
| 122   |          |               | Joint S.R.Thane 8             | 9995                           | 10272   | 9692    | 9448    | 4935    | 10225   |
| 123   |          |               | Joint S.R.Thane 10            | 11943                          | 11170   | 10235   | 9906    | 7376    | 8223    |
| 124   |          |               | Joint S.R. Thane 11           | 6469                           | 6522    | 6081    | 5689    | 5275    | 6821    |
| 125   |          |               | Joint S.R.Kalyan 5            | 8005                           | 9593    | 9637    | 7873    | 6758    | 7539    |
| 126   |          |               | Joint S.R. Thane 12           | 2526                           | 4631    | 4430    | 3418    | 3578    | 4637    |
| 127   |          |               | S.R. Thane 9                  | 6613                           | 5933    | 7245    | 6493    | 6929    | 9029    |
| 128   |          | Raigad        | S.R. Alibag                   | 3697                           | 3944    | 4126    | 3858    | 4005    | 4598    |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 129   |          |               | S.R. Panvel 1               | 7741                           | 9384    | 8640    | 6182    | 4607    | 7522    |
| 130   |          |               | S.R. Roha                   | 2617                           | 2798    | 2853    | 2672    | 2554    | 2988    |
| 131   |          |               | S.R. Shrivardhan            | 834                            | 931     | 860     | 798     | 580     | 973     |
| 132   |          |               | S.R. Mahad                  | 3708                           | 3982    | 3586    | 3215    | 3217    | 3300    |
| 133   |          |               | S.R. Karjat                 | 5353                           | 6807    | 4596    | 3907    | 3615    | 4451    |
| 134   |          |               | S.R. Pen                    | 2501                           | 2763    | 2838    | 2683    | 2897    | 2761    |
| 135   |          |               | S.R. Mangaon                | 4031                           | 3739    | 3467    | 3044    | 2788    | 3103    |
| 136   |          |               | Joint S.R. Panvel 2         | 10838                          | 13112   | 12189   | 12420   | 11154   | 11599   |
| 137   |          |               | Joint S.R. Panvel 3         | 7537                           | 8285    | 13768   | 12550   | 12794   | 14357   |
| 138   |          |               | S.R. Khalapur               | 3993                           | 4882    | 5259    | 5085    | 5582    | 5314    |
| 139   |          |               | S.R. Murud                  | 640                            | 694     | 726     | 606     | 674     | 620     |
| 140   |          |               | S.R. Uran                   | 1921                           | 2233    | 2963    | 2878    | 2925    | 3887    |
| 141   |          |               | S.R. Sudhagad               | 1774                           | 2060    | 1984    | 1666    | 1797    | 2428    |
| 142   |          |               | S.R. Poladpur               | 549                            | 610     | 595     | 404     | 388     | 528     |
| 143   |          |               | S.R. Mhasala                | 560                            | 560     | 557     | 614     | 678     | 608     |
| 144   |          |               | S.R. Tala                   | 515                            | 634     | 452     | 467     | 584     | 758     |
| 145   |          |               | Joint S.R. Panvel 4         | 10458                          | 13113   | 9676    | 7522    | 5899    | 8825    |
| 146   |          |               | Joint S.R. Panvel 5         | 9272                           | 10075   | 9870    | 9256    | 9448    | 12053   |
| 147   |          |               | Joint S.R. Karjat 2         | 3304                           | 6255    | 5466    | 5441    | 4488    | 5553    |
| 148   |          |               | S.R. Ratnagiri              | 6610                           | 7809    | 7612    | 6475    | 6152    | 6222    |
| 149   |          |               | S.R. Chiplun                | 4882                           | 5292    | 5288    | 4532    | 4426    | 4343    |
| 150   |          |               | S.R. Khed                   | 3113                           | 4168    | 3598    | 2534    | 2388    | 2329    |
| 151   |          |               | S.R. Dapoli                 | 3436                           | 3876    | 3995    | 3209    | 3248    | 3971    |
| 152   |          |               | S.R. Rajapur                | 1443                           | 2293    | 2172    | 1436    | 1298    | 1352    |
| 153   |          |               | S.R. Sangameshwar (Devrukh) | 1392                           | 1485    | 1454    | 1121    | 1079    | 1173    |
| 154   |          |               | S.R. Guhagar                | 1106                           | 1066    | 1109    | 911     | 908     | 886     |
| 155   |          |               | S.R. Lanja                  | 1448                           | 1514    | 1555    | 1230    | 1185    | 1223    |
| 156   |          |               | S.R. Mandangad              | 1359                           | 1188    | 1431    | 905     | 928     | 935     |
| 157   |          |               | S.R. Kudal                  | 2574                           | 2760    | 2860    | 2544    | 2364    | 2253    |
| 158   |          |               | S.R. Kanakavali             | 2398                           | 2443    | 2508    | 2163    | 2097    | 2040    |
| 159   |          |               | S.R. Sawantwadi             | 2557                           | 2590    | 2629    | 2391    | 2374    | 2288    |
| 160   |          |               | S.R. Vengurla               | 916                            | 1000    | 953     | 722     | 703     | 740     |
| 161   |          |               | S.R. Malvan                 | 1372                           | 1250    | 1410    | 1252    | 1386    | 1098    |



| Sr No | Division | Reg. District | SRO Offices             | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                         | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 162   |          |               | S.R. Devgad             | 1947                           | 1594    | 1639    | 1469    | 1200    | 1190    |
| 163   |          |               | S.R. Dodamarg           | 768                            | 773     | 790     | 810     | 809     | 783     |
| 164   |          |               | S.R. Vaibhavwadi        | 545                            | 469     | 499     | 562     | 531     | 638     |
| 165   |          | Palghar       | S.R. Vasai 1            | 9545                           | 8849    | 6721    | 5801    | 4665    | 5829    |
| 166   |          |               | Joint S.R.Vasai 2       | 6720                           | 8203    | 7835    | 7985    | 6938    | 7851    |
| 167   |          |               | S.R. Dahanu             | 1539                           | 1575    | 1420    | 1515    | 1504    | 1702    |
| 168   |          |               | S.R. Palghar            | 6527                           | 7930    | 8283    | 7238    | 5962    | 6525    |
| 169   |          |               | Joint S.R.Vasai 3       | 8036                           | 8478    | 9421    | 8528    | 7858    | 8368    |
| 170   |          |               | S.R. Wada               | 1714                           | 1803    | 1611    | 1300    | 1608    | 1633    |
| 171   |          |               | S.R. Vikramgad          | 444                            | 310     | 314     | 273     | 310     | 343     |
| 172   |          |               | S.R. Jawhar             | 252                            | 274     | 262     | 276     | 354     | 287     |
| 173   |          |               | S.R. Talasari           | 361                            | 359     | 362     | 260     | 254     | 296     |
| 174   |          |               | S.R. Mokhada            | 73                             | 59      | 72      | 66      | 79      | 76      |
| 175   |          |               | Joint S.R. Vasai 4      | 5269                           | 5733    | 5260    | 4714    | 4591    | 4198    |
| 176   |          |               | Joint S.R. Vasai 5      | 5185                           | 5863    | 5823    | 6070    | 5705    | 7774    |
| 177   |          |               | Joint S.R. Vasai 6      | 5952                           | 8388    | 7671    | 7417    | 5453    | 5118    |
| 178   |          |               | S.R. Palghar-2          | 5080                           | 5692    | 6078    | 6014    | 5821    | 7303    |
| 179   |          | Thane Rural   | S.R. Ulhasnagar 1       | 2577                           | 2622    | 2478    | 1970    | 2092    | 2875    |
| 180   |          |               | Joint S.R.Ulhasnagar 2  | 12016                          | 14185   | 11443   | 11210   | 11460   | 13911   |
| 181   |          |               | S.R. Bhivandi 1         | 7289                           | 8927    | 10247   | 8894    | 9677    | 11662   |
| 182   |          |               | S.R. Murbad             | 2421                           | 2456    | 2468    | 2372    | 2818    | 3014    |
| 183   |          |               | Joint S.R. Ulhasnagar 3 | 12414                          | 9759    | 7887    | 10022   | 5933    | 5879    |
| 184   |          |               | Joint S.R.Bhivandi 2    | 6969                           | 7383    | 8306    | 7995    | 8665    | 9793    |
| 185   |          |               | S.R. Shahapur           | 7078                           | 7324    | 5883    | 4669    | 4716    | 5285    |
| 186   |          |               | Joint S.R. Bhivandi 3   | 5808                           | 6689    | 5925    | 6028    | 7696    | 7784    |
| 187   |          |               | Joint S.R.Ulhasnagar 4  | 2433                           | 3256    | 3936    | 4210    | 3507    | 4105    |
| 188   | Nashik   | Nashik        | S.R. Nashik 1           | 9665                           | 9938    | 9592    | 9667    | 9834    | 9718    |
| 189   |          |               | Joint S.R.Nashik 2      | 8276                           | 8826    | 8370    | 8539    | 9535    | 10736   |
| 190   |          |               | Joint S.R. Malegaon 1   | 6449                           | 6519    | 6431    | 5862    | 5744    | 5268    |
| 191   |          |               | Joint S.R.Malegaon 2    | 3685                           | 5038    | 6115    | 3045    | 4832    | 5598    |
| 192   |          |               | S.R. Sinnar             | 3941                           | 4513    | 4306    | 3685    | 4149    | 3528    |
| 193   |          |               | S.R. Dindori            | 3418                           | 3451    | 3719    | 3322    | 3795    | 4134    |
| 194   |          |               | S.R. Igatpuri           | 2903                           | 3977    | 3624    | 3187    | 4198    | 4161    |
| 195   |          |               | S.R. Kalwan             | 1130                           | 1218    | 1404    | 1372    | 1424    | 1508    |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 196   |          |               | S.R. Yewala                 | 3777                           | 3544    | 3822    | 3472    | 4896    | 4949    |
| 197   |          |               | S.R. Chandwad               | 2791                           | 2447    | 2968    | 2422    | 3161    | 3403    |
| 198   |          |               | S.R. Niphad                 | 3512                           | 3182    | 3381    | 2571    | 2911    | 3370    |
| 199   |          |               | S.R. Nandgaon               | 3061                           | 3105    | 3615    | 3185    | 3915    | 4366    |
| 200   |          |               | S.R. Baglan                 | 2787                           | 3234    | 3681    | 3145    | 3687    | 3963    |
| 201   |          |               | Joint S.R.Nashik 3          | 8996                           | 9148    | 8612    | 9328    | 8577    | 9445    |
| 202   |          |               | Joint S.R.Nashik 4          | 8730                           | 10097   | 11015   | 12308   | 12186   | 10474   |
| 203   |          |               | Joint S.R. Nashik 5         | 7088                           | 8008    | 8302    | 8041    | 9774    | 11080   |
| 204   |          |               | S.R. Lasalgaon              | 2045                           | 1725    | 1748    | 1536    | 1659    | 1902    |
| 205   |          |               | S.R. Devala                 | 1339                           | 1464    | 1867    | 1480    | 1980    | 1870    |
| 206   |          |               | S.R. Trimbakeshwar          | 1179                           | 1190    | 1310    | 1152    | 1636    | 1707    |
| 207   |          |               | S.R. Peth                   | 141                            | 122     | 133     | 99      | 146     | 130     |
| 208   |          |               | S.R. Surgana                | 166                            | 157     | 120     | 106     | 134     | 144     |
| 209   |          |               | Joint S.R. Nashik 6         | 3047                           | 2980    | 3723    | 5445    | 9191    | 11181   |
| 210   |          |               | Joint S.R. Nashik 7         | 190                            | 4417    | 5838    | 6170    | 8582    | 11221   |
| 211   |          |               | Joint S.R.Malegaon 3        | 5725                           | 5054    | 5929    | 8472    | 9727    | 11547   |
| 212   |          |               | Joint S.R. Sinnar2          | 3050                           | 4037    | 4659    | 4139    | 4577    | 4861    |
| 213   |          |               | Joint S.R. Niphad2          | 2830                           | 2650    | 3040    | 2316    | 2965    | 3923    |
| 214   |          |               | S.R. Jalgaon 1              | 4552                           | 4539    | 3775    | 3523    | 3551    | 4866    |
| 215   |          |               | Joint S.R. Jalgaon 2        | 5269                           | 6259    | 6749    | 5696    | 7539    | 9446    |
| 216   |          |               | S.R. Amalner                | 5275                           | 5203    | 6111    | 5107    | 5648    | 7192    |
| 217   |          |               | S.R. Bhusaval               | 5042                           | 5479    | 5673    | 5133    | 5640    | 6236    |
| 218   |          |               | S.R. Chaligaon              | 3869                           | 3781    | 4054    | 3380    | 3756    | 4214    |
| 219   |          |               | S.R. Erandol                | 2839                           | 3472    | 3461    | 2963    | 3536    | 3645    |
| 220   |          |               | S.R. Dharangaon             | 2820                           | 3295    | 3613    | 3231    | 3489    | 4057    |
| 221   |          |               | S.R. Jamner                 | 6374                           | 6719    | 6072    | 4709    | 5170    | 6183    |
| 222   |          |               | S.R. Edalabad (Muktainagar) | 1952                           | 2607    | 2755    | 2150    | 2345    | 2859    |
| 223   |          |               | S.R. Parola                 | 3038                           | 3719    | 4016    | 3762    | 4454    | 5139    |
| 224   |          |               | S.R. Raver                  | 2131                           | 2455    | 2895    | 2419    | 2787    | 3058    |
| 225   |          |               | S.R. Savada                 | 3102                           | 3541    | 4103    | 3619    | 3731    | 4007    |
| 226   |          |               | S.R. Yaval                  | 1962                           | 2200    | 2651    | 2297    | 2365    | 2547    |
| 227   |          |               | S.R. Chopada                | 4097                           | 5105    | 5566    | 4861    | 5112    | 5627    |
| 228   |          |               | S.R. Pachora                | 5479                           | 6499    | 6827    | 5574    | 6178    | 7510    |



| Sr No | Division | Reg. District | SRO Offices             | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                         | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 229   |          |               | S.R. Bhadgaon           | 2849                           | 3397    | 3938    | 3122    | 3410    | 3767    |
| 230   |          |               | Joint S.R. Jalgaon 3    | 3494                           | 4302    | 5461    | 5414    | 4345    | 4141    |
| 231   |          |               | S.R. Bodvad             | 2233                           | 2413    | 2770    | 2439    | 3213    | 3235    |
| 232   |          |               | Joint S.R. Chalgaoan2   | 2827                           | 3472    | 4079    | 3580    | 4801    | 5678    |
| 233   |          |               | Sub Registrar Pahrupeth | 0                              | 464     | 2158    | 2176    | 2809    | 3108    |
| 234   |          | Dhule         | S.R. Dhule 1            | 5631                           | 5958    | 5834    | 4840    | 4500    | 4906    |
| 235   |          |               | Joint S.R. Dhule 2      | 6559                           | 6404    | 6221    | 5487    | 5664    | 6848    |
| 236   |          |               | S.R. Shirpur            | 4136                           | 4620    | 4667    | 3992    | 4216    | 5461    |
| 237   |          |               | S.R. Sindkhed           | 4151                           | 4115    | 5060    | 3688    | 4091    | 5123    |
| 238   |          |               | S.R. Sakri              | 4321                           | 4396    | 4569    | 3763    | 4468    | 5242    |
| 239   |          |               | Joint S.R. Dhule 3      | 3                              | 582     | 636     | 1771    | 4850    | 5655    |
| 240   |          | Ahmadnagar    | S.R. Ahmadnagar 1       | 6682                           | 6182    | 5141    | 5575    | 9038    | 9158    |
| 241   |          |               | Joint S.R. Ahmadnagar 2 | 6613                           | 6897    | 6381    | 7202    | 7320    | 8676    |
| 242   |          |               | S.R. Sangamner          | 3661                           | 3347    | 3565    | 3288    | 4728    | 4515    |
| 243   |          |               | S.R. Shrirampur         | 3841                           | 4407    | 4667    | 4177    | 5280    | 5289    |
| 244   |          |               | S.R. Akole              | 2856                           | 2874    | 2904    | 2691    | 3361    | 2936    |
| 245   |          |               | S.R. Karjat             | 3653                           | 3860    | 4279    | 3580    | 5109    | 5505    |
| 246   |          |               | S.R. Kopargaon          | 3542                           | 4158    | 4475    | 4116    | 5147    | 5334    |
| 247   |          |               | S.R. Jamkhed            | 2174                           | 2418    | 2498    | 2292    | 2940    | 2347    |
| 248   |          |               | S.R. Nevasa             | 4568                           | 4657    | 4937    | 4579    | 6363    | 5949    |
| 249   |          |               | S.R. Parner             | 6032                           | 5320    | 6294    | 5830    | 6688    | 7137    |
| 250   |          |               | S.R. Pathardi           | 3126                           | 3532    | 3573    | 3241    | 3838    | 3782    |
| 251   |          |               | S.R. Rahata             | 4082                           | 4369    | 4884    | 5025    | 5694    | 5696    |
| 252   |          |               | S.R. Rahuri             | 3461                           | 3422    | 4204    | 3962    | 4175    | 4205    |
| 253   |          |               | S.R. Shevgaon           | 3677                           | 4109    | 4933    | 3958    | 4809    | 4759    |
| 254   |          |               | S.R. Shrigonda          | 4797                           | 4553    | 5226    | 4907    | 6712    | 6917    |
| 255   |          |               | Joint S.R. Ahmednagar 3 | 5242                           | 6342    | 8136    | 6426    | 4850    | 5303    |
| 256   |          |               | Joint S.R. Sangamner2   | 5375                           | 5799    | 5361    | 5388    | 6686    | 6373    |
| 257   |          | Nandurbar     | S.R. Nandurbar          | 4944                           | 4825    | 4339    | 4509    | 4291    | 6042    |
| 258   |          |               | S.R. Shahade            | 4222                           | 4731    | 4746    | 4266    | 4810    | 5774    |
| 259   |          |               | S.R. Akrani             | 49                             | 82      | 62      | 44      | 84      | 91      |
| 260   |          |               | S.R. Taloda             | 1017                           | 1181    | 1356    | 1289    | 1413    | 1586    |
| 261   |          |               | S.R. Navapur            | 867                            | 893     | 1046    | 705     | 927     | 860     |



| Sr No | Division   | Reg. District | SRO Offices                         | Number of Documents Registered |         |         |         |         |         |
|-------|------------|---------------|-------------------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |            |               |                                     | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 262   |            |               | S.R. Akkalkuva                      | 348                            | 464     | 461     | 416     | 469     | 452     |
| 263   |            |               | Joint S.R. Nandurbar2               | 2455                           | 2337    | 2619    | 1844    | 2944    | 1877    |
| 264   |            | Aurangabad    | S.R. Aurangabad 1                   | 4586                           | 5397    | 8384    | 6896    | 6809    | 9170    |
| 265   |            |               | Joint S.R. Aurangabad 2             | 8775                           | 10829   | 11275   | 10192   | 7939    | 5538    |
| 266   |            |               | Joint S.R. Aurangabad 3             | 4693                           | 5712    | 5806    | 4368    | 6558    | 8062    |
| 267   |            |               | Joint S.R. Aurangabad 4 (Phulambri) | 2155                           | 2722    | 2471    | 1839    | 2438    | 2354    |
| 268   |            |               | S.R. Sillod                         | 4690                           | 4949    | 6003    | 3878    | 4894    | 4299    |
| 269   |            |               | S.R. Kannad                         | 5094                           | 5930    | 5512    | 4044    | 4697    | 4772    |
| 270   |            |               | S.R. Paithan                        | 7007                           | 8806    | 9746    | 7866    | 7768    | 7518    |
| 271   |            |               | S.R. Gangapur                       | 4943                           | 6584    | 7500    | 6187    | 6143    | 6950    |
| 272   |            |               | S.R. Vaijapur                       | 4379                           | 5704    | 6313    | 4019    | 5178    | 6112    |
| 273   |            |               | Joint S.R.Aurangabad 5              | 7654                           | 8310    | 7048    | 8481    | 8593    | 7536    |
| 274   |            |               | Joint S.R.Aurangabad 6              | 5063                           | 6135    | 6564    | 7671    | 7074    | 7895    |
| 275   |            |               | S.R. Soygaon                        | 1693                           | 2153    | 2008    | 1465    | 1567    | 1618    |
| 276   |            |               | S.R. Khultabad                      | 1137                           | 1464    | 1564    | 1085    | 1706    | 1700    |
| 277   | Aurangabad | Jalna         | S.R. Jalana 1                       | 3167                           | 3817    | 5415    | 5307    | 6701    | 6426    |
| 278   |            |               | Joint S.R. Jalana 2(Badnapur)       | 2535                           | 3730    | 4071    | 3179    | 3863    | 3162    |
| 279   |            |               | S.R. Ambad                          | 4459                           | 5513    | 5796    | 4289    | 5015    | 5726    |
| 280   |            |               | S.R. Partur                         | 3101                           | 4008    | 3993    | 2833    | 3520    | 3338    |
| 281   |            |               | S.R. Bhokardan                      | 4720                           | 6269    | 6219    | 4037    | 5621    | 5068    |
| 282   |            |               | Joint S.R. Jalana 3                 | 5304                           | 7551    | 7686    | 5829    | 5180    | 6203    |
| 283   |            |               | S.R. Ghansangvi                     | 3174                           | 3686    | 3671    | 2551    | 3332    | 3850    |
| 284   |            |               | S.R. Jafarabad                      | 3092                           | 3599    | 3666    | 2283    | 3007    | 2808    |
| 285   |            |               | S.R. Mantha                         | 2234                           | 3299    | 3454    | 2427    | 2946    | 2238    |
| 286   |            | Beed          | S.R. Beed 1                         | 5199                           | 5294    | 5031    | 4700    | 5441    | 5261    |
| 287   |            |               | Joint S.R. Beed 2                   | 3432                           | 4390    | 5489    | 4916    | 5073    | 4607    |
| 288   |            |               | S.R. Georai                         | 5021                           | 7539    | 7415    | 6117    | 8516    | 5960    |
| 289   |            |               | S.R. Majalgaon                      | 4277                           | 4781    | 4788    | 3763    | 5660    | 5413    |
| 290   |            |               | S.R. Ambejogai                      | 4290                           | 5063    | 5528    | 5259    | 6353    | 5468    |
| 291   |            |               | S.R. Kej                            | 2875                           | 3080    | 3617    | 3214    | 3344    | 2703    |
| 292   |            |               | S.R. Patoda                         | 1179                           | 1672    | 1918    | 1487    | 1728    | 1341    |
| 293   |            |               | S.R. Ashti                          | 3104                           | 4028    | 5029    | 4077    | 4791    | 4045    |
| 294   |            |               | S.R. Parali Vajjanath               | 3137                           | 3508    | 3872    | 3430    | 3891    | 3971    |



| Sr No | Division | Reg. District | SRO Offices                | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|----------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                            | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 295   |          |               | S.R. Shirur Kasar          | 1266                           | 1445    | 1617    | 1644    | 1932    | 1264    |
| 296   |          |               | S.R. Dharur                | 1785                           | 1831    | 1462    | 1219    | 1400    | 1324    |
| 297   | Latur    | Latur         | S.R. Vadvani               | 1435                           | 1590    | 1762    | 1658    | 1980    | 1568    |
| 298   |          |               | S.R. Latur 1               | 5815                           | 8823    | 10255   | 7100    | 6907    | 6569    |
| 299   |          |               | Joint S.R.Latur 2          | 5768                           | 6014    | 7694    | 9392    | 9478    | 11419   |
| 300   |          |               | S.R. AUSA                  | 3796                           | 4446    | 4586    | 3764    | 4285    | 4449    |
| 301   |          |               | S.R. Nilanga               | 4518                           | 5212    | 5429    | 4075    | 3953    | 4265    |
| 302   |          |               | S.R. Ahmadpur              | 3422                           | 3843    | 4292    | 3611    | 3992    | 3326    |
| 303   |          |               | S.R. Udgir 1               | 5841                           | 6820    | 8331    | 6019    | 6345    | 5938    |
| 304   |          |               | Joint S.R.Udgir 2 (Jalkot) | 955                            | 1008    | 1378    | 1104    | 1319    | 1172    |
| 305   |          |               | S.R. Chakur                | 2520                           | 3132    | 3062    | 2555    | 3012    | 3051    |
| 306   |          |               | S.R. Renapur               | 1921                           | 2346    | 2345    | 1721    | 1905    | 1997    |
| 307   |          |               | S.R. Devani                | 1528                           | 1564    | 1653    | 1131    | 1293    | 1289    |
| 308   |          |               | S.R. Murud                 | 911                            | 871     | 900     | 732     | 736     | 709     |
| 309   |          |               | S.R. Shirur Anantpal       | 1030                           | 1340    | 1443    | 1009    | 1047    | 967     |
| 310   |          | Nanded        | S.R. Nanded 1              | 7454                           | 7582    | 7745    | 8538    | 9869    | 8035    |
| 311   |          |               | Joint S.R.Nanded 2         | 7586                           | 7547    | 6996    | 7534    | 10224   | 6519    |
| 312   |          |               | S.R. Kinwat                | 2097                           | 2673    | 2742    | 2017    | 2219    | 2478    |
| 313   |          |               | S.R. Mukhed                | 2842                           | 2851    | 2866    | 1858    | 2040    | 1922    |
| 314   |          |               | S.R. Deglur                | 2518                           | 2976    | 3042    | 2427    | 3170    | 2670    |
| 315   |          |               | S.R. Hadgaon               | 2357                           | 3127    | 3036    | 2196    | 2381    | 2305    |
| 316   |          |               | S.R. Bhokar                | 1920                           | 1992    | 2334    | 1565    | 1947    | 1491    |
| 317   |          |               | S.R. Kandhar               | 2505                           | 2884    | 2631    | 1582    | 2193    | 1761    |
| 318   |          |               | S.R. Billoli               | 1927                           | 2215    | 2074    | 1576    | 3032    | 2024    |
| 319   |          |               | S.R. Mudkhed               | 984                            | 1287    | 1814    | 1213    | 1539    | 1419    |
| 320   |          |               | S.R. Naygaon               | 2761                           | 2953    | 2673    | 2024    | 2250    | 1503    |
| 321   |          |               | S.R. Dharmabad             | 1213                           | 1495    | 1486    | 1496    | 1815    | 1203    |
| 322   |          |               | S.R. Loha                  | 3526                           | 3889    | 3586    | 2746    | 3297    | 3182    |
| 323   |          |               | S.R. Ardhapur              | 1150                           | 1367    | 1543    | 1411    | 2501    | 1273    |
| 324   |          |               | S.R. Mahur                 | 818                            | 926     | 950     | 592     | 669     | 791     |
| 325   |          |               | S.R. Himayatnagar          | 990                            | 1202    | 1377    | 734     | 900     | 1035    |
| 326   |          |               | S.R. Umari                 | 1004                           | 1127    | 1206    | 783     | 923     | 837     |
| 327   |          |               | Joint S.R.Nanded 3         | 41                             | 1443    | 4128    | 3720    | 3405    | 3339    |



| Sr No | Division | Reg. District | SRO Offices                      | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|----------------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                                  | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 328   |          | Parbhani      | S.R. Parbhani 1                  | 6963                           | 7565    | 8013    | 7527    | 10533   | 8636    |
| 329   |          |               | Joint S.R.Parbhani 2             | 1950                           | 2590    | 2958    | 1986    | 2934    | 2425    |
| 330   |          |               | S.R. Selu                        | 3574                           | 3554    | 3345    | 2669    | 3112    | 3362    |
| 331   |          |               | S.R. Jintur                      | 3512                           | 4547    | 4428    | 4145    | 5535    | 4558    |
| 332   |          |               | S.R. Gangakhed                   | 2211                           | 2793    | 3146    | 2907    | 3222    | 2587    |
| 333   |          |               | S.R. Palam                       | 1482                           | 1776    | 2383    | 1328    | 1620    | 1474    |
| 334   |          |               | S.R. Sonpeth                     | 1137                           | 1239    | 1442    | 1194    | 1350    | 1427    |
| 335   |          |               | S.R. Pathari                     | 1810                           | 2237    | 1920    | 1794    | 1816    | 1862    |
| 336   |          |               | S.R. Marvat                      | 2247                           | 2428    | 2483    | 2119    | 3487    | 2178    |
| 337   |          | Osmanabad     | S.R. Usmanabad                   | 5756                           | 5622    | 6129    | 5329    | 6033    | 6251    |
| 338   |          |               | S.R. Tuljapur                    | 3852                           | 4104    | 4565    | 4025    | 4613    | 4737    |
| 339   |          |               | S.R. Umaraga                     | 3433                           | 3789    | 4152    | 3910    | 3841    | 3947    |
| 340   |          |               | S.R. Kalamb                      | 2905                           | 3084    | 3154    | 2756    | 3559    | 3103    |
| 341   |          |               | S.R. Paranda                     | 2578                           | 2714    | 2734    | 2209    | 2379    | 2537    |
| 342   |          |               | S.R. Bhoom                       | 2864                           | 3155    | 2738    | 2139    | 2572    | 2115    |
| 343   |          |               | S.R. Vashi                       | 1169                           | 1341    | 1193    | 1055    | 1374    | 1322    |
| 344   |          |               | S.R. Lohara                      | 1008                           | 1243    | 1514    | 1111    | 1051    | 1057    |
| 345   |          | Hingoli       | S.R. Basmat                      | 3540                           | 3382    | 3922    | 2842    | 3563    | 3679    |
| 346   |          |               | S.R. Hingoli                     | 5486                           | 5974    | 6495    | 5150    | 6118    | 6130    |
| 347   |          |               | S.R. Kalamnuri                   | 2503                           | 2786    | 3112    | 3063    | 4973    | 3527    |
| 348   |          |               | S.R. Aundhya Nagnath (Hingoli 2) | 2409                           | 2648    | 2584    | 1870    | 2313    | 2286    |
| 349   |          |               | S.R. Sengaon                     | 3192                           | 2972    | 2735    | 1754    | 2413    | 3140    |
| 350   | Amravati | Amravati      | S.R. Amaravati 1                 | 4226                           | 3820    | 4560    | 3651    | 3748    | 4401    |
| 351   |          |               | Joint S.R. Amaravati 2           | 4593                           | 5514    | 5436    | 4555    | 4743    | 4844    |
| 352   |          |               | Joint S.R. Amaravati (Rural)     | 3750                           | 4329    | 4508    | 4484    | 5508    | 7457    |
| 353   |          |               | S.R. Achalpur                    | 4115                           | 4347    | 4408    | 4066    | 4967    | 5897    |
| 354   |          |               | S.R. Anjangaon                   | 2629                           | 2866    | 2905    | 2733    | 3714    | 3652    |
| 355   |          |               | S.R. Chandurbajar                | 2624                           | 3243    | 3401    | 2940    | 4332    | 4112    |
| 356   |          |               | S.R. Chandur-railway             | 1509                           | 1940    | 1731    | 1442    | 2835    | 2165    |
| 357   |          |               | S.R. Daryapur                    | 2300                           | 2768    | 2982    | 2465    | 3781    | 3688    |
| 358   |          |               | S.R. Dhamangaon                  | 1885                           | 2544    | 2650    | 1741    | 2871    | 2418    |
| 359   |          |               | S.R. Bhatkuli                    | 1876                           | 1982    | 2061    | 1622    | 2901    | 2354    |
| 360   |          |               | S.R. Morshi                      | 2617                           | 2407    | 2502    | 1844    | 3175    | 3154    |



| Sr No | Division | Reg. District | SRO Offices               | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|---------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                           | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 361   |          |               | S.R. Varud                | 3504                           | 3747    | 3902    | 3276    | 4652    | 5227    |
| 362   |          |               | S.R. Nandgaon-Khandeshwar | 2027                           | 2549    | 2523    | 2121    | 3504    | 2986    |
| 363   |          |               | Joint S.R. Amaravati 3    | 2607                           | 3016    | 3796    | 5557    | 6816    | 6527    |
| 364   |          |               | S.R. Tivasa               | 1676                           | 1693    | 1993    | 1535    | 2784    | 2222    |
| 365   |          |               | S.R. Dharani              | 452                            | 586     | 476     | 454     | 662     | 613     |
| 366   |          |               | S.R. Yavatmal 1           | 2994                           | 3753    | 3332    | 3909    | 4936    | 5627    |
| 367   |          |               | S.R. Darva                | 1812                           | 2053    | 2135    | 1861    | 2500    | 2448    |
| 368   |          |               | S.R. Pusad                | 3603                           | 3988    | 4295    | 4101    | 4483    | 5108    |
| 369   |          |               | S.R. Umarkhed             | 2416                           | 2519    | 2795    | 2277    | 2907    | 3112    |
| 370   |          |               | S.R. Kelapur              | 1315                           | 1415    | 1428    | 1374    | 1686    | 2001    |
| 371   |          |               | S.R. Vani                 | 2874                           | 3049    | 3389    | 3203    | 3831    | 4258    |
| 372   |          |               | S.R. Digraj               | 1947                           | 2159    | 2181    | 2024    | 2530    | 2806    |
| 373   |          |               | S.R. Ner                  | 1746                           | 1875    | 2274    | 1824    | 3202    | 2706    |
| 374   |          | Yavatmal      | S.R. Babhulgaon           | 1109                           | 1111    | 1027    | 881     | 1273    | 1172    |
| 375   |          |               | S.R. Kalamb               | 1208                           | 1189    | 1390    | 1037    | 1229    | 1417    |
| 376   |          |               | S.R. Mahagaon             | 1282                           | 1708    | 1830    | 1336    | 1494    | 1491    |
| 377   |          |               | S.R. Ralegaon             | 1554                           | 1537    | 1757    | 1228    | 1701    | 1421    |
| 378   |          |               | S.R. Maregaon             | 1092                           | 1212    | 1160    | 1288    | 1479    | 1403    |
| 379   |          |               | S.R. Ghatanji             | 1026                           | 1314    | 1504    | 1241    | 1926    | 1394    |
| 380   |          |               | Joint S.R. Yeotmal 2      | 3629                           | 3111    | 3525    | 2546    | 2905    | 3066    |
| 381   |          |               | S.R. Arni                 | 1687                           | 2202    | 2193    | 1969    | 2633    | 2749    |
| 382   |          |               | S.R. Zarijamani           | 535                            | 724     | 753     | 681     | 803     | 852     |
| 383   |          |               | S.R. Akola-1              | 4640                           | 3826    | 4422    | 4409    | 5379    | 5979    |
| 384   |          |               | Joint S.R. Akola-2        | 4225                           | 5421    | 6194    | 5470    | 6769    | 6194    |
| 385   |          |               | S.R. Telhara              | 2785                           | 2718    | 2859    | 2380    | 3264    | 3218    |
| 386   |          |               | S.R. Patur                | 1190                           | 1168    | 1448    | 1287    | 2286    | 1717    |
| 387   |          |               | S.R. Balapur              | 2362                           | 2192    | 2631    | 2185    | 4503    | 3557    |
| 388   |          |               | S.R. Murtijapur           | 2736                           | 2649    | 3064    | 2756    | 3291    | 3759    |
| 389   |          |               | S.R. Akot                 | 3982                           | 4190    | 4538    | 3929    | 6732    | 5817    |
| 390   |          |               | S.R. Barshi-Takali        | 2358                           | 2463    | 2460    | 2077    | 4118    | 3176    |
| 391   |          |               | Joint S.R. Akola 3        | 2528                           | 2484    | 2032    | 1918    | 4442    | 3995    |
| 392   |          |               | S.R. Buldhana             | 6644                           | 6655    | 7661    | 6649    | 8365    | 8662    |
| 393   |          |               | S.R. Chikhali             | 7306                           | 6902    | 8838    | 7224    | 9296    | 8432    |



| Sr No | Division | Reg. District | SRO Offices                  | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|------------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                              | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 394   |          |               | S.R. Mehekar                 | 4444                           | 5606    | 5709    | 4949    | 5290    | 6196    |
| 395   |          |               | S.R. Sindkhedraja            | 2843                           | 3377    | 4147    | 3356    | 4313    | 2846    |
| 396   |          |               | S.R. Deulgaonraja            | 2945                           | 3459    | 3642    | 3029    | 4044    | 2539    |
| 397   |          |               | S.R. Khamgaon                | 6684                           | 4642    | 4209    | 3480    | 3925    | 2598    |
| 398   |          |               | S.R. Shegaon                 | 3384                           | 3099    | 3398    | 2783    | 4038    | 3879    |
| 399   |          |               | S.R. Lonar                   | 2754                           | 3146    | 3045    | 2435    | 2829    | 2523    |
| 400   |          |               | S.R. Nandura                 | 2569                           | 2810    | 2680    | 2012    | 3426    | 3895    |
| 401   |          |               | S.R. Jalgaon-jamod           | 3491                           | 2683    | 2982    | 2498    | 4538    | 3312    |
| 402   |          |               | S.R. Tamgaon                 | 1977                           | 2191    | 2335    | 1795    | 3094    | 2283    |
| 403   |          |               | S.R. Malakapur               | 3153                           | 3080    | 3422    | 2839    | 3436    | 4214    |
| 404   |          |               | S.R. Motala                  | 2323                           | 2328    | 2602    | 1827    | 2834    | 2802    |
| 405   |          |               | Joint S.R. Khamgaon2         | 0                              | 1297    | 1925    | 1252    | 2000    | 4118    |
| 406   |          | Washim        | S.R. Vashim                  | 4024                           | 4086    | 4266    | 3971    | 5816    | 5563    |
| 407   |          |               | S.R. Risod                   | 2995                           | 2785    | 2836    | 2567    | 5365    | 3258    |
| 408   |          |               | S.R. Manora                  | 1761                           | 2107    | 1980    | 1406    | 2118    | 1635    |
| 409   |          |               | S.R. Shirpur                 | 1789                           | 2482    | 2473    | 2065    | 3239    | 2214    |
| 410   |          |               | S.R. Manglurpir              | 2111                           | 2500    | 2325    | 2044    | 3121    | 2809    |
| 411   |          |               | S.R. Karanja                 | 4887                           | 5695    | 5282    | 5459    | 6776    | 6751    |
| 412   | Nagpur   | Nagpur        | S.R. Nagpur 1                | 7018                           | 8316    | 6950    | 8767    | 9102    | 7801    |
| 413   |          |               | Joint S.R. Nagpur 2          | 5825                           | 9134    | 9343    | 7323    | 6778    | 4557    |
| 414   |          |               | Joint S.R. Nagpur 3          | 8516                           | 5647    | 6030    | 6452    | 6741    | 7114    |
| 415   |          |               | Joint S.R. Nagpur 4          | 6546                           | 7186    | 7982    | 8606    | 8416    | 10425   |
| 416   |          |               | Joint S.R. Nagpur 5          | 4559                           | 5373    | 8102    | 8993    | 6324    | 5336    |
| 417   |          |               | Joint S.R. Nagpur 6          | 5196                           | 6826    | 5942    | 5470    | 6698    | 8068    |
| 418   |          |               | Joint S.R. Nagpur 7          | 9650                           | 9927    | 12102   | 9517    | 13882   | 10489   |
| 419   |          |               | Joint S.R. Nagpur 8          | 3220                           | 3606    | 3598    | 3577    | 6127    | 6186    |
| 420   |          |               | Joint S.R. Nagpur-10 (Rural) | 8318                           | 12640   | 12960   | 12890   | 16471   | 9531    |
| 421   |          | Wardha        | S.R. Vardha                  | 3775                           | 3094    | 3535    | 3277    | 4628    | 4912    |
| 422   |          |               | S.R. Hinganghat              | 5064                           | 5241    | 5298    | 4314    | 5553    | 5016    |
| 423   |          |               | S.R. Selu                    | 1876                           | 2456    | 2188    | 1529    | 2187    | 1812    |
| 424   |          |               | S.R. Pulgaon                 | 4032                           | 3098    | 3408    | 2655    | 3230    | 3145    |
| 425   |          |               | S.R. Arvi                    | 1897                           | 2217    | 2522    | 2008    | 2671    | 2368    |
| 426   |          |               | S.R. Samudrapur              | 2487                           | 2074    | 2510    | 1919    | 2627    | 2384    |



| Sr No | Division | Reg. District | SRO Offices             | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                         | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 427   |          |               | S.R. Karanja            | 1302                           | 1299    | 1371    | 1062    | 1836    | 1692    |
| 428   |          |               | S.R. Ashti              | 845                            | 1133    | 825     | 699     | 1047    | 955     |
| 429   |          |               | Joint S.R. Vardha2      | 2706                           | 3771    | 3548    | 3354    | 3238    | 2804    |
| 430   |          | Chandrapur    | S.R. Chandrapur         | 4551                           | 5181    | 5421    | 5162    | 7250    | 6825    |
| 431   |          |               | S.R. Varora             | 3022                           | 3321    | 3378    | 3208    | 4038    | 3539    |
| 432   |          |               | S.R. Bhadravati         | 1914                           | 2343    | 2412    | 2148    | 3073    | 3091    |
| 433   |          |               | S.R. Chimur             | 1555                           | 1791    | 1878    | 1749    | 2227    | 2201    |
| 434   |          |               | S.R. Gondpimpri         | 507                            | 502     | 444     | 390     | 362     | 610     |
| 435   |          |               | S.R. Mul                | 793                            | 829     | 904     | 788     | 955     | 948     |
| 436   |          |               | S.R. Brahmapuri         | 1554                           | 1601    | 1871    | 1686    | 1657    | 1758    |
| 437   |          |               | S.R. Sindevahi          | 517                            | 546     | 815     | 727     | 924     | 845     |
| 438   |          |               | S.R. Rajura             | 1608                           | 1513    | 1655    | 1337    | 1737    | 2325    |
| 439   |          |               | S.R. Nagbhid            | 544                            | 771     | 1067    | 866     | 1057    | 997     |
| 440   |          |               | S.R. Ballarpur          | 817                            | 817     | 774     | 743     | 836     | 961     |
| 441   |          |               | S.R. Koparna            | 1125                           | 1069    | 1167    | 1101    | 1365    | 1434    |
| 442   |          |               | S.R. Savali             | 889                            | 788     | 1158    | 708     | 594     | 734     |
| 443   |          |               | S.R. Jivati             | 58                             | 260     | 255     | 45      | 53      | 156     |
| 444   |          |               | S.R. Pombhurna          | 244                            | 303     | 365     | 268     | 321     | 351     |
| 445   |          |               | Joint S.R. Chandrapur 2 | 0                              | 443     | 620     | 750     | 178     | 1681    |
| 446   |          | Bhandara      | S.R. Bhandara           | 3847                           | 4606    | 4386    | 4746    | 5483    | 4830    |
| 447   |          |               | S.R. Mohadi             | 1856                           | 1965    | 2009    | 1951    | 2753    | 2366    |
| 448   |          |               | S.R. Pavani             | 1619                           | 1743    | 2319    | 2318    | 2416    | 2118    |
| 449   |          |               | S.R. Tumsar             | 2281                           | 2512    | 2728    | 2462    | 2928    | 3086    |
| 450   |          |               | S.R. Sakoli             | 1044                           | 920     | 928     | 965     | 1090    | 1104    |
| 451   |          |               | S.R. Lakhandur          | 1236                           | 1367    | 1680    | 1764    | 1501    | 1087    |
| 452   |          |               | S.R. Lakhani            | 1328                           | 1497    | 1448    | 1430    | 1877    | 1594    |
| 453   |          | Gadchiroli    | S.R. Gadchiroli         | 972                            | 1100    | 1557    | 1365    | 1795    | 1967    |
| 454   |          |               | S.R. Aarmori            | 974                            | 1150    | 1359    | 1228    | 1239    | 1470    |
| 455   |          |               | S.R. Chamorshi          | 993                            | 1086    | 1069    | 881     | 970     | 1150    |
| 456   |          |               | S.R. Kurkheda           | 202                            | 0       | 0       | 19      | 300     | 203     |
| 457   |          |               | S.R. Aheri              | 295                            | 346     | 426     | 271     | 378     | 462     |
| 458   |          | Gondia        | S.R. Gondia             | 4152                           | 4538    | 5352    | 4567    | 4869    | 5531    |
| 459   |          |               | S.R. Devri              | 415                            | 344     | 584     | 386     | 513     | 745     |
| 460   |          |               | S.R. Amgaon             | 1069                           | 1104    | 1529    | 1208    | 1459    | 1763    |



| Sr No | Division | Reg. District    | SRO Offices                    | Number of Documents Registered |         |         |         |         |         |
|-------|----------|------------------|--------------------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |                  |                                | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 461   |          |                  | S.R. Goregaon                  | 981                            | 1081    | 1206    | 882     | 1330    | 1664    |
| 462   |          |                  | S.R. Arjuni-Morgaon            | 926                            | 723     | 840     | 733     | 880     | 769     |
| 463   |          |                  | S.R. Tiroda                    | 1511                           | 1594    | 1837    | 2002    | 2510    | 2420    |
| 464   |          |                  | S.R. Salekasa                  | 409                            | 402     | 675     | 591     | 709     | 741     |
| 465   |          |                  | S.R. Sadak Arjuni              | 664                            | 755     | 923     | 780     | 1029    | 1032    |
| 466   |          | Nagpur Gramin    | Joint S.R. Nagpur 9 (Bhivapur) | 1140                           | 1061    | 1283    | 818     | 873     | 1029    |
| 467   |          |                  | Joint S.R. Hingana             | 5008                           | 5846    | 6439    | 6894    | 9664    | 6807    |
| 468   |          |                  | S.R. Kalameshwar               | 2611                           | 2440    | 2387    | 1935    | 2447    | 2403    |
| 469   |          |                  | S.R. Katol                     | 3672                           | 4181    | 4490    | 4061    | 5055    | 4487    |
| 470   |          |                  | S.R. Narkhed                   | 1974                           | 2143    | 2385    | 2237    | 2575    | 2609    |
| 471   |          |                  | S.R. Ramtek                    | 1742                           | 1823    | 2197    | 1794    | 2033    | 1790    |
| 472   |          |                  | S.R. Parshivani                | 2109                           | 2122    | 1973    | 1642    | 2095    | 2105    |
| 473   |          |                  | S.R. kamathi                   | 6256                           | 6925    | 5875    | 5946    | 7724    | 5177    |
| 474   |          |                  | S.R. Mauda                     | 2545                           | 1872    | 2128    | 1869    | 2270    | 2573    |
| 475   |          |                  | S.R. Savner                    | 3646                           | 3423    | 4538    | 4212    | 4336    | 4871    |
| 476   |          |                  | S.R. Umred                     | 3181                           | 4530    | 5037    | 3504    | 4899    | 3916    |
| 477   |          |                  | S.R. Kuhi                      | 1708                           | 2507    | 2641    | 2281    | 2920    | 2591    |
| 478   | Mumbai   | Mumbai City      | S.R. Mumbai City 1             | 8548                           | 6167    | 6887    | 7870    | 6814    | 11089   |
| 479   |          |                  | Joint S.R. Mumbai City 2       | 14221                          | 13425   | 11670   | 7976    | 6911    | 8531    |
| 480   |          |                  | Joint S.R. Mumbai City 3       | 6110                           | 6990    | 5795    | 7822    | 7151    | 11183   |
| 481   |          |                  | Joint S.R. Mumbai 4            | 5707                           | 9347    | 10540   | 8986    | 8128    | 11084   |
| 482   |          |                  | Joint S.R. Mumbai 5            | 6213                           | 6929    | 7328    | 5716    | 6491    | 8418    |
| 483   |          | Mumbai Sub Urban | Joint S.R. Andheri 1           | 10825                          | 10518   | 8456    | 6978    | 7536    | 9624    |
| 484   |          |                  | Joint S.R. Andheri 2           | 8176                           | 7701    | 7098    | 5000    | 3882    | 4264    |
| 485   |          |                  | Joint S.R. Borivali 1          | 8846                           | 8556    | 7356    | 6541    | 6201    | 7040    |
| 486   |          |                  | Joint S.R. Borivali 2          | 7396                           | 6811    | 5488    | 4621    | 4857    | 5882    |
| 487   |          |                  | Joint S.R. Borivali 3          | 4342                           | 4897    | 4019    | 3306    | 2126    | 4339    |
| 488   |          |                  | Joint S.R. Kurla 1             | 9946                           | 9188    | 8379    | 7603    | 7162    | 10247   |
| 489   |          |                  | Joint S.R. Kurla 2             | 9466                           | 9221    | 8144    | 6656    | 7918    | 9714    |
| 490   |          |                  | Joint S.R. Andheri 3           | 9246                           | 8361    | 8063    | 7447    | 5741    | 8125    |
| 491   |          |                  | Joint S.R. Borivali 4          | 10780                          | 11443   | 11944   | 8728    | 6520    | 8996    |
| 492   |          |                  | Joint S.R. Borivali 5          | 10241                          | 9752    | 9349    | 7585    | 7211    | 8460    |
| 493   |          |                  | Joint S.R. Borivali 6          | 8856                           | 8614    | 6176    | 7098    | 7467    | 12441   |



| Sr No | Division | Reg. District | SRO Offices           | Number of Documents Registered |         |         |         |         |         |
|-------|----------|---------------|-----------------------|--------------------------------|---------|---------|---------|---------|---------|
|       |          |               |                       | 2016-17                        | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 494   |          |               | Joint S.R. Kurla 3    | 7313                           | 7898    | 8289    | 8106    | 7667    | 9289    |
| 495   |          |               | Joint S.R. Kurla 4    | 9236                           | 8771    | 8612    | 8665    | 9361    | 14201   |
| 496   |          |               | Joint S.R. Andheri 4  | 8763                           | 6693    | 6815    | 5847    | 4179    | 7137    |
| 497   |          |               | Joint S.R. Borivali 7 | 7170                           | 7455    | 6368    | 5642    | 5866    | 7030    |
| 498   |          |               | Joint S.R. Andheri 5  | 10457                          | 7585    | 5955    | 5369    | 3998    | 5520    |
| 499   |          |               | Joint S.R. Andheri 6  | 8561                           | 7814    | 7896    | 7308    | 5674    | 7031    |
| 500   |          |               | Joint S.R. Andheri 7  | 1411                           | 6539    | 7976    | 7701    | 7252    | 11492   |
| 501   |          |               | Joint S.R. Borivali 8 | 6149                           | 4497    | 3397    | 3264    | 4551    | 6609    |
| 502   |          |               | Joint S.R. Borivali 9 | 5017                           | 5017    | 4316    | 5510    | 5266    | 8649    |
| 503   |          |               | Joint S.R. Kurla 5    | 10641                          | 10824   | 9583    | 7768    | 7267    | 11939   |

### B. Number of Pages Scanned SRO wise in the last 6 Financial Years

Table 29. Number of Pages Scanned

| Sr No | Division | Reg. District | SRO Offices          | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|----------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                      | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 1     |          |               | S.R. Haveli 1        | 221406                  | 289628  | 309068  | 316512  | 360854  | 408899  |
| 2     |          |               | Joint S.R. Haveli 2  | 249277                  | 295835  | 302926  | 276630  | 249097  | 493367  |
| 3     |          |               | Joint S.R. Haveli 3  | 509735                  | 523932  | 721336  | 620096  | 272248  | 278579  |
| 4     |          |               | Joint S.R. Haveli 4  | 223183                  | 329255  | 363086  | 446895  | 350633  | 479909  |
| 5     |          |               | Joint S.R. Haveli 5  | 233233                  | 262755  | 287769  | 270511  | 364850  | 405935  |
| 6     |          |               | Joint S.R. Haveli 6  | 187929                  | 232002  | 304962  | 303238  | 133170  | 217300  |
| 7     |          |               | Joint S.R. Haveli 7  | 246182                  | 241321  | 216289  | 206009  | 331840  | 293138  |
| 8     |          |               | Joint S.R. Haveli 8  | 372052                  | 391055  | 383569  | 351397  | 335591  | 396070  |
| 9     |          |               | Joint S.R. Haveli 9  | 176597                  | 281006  | 255526  | 219447  | 169095  | 228611  |
| 10    |          |               | Joint S.R. Haveli 10 | 424229                  | 570240  | 696085  | 726675  | 952468  | 1101159 |
| 11    |          |               | Joint S.R. Haveli 11 | 319303                  | 365360  | 358748  | 524905  | 529481  | 624668  |
| 12    |          |               | Joint S.R. Haveli 12 | 188119                  | 183730  | 208450  | 226973  | 181340  | 177798  |
| 13    |          |               | Joint S.R. Haveli 13 | 254953                  | 191530  | 237404  | 232472  | 268146  | 208926  |
| 14    |          |               | Joint S.R. Haveli 14 | 173308                  | 215069  | 280395  | 259502  | 223511  | 193526  |
| 15    |          |               | Joint S.R. Haveli 15 | 355080                  | 412896  | 425258  | 489045  | 545769  | 692923  |
| 16    |          |               | Joint S.R. Haveli 16 | 250138                  | 398315  | 357950  | 196558  | 274286  | 365329  |
| 17    |          |               | Joint S.R. Haveli 17 | 168271                  | 218026  | 223280  | 214635  | 176767  | 212472  |
| 18    |          |               | Joint S.R. Haveli 18 | 363234                  | 365306  | 287767  | 273043  | 349991  | 383660  |



| Sr No | Division | Reg. District | SRO Offices          | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|----------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                      | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 19    |          |               | Joint S.R. Haveli 19 | 254982                  | 258928  | 274514  | 251350  | 240236  | 422455  |
| 20    |          |               | Joint S.R. Haveli 20 | 211513                  | 244232  | 269473  | 254094  | 305200  | 201572  |
| 21    |          |               | Joint S.R. Haveli 21 | 264648                  | 341407  | 427297  | 489837  | 504267  | 673214  |
| 22    |          |               | Joint S.R. Haveli 22 | 234128                  | 282217  | 396290  | 313425  | 224902  | 307246  |
| 23    |          |               | Joint S.R. Haveli 23 | 344399                  | 471738  | 493306  | 659956  | 658807  | 522021  |
| 24    |          |               | Joint S.R. Haveli 24 | 157848                  | 220334  | 242078  | 261075  | 329801  | 346140  |
| 25    |          |               | Joint S.R. Haveli 25 | 240541                  | 304567  | 361476  | 360883  | 319229  | 482985  |
| 26    |          |               | Joint S.R. Haveli 26 | 248123                  | 247465  | 216144  | 256205  | 343290  | 423556  |
| 27    |          |               | Joint S.R. Haveli 27 | 120532                  | 154540  | 188668  | 145749  | 154277  | 145376  |
| 28    |          | Satara        | S.R. Karad 1         | 77462                   | 90043   | 77699   | 79771   | 94194   | 100933  |
| 29    |          |               | Joint S.R. Karad 2   | 161078                  | 157707  | 176006  | 170382  | 177757  | 207680  |
| 30    |          |               | S.R. Jawali (Medha)  | 35808                   | 31878   | 34645   | 44962   | 39583   | 35149   |
| 31    |          |               | S.R. Koregaon        | 96347                   | 111412  | 107049  | 99230   | 106742  | 99827   |
| 32    |          |               | S.R. Phaltan         | 137871                  | 65972   | 92307   | 95504   | 101729  | 91908   |
| 33    |          |               | S.R. Khatav          | 74530                   | 78242   | 94254   | 95034   | 98947   | 97040   |
| 34    |          |               | S.R. Satara 1        | 182085                  | 212398  | 201115  | 163262  | 169734  | 167225  |
| 35    |          |               | S.R. Wai             | 113254                  | 113825  | 116545  | 109960  | 105030  | 108021  |
| 36    |          |               | S.R. Patan           | 94995                   | 97243   | 96941   | 72309   | 78542   | 74438   |
| 37    |          |               | S.R. Man (Dahiwadi)  | 86655                   | 102266  | 110750  | 92042   | 112271  | 89298   |
| 38    |          |               | Joint S.R. Satara 2  | 146838                  | 146402  | 134708  | 159299  | 173279  | 158704  |
| 39    |          |               | S.R. Khandala        | 151186                  | 155661  | 150143  | 133141  | 128585  | 116772  |
| 40    |          |               | S.R. Umbrj           | 70492                   | 81183   | 82558   | 70594   | 55174   | 78540   |
| 41    |          |               | S.R. Mahabaleshwar   | 36601                   | 37545   | 31504   | 28636   | 27172   | 37785   |
| 42    |          |               | Joint S.R. Phaltan 2 | 25619                   | 115265  | 107081  | 102932  | 133259  | 109947  |
| 43    |          | Sangli        | S.R. Atpadi          | 50712                   | 64291   | 68374   | 63184   | 85661   | 86827   |
| 44    |          |               | S.R. Jat             | 80545                   | 80485   | 104027  | 111730  | 129646  | 130970  |
| 45    |          |               | S.R. Kavthamahakal   | 60406                   | 59493   | 59954   | 57930   | 78209   | 69086   |
| 46    |          |               | S.R. Khanapur (Vita) | 95797                   | 103168  | 110392  | 109024  | 116584  | 117626  |
| 47    |          |               | S.R. Miraj 1         | 186198                  | 188815  | 196371  | 190381  | 258711  | 247200  |
| 48    |          |               | Joint S.R. Miraj 2   | 106192                  | 115166  | 130866  | 151099  | 182417  | 171919  |
| 49    |          |               | S.R. Shirala         | 52157                   | 46179   | 43748   | 43002   | 56012   | 51280   |
| 50    |          |               | S.R. Tasgaon         | 101823                  | 113918  | 121764  | 115582  | 143467  | 135142  |
| 51    |          |               | S.R. Walwa           | 132177                  | 139397  | 151787  | 135894  | 154956  | 140361  |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 52    |          |               | Joint S.R. Miraj 3 (Kupwad) | 79666                   | 110942  | 131706  | 122249  | 126236  | 156641  |
| 53    |          |               | S.R. Palus                  | 67545                   | 56302   | 73582   | 66424   | 77634   | 76856   |
| 54    |          |               | S.R. Ashta                  | 58642                   | 63976   | 67198   | 66735   | 87528   | 70933   |
| 55    |          |               | S.R. Kadegaon               | 54908                   | 46495   | 51695   | 45811   | 57278   | 62133   |
| 56    |          | Kolhapur      | S.R. Ajra                   | 29240                   | 34410   | 36402   | 33821   | 32267   | 39094   |
| 57    |          |               | S.R. Chandgad               | 39327                   | 49333   | 39678   | 35221   | 36917   | 44584   |
| 58    |          |               | S.R. Gadhinglaj             | 89026                   | 111724  | 101617  | 100627  | 99828   | 105257  |
| 59    |          |               | S.R. Hatkaganle             | 139042                  | 200480  | 218505  | 200225  | 200230  | 203608  |
| 60    |          |               | S.R. Ichalkaranji           | 99255                   | 137618  | 159960  | 124780  | 119505  | 116196  |
| 61    |          |               | S.R. Kagal                  | 55755                   | 74675   | 80089   | 71279   | 80995   | 79147   |
| 62    |          |               | S.R. Karvir 1               | 122079                  | 195127  | 207722  | 216001  | 272739  | 237172  |
| 63    |          |               | Joint S.R. Karvir 2         | 186034                  | 210222  | 191716  | 168446  | 183101  | 137699  |
| 64    |          |               | Joint S.R. Karvir 3         | 185896                  | 163822  | 180431  | 152630  | 162117  | 211894  |
| 65    |          |               | S.R. Panhala                | 86954                   | 87472   | 83493   | 88534   | 97761   | 99916   |
| 66    |          |               | S.R. Radhanagari            | 34794                   | 42185   | 48736   | 48083   | 61075   | 55193   |
| 67    |          |               | S.R. Shirol                 | 117625                  | 144767  | 148595  | 135115  | 165967  | 162453  |
| 68    |          |               | Joint S.R. Karvir 4         | 103070                  | 146901  | 155048  | 124316  | 145481  | 134888  |
| 69    |          |               | S.R. Shahuwadi              | 46672                   | 50870   | 47463   | 48410   | 57902   | 61495   |
| 70    |          |               | S.R. Bhudargad              | 39537                   | 40447   | 48250   | 44180   | 60084   | 58175   |
| 71    |          |               | S.R. Murgud                 | 45464                   | 55055   | 68446   | 78198   | 80923   | 81944   |
| 72    |          |               | S.R. Gaganbawda             | 13399                   | 15897   | 14748   | 13845   | 15520   | 11948   |
| 73    |          |               | Joint S.R. Ichalkaranji     | 64019                   | 69414   | 83147   | 102302  | 121343  | 150475  |
| 74    |          | Solapur       | S.R. Akkalkot               | 83531                   | 94521   | 95045   | 103050  | 126206  | 132837  |
| 75    |          |               | S.R. Solapur Uttar 1        | 137223                  | 160744  | 157616  | 147135  | 178138  | 163603  |
| 76    |          |               | Joint S.R. Solapur Uttar 2  | 135383                  | 140677  | 108995  | 133170  | 136691  | 157684  |
| 77    |          |               | Joint S.R. Solapur Dakshin  | 74322                   | 81209   | 102257  | 101778  | 113995  | 253679  |
| 78    |          |               | S.R. Barshi                 | 126640                  | 129895  | 126543  | 126455  | 138242  | 140832  |
| 79    |          |               | S.R. Pandharpur 1           | 101093                  | 105043  | 120052  | 115422  | 129231  | 132602  |
| 80    |          |               | S.R. Karmala                | 95345                   | 88869   | 101069  | 84692   | 93649   | 103935  |
| 81    |          |               | S.R. Madha                  | 143299                  | 136842  | 140457  | 144827  | 149173  | 153035  |
| 82    |          |               | S.R. Malshiras              | 47562                   | 46776   | 46588   | 43469   | 57747   | 51094   |
| 83    |          |               | S.R. Mangalwedha            | 103709                  | 102307  | 113029  | 125378  | 144412  | 136601  |
| 84    |          |               | S.R. Mohol                  | 130834                  | 121383  | 109927  | 106622  | 134102  | 144215  |



| Sr No | Division | Reg. District | SRO Offices                   | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-------------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                               | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 85    |          |               | S.R. Sangola                  | 135918                  | 152866  | 151143  | 146030  | 155837  | 158292  |
| 86    |          |               | S.R. Vairag                   | 42864                   | 46647   | 50699   | 51653   | 59555   | 62240   |
| 87    |          |               | Joint S.R.Pandharpur 2        | 62550                   | 59872   | 69511   | 73280   | 77574   | 88834   |
| 88    |          |               | S.R. Akluj                    | 73649                   | 94511   | 94873   | 99177   | 121378  | 120708  |
| 89    |          |               | Joint S.R.Solapur Uttar 3     | 94979                   | 137580  | 144892  | 155659  | 165450  | 162160  |
| 90    |          | Pune Gramin   | S.R. Ambegaon                 | 117815                  | 131535  | 132551  | 110351  | 122788  | 155197  |
| 91    |          |               | S.R. Baramati                 | 161858                  | 157937  | 177037  | 147749  | 187895  | 171525  |
| 92    |          |               | S.R. Bhore                    | 163493                  | 144783  | 140868  | 113925  | 108932  | 149577  |
| 93    |          |               | S.R. Dhaund                   | 136334                  | 132812  | 129595  | 99809   | 100915  | 94561   |
| 94    |          |               | S.R. Indapur                  | 96396                   | 116094  | 125534  | 107377  | 122081  | 134391  |
| 95    |          |               | S.R. Junner                   | 67268                   | 79517   | 87289   | 82009   | 89211   | 96872   |
| 96    |          |               | S.R. Khed                     | 83566                   | 161431  | 163191  | 153216  | 132719  | 150579  |
| 97    |          |               | S.R. Mawal                    | 232744                  | 260285  | 248849  | 263553  | 210772  | 213935  |
| 98    |          |               | S.R. Mulshi                   | 220543                  | 296637  | 410262  | 304302  | 387533  | 402225  |
| 99    |          |               | S.R. Purandar                 | 277168                  | 257250  | 263588  | 221908  | 224717  | 248293  |
| 100   |          |               | S.R. Shirur                   | 146733                  | 158527  | 162449  | 125644  | 124327  | 145562  |
| 101   |          |               | S.R. Narayangaon              | 148288                  | 150926  | 156625  | 149599  | 173815  | 189619  |
| 102   |          |               | S.R. Velha                    | 47915                   | 44500   | 35295   | 29787   | 46935   | 58923   |
| 103   |          |               | Joint S.R. Kedgaon            | 136870                  | 145158  | 161304  | 151926  | 191587  | 213368  |
| 104   |          |               | Joint S.R. Lonavala           | 156568                  | 228398  | 187154  | 150013  | 190877  | 302053  |
| 105   |          |               | Joint S.R. Talegaon Dhamdhare | 205976                  | 216073  | 213569  | 210171  | 189020  | 224783  |
| 106   |          |               | Joint S.R. Khed 2             | 239181                  | 256086  | 244644  | 243118  | 245248  | 344980  |
| 107   |          |               | Joint S.R. Mulshi 2           | 374271                  | 523002  | 670913  | 767407  | 673156  | 694638  |
| 108   |          |               | Joint S.R. Vadgaon Maval 2    | 272000                  | 254186  | 338785  | 308076  | 275704  | 275422  |
| 109   |          |               | S.R. Baramati2                | 74413                   | 107618  | 122899  | 132920  | 180879  | 191978  |
| 110   |          |               | Joint S.R. Khed 3             | 191570                  | 199404  | 188917  | 166177  | 158991  | 200038  |
| 111   | Thane    | Thane         | S.R. Kalyan 1                 | 322086                  | 258655  | 316201  | 288977  | 310525  | 309046  |
| 112   |          |               | Joint S.R.Kalyan 2            | 301904                  | 437265  | 544424  | 529306  | 631814  | 818084  |
| 113   |          |               | Joint S.R.Kalyan 3            | 190683                  | 301948  | 323552  | 446805  | 431485  | 522753  |
| 114   |          |               | S.R. Thane 1                  | 324507                  | 392862  | 508016  | 476858  | 480275  | 368614  |
| 115   |          |               | Joint S.R.Thane 2             | 550534                  | 839249  | 740535  | 743064  | 1006875 | 952086  |
| 116   |          |               | Joint S.R.Thane 3             | 239714                  | 323301  | 328497  | 316577  | 345871  | 383744  |
| 117   |          |               | Joint S.R.Thane 4             | 228350                  | 364220  | 392617  | 393470  | 548718  | 604178  |



| Sr No | Division | Reg. District | SRO Offices         | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|---------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                     | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 118   |          |               | Joint S.R.Thane 5   | 473833                  | 679712  | 703274  | 712679  | 534215  | 560858  |
| 119   |          |               | Joint S.R.Thane 6   | 219544                  | 230082  | 213991  | 196312  | 162886  | 189787  |
| 120   |          |               | Joint S.R.Thane 7   | 368380                  | 525969  | 556754  | 385306  | 422671  | 530885  |
| 121   |          |               | Joint S.R.Kalyan 4  | 465712                  | 436863  | 398654  | 584009  | 449904  | 524763  |
| 122   |          |               | Joint S.R.Thane 8   | 269338                  | 271430  | 260812  | 268900  | 175893  | 332134  |
| 123   |          |               | Joint S.R.Thane 10  | 368316                  | 435774  | 381977  | 427851  | 361782  | 348833  |
| 124   |          |               | Joint S.R. Thane 11 | 172269                  | 181283  | 171448  | 165847  | 163667  | 214641  |
| 125   |          |               | Joint S.R.Kalyan 5  | 444588                  | 652810  | 665681  | 536746  | 406326  | 473607  |
| 126   |          |               | Joint S.R. Thane 12 | 92755                   | 245904  | 220917  | 207629  | 231754  | 299748  |
| 127   |          |               | S.R. Thane 9        | 278839                  | 296627  | 442835  | 384296  | 413069  | 591969  |
| 128   |          | Raigarh       | S.R. Alibag         | 146856                  | 162559  | 183245  | 171230  | 190299  | 234618  |
| 129   |          |               | S.R. Panvel 1       | 484908                  | 633488  | 559240  | 428723  | 313663  | 427433  |
| 130   |          |               | S.R. Roha           | 100256                  | 115846  | 129349  | 136395  | 131540  | 151325  |
| 131   |          |               | S.R. Shrivardhan    | 28143                   | 33317   | 29772   | 27764   | 23776   | 37107   |
| 132   |          |               | S.R. Mahad          | 144579                  | 164350  | 140687  | 131839  | 134484  | 127968  |
| 133   |          |               | S.R. Karjat         | 311491                  | 434029  | 286999  | 216391  | 188600  | 242963  |
| 134   |          |               | S.R. Pen            | 114607                  | 126072  | 135175  | 134786  | 139388  | 128292  |
| 135   |          |               | S.R. Mangaon        | 177913                  | 183569  | 153492  | 136494  | 122566  | 131014  |
| 136   |          |               | Joint S.R. Panvel 2 | 500290                  | 670442  | 624503  | 645292  | 710797  | 652441  |
| 137   |          |               | Joint S.R. Panvel 3 | 388311                  | 475206  | 939754  | 806112  | 833244  | 867220  |
| 138   |          |               | S.R. Khalapur       | 195295                  | 272928  | 284591  | 271038  | 349672  | 328370  |
| 139   |          |               | S.R. Murud          | 20703                   | 20401   | 26022   | 23326   | 24472   | 24083   |
| 140   |          |               | S.R. Uran           | 92984                   | 130460  | 208352  | 195344  | 188488  | 217590  |
| 141   |          |               | S.R. Sudhagad       | 92480                   | 100372  | 93496   | 81065   | 86939   | 111527  |
| 142   |          |               | S.R. Poladpur       | 20731                   | 24553   | 25253   | 17779   | 17171   | 28665   |
| 143   |          |               | S.R. Mhasala        | 19738                   | 19676   | 23197   | 26613   | 31573   | 24468   |
| 144   |          |               | S.R. Tala           | 24741                   | 28604   | 20964   | 19088   | 24495   | 28170   |
| 145   |          |               | Joint S.R. Panvel 4 | 503981                  | 632877  | 606729  | 439094  | 346895  | 451978  |
| 146   |          |               | Joint S.R. Panvel 5 | 395034                  | 457705  | 501793  | 448149  | 462577  | 619791  |
| 147   |          |               | Joint S.R. Karjat 2 | 198860                  | 429854  | 381163  | 328074  | 291303  | 347313  |
| 148   |          | Ratnagiri     | S.R. Ratnagiri      | 206011                  | 247204  | 239096  | 209069  | 210671  | 212611  |
| 149   |          |               | S.R. Chiplun        | 119684                  | 141444  | 157673  | 147644  | 154265  | 144809  |
| 150   |          |               | S.R. Khed           | 84461                   | 103812  | 90441   | 79342   | 81004   | 82088   |
| 151   |          |               | S.R. Dapoli         | 112008                  | 146385  | 136127  | 113542  | 125361  | 147087  |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 152   |          |               | S.R. Rajapur                | 47638                   | 103804  | 83725   | 53964   | 60587   | 64605   |
| 153   |          |               | S.R. Sangameshwar (Devrukh) | 48695                   | 54382   | 56129   | 42698   | 42905   | 47354   |
| 154   |          |               | S.R. Guhagar                | 40610                   | 40227   | 40224   | 34228   | 36080   | 35730   |
| 155   |          |               | S.R. Lanja                  | 48399                   | 55630   | 66311   | 51171   | 56562   | 56511   |
| 156   |          |               | S.R. Mandangad              | 46691                   | 36759   | 46023   | 27955   | 32214   | 37101   |
| 157   |          | Sindhudurg    | S.R. Kudal                  | 77140                   | 88022   | 93714   | 90524   | 90262   | 83273   |
| 158   |          |               | S.R. Kanakavali             | 83486                   | 98208   | 106003  | 92861   | 99567   | 93733   |
| 159   |          |               | S.R. Sawantwadi             | 93218                   | 105044  | 107808  | 101218  | 102123  | 98958   |
| 160   |          |               | S.R. Vengurla               | 28624                   | 30907   | 31957   | 29029   | 28620   | 32975   |
| 161   |          |               | S.R. Malvan                 | 34884                   | 37692   | 42726   | 39207   | 42981   | 37107   |
| 162   |          |               | S.R. Devgad                 | 65543                   | 58024   | 52664   | 46275   | 42414   | 44680   |
| 163   |          |               | S.R. Dodamarg               | 22454                   | 25631   | 24997   | 27093   | 30939   | 26469   |
| 164   |          |               | S.R. Vaibhavwadi            | 17675                   | 15805   | 17783   | 22239   | 20985   | 26120   |
| 165   |          | Thane Grm     | S.R. Ulhasnagar 1           | 119193                  | 130772  | 132057  | 120133  | 141212  | 209082  |
| 166   |          |               | Joint S.R.Ulhasnagar 2      | 565666                  | 646866  | 531639  | 564076  | 604721  | 721828  |
| 167   |          |               | S.R. Bhivandi 1             | 284109                  | 426538  | 491165  | 502842  | 490517  | 565527  |
| 168   |          |               | S.R. Murbad                 | 91835                   | 99853   | 100971  | 97334   | 111534  | 123963  |
| 169   |          |               | Joint S.R. Ulhasnagar 3     | 714239                  | 615599  | 509912  | 554193  | 339921  | 378479  |
| 170   |          |               | Joint S.R.Bhivandi 2        | 285990                  | 347727  | 424542  | 408131  | 555287  | 559928  |
| 171   |          |               | S.R. Shahapur               | 417098                  | 411290  | 310441  | 235602  | 240400  | 244660  |
| 172   |          |               | Joint S.R. Bhivandi 3       | 220564                  | 268339  | 231465  | 262209  | 368461  | 353391  |
| 173   |          |               | Joint S.R.Ulhasnagar 4      | 98226                   | 141145  | 178496  | 202892  | 179050  | 201505  |
| 174   |          | Palghar       | S.R. Vasai 1                | 317520                  | 313955  | 267660  | 235606  | 236696  | 256185  |
| 175   |          |               | Joint S.R.Vasai 2           | 305258                  | 388901  | 376240  | 410235  | 383393  | 446679  |
| 176   |          |               | S.R. Dahanu                 | 62949                   | 66923   | 62390   | 60520   | 67356   | 75535   |
| 177   |          |               | S.R. Palghar                | 343472                  | 407537  | 440957  | 361874  | 295605  | 320182  |
| 178   |          |               | Joint S.R.Vasai 3           | 372282                  | 397711  | 500967  | 479142  | 610588  | 496492  |
| 179   |          |               | S.R. Wada                   | 92966                   | 96580   | 80145   | 64020   | 83603   | 88943   |
| 180   |          |               | S.R. Vikramgad              | 21492                   | 14338   | 14063   | 15718   | 14911   | 17561   |
| 181   |          |               | S.R. Jawhar                 | 10606                   | 10651   | 9633    | 10888   | 14557   | 10857   |
| 182   |          |               | S.R. Talasari               | 18433                   | 21716   | 17256   | 11804   | 11215   | 15355   |
| 183   |          |               | S.R. Mokhada                | 3422                    | 2797    | 2824    | 2236    | 2648    | 3129    |
| 184   |          |               | Joint S.R. Vasai 4          | 242410                  | 257885  | 366194  | 244189  | 251757  | 203955  |
| 185   |          |               | Joint S.R. Vasai 5          | 286399                  | 328098  | 274646  | 301251  | 331867  | 445720  |



| Sr No | Division | Reg. District | SRO Offices           | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-----------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                       | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 186   | Nashik   | Nashik        | Joint S.R. Vasai 6    | 211118                  | 315540  | 267832  | 254596  | 207045  | 220750  |
| 187   |          |               | S.R. Palghar-2        | 241965                  | 285282  | 313288  | 321813  | 337141  | 395053  |
| 188   |          |               | S.R. Nashik 1         | 231053                  | 249536  | 247835  | 265620  | 289167  | 284990  |
| 189   |          |               | Joint S.R.Nashik 2    | 211846                  | 239049  | 239318  | 265764  | 294432  | 333368  |
| 190   |          |               | Joint S.R. Malegaon 1 | 94866                   | 98371   | 98204   | 90681   | 92392   | 85692   |
| 191   |          |               | Joint S.R.Malegaon 2  | 53272                   | 76324   | 95387   | 44732   | 72096   | 93215   |
| 192   |          |               | S.R. Sinnar           | 82456                   | 105116  | 103151  | 89890   | 92766   | 85590   |
| 193   |          |               | S.R. Dindori          | 73913                   | 80890   | 90621   | 83106   | 96032   | 110639  |
| 194   |          |               | S.R. Igatpuri         | 69712                   | 102492  | 96989   | 81566   | 102499  | 106220  |
| 195   |          |               | S.R. Kalwan           | 28449                   | 29986   | 35506   | 35122   | 39733   | 43627   |
| 196   |          |               | S.R. Yewala           | 86252                   | 97775   | 107094  | 82645   | 118817  | 138917  |
| 197   |          |               | S.R. Chandwad         | 55237                   | 52390   | 66324   | 54728   | 70058   | 75169   |
| 198   |          |               | S.R. Niphad           | 65809                   | 67908   | 80294   | 63482   | 77441   | 89100   |
| 199   |          |               | S.R. Nandgaon         | 60301                   | 63789   | 76424   | 64178   | 79958   | 91846   |
| 200   |          |               | S.R. Baglan           | 50135                   | 66036   | 83504   | 69837   | 82495   | 94071   |
| 201   |          |               | Joint S.R.Nashik 3    | 226955                  | 255955  | 260126  | 272312  | 288564  | 307897  |
| 202   |          |               | Joint S.R.Nashik 4    | 185085                  | 226127  | 254791  | 329448  | 375778  | 328683  |
| 203   |          |               | Joint S.R. Nashik 5   | 151735                  | 186032  | 203580  | 197881  | 261932  | 307049  |
| 204   |          |               | S.R. Lasalgaon        | 36931                   | 32606   | 34963   | 32820   | 39905   | 47361   |
| 205   |          |               | S.R. Devala           | 26592                   | 31075   | 41061   | 33695   | 41541   | 43150   |
| 206   |          |               | S.R. Trimbakeshwar    | 25947                   | 28128   | 29705   | 26951   | 43081   | 45736   |
| 207   |          |               | S.R. Peth             | 3223                    | 3070    | 3233    | 2179    | 3411    | 3067    |
| 208   |          |               | S.R. Surgana          | 3910                    | 3793    | 2855    | 2261    | 2621    | 3474    |
| 209   |          |               | Joint S.R. Nashik 6   | 69987                   | 72416   | 97965   | 135548  | 247820  | 301703  |
| 210   |          |               | Joint S.R. Nashik 7   | 6574                    | 133581  | 169331  | 191394  | 250149  | 308144  |
| 211   |          |               | Joint S.R.Malegaon 3  | 83020                   | 76345   | 91870   | 119621  | 135437  | 172668  |
| 212   |          |               | Joint S.R. Sinnar2    | 67031                   | 96957   | 110358  | 94910   | 108115  | 122066  |
| 213   |          |               | Joint S.R. Niphad2    | 52265                   | 53164   | 64252   | 48121   | 69098   | 93772   |
| 214   |          | Jalgaon       | S.R. Jalgaon 1        | 112194                  | 114636  | 98879   | 91058   | 94773   | 135662  |
| 215   |          |               | Joint S.R. Jalgaon 2  | 107463                  | 135674  | 150576  | 130362  | 185574  | 238352  |
| 216   |          |               | S.R. Amalner          | 68806                   | 73756   | 89603   | 76744   | 87838   | 117322  |
| 217   |          |               | S.R. Bhusaval         | 95303                   | 110562  | 118833  | 111576  | 131495  | 152316  |
| 218   |          |               | S.R. Chaligaon        | 76715                   | 76993   | 82042   | 72193   | 83265   | 94659   |
| 219   |          |               | S.R. Erandol          | 57993                   | 75712   | 71451   | 60350   | 72913   | 80049   |



| Sr No | Division | Reg. District | SRO Offices                 | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-----------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                             | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 220   |          |               | S.R. Dharangaon             | 45011                   | 57067   | 68910   | 58440   | 63664   | 74434   |
| 221   |          |               | S.R. Jamner                 | 103214                  | 116665  | 112054  | 93078   | 103531  | 131065  |
| 222   |          |               | S.R. Edalabad (Muktainagar) | 36578                   | 53876   | 57823   | 43488   | 45569   | 60177   |
| 223   |          |               | S.R. Parola                 | 55786                   | 71176   | 73691   | 68112   | 82058   | 92619   |
| 224   |          |               | S.R. Raver                  | 42659                   | 47780   | 54757   | 43890   | 51914   | 57416   |
| 225   |          |               | S.R. Savada                 | 54366                   | 69900   | 80437   | 70456   | 70812   | 80256   |
| 226   |          |               | S.R. Yaval                  | 46076                   | 54777   | 65878   | 58621   | 63110   | 68000   |
| 227   |          |               | S.R. Chopada                | 90981                   | 115322  | 117333  | 95490   | 111889  | 124440  |
| 228   |          |               | S.R. Pachora                | 103747                  | 119943  | 123134  | 102228  | 118348  | 146567  |
| 229   |          |               | S.R. Bhadgaon               | 50530                   | 57251   | 66352   | 55827   | 63972   | 68493   |
| 230   |          |               | Joint S.R. Jalgaon 3        | 80840                   | 107958  | 137130  | 139337  | 123338  | 117176  |
| 231   |          |               | S.R. Bodvad                 | 42204                   | 45081   | 57419   | 52964   | 71385   | 76866   |
| 232   |          |               | Joint S.R. Chaligaon2       | 60647                   | 75320   | 83841   | 75236   | 105097  | 127556  |
| 233   |          |               | Sub Registrar Pahurpeth     | 0                       | 6936    | 32848   | 36411   | 45608   | 51575   |
| 234   |          | Dhule         | S.R. Dhule 1                | 133934                  | 132731  | 129848  | 113229  | 109906  | 124122  |
| 235   |          |               | Joint S.R. Dhule 2          | 159781                  | 158512  | 147940  | 130504  | 140498  | 173137  |
| 236   |          |               | S.R. Shirpur                | 101418                  | 109536  | 116683  | 102958  | 121383  | 161898  |
| 237   |          |               | S.R. Sindkhed               | 86856                   | 93134   | 109428  | 74996   | 86336   | 112867  |
| 238   |          |               | S.R. Sakri                  | 95271                   | 98016   | 87672   | 72023   | 91877   | 111472  |
| 239   |          |               | Joint S.R. Dhule 3          | 53                      | 14870   | 13940   | 41166   | 110719  | 132738  |
| 240   |          | Ahmednagar    | S.R. Ahmadnagar 1           | 125334                  | 118578  | 102827  | 109116  | 180023  | 187983  |
| 241   |          |               | Joint S.R. Ahmadnagar 2     | 132788                  | 143325  | 130451  | 149491  | 153518  | 183336  |
| 242   |          |               | S.R. Sangamner              | 66195                   | 66281   | 72161   | 70135   | 100757  | 90239   |
| 243   |          |               | S.R. Shrirampur             | 75573                   | 94733   | 107705  | 100161  | 124952  | 124254  |
| 244   |          |               | S.R. Akole                  | 48503                   | 45636   | 48587   | 49942   | 60423   | 56507   |
| 245   |          |               | S.R. Karjat                 | 70495                   | 75654   | 87906   | 73242   | 110165  | 120995  |
| 246   |          |               | S.R. Kopargaon              | 69132                   | 80291   | 91409   | 88664   | 108845  | 110733  |
| 247   |          |               | S.R. Jamkhed                | 44884                   | 51560   | 56686   | 51153   | 67572   | 55349   |
| 248   |          |               | S.R. Nevasa                 | 86691                   | 85558   | 87413   | 80953   | 109215  | 102309  |
| 249   |          |               | S.R. Parner                 | 133851                  | 123761  | 141832  | 131000  | 156403  | 165796  |
| 250   |          |               | S.R. Pathardi               | 55125                   | 70296   | 70538   | 65671   | 86522   | 83995   |
| 251   |          |               | S.R. Rahata                 | 92201                   | 103795  | 116733  | 115375  | 128217  | 129684  |
| 252   |          |               | S.R. Rahuri                 | 62454                   | 66316   | 85906   | 83208   | 88881   | 86251   |
| 253   |          |               | S.R. Shevgaon               | 67084                   | 78578   | 92184   | 77350   | 100388  | 100551  |



| Sr No | Division   | Reg. District | SRO Offices                         | Number of Pages Scanned |         |         |         |         |         |
|-------|------------|---------------|-------------------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |            |               |                                     | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 254   |            |               | S.R. Shrigonda                      | 97738                   | 92761   | 111012  | 102382  | 135957  | 145019  |
| 255   |            |               | Joint S.R. Ahmednagar 3             | 110495                  | 134598  | 168822  | 139032  | 108941  | 117363  |
| 256   |            |               | Joint S.R. Sangamner2               | 88147                   | 101128  | 99377   | 103356  | 121013  | 115795  |
| 257   |            | Nandurbar     | S.R. Nandurbar                      | 127012                  | 125615  | 119332  | 119892  | 111554  | 153615  |
| 258   |            |               | S.R. Shahade                        | 71751                   | 88178   | 98622   | 97163   | 117664  | 143789  |
| 259   |            |               | S.R. Akrani                         | 980                     | 1596    | 1604    | 866     | 1690    | 1840    |
| 260   |            |               | S.R. Taloda                         | 22854                   | 26065   | 32103   | 31508   | 34545   | 41285   |
| 261   |            |               | S.R. Navapur                        | 24460                   | 30090   | 32692   | 19959   | 32528   | 30010   |
| 262   |            |               | S.R. Akkalkuva                      | 10907                   | 13565   | 12656   | 12426   | 14794   | 14917   |
| 263   |            |               | Joint S.R. Nandurbar2               | 63931                   | 65449   | 70000   | 50190   | 79955   | 51156   |
| 264   | Aurangabad | Aurangabad    | S.R. Aurangabad 1                   | 122220                  | 156862  | 201429  | 164270  | 168847  | 258983  |
| 265   |            |               | Joint S.R. Aurangabad 2             | 194078                  | 236257  | 247630  | 234348  | 190427  | 155567  |
| 266   |            |               | Joint S.R. Aurangabad 3             | 105457                  | 122944  | 138680  | 129181  | 207646  | 257442  |
| 267   |            |               | Joint S.R. Aurangabad 4 (Phulambri) | 33809                   | 42508   | 41076   | 32321   | 40670   | 43461   |
| 268   |            |               | S.R. Sillod                         | 89520                   | 92541   | 117286  | 76102   | 97220   | 85296   |
| 269   |            |               | S.R. Kannad                         | 98980                   | 130627  | 117257  | 77496   | 87210   | 88641   |
| 270   |            |               | S.R. Paithan                        | 110109                  | 141879  | 167746  | 128547  | 131228  | 135217  |
| 271   |            |               | S.R. Gangapur                       | 86252                   | 114444  | 133298  | 117849  | 118262  | 143253  |
| 272   |            |               | S.R. Vaijapur                       | 86002                   | 114224  | 120310  | 83894   | 114226  | 145531  |
| 273   |            |               | Joint S.R. Aurangabad 5             | 171924                  | 185208  | 176218  | 234021  | 252869  | 232383  |
| 274   |            |               | Joint S.R. Aurangabad 6             | 140582                  | 194275  | 237650  | 259833  | 232521  | 288499  |
| 275   |            |               | S.R. Soygaon                        | 27876                   | 32772   | 30478   | 21693   | 25472   | 28692   |
| 276   |            |               | S.R. Khultabad                      | 24582                   | 28741   | 30135   | 20925   | 33209   | 34718   |
| 277   |            | Jalna         | S.R. Jalana 1                       | 100753                  | 142246  | 181862  | 173737  | 229625  | 243222  |
| 278   |            |               | Joint S.R. Jalana 2 (Badnapur)      | 52594                   | 78112   | 84589   | 65626   | 71187   | 62796   |
| 279   |            |               | S.R. Ambad                          | 68290                   | 83907   | 86160   | 64638   | 76987   | 90866   |
| 280   |            |               | S.R. Partur                         | 42710                   | 53069   | 54161   | 35388   | 46663   | 52305   |
| 281   |            |               | S.R. Bhokardan                      | 87312                   | 124936  | 130077  | 86290   | 120305  | 109195  |
| 282   |            |               | Joint S.R. Jalana 3                 | 142379                  | 225088  | 216879  | 172419  | 159491  | 197884  |
| 283   |            |               | S.R. Ghansangvi                     | 51700                   | 57731   | 57701   | 37884   | 51070   | 62080   |
| 284   |            |               | S.R. Jafarabad                      | 69669                   | 84317   | 91042   | 59635   | 87192   | 87572   |
| 285   |            |               | S.R. Mantha                         | 41461                   | 60518   | 61231   | 46897   | 55339   | 45048   |
| 286   |            | Beed          | S.R. Beed 1                         | 126069                  | 134528  | 129900  | 124741  | 148380  | 155693  |



| Sr No | Division | Reg. District | SRO Offices                | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|----------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                            | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 287   |          |               | Joint S.R. Beed 2          | 79325                   | 104972  | 127423  | 114808  | 124525  | 106317  |
| 288   |          |               | S.R. Georai                | 88463                   | 141903  | 133304  | 106967  | 148650  | 110079  |
| 289   |          |               | S.R. Majalgaon             | 83159                   | 94077   | 86596   | 65820   | 105869  | 118374  |
| 290   |          |               | S.R. Ambejogai             | 66055                   | 74413   | 85901   | 85852   | 110337  | 101381  |
| 291   |          |               | S.R. Kej                   | 40482                   | 48366   | 56945   | 53029   | 58488   | 52169   |
| 292   |          |               | S.R. Patoda                | 30234                   | 39709   | 43008   | 36179   | 39075   | 32082   |
| 293   |          |               | S.R. Ashti                 | 55538                   | 72983   | 97155   | 82909   | 106244  | 82871   |
| 294   |          |               | S.R. Parali Vaijanath      | 61002                   | 67167   | 74955   | 69257   | 79300   | 86698   |
| 295   |          |               | S.R. Shirur Kasar          | 22297                   | 24036   | 26627   | 28367   | 36961   | 23753   |
| 296   |          |               | S.R. Dharur                | 29929                   | 29783   | 24408   | 19744   | 24591   | 24478   |
| 297   |          |               | S.R. Vadvani               | 26574                   | 32172   | 34597   | 28783   | 36115   | 26196   |
| 298   | Latur    | Latur         | S.R. Latur 1               | 124485                  | 187794  | 219534  | 168044  | 156647  | 161534  |
| 299   |          |               | Joint S.R.Latur 2          | 125062                  | 129995  | 164407  | 220210  | 214330  | 263267  |
| 300   |          |               | S.R. Ausa                  | 70886                   | 93313   | 96654   | 75277   | 88569   | 97409   |
| 301   |          |               | S.R. Nilanga               | 90121                   | 104049  | 112094  | 79339   | 71529   | 73875   |
| 302   |          |               | S.R. Ahmadpur              | 59352                   | 66523   | 74242   | 67620   | 76139   | 68033   |
| 303   |          |               | S.R. Udgir 1               | 112105                  | 126484  | 164082  | 117018  | 118180  | 126458  |
| 304   |          |               | Joint S.R.Udgir 2 (Jalkot) | 16214                   | 19515   | 26938   | 23549   | 27966   | 24168   |
| 305   |          |               | S.R. Chakur                | 42811                   | 55034   | 52673   | 44640   | 50824   | 50808   |
| 306   |          |               | S.R. Renapur               | 29113                   | 36908   | 37949   | 27141   | 32410   | 33592   |
| 307   |          |               | S.R. Devani                | 30839                   | 37801   | 37382   | 30084   | 34675   | 30792   |
| 308   |          |               | S.R. Murud                 | 15827                   | 17421   | 18949   | 16363   | 17549   | 16978   |
| 309   |          |               | S.R. Shirur Anantpal       | 18092                   | 27471   | 29743   | 20261   | 18406   | 17566   |
| 310   |          | Nanded        | S.R. Nanded 1              | 149253                  | 160512  | 171037  | 167746  | 179685  | 162848  |
| 311   |          |               | Joint S.R.Nanded 2         | 127181                  | 143216  | 144028  | 154625  | 201025  | 131556  |
| 312   |          |               | S.R. Kinwat                | 39034                   | 53827   | 63231   | 51658   | 57530   | 66089   |
| 313   |          |               | S.R. Mukhed                | 54158                   | 63535   | 66831   | 45847   | 50019   | 48455   |
| 314   |          |               | S.R. Deglur                | 48178                   | 52071   | 62099   | 52759   | 71662   | 66498   |
| 315   |          |               | S.R. Hadgaon               | 41355                   | 54972   | 51923   | 37246   | 42379   | 43892   |
| 316   |          |               | S.R. Bhokar                | 38885                   | 41782   | 45685   | 29486   | 35663   | 30483   |
| 317   |          |               | S.R. Kandhar               | 40260                   | 45525   | 42361   | 26396   | 40216   | 32656   |
| 318   |          |               | S.R. Billoli               | 30066                   | 33446   | 33946   | 28390   | 52308   | 37431   |
| 319   |          |               | S.R. Mudkhed               | 19423                   | 24809   | 35834   | 24727   | 35761   | 33776   |
| 320   |          |               | S.R. Naygaon               | 45602                   | 48000   | 45868   | 38349   | 40835   | 31992   |



| Sr No | Division | Reg. District | SRO Offices                      | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|----------------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                                  | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 321   |          |               | S.R. Dharmabad                   | 22595                   | 32026   | 33473   | 35138   | 38084   | 28225   |
| 322   |          |               | S.R. Loha                        | 72189                   | 79401   | 75035   | 63225   | 75073   | 76825   |
| 323   |          |               | S.R. Ardhapur                    | 22334                   | 27050   | 31305   | 30911   | 51075   | 25759   |
| 324   |          |               | S.R. Mahur                       | 20224                   | 23002   | 23966   | 17911   | 20120   | 17507   |
| 325   |          |               | S.R. Himayatnagar                | 20481                   | 25184   | 29827   | 18236   | 21623   | 24408   |
| 326   |          |               | S.R. Umari                       | 20274                   | 24019   | 31814   | 22184   | 25989   | 24852   |
| 327   |          |               | Joint S.R.Nanded 3               | 682                     | 27504   | 77537   | 73401   | 73089   | 74693   |
| 328   |          | Parbhani      | S.R. Parbhani 1                  | 147375                  | 165216  | 167880  | 144030  | 176996  | 169092  |
| 329   |          |               | Joint S.R.Parbhani 2             | 35147                   | 45145   | 54768   | 37428   | 49705   | 41258   |
| 330   |          |               | S.R. Selu                        | 55424                   | 55240   | 54900   | 47006   | 58882   | 71635   |
| 331   |          |               | S.R. Jintur                      | 70747                   | 87322   | 88452   | 83508   | 110688  | 97055   |
| 332   |          |               | S.R. Gangakhed                   | 39871                   | 65652   | 77053   | 71636   | 81923   | 66117   |
| 333   |          |               | S.R. Palam                       | 29038                   | 30928   | 40082   | 22075   | 29922   | 31089   |
| 334   |          |               | S.R. Sonpeth                     | 24216                   | 25445   | 29965   | 24261   | 36686   | 36210   |
| 335   |          |               | S.R. Pathari                     | 31972                   | 39503   | 32952   | 32979   | 40267   | 41153   |
| 336   |          |               | S.R. Manvat                      | 34103                   | 40296   | 40265   | 35605   | 64675   | 46741   |
| 337   |          | Osmanabad     | S.R. Usmanabad                   | 118917                  | 113856  | 128723  | 110341  | 126124  | 137265  |
| 338   |          |               | S.R. Tuljapur                    | 89664                   | 95360   | 118943  | 101615  | 107770  | 113715  |
| 339   |          |               | S.R. Umaraga                     | 62732                   | 70228   | 71066   | 71802   | 75409   | 84471   |
| 340   |          |               | S.R. Kalamb                      | 53228                   | 60446   | 65802   | 55458   | 62027   | 60450   |
| 341   |          |               | S.R. Paranda                     | 49248                   | 54071   | 54123   | 47526   | 51225   | 64464   |
| 342   |          |               | S.R. Bhoom                       | 39968                   | 42944   | 42762   | 31855   | 40781   | 37112   |
| 343   |          |               | S.R. Vashi                       | 25971                   | 23668   | 22423   | 20654   | 27622   | 27820   |
| 344   |          |               | S.R. Lohara                      | 18416                   | 21044   | 28534   | 21151   | 19923   | 22895   |
| 345   |          | Hingoli       | S.R. Basmat                      | 72096                   | 74393   | 86539   | 64470   | 91395   | 96653   |
| 346   |          |               | S.R. Hingoli                     | 107167                  | 117006  | 130654  | 105466  | 139461  | 137825  |
| 347   |          |               | S.R. Kalamnuri                   | 36454                   | 43890   | 48688   | 47457   | 76018   | 54899   |
| 348   |          |               | S.R. Aundhya Nagnath (Hingoli 2) | 42401                   | 42803   | 44673   | 33746   | 42706   | 43997   |
| 349   |          |               | S.R. Sengaon                     | 55647                   | 57240   | 57637   | 40106   | 51792   | 64667   |
| 350   | Amravati | Amravati      | S.R. Amaravati 1                 | 98189                   | 95154   | 106331  | 88513   | 94452   | 118055  |
| 351   |          |               | Joint S.R. Amaravati 2           | 99477                   | 126407  | 123348  | 99587   | 118556  | 127206  |
| 352   |          |               | Joint S.R. Amaravati (Rural)     | 67010                   | 87308   | 82953   | 85934   | 128543  | 192445  |
| 353   |          |               | S.R. Achalpur                    | 75888                   | 77965   | 81528   | 81124   | 110457  | 145425  |



| Sr No | Division | Reg. District | SRO Offices               | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|---------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                           | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 354   |          |               | S.R. Anjangaon            | 44930                   | 47469   | 49112   | 53883   | 77266   | 76044   |
| 355   |          |               | S.R. Chandurbajar         | 43233                   | 50515   | 53927   | 49065   | 71988   | 76412   |
| 356   |          |               | S.R. Chandur-railway      | 27347                   | 35519   | 31797   | 26760   | 48553   | 42473   |
| 357   |          |               | S.R. Daryapur             | 45193                   | 54514   | 59874   | 50476   | 81579   | 81219   |
| 358   |          |               | S.R. Dhamangaon           | 33763                   | 48087   | 49475   | 34793   | 58662   | 54971   |
| 359   |          |               | S.R. Bhatkuli             | 25913                   | 30088   | 38738   | 25424   | 42109   | 39541   |
| 360   |          |               | S.R. Morshi               | 41656                   | 40534   | 42025   | 32806   | 56361   | 63346   |
| 361   |          |               | S.R. Varud                | 54924                   | 60253   | 62860   | 55226   | 84365   | 105660  |
| 362   |          |               | S.R. Nandgaon-Khandeshwar | 33612                   | 41816   | 42492   | 38057   | 62165   | 58267   |
| 363   |          |               | Joint S.R. Amaravati 3    | 55541                   | 66396   | 79102   | 120502  | 161755  | 163740  |
| 364   |          |               | S.R. Tivasa               | 29383                   | 28346   | 34289   | 26271   | 48293   | 40820   |
| 365   |          |               | S.R. Dharani              | 9425                    | 11248   | 9322    | 9592    | 13827   | 13797   |
| 366   |          | Yavatmal      | S.R. Yavatmal 1           | 49051                   | 65875   | 62850   | 78457   | 100901  | 122855  |
| 367   |          |               | S.R. Darva                | 28643                   | 37450   | 37751   | 28213   | 38854   | 43422   |
| 368   |          |               | S.R. Pusad                | 55965                   | 66302   | 84088   | 81221   | 81639   | 101109  |
| 369   |          |               | S.R. Umarkhed             | 45701                   | 47190   | 57604   | 53374   | 67207   | 72013   |
| 370   |          |               | S.R. Kelapur              | 23565                   | 26707   | 29784   | 30580   | 37546   | 45488   |
| 371   |          |               | S.R. Vani                 | 48242                   | 52488   | 60640   | 59938   | 76706   | 93082   |
| 372   |          |               | S.R. Digraj               | 44652                   | 50995   | 52010   | 50847   | 66058   | 82524   |
| 373   |          |               | S.R. Ner                  | 32100                   | 38981   | 43975   | 35210   | 61916   | 59270   |
| 374   |          |               | S.R. Babhulgaon           | 18099                   | 18480   | 17061   | 15615   | 22674   | 23330   |
| 375   |          |               | S.R. Kalamb               | 21409                   | 20969   | 25539   | 18756   | 23186   | 27495   |
| 376   |          |               | S.R. Mahagaon             | 26955                   | 35830   | 37676   | 25318   | 29859   | 31902   |
| 377   |          |               | S.R. Ralegaon             | 31687                   | 35772   | 43897   | 30702   | 41687   | 34762   |
| 378   |          |               | S.R. Maregaon             | 18387                   | 21808   | 20389   | 24934   | 28602   | 29232   |
| 379   |          |               | S.R. Ghatanji             | 18246                   | 23244   | 25953   | 22612   | 33546   | 28101   |
| 380   |          |               | Joint S.R. Yeotmal 2      | 61430                   | 59062   | 67984   | 48279   | 57061   | 62686   |
| 381   |          |               | S.R. Arni                 | 33424                   | 42959   | 46214   | 42141   | 56165   | 64365   |
| 382   |          |               | S.R. Zarijamani           | 9063                    | 13222   | 14310   | 12316   | 13655   | 15396   |
| 383   |          | Akola         | S.R. Akola-1              | 70776                   | 62312   | 74093   | 76237   | 97348   | 119281  |
| 384   |          |               | Joint S.R. Akola-2        | 60780                   | 81201   | 93729   | 86345   | 119109  | 115691  |
| 385   |          |               | S.R. Telhara              | 47178                   | 44892   | 46396   | 40220   | 61858   | 64700   |
| 386   |          |               | S.R. Patur                | 26587                   | 25005   | 31567   | 28883   | 49023   | 38630   |
| 387   |          |               | S.R. Balapur              | 35956                   | 32559   | 40537   | 33047   | 68765   | 63707   |



| Sr No | Division | Reg. District | SRO Offices                  | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|------------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                              | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 388   |          |               | S.R. Murtijapur              | 58569                   | 54054   | 60550   | 52631   | 70213   | 86226   |
| 389   |          |               | S.R. Akot                    | 57008                   | 64767   | 78310   | 70838   | 132847  | 120717  |
| 390   |          |               | S.R. Barshi-Takali           | 33001                   | 32890   | 35124   | 29917   | 59166   | 51541   |
| 391   |          |               | Joint S.R. Akola 3           | 42279                   | 45968   | 38612   | 36951   | 81327   | 84141   |
| 392   |          | Buldhana      | S.R. Buldhana                | 158570                  | 162050  | 175695  | 164527  | 225381  | 231593  |
| 393   |          |               | S.R. Chikhali                | 130950                  | 121283  | 145883  | 125845  | 160843  | 169531  |
| 394   |          |               | S.R. Mehekar                 | 73319                   | 100800  | 94171   | 83971   | 88650   | 116287  |
| 395   |          |               | S.R. Sindkhedraja            | 48330                   | 61103   | 66950   | 54379   | 69611   | 51697   |
| 396   |          |               | S.R. Deulgaonraja            | 47427                   | 60045   | 60943   | 54876   | 76312   | 52753   |
| 397   |          |               | S.R. Khamgaon                | 102417                  | 74996   | 76345   | 65255   | 80285   | 65729   |
| 398   |          |               | S.R. Shegaon                 | 71093                   | 64920   | 70453   | 58176   | 87994   | 90613   |
| 399   |          |               | S.R. Lonar                   | 50731                   | 65933   | 55232   | 43321   | 55714   | 59878   |
| 400   |          |               | S.R. Nandura                 | 48968                   | 61176   | 62343   | 44712   | 73420   | 92083   |
| 401   |          |               | S.R. Jalgaon-jamod           | 57602                   | 44693   | 54024   | 47411   | 77196   | 63884   |
| 402   |          |               | S.R. Tamgaon                 | 32458                   | 35103   | 41418   | 32672   | 56306   | 44208   |
| 403   |          |               | S.R. Malakapur               | 54773                   | 52997   | 61733   | 54037   | 71670   | 98019   |
| 404   |          |               | S.R. Motala                  | 38353                   | 42784   | 50428   | 40533   | 60058   | 66262   |
| 405   |          |               | Joint S.R. Khamgaon2         | 0                       | 22593   | 33286   | 22781   | 39836   | 89944   |
| 406   |          | Washim        | S.R. Vashim                  | 80363                   | 79616   | 92145   | 90921   | 141781  | 160111  |
| 407   |          |               | S.R. Risod                   | 55379                   | 51333   | 53826   | 51348   | 100722  | 73882   |
| 408   |          |               | S.R. Manora                  | 32976                   | 38240   | 36681   | 25953   | 39112   | 32453   |
| 409   |          |               | S.R. Shirpur                 | 30116                   | 49386   | 46385   | 38294   | 61549   | 46549   |
| 410   |          |               | S.R. Manglurpir              | 44591                   | 53342   | 43388   | 35475   | 55465   | 57081   |
| 411   |          |               | S.R. Karanja                 | 76054                   | 106668  | 94279   | 108244  | 140096  | 143580  |
| 412   | Nagpur   | Nagpur        | S.R. Nagpur 1                | 196793                  | 256042  | 211643  | 251721  | 295768  | 286121  |
| 413   |          |               | Joint S.R. Nagpur 2          | 164862                  | 257812  | 259178  | 211481  | 228647  | 148239  |
| 414   |          |               | Joint S.R. Nagpur 3          | 243614                  | 157366  | 167874  | 175099  | 198195  | 199795  |
| 415   |          |               | Joint S.R. Nagpur 4          | 195719                  | 218399  | 247988  | 283736  | 307633  | 357153  |
| 416   |          |               | Joint S.R. Nagpur 5          | 132961                  | 146194  | 203115  | 242309  | 190369  | 149209  |
| 417   |          |               | Joint S.R. Nagpur 6          | 143972                  | 197761  | 166802  | 165480  | 217802  | 241525  |
| 418   |          |               | Joint S.R. Nagpur 7          | 364305                  | 394706  | 520693  | 400679  | 498623  | 439746  |
| 419   |          |               | Joint S.R. Nagpur 8          | 93078                   | 111156  | 106042  | 99637   | 192391  | 195485  |
| 420   |          |               | Joint S.R. Nagpur-10 (Rural) | 238124                  | 354025  | 380371  | 405731  | 519602  | 394493  |
| 421   |          | Wardha        | S.R. Vardha                  | 89820                   | 76679   | 89901   | 85044   | 123579  | 130749  |



| Sr No | Division | Reg. District | SRO Offices             | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                         | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 422   |          |               | S.R. Hinganghat         | 104607                  | 108149  | 113724  | 100738  | 127065  | 115072  |
| 423   |          |               | S.R. Selu               | 41278                   | 60203   | 51931   | 38471   | 54375   | 45468   |
| 424   |          |               | S.R. Pulgaon            | 99348                   | 63381   | 73666   | 59446   | 70188   | 71238   |
| 425   |          |               | S.R. Arvi               | 45387                   | 50177   | 56154   | 44335   | 58779   | 56051   |
| 426   |          |               | S.R. Samudrapur         | 45653                   | 40298   | 52738   | 45133   | 58293   | 55447   |
| 427   |          |               | S.R. Karanja            | 24207                   | 28569   | 33545   | 26775   | 41852   | 40604   |
| 428   |          |               | S.R. Ashti              | 14877                   | 22179   | 15353   | 13010   | 20218   | 20600   |
| 429   |          |               | Joint S.R. Vardha2      | 67447                   | 99593   | 91203   | 92136   | 87436   | 79322   |
| 430   |          | Chandrapur    | S.R. Chandrapur         | 94662                   | 104538  | 107364  | 108122  | 159996  | 148102  |
| 431   |          |               | S.R. Varora             | 72802                   | 85697   | 82576   | 75120   | 93965   | 81784   |
| 432   |          |               | S.R. Bhadravati         | 55151                   | 62935   | 59999   | 52798   | 70187   | 71353   |
| 433   |          |               | S.R. Chimur             | 28826                   | 37723   | 41441   | 38906   | 45908   | 47339   |
| 434   |          |               | S.R. Gondpimpri         | 10922                   | 10110   | 8853    | 7993    | 8312    | 13763   |
| 435   |          |               | S.R. Mul                | 16520                   | 18135   | 21314   | 18920   | 22598   | 22280   |
| 436   |          |               | S.R. Brahmapuri         | 41321                   | 40399   | 46657   | 44936   | 49182   | 52281   |
| 437   |          |               | S.R. Sindevahi          | 10624                   | 11699   | 17115   | 15178   | 19542   | 17322   |
| 438   |          |               | S.R. Rajura             | 35476                   | 34959   | 39125   | 33974   | 42843   | 58611   |
| 439   |          |               | S.R. Nagbhid            | 11494                   | 14924   | 19692   | 16541   | 20006   | 20096   |
| 440   |          |               | S.R. Ballarpur          | 21130                   | 21494   | 19815   | 19311   | 20532   | 23730   |
| 441   |          |               | S.R. Koparna            | 25024                   | 21925   | 22828   | 19485   | 25235   | 28687   |
| 442   |          |               | S.R. Savali             | 23069                   | 19458   | 26335   | 15036   | 12470   | 15731   |
| 443   |          |               | S.R. Jivati             | 1000                    | 4456    | 4440    | 858     | 1018    | 2818    |
| 444   |          |               | S.R. Pombhurna          | 5926                    | 6771    | 7391    | 5919    | 7313    | 7659    |
| 445   |          |               | Joint S.R. Chandrapur 2 | 0                       | 8067    | 12578   | 17111   | 3766    | 37320   |
| 446   |          | Bhandara      | S.R. Bhandara           | 88833                   | 111817  | 117075  | 126418  | 144981  | 144620  |
| 447   |          |               | S.R. Mohadi             | 37507                   | 38406   | 35253   | 33206   | 48713   | 43645   |
| 448   |          |               | S.R. Pavani             | 38425                   | 39122   | 47367   | 48698   | 49154   | 45973   |
| 449   |          |               | S.R. Tumsar             | 55547                   | 60268   | 56684   | 51288   | 63589   | 67481   |
| 450   |          |               | S.R. Sakoli             | 27235                   | 22913   | 23733   | 23966   | 26583   | 26355   |
| 451   |          |               | S.R. Lakhandur          | 30595                   | 33323   | 37512   | 36955   | 32566   | 25322   |
| 452   |          |               | S.R. Lakhani            | 31275                   | 37106   | 34754   | 31791   | 40716   | 34973   |
| 453   |          | Gadchiroli    | S.R. Gadchiroli         | 16196                   | 19972   | 32156   | 26179   | 33963   | 39828   |
| 454   |          |               | S.R. Aarmori            | 18274                   | 19909   | 26484   | 23888   | 25271   | 33326   |
| 455   |          |               | S.R. Chamorshi          | 20741                   | 26136   | 21529   | 16410   | 17479   | 21182   |



| Sr No | Division | Reg. District    | SRO Offices                    | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|------------------|--------------------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |                  |                                | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 456   |          |                  | S.R. Kurkheda                  | 3399                    | 0       | 0       | 370     | 5596    | 4176    |
| 457   |          |                  | S.R. Aheri                     | 7220                    | 10129   | 9381    | 5228    | 7093    | 9681    |
| 458   |          | Gondia           | S.R. Gondia                    | 106621                  | 117831  | 142564  | 120644  | 132246  | 156478  |
| 459   |          |                  | S.R. Devri                     | 9300                    | 8026    | 14722   | 9259    | 12676   | 18147   |
| 460   |          |                  | S.R. Amgaon                    | 21923                   | 22411   | 34285   | 27837   | 36074   | 44229   |
| 461   |          |                  | S.R. Goregaon                  | 23752                   | 26681   | 27096   | 21681   | 33835   | 44884   |
| 462   |          |                  | S.R. Arjuni-Morgaon            | 15763                   | 12861   | 15865   | 14301   | 16324   | 15668   |
| 463   |          |                  | S.R. Tiroda                    | 33682                   | 36537   | 41444   | 53837   | 69730   | 71129   |
| 464   |          |                  | S.R. Salekasa                  | 7998                    | 8687    | 14424   | 13391   | 16356   | 17830   |
| 465   |          |                  | S.R. Sadak Arjuni              | 13902                   | 16129   | 19503   | 16509   | 21856   | 22188   |
| 466   |          | NagPur Grm       | Joint S.R. Nagpur 9 (Bhivapur) | 23623                   | 22016   | 27460   | 17601   | 19656   | 25590   |
| 467   |          |                  | Joint S.R. Hingana             | 179989                  | 215876  | 253724  | 273311  | 376062  | 312975  |
| 468   |          |                  | S.R. Kalameshwar               | 66422                   | 62088   | 65655   | 53450   | 70196   | 69740   |
| 469   |          |                  | S.R. Katol                     | 98648                   | 116927  | 126372  | 118594  | 158892  | 147027  |
| 470   |          |                  | S.R. Narkhed                   | 44581                   | 51716   | 56674   | 53054   | 61442   | 61279   |
| 471   |          |                  | S.R. Ramtek                    | 37366                   | 38767   | 44788   | 32489   | 43140   | 38551   |
| 472   |          |                  | S.R. Parshivani                | 46877                   | 48093   | 49142   | 41745   | 56669   | 54788   |
| 473   |          |                  | S.R. kamathi                   | 194864                  | 216386  | 171210  | 182971  | 260055  | 177876  |
| 474   |          |                  | S.R. Mauda                     | 53914                   | 41732   | 45829   | 44404   | 59372   | 62084   |
| 475   |          |                  | S.R. Savner                    | 77156                   | 76399   | 103220  | 101902  | 118014  | 130739  |
| 476   |          |                  | S.R. Umred                     | 85406                   | 133352  | 139004  | 94903   | 139156  | 112638  |
| 477   |          |                  | S.R. Kuhi                      | 37037                   | 56827   | 55195   | 47143   | 68656   | 60240   |
| 478   | Mumbai   | Mumbai           | S.R. Mumbai City 1             | 483531                  | 326126  | 350714  | 386214  | 365698  | 549772  |
| 479   |          |                  | Joint S.R. Mumbai City 2       | 562668                  | 520130  | 435354  | 281997  | 302678  | 320692  |
| 480   |          |                  | Joint S.R. Mumbai City 3       | 259868                  | 355759  | 274513  | 389917  | 396350  | 581966  |
| 481   |          |                  | Joint S.R. Mumbai 4            | 194748                  | 393204  | 474442  | 449739  | 501499  | 671154  |
| 482   |          |                  | Joint S.R. Mumbai 5            | 208757                  | 228151  | 253019  | 219052  | 300064  | 449567  |
| 483   |          | Mumbai Sub-Urban | Joint S.R. Andheri 1           | 470776                  | 541062  | 548920  | 331060  | 411928  | 491208  |
| 484   |          |                  | Joint S.R. Andheri 2           | 444009                  | 509057  | 507145  | 332194  | 308866  | 281722  |
| 485   |          |                  | Joint S.R. Borivali 1          | 279797                  | 381329  | 339752  | 258334  | 313412  | 336984  |
| 486   |          |                  | Joint S.R. Borivali 2          | 311684                  | 336509  | 298606  | 267237  | 365644  | 425623  |
| 487   |          |                  | Joint S.R. Borivali 3          | 227004                  | 325356  | 289588  | 253235  | 204735  | 341393  |
| 488   |          |                  | Joint S.R. Kurla 1             | 647721                  | 719245  | 547804  | 479310  | 509840  | 732103  |
| 489   |          |                  | Joint S.R. Kurla 2             | 483400                  | 644544  | 538450  | 444921  | 647389  | 760610  |



| Sr No | Division | Reg. District | SRO Offices           | Number of Pages Scanned |         |         |         |         |         |
|-------|----------|---------------|-----------------------|-------------------------|---------|---------|---------|---------|---------|
|       |          |               |                       | 2016-17                 | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 |
| 490   |          |               | Joint S.R. Andheri 3  | 313872                  | 263524  | 256413  | 250710  | 240649  | 334317  |
| 491   |          |               | Joint S.R. Borivali 4 | 360128                  | 509985  | 604678  | 423113  | 370327  | 475688  |
| 492   |          |               | Joint S.R. Borivali 5 | 404679                  | 452630  | 473161  | 361323  | 455970  | 447398  |
| 493   |          |               | Joint S.R. Borivali 6 | 394909                  | 445771  | 353357  | 391106  | 469151  | 762140  |
| 494   |          |               | Joint S.R. Kurla 3    | 291369                  | 376667  | 467046  | 473740  | 531349  | 585744  |
| 495   |          |               | Joint S.R. Kurla 4    | 376573                  | 413360  | 556469  | 557919  | 729367  | 1139575 |
| 496   |          |               | Joint S.R. Andheri 4  | 394233                  | 285102  | 315531  | 256230  | 210454  | 384831  |
| 497   |          |               | Joint S.R. Borivali 7 | 300960                  | 451854  | 391632  | 357710  | 490494  | 514804  |
| 498   |          |               | Joint S.R. Andheri 5  | 254798                  | 202793  | 183760  | 178885  | 198771  | 227479  |
| 499   |          |               | Joint S.R. Andheri 6  | 296589                  | 296789  | 371377  | 369010  | 326421  | 397296  |
| 500   |          |               | Joint S.R. Andheri 7  | 77693                   | 396506  | 477909  | 427539  | 444808  | 715822  |
| 501   |          |               | Joint S.R. Borivali 8 | 186287                  | 166519  | 145132  | 127399  | 227656  | 339777  |
| 502   |          |               | Joint S.R. Borivali 9 | 177503                  | 267577  | 224453  | 339096  | 359166  | 593214  |
| 503   |          |               | Joint S.R. Kurla 5    | 412255                  | 513842  | 473587  | 362641  | 384823  | 657113  |

## 18. Annexure XI – Commercial Bid Format

The bidder will be paid a part of the Document Handling Charges (DHC) collected by the OIGR each month within 15 days from the end of each month for the total number of days it has operated in that month. The payment will be based on the total number of pages handled by OIGR as part of document registration at all IGR Offices across the state during this period. **The DHC collected as part of eRegistration / eFiling process will not be considered for calculation of the bidder's share.** The final payment will be equal to the total number of pages handled during this period multiplied by the quoted rate per page in INR as provided below:

Table 30. Commercial Bid Format

| Sr. No. | Rate per Page in INR (excluding GST) |
|---------|--------------------------------------|
| 1       |                                      |

### Note:

- The technically qualified bidder with the lowest rate per page will adjudged as the selected bidder.
- GST will be paid to the selected bidder over and above the amount payable as per the rates prevalent at the time of actual payment
- Currently the DHC charged per page of a document by OIGR is Rs. 20 (INR Twenty only)



## 19. Annexure XII – IT Infrastructure & Indicative Specifications

Table 31. Quantity of IT Infrastructure at field offices

| Sr. No                                         | Item                                                                                   | Indicative Qty Req. (Nos)        |
|------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------|
| <b>Department of Registration &amp; Stamps</b> |                                                                                        |                                  |
| 1                                              | Branch Router                                                                          | 578                              |
| 2                                              | L2 Switch - 16 port                                                                    | 529                              |
| 3                                              | L2 Switch - 24 port                                                                    | 48                               |
| 4                                              | L2 Switch - 48 port                                                                    | 2                                |
| 5                                              | CAT 6 UTP 23 cable (100 meter)                                                         | 587                              |
| 6                                              | RJ45 connector male & I/O ports (10 units)                                             | 587                              |
| 7                                              | 5 KVA UPS with 8 hours backup                                                          | 580                              |
| 8                                              | 9U RACK (L- 500 X D- 400 X H-475)                                                      | 577                              |
| 9                                              | 24U RACK (L- 800 X D- 600 X H-1000)                                                    | 1                                |
| 10                                             | Patch Panel -16 port/CAT 6                                                             | 529                              |
| 11                                             | Patch Panel -24 port/CAT 6                                                             | 48                               |
| 12                                             | MPLS Installation charges                                                              | 578                              |
| 13                                             | Computers                                                                              | 2000                             |
| 14                                             | Laptop                                                                                 | 737                              |
| 15                                             | Mono Printer (Inkjet / Laser)                                                          | 260                              |
| 16                                             | Colour Printer (Inkjet)                                                                | 104                              |
| 17                                             | ADF Scanner                                                                            | 578                              |
| 18                                             | Web Camera                                                                             | 519                              |
| 19                                             | Digital Sign Pad                                                                       | 519                              |
| 20                                             | Thumb Scanner                                                                          | 519                              |
| 21                                             | 42-inch Display                                                                        | 578                              |
| 22                                             | Barcode scanner                                                                        | 519                              |
| 23                                             | VC System                                                                              | 40                               |
| 24                                             | Multi-Function machines                                                                | 590                              |
| 25                                             | CCTV Camera                                                                            | 1176                             |
| 26                                             | Video Recorder for CCTV                                                                | 578                              |
| 26                                             | Switches and Other accessories (Cables, Connectors, etc.) as applicable for CCTV Setup | 578 Sets (1 set for each Office) |

The Selected Bidder need to study the requirements of the offices at the district and tehsil level considering the tentative volume and setup the following indicative IT items in each office. All the IT components shall be procured from the reputed OEMs providing comprehensive warranty support.

Minimum requirements for hardware are indicative and may vary based on the solution offered

- 1. Branch Router, 16 Port Semi - Managed Switch, 24 Port Semi - Managed Switch, 48 Port Semi - Managed Switch:** Make and model of the Hardware deployed by the Selected Bidder should have been launched in the market by the respective OEM within two years as on the date of deployment on the project and shall not be discontinued by the OEM in the next 5 years. Any replacement on this account shall be the responsibility of the Selected Bidder and IGR shall not bear any cost for such replacements.
- 2. RACK –9U**



Table 32. Server Rack Specifications

| Sr. No. | Feature                                    | Requirement                          |
|---------|--------------------------------------------|--------------------------------------|
| 1       | <b>Type of Server Racks</b>                | Rack Enclosures                      |
| 2       | Size of Server Rack Enclosure              | 9U                                   |
| 3       | Depth of the Rack (mm)                     | Up to 450                            |
| 4       | Mount Type                                 | Wall mount                           |
| 5       | Front glass Door                           | Yes                                  |
| 6       | Type of glass used in front door           | Transparent Toughened Glass          |
| 7       | Material used for rear door                | SPCC Quality Cold Rolled Steel Metal |
| 8       | Both rear and front doors with Perforation | No                                   |
| 9       | Side Panels with Key Locks and Slam Latch  | No                                   |
| 10      | Secure Locks                               | Available                            |
| 11      | Rear split door design                     | No                                   |

### 3. Desktop Computers

Table 33. Desktop Computer Specification

| Sr. No. | Feature            | Specifications /Requirements                                                                                                                                                                  |
|---------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | OS and Anti-Virus  | The latest release of Windows Professional 64 bit and Latest version of Antivirus along with patches & updates for 5 Years                                                                    |
| 2       | Processor          | Intel Core i5 (or equivalent) CPU @ 3.20GHz (12th Generation Processors, minimum 4 cores) 6MB Cache @ 3GHZ or latest equivalent applicable                                                    |
| 3       | Motherboard        | OEM Motherboard with 2 PCI, PCI Express x16<br><br>Downward compatible to PCI Express xl,1-Serial,1-RJ45,1-VGA,4-USB, Line in line out, mic, Integrated graphics, and sound device.           |
| 4       | Display            | 23 inches or more LED Widescreen antiglare display, 1920 X 1080 FHD, above TCO 03 Certified. Monitor of the same make of offered PC brand                                                     |
| 5       | Memory and HDD     | 8 GB DDR4@ 2400 MHz expandable up to 16 GB Min.1 DIMM Slot free for future upgrades & 256 GB SSD                                                                                              |
| 6       | Ethernet and Ports | (2) USB 3.0 Ports, (4) USB 2.0 ports-Out of these Minimum 3 Should be in front, Universal audio jack, Line in/out & mic, (1) VGA Connector, (1) Ethernet Port (RJ45) and Expansion card slots |
| 7       | Keyboard & Mouse   | Heavy duty Bi-lingual (INSCRIPT) ETCHED Membrane Keyboard & Optical Mouse (USB)                                                                                                               |
| 9       | Office suite       | Latest version of Microsoft Office suite pre-loaded                                                                                                                                           |
| 10      | Warranty           | 5 years on-Site                                                                                                                                                                               |

### 4. Mono Printer (B/W)

Table 34. Mono Printer Specifications

| Sr. No. | Feature            | Specifications /Requirements  |
|---------|--------------------|-------------------------------|
| 1       | Duplex Printing    | Automatic Duplex              |
| 2       | Print Speed        | 35 PPM or better              |
| 3       | Duty cycle / month | 100000 or better              |
| 4       | Resolution in DPI  | 1200 X 1200 or better         |
| 5       | Interface          | USB 2.0, Ethernet 10/100 Mbps |



|    |                                   |                                                                                                 |
|----|-----------------------------------|-------------------------------------------------------------------------------------------------|
| 6  | Input capacity and types          | 250 sheet cassettes, 100 sheet multipurpose tray                                                |
| 7  | Toner                             | Full                                                                                            |
| 8  | OS support                        | Windows                                                                                         |
| 9  | Memory Standard                   | 128 MB or better                                                                                |
| 10 | Input / Output capacity and types | 100 sheet multipurpose tray, 500 sheet input tray, 250 sheet output tray, 100 sheet output tray |
| 11 | Warranty                          | 5 Years on-site                                                                                 |

## 5. Colour Inkjet / Laser Printer

Table 35. Printer Specifications

| Sr. No. | Feature                              | Specifications /Requirements                     |
|---------|--------------------------------------|--------------------------------------------------|
| 1       | Duplex Printing                      | Automatic Duplex                                 |
| 2       | First print out time (mono / Colour) | 10 seconds or less                               |
| 3       | Print Speed                          | 20 PPM or better                                 |
| 4       | Duty cycle / month                   | 60,000 or better                                 |
| 5       | Resolution in DPI                    | 1200 x 1200 or better                            |
| 6       | Interface                            | USB 2.0, Ethernet 10/100 Mbps                    |
| 7       | Toner                                | Full                                             |
| 8       | Input capacity and types             | 250 sheet cassettes, 100 sheet multipurpose tray |
| 9       | Memory                               | Minimum 256 MB                                   |
| 10      | OS Support                           | Windows                                          |
| 11      | Warranty                             | 5 years on-Site                                  |

## 6. ADF Scanner

Table 36. ADF Scanner Specifications

| Sr. No. | Feature                                   | Specifications /Requirements                                                                                 |
|---------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1       | Type                                      | Sheet fed                                                                                                    |
| 2       | Monochrome Speed (200 dpi/ LTR/ Portrait) | 20 ppm, 40 ipm                                                                                               |
| 3       | Colour Speed (LTR/Portrait)               | 20 ppm, 40 ipm                                                                                               |
| 4       | Output Resolution                         | 100-600 dpi                                                                                                  |
| 5       | Optical Resolution                        | 600 dpi                                                                                                      |
| 6       | ADF Capacity                              | 50 sheets                                                                                                    |
| 7       | Paper size Minimum (for ADF)              | 50x53.9 mm, 216x356 mm                                                                                       |
| 8       | Interface                                 | USB 2.0                                                                                                      |
| 9       | Dimensions (W X D X H)                    | 298x160x160 mm                                                                                               |
| 10      | Weight                                    | 5.3 lb.2.4 kg                                                                                                |
| 11      | Bundled Software                          | Capture Perfect 3.0, Capture on Touch, Adobe Acrobat9, OmniPage SE, BizCard Reader Paper port Std or similar |
| 12      | Suggested Daily Volume                    | 1,500 Scans                                                                                                  |
| 13      | Options                                   | Exchange Roller                                                                                              |
| 14      | Other Features                            | Embossed Card Scanning                                                                                       |
| 15      | Compatibility                             | TWAIN compatibility                                                                                          |



|    |          |                 |
|----|----------|-----------------|
| 16 | Warranty | 5 Years on-site |
|----|----------|-----------------|

## 7. Web Camera

Table 37. Web Camera Specification

| Sr. No.                                                                                                                       | Feature                        | Specifications /Requirements                                                               |
|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------------------------------------------------------------------|
| 1                                                                                                                             | Lens                           | • Wide angle lens                                                                          |
| 2                                                                                                                             | Image Sensor                   | • High quality 1/4 CMOS Sensor                                                             |
| 3                                                                                                                             | Effective Pixels               | • 2.0 M pixels                                                                             |
| 4                                                                                                                             | Video Resolution               | • 1280x 1024 pixels                                                                        |
| 5                                                                                                                             | Image Resolution               | • 800x600 pixels<br>• 1280x960 pixels<br>• 1600x1200 pixels                                |
| 6                                                                                                                             | Frame Rates                    | • 1280x1024 @ 15fps<br>• 800 x 600 @ 15fps<br>• 640 x 480 @ 30 fps<br>• 352 x 288 @ 30 fps |
| 7                                                                                                                             | Colour Depth                   | • 24-Bit True Colour                                                                       |
| 8                                                                                                                             | Interface                      | • USB 2.0                                                                                  |
| 9                                                                                                                             | Focus                          | • 5 cm to infinity                                                                         |
| 10                                                                                                                            | Microphone                     | • Built-in                                                                                 |
| 11                                                                                                                            | Night Vision                   | • Auto lighting LEDs                                                                       |
| 12                                                                                                                            | Zoom                           | • 4x digital zoom                                                                          |
| 13                                                                                                                            | Operating System Compatibility | • Must be compatible with Windows 10, Windows 8, Windows 7                                 |
| 14                                                                                                                            | Compatibility                  | • TWAIN compatibility                                                                      |
| Camera should have Auto Low Light Boost, Auto White Balance, Auto Exposure, Auto Compensation and Auto Face Tracking features |                                |                                                                                            |
| Warranty: 5 years on-site                                                                                                     |                                |                                                                                            |

## 8. UPS and Generator

The selected bidder has to survey, identify the requirements, and supply the UPS accordingly. The load may vary from office to office based on the number devices (hardware & network) that needs to be functional. Uninterrupted power supply to be ensured by the Selected bidder. The same can be achieved by a combination of UPS (for short time) and Generators (for longer power shortages). The Bidder shall assess the requirements for each site for the type of power sources required. All the operating costs for this power back up arrangements including fuel cost, maintenance, manpower etc. shall be in the scope of the Selected bidder.

## 9. Network Rack (9U)

Table 38. Network Rack Specifications

| Sr. No. | Item     | Minimum Specification                                                                                                                                   |
|---------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Size     | Rack should be 9U wall mount type (Sizing with suffice the related components mounting requirement inside the rack)                                     |
| 2       | Fan      | Rack must be provided with one fan directly mounted on the roof top as an exhaust from the cabinet. Fan should be of AC 230V.                           |
| 3       | Front    | Rack should have Front Toughened Glass Door with lock & Key.                                                                                            |
| 4       | Mounting | Bidder to arrange additional Metal frame (without any additional cost) for mounting the rack on wall. If there is no provision of placing rack at wall, |



|   |               |                                                                                                                                                                                                                                                                                                                                                                                    |
|---|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |               | the same should be placed on Floor with utmost care and safety measures protecting all the equipment inside, at the respective location                                                                                                                                                                                                                                            |
| 5 | Certification | <ul style="list-style-type: none"> <li>Racks manufactured out of steel sheet punched, formed, welded and Powder coated</li> <li>Standard for Racks configuration will be welded frame and vented top cover or better.</li> </ul> <p>Manufacturer should have ISO 9001-2015 &amp; 14001-2004 Certifications, and UL/DIN and RoHS certified. Certificate needed to be submitted.</p> |
| 6 | Accessories   | Rack should be provided with cable management accessories. 1U Cable manager, PDU with 6 Nos. Sockets of 5 Amp.                                                                                                                                                                                                                                                                     |

## 10. LED Display for Viewing Centre & War Room

Table 39. LED Display Specifications

| Sr. No. | Parameter     | Minimum Specifications                 |
|---------|---------------|----------------------------------------|
| 1       | Technology    | Full HD LED Selected                   |
| 2       | Screen Size   | 50"                                    |
| 3       | Resolution    | Full high definition (1080p) or better |
| 4       | Viewing Angle | 178 degrees (H/V)                      |
| 5       | Brightness    | 850 nits or higher                     |
| 6       | Control       | On Screen, Remote control              |
| 7       | Ports         | 2 HDMI, 2 USB                          |
| 8       | Operations    | Rated for 24 x 7 operations            |

## 11. LED Video Wall for CCC

Table 40. LED Video Wall Specifications

| Sr. No. | Parameter                          | Minimum Specification                               |
|---------|------------------------------------|-----------------------------------------------------|
| 1       | Screen Size & Matrix Configuration | 55" Screen Size & Matrix Config - 12 Cubes          |
| 2       | Back Light Type                    | Back Lit LED Direct                                 |
| 3       | Aspect Ratio                       | 16:09                                               |
| 4       | Native Resolution                  | 1,920 X 1,080 (FHD)                                 |
| 5       | Brightness                         | 850 NITS or Higher                                  |
| 6       | Contrast Ratio (DY/N/S)            | 1,00,000:1                                          |
| 7       | Uniformity                         | 91% or more                                         |
| 8       | Viewing Angle (H x V)              | 178 X 178                                           |
| 9       | Color Depth                        | 1.0 billion (10 bit) or better                      |
| 10      | Response Time                      | 8ms (G to G) or lesser                              |
| 11      | Lifetime (Typ.)                    | Min 60,000 Hrs. (Typ.) or high                      |
| 12      | Operation Hours                    | 24Hrs                                               |
| 13      | Minimum Inputs ports               | HDMI -1, DP-1, DVI-D-1, USB-1, RJ45(LAN-1), IR in-1 |
| 14      | Minimum Output ports               | DP -1, RJ45(LAN-1)-1                                |
| 15      | Bezel to Bezel (Gap)               | 1 mm or less (Even Bezel from all side)             |
| 16      | Operation Humidity                 | 10 % to 80 %                                        |
| 17      | Power Supply                       | 100-240V~, 50/60Hz                                  |
| 18      | Power Consumption                  | 200 Watts or less                                   |
| 19      | CERTIFICATION's                    | Safety-UL, BIS                                      |



|    |              |                                                                                                                                                                                                                                                      |
|----|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 | Installation | <p>Uniform installation with Push Pull Bracket for Easy Maintenance.</p> <p>The installation should be done in the manner that bezel to bezel gap should be even from all sides and all the screens should be installed at same level from wall.</p> |
|----|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 12. Video Wall Controller

Table 41. Video Wall Controller Specification

| Sr. No. | Parameter                 | Minimum Specifications                                                                                      |
|---------|---------------------------|-------------------------------------------------------------------------------------------------------------|
| 1       | Video Wall Controller     | • Video wall controller to capable to Drive minimum 12 display units in matrix combination                  |
| 2       | Chassis                   | • Must be rack mountable                                                                                    |
| 3       | Operating System Platform | • Windows 10 Professional 64 bit or Windows Server 19                                                       |
| 4       | Hard Disk                 | • 1 TB                                                                                                      |
| 5       | Networking                | • Dual-port Gigabit Ethernet Controller inbuilt<br>• Supports Add on copper/ optical fiber adapters         |
| 6       | Inputs Supported          | • HDMI/DVI/DP - 12 Nos or through Encoders, 12 workstations should be capable of projecting on 12 different |
| 7       | RAID                      | • Minimum RAID 5 support                                                                                    |
| 8       | Redundant Support         | • (1+1) Redundant hot swappable power supply<br>• HDD<br>• Cooling Fan<br>• LAN Port                        |
| 9       | Monitoring options        | • CPU, FAN, Temperature                                                                                     |
| 10      | Voltage                   | • 100-240V @ 50/60 Hz                                                                                       |

## 13. CCTV Component Specifications

Table 42. Dome Camera Specifications

| Sr. No. | Parameter            | Minimum Specification                                                                                                                            |
|---------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Image Sensor         | 1/2.7" 2.4MP PS CMOS Image Sensor (0.9407cm                                                                                                      |
| 2       | Effective Pixels     | 2.4MP                                                                                                                                            |
| 3       | Minimum Illumination | 0.02Lux/F1.9, 30IRE, 0Lux IR on                                                                                                                  |
| 4       | Shutter Speed        | PAL: 1/25s–1/100000s, NTSC: 1/30s–1/100000s                                                                                                      |
| 5       | Max. Aperture        | F1.9                                                                                                                                             |
| 6       | Lens Type            | Fixed lens                                                                                                                                       |
| 7       | Lens                 | 3.6mm (2.8mm optional)                                                                                                                           |
| 8       | Lens Mount           | M12                                                                                                                                              |
| 9       | Gain Control (AGC)   | Auto/Manual                                                                                                                                      |
| 10      | Iris Type            | Fixed                                                                                                                                            |
| 11      | Close Focus Distance | 2.8 mm: 0.5 m (1.7 ft) 3.6 mm: 0.8 m (2.6 ft)                                                                                                    |
| 12      | DORI Distance        | 2.8 mm: 38.6m (Detect) 15.4m (Observe) 7.7m (Recognize) 3.9m (Identify)<br>3.6 mm: 49.7m (Detect) 19.9m (Observe) 9.9m (Recognize) 5m (Identify) |
| 13      | White Balance        | Auto/Manual                                                                                                                                      |



|    |                         |                                                                                                                                                         |
|----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14 | Back Compensation Light | DWDR/BLC/HLC                                                                                                                                            |
| 15 | Pan, Tilt, Rotation     | Pan: 0°–360° Tilt: 0°–78° Rotation: 0°–360°                                                                                                             |
| 16 | Angle of View           | 2.8 mm: 119° x 101° x 54° (diagonal x horizontal x vertical)<br>3.6 mm: 100° x 84° x 45° (diagonal x horizontal x vertical)                             |
| 17 | S/N Ration              | >65dB                                                                                                                                                   |
| 18 | Resolution              | 2.4MP (1928×1088); 720P (1280×720); 960H (960× 576/960×480)                                                                                             |
| 19 | Video Output            | Video output choices of CVI/TVI/AHD/CVBS by one BNC port                                                                                                |
| 20 | Frame Rate              | CVI: 2.4MP@25/30fps; 720P@25/30fps; 720P@50/60fps<br>AHD: 2.4MP@25/30fps; 720P@25/30fps<br>TVI: 2.4MP25/30fps; 720P@25/30fps; 720P@50/60fps; CVBS: 960H |
| 21 | Noise Reduction         | 2D NR                                                                                                                                                   |
| 22 | Mirror Function         | Supported                                                                                                                                               |
| 23 | Privacy Mask            | Off/On (8 area, rectangle)                                                                                                                              |
| 24 | Defog                   | Supported (Electronic Defog)                                                                                                                            |
| 25 | ICR                     | Auto (ICR)/Color/B/W                                                                                                                                    |
| 26 | IR                      | IR Range of 20 Mtr.                                                                                                                                     |
| 27 | IR Control              | Auto/Manual                                                                                                                                             |
| 28 | IR Number               | 12 (IR LED)                                                                                                                                             |
| 29 | Operating Temperature   | -40°C to +60°C (-40°F to 140°F); <95% (non-condensation)                                                                                                |
| 30 | Storage Temperature     | -40°C to +60°C (-40°F to 140°F); <95% (non-condensation)                                                                                                |
| 31 | Power Source            | 12V ±30% DC                                                                                                                                             |
| 32 | Power Consumption       | Max 3.1W (12V DC, IR on)                                                                                                                                |
| 33 | Weatherproof Standard   | IP50                                                                                                                                                    |
| 34 | Dimension               | φ85.4 mm × 70.2 mm                                                                                                                                      |
| 35 | Casing                  | Plastic throughout the whole casing                                                                                                                     |
| 36 | Weight                  | 0.13Kg                                                                                                                                                  |

Table 43. Network Video Recorder Specifications

| Sr. No. | Parameter           | Minimum Specification                                                                                             |
|---------|---------------------|-------------------------------------------------------------------------------------------------------------------|
| 1       | Processor           | Industrial-grade embedded processor                                                                               |
| 2       | IP Camera Input     | 4 channels                                                                                                        |
| 3       | Operating System    | Embedded LINUX                                                                                                    |
| 4       | RCA Input/ Output   | 1 Channel Input, 1 Channel Output, RCA                                                                            |
| 5       | User Interface      | Web/operating in local GUI                                                                                        |
| 6       | Video Output        | 1 VGA/1 HDMI simultaneous video output, maximum resolution 1080P                                                  |
| 7       | Compression         | H.265/Smart H.264+/H.264                                                                                          |
| 8       | Encode Strategy     | Instastream                                                                                                       |
| 9       | Decoding Capability | 1-ch@8MP (30FPS) or 1-ch@5MP (30FPS) or 2-ch@4MP (30FPS) or 2-ch@3MP (30FPS) or 4-ch@1080P(30FPS)8-ch@720P(30FPS) |
| 10      | Resolution          | 8MP/5MP/4MP/3MP/1080P/720P/D1/CIF                                                                                 |
| 11      | Network Bandwidth   | 80 Mbps for access, 80 Mbps for storage and 60 Mbps for forwarding.                                               |
| 12      | Video Display Split | 1/4                                                                                                               |



|    |                        |                                                                                                                                       |
|----|------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 13 | Multi-channel Playback | Up to 4 Channel                                                                                                                       |
| 14 | Playback               | Play, pause, stop, fast forward, fast backward, rewind, play by frame, Full screen, backup (cut/file), partially enlarge, audio on/of |
| 15 | Recording Mode         | Priority of record mode: Manual recording, alarm recording, motion detection recording, timed recording                               |
| 16 | General Alarm          | Motion detection, privacy masking, video loss, PIR alarm, IPC alarm                                                                   |
| 17 | Anomaly Alarm          | Front-end device going offline, storage error, full storage, IP conflict, MAC conflict, login lock, network security anomaly          |
| 18 | Alarm Linkage          | Video recording, snapshot, log, preset, tour                                                                                          |
| 19 | Hard Disk              | 1 SATA 2.0, up to 8TB Each                                                                                                            |
| 20 | Smart Phone            | iPhone, iPad, Android Phone                                                                                                           |
| 21 | Backup Mode            | USB Device                                                                                                                            |
| 22 | Storage                | Local HDD & Network                                                                                                                   |
| 23 | Interface Ports        | 2 USB Ports (1 Rear USB 2.0, 1 Front USB 2.0)                                                                                         |
| 24 | Ethernet               | 1 RJ-45 Port (10/100Mbps)                                                                                                             |
| 25 | Protocols              | HTTP, HTTPS, TCP/IP, IPv4, IPv6, RTSP, UDP, NTP, DHCP, DNS, P2P, ONVIF (profile T/profile S/ profile G), RTSP, CGI, SDK               |
| 26 | Power Supply           | DC12V, 1.5A                                                                                                                           |
| 27 | Power Consumption      | <10W (Without HDD)                                                                                                                    |
| 28 | Operating Temperature  | -10°C to 45°C (+34°F to +113°F)                                                                                                       |
| 29 | Storage Temperature    | 0°C to 40°C (+32°F to +104°F)                                                                                                         |
| 30 | Operating Humidity     | 10%~93%                                                                                                                               |
| 31 | Storage Humidity       | 30%~85%                                                                                                                               |
| 32 | Operating Altitude     | 3000m                                                                                                                                 |
| 33 | Dimension              | 260 mm×225 mm×47.6 mm (W × L × H)                                                                                                     |
| 34 | Weight                 | 0.81kg (without HDD)                                                                                                                  |

Table 44. LED Monitor Specifications

| Sr. No. | Parameter                                     | Specifications        |
|---------|-----------------------------------------------|-----------------------|
| 1.      | Screen Size (Diagonal) (cm)                   | 53.5 - 55.5           |
| 2.      | Panel Type                                    | Twisted Nematic (TN)  |
| 3.      | Resolution (Pixels)                           | 1920 x 1080 (Full HD) |
| 4.      | Aspect Ratio                                  | 16:09                 |
| 5.      | Brightness (Nits)                             | 250                   |
| 6.      | Native Contrast Ratio (Minimum)               | 1000:01:00            |
| 7.      | Viewing Angle (Horizontal: Vertical) (Degree) | 170:160               |
| 8.      | Response Time (millisecond)                   | 5 milliseconds        |
| 9.      | Antiglare Coating                             | No                    |
| 10.     | Split Screen Feature                          | Available             |
| 11.     | Inbuilt Speakers                              | Available             |
| 12.     | VGA Port                                      | Available             |
| 13.     | HDMI Port                                     | Not Available         |
| 14.     | DVI-D Port                                    | Available             |
| 15.     | Display Port                                  | Not Available         |



|     |                                                      |                |
|-----|------------------------------------------------------|----------------|
| 16. | Power Consumption in Operating Mode (Maximum) (Watt) | 19.5           |
| 17. | Power Consumption in Sleep Mode (Maximum) (Watt)     | 0.45           |
| 18. | Mounting Arrangement                                 | Table Mount    |
| 19. | TCO Certification                                    | TCO-07         |
| 20. | BIS Registration under CRS of Meity                  | Yes            |
| 21. | Operating Temperature Range (Degree Celsius)         | 0-40 Degree C  |
| 22. | Operating Humidity (%RH)                             | 20% - 80%      |
| 23. | Power Supply                                         | 230V AC, 50 Hz |
| 24. | Type Of Power Supply                                 | External       |
| 25. | On Site OEM Warranty (Year)                          | 3              |

Table 45. Video Management System (VMS) Specifications

| Sn. | Parameter                                                 | Specification                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Software domain                                           | Video Management System Software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 2   | Type of video management system software                  | 1. VMS software for local monitoring,<br>2. VMS software for centralized monitoring for multi-location installation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3   | Type of license                                           | Perpetual                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 4   | License Cost                                              | Per channel license                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 5   | Deployment option                                         | On site compute device                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 6   | Name of Software                                          | Enterprise VMS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7   | Brief Description                                         | Per channel license                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8   | No of days Training Provided at Site                      | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9   | Number of Years up to which Support is available from OEM | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 10  | Generic feature in the offered product                    | 1. Video Management software is highly scalable Enterprise level software & a complete video surveillance solution. It is scalable to required numbers of cameras that can be added on a unit -by-unit basis.,<br>2. Video Management software is licensed & operate on open architecture & require no proprietary IT hardware.,<br>3. The Video Management software allow video to be streamed on workstation monitor or on a Video wall.,<br>4. The User with administrative rights to create clients(users) & give access to the software client application based on predefined user access rights.,<br>5. System allows the recording, live monitoring, playback of archived video and data simultaneously., The VMS Video management system to be seamlessly integrated with Face recognition software and have the capability to receive the alerts. |



|    |                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | Software provides                                                                                                       | <ol style="list-style-type: none"> <li>1. Several simultaneous live picture connections of camera in network.,</li> <li>2. Configuration of monitoring situation (site maps).,</li> <li>3. Programming of alarm-triggered automatic events in various alarms configuration.,</li> <li>4. System set up with limited operation options for clearly defined surveillance tasks.,</li> <li>5. Programming of automatic recording events on a network recorder.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                   |
| 12 | Type of Streaming                                                                                                       | Single Streaming, Dual Streaming, Multi-streaming                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 13 | Video compression format supported by the software in real time                                                         | H.264, MJPEG, H.265, Higher video streams                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 14 | Frame rate range supported by the software (in fps)                                                                     | Unlimited                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 15 | Resolution                                                                                                              | Full HD, Ultra HD, HD, SD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 16 | Number of monitors for displaying live video with one server /workstation (Hint: Select '0' if not applicable)          | 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 17 | Number of level of users and alarm prioritization supported by the offered product (Hint: Select '0' if not applicable) | 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 18 | Number of cameras to be replayed simultaneously by the offered product (Hint: Select '0' if not applicable)             | 16                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 19 | Compliance of standard of the offered product                                                                           | <ol style="list-style-type: none"> <li>1. Global standards ONVIF Profile 'S' for the interface of network video product (ONVIF- Open Network Video Interface Forum).,</li> <li>2. Offered product available on ONVIF website and confirmation certificate to be provided to buyer on demand.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 20 | Cybersecurity Parameters                                                                                                | HTTPS encryption, SSL/TLS, Complex passwords, Digital Watermarking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 21 | Camera related feature in the offered product                                                                           | <ol style="list-style-type: none"> <li>1. Camera's bit rate, frame rate and resolution to be set independently from other Cameras in the system and altering these settings do not affect the recording and display settings of other Cameras.,</li> <li>2. The software capable to provide automatic search &amp; discovery of components of video surveillance system on the network which can be network Cameras.,</li> <li>3. The software capable to provide drag &amp; drop functions on the system &amp; also for set up of connection between Cameras and monitors connected to one workstation.,</li> <li>4. The Software capable of handling Camera &amp; alarm icons on area map &amp; area map to be configurable to pop up upon the receipt of an alarm received from a camera on the map. This can be on the same or other monitors on the PC.,</li> </ol> |



|    |                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                | <ol style="list-style-type: none"> <li>The Software enable the client to dynamically create connections between Cameras and clients and view live or recorded video on monitors.,</li> <li>Software capable to provide the client seamless operation of all cameras &amp; clients available in the system regardless of the actual connection to different network video recording servers.,</li> <li>Scalable licensing model supporting unlimited cameras per server based on the available hardware configuration,</li> <li>Camera License not tied to MAC address of cameras, Unrestricted camera replacement in case of camera failure</li> </ol>                                                        |
| 22 | The offered product capable to allow                                           | <ol style="list-style-type: none"> <li>Live Display of Cameras,</li> <li>Live Display of Camera sequences,</li> <li>Control of PTZ Cameras,</li> <li>Playback of archived video,</li> <li>Retrieval of archived video,</li> <li>Instant Replay of live Video,</li> <li>Use of Site maps,</li> <li>Configuration of System Settings,</li> <li>Configuration and programming of P /T /Z Cameras, features like auto tours, presets etc.,</li> <li>Digital PTZ Control.,</li> <li>Comport Joystick support.,</li> <li>Preset position setup.,</li> <li>Preset position search.,</li> <li>Digital zoom enable/disable.,</li> <li>Full screen view enable/disable.,</li> <li>Camera connect/disconnect.</li> </ol> |
| 23 | Software capable to record video on                                            | <ol style="list-style-type: none"> <li>Inbuilt hard disks on the server,</li> <li>Direct attached storage boxes attached to the servers,</li> <li>Network attached storage,</li> <li>Storage area network</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 24 | Software capable to select recording based on                                  | <ol style="list-style-type: none"> <li>Time at which recording was activated,</li> <li>Duration of recording,</li> <li>Operator activated recording,</li> <li>Event activated recording,</li> <li>Scheduled recording,</li> <li>Camera,</li> <li>Date</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 25 | Option available in the offered product for reporting utility for tracking for | <ol style="list-style-type: none"> <li>video clips and image snapshots to be stored with reports for documenting events,</li> <li>Alarms, Incidents, Operator logs</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 26 | Video management and recording feature in the offered product                  | <ol style="list-style-type: none"> <li>Software have the facility to export the desired portion of clipping of video from a Desired date/ Time to another desired date/ time on DVD on any client/ Network storage device. Viewing of the recording possible on authorized player or in media player on computer utilizing a Window environment.,</li> <li>The video management server not to limit the number of video recording servers can be networked together to form video management and recording system.,</li> </ol>                                                                                                                                                                                |



|    |                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                         | <ol style="list-style-type: none"> <li>The video management servers capable to maintain a catalog of settings for all clients, servers and IP Cameras &amp; IP enabled Cameras in the system. In case of single server, if recording cannot be managed then offered product have a provision for addition of server.,</li> <li>The Software enable the client to dynamically create connections between Cameras and clients and view live or recorded video on monitors.,</li> <li>Software capable to provide the client seamless operation of all cameras &amp; clients available in the system regardless of the actual connection to different network video recording servers.,</li> <li>Software capable to commence the video recording from the date &amp; time specified by the end-user &amp; also able to playback more than one camera recording simultaneously.,</li> <li>Watermarking, Encrypt and Digital Signature option while video exporting,</li> <li>Software shall support encryption-based recording. Encrypted recording shall play only in Video Management Software,</li> <li>Video push feature to send individual cameras or an entire view of cameras to public view or another monitor,</li> <li>Manage users through LDAP/Active directory,</li> <li>Client bandwidth throttling to Optimize video data rates over limited bandwidth client connections,</li> <li>Scheduled Access time for Operation with assign permission.</li> </ol> |
| 27 | Supporting feature in the offered product                                               | <ol style="list-style-type: none"> <li>The Video management software provide a full matrix operation of IP video to display monitors.,</li> <li>Video management software have the capability of creating camera sequences with following functionalities: -i) Capability to sequence cameras ii). Each camera in the sequence has its own individual dwell time iii). Multiple users able to view the same camera sequence simultaneously, not necessarily synchronized one with the other.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 28 | NO of cameras VMS Software can sequence up to                                           | 1200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 29 | Each camera in the sequence has its own individual dwell time in seconds                | 60                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 30 | Maximum VMS Throughout                                                                  | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 31 | Client Interface (Thick Client)                                                         | 20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 32 | Suspect Tracking through Multiple links of Cameras (Hint: Select '0' if not applicable) | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 33 | Server Connections                                                                      | 1000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 34 | Operating System Compatibility                                                          | Window                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 35 | Architecture                                                                            | <ol style="list-style-type: none"> <li>Client &amp; Server on Multiple Hardware,</li> <li>Client &amp; Server on Same Hardware</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



|    |                                                                            |                                                                                                                                      |
|----|----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| 36 | Number of monitors for displaying live video with one server / workstation | 2                                                                                                                                    |
| 37 | Number of Video Streams (Channels) concurrently supported by Local VMS     | 250                                                                                                                                  |
| 38 | Number of Video Streams (Channels) expandable for local VMS up to          | 250                                                                                                                                  |
| 39 | Number of Video Streams (Channels) concurrently supported by Central VMS   | 0                                                                                                                                    |
| 40 | Image rotates (in degree)                                                  | Customizable                                                                                                                         |
| 41 | No of Auto Tour selectable option                                          | 10                                                                                                                                   |
| 42 | Status display                                                             | Free disk space, Camera status, CPU usage                                                                                            |
| 43 | Display clock (in real time)                                               | day, date, time, year                                                                                                                |
| 44 | Display mode (split screen matrix)                                         | 32                                                                                                                                   |
| 45 | Display Characteristics Overlay of the Cameras during -                    | Live view, Live View & Navigate, Live view & navigate over camera icons                                                              |
| 46 | Type of audio                                                              | 2-way                                                                                                                                |
| 47 | Type of Codec                                                              | G.711                                                                                                                                |
| 48 | Support offered in the Audio                                               | Audio broadcasting                                                                                                                   |
| 49 | No of Motion detection selectable area                                     | 0                                                                                                                                    |
| 50 | Motion detection selectable area                                           | NA                                                                                                                                   |
| 51 | System event                                                               | shutdown, restart, login, logoff, Camera reboot, external I/O trigger                                                                |
| 52 | Hot-Spot Window Feature                                                    | To activate and switch the channel with event to the hot-spot window, The original video in the hot-spot window to be switched over. |
| 53 | Hotspot window split Screen from the matrix                                | Others                                                                                                                               |
| 54 | Type of Hot spot window, Hot spot split screen                             | 5+1 wide screen, 12+1 wide screen                                                                                                    |
| 55 | Recording type                                                             | schedule, continuous, manual, motion, event                                                                                          |
| 56 | Recording Recycle                                                          | Auto, FIFO mode Audio and video simultaneous recording, Motion Detect from camera                                                    |
| 57 | Audio Recording                                                            | Pre-record, Post -record support                                                                                                     |
| 58 | Number of selectable paths in Local storage simultaneously                 | 0                                                                                                                                    |
| 59 | Network storage path                                                       | ISCSI, network share, NAS                                                                                                            |
| 60 | Storage/ Backup features                                                   | Multiple local storage support, Network Storage Device Support, CD Burning, DVD Burning, USB backup support, back up Tape device     |
| 61 | Playback Search from Local and Network storage                             | Channels, Date and time, Bookmarking, Alarm, All - Channels; Date & Time; Bookmarking; Alarm                                         |



|    |                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 62 | Event Playback Search from video loss, motion detection and manual recording                                                                               | 1.Channels,<br>2. Date and time                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 63 | Playback mode                                                                                                                                              | Play, Stop, Pause, Forward, Backward, Next, Previous.                                                                                                                                                                                                                                                                                                                                                                                                            |
| 64 | Forward/Backward mode                                                                                                                                      | x1/4, x1/2, x1, x2, x4, x16, x32, x 64                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 65 | Video Search                                                                                                                                               | External alarm input trigger                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 66 | Image Export                                                                                                                                               | Image Export by JPEG                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 67 | Protocols                                                                                                                                                  | HTTP, TCP, UDP, RTSP, Multicast, SRTP                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 68 | Remote View                                                                                                                                                | 1. Remote Live streaming.,<br>2. Video record to AVI/ASF,<br>3. Image Snapshot to JPEG.,<br>4. PTZ control.,<br>5. Event notification.,<br>6. Video playback.                                                                                                                                                                                                                                                                                                    |
| 69 | E-Map                                                                                                                                                      | 1. Multi E-map layers support.,<br>2. Indicator camera &I/O.,<br>3. E-Map Type BMP/JPG/GIF/PNG/TIF.,<br>4. Unlimited E-map pictures.,<br>5. Camera Preview.,<br>6. Online Google Map integration.,<br>7. Map support: map, satellite, and hybrid view.,<br>8. Online control: left, right, up, down, Zoom in and Zoom out.                                                                                                                                       |
| 70 | Tools                                                                                                                                                      | DB Tools.,4. File export to AVI, ASF, MP4                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 71 | Compatibility                                                                                                                                              | 1. Compatible with 3rd party IP cameras,<br>2. Widescreen Support,<br>3. SDK Integration                                                                                                                                                                                                                                                                                                                                                                         |
| 72 | The GUI software capable to perform the applications simultaneously without interfering with any of the storage server operations (recording, alarms etc.) | 1. 1. Live display of Cameras,<br>2. Live display of Camera sequences,<br>3. Control of PTZ Cameras,<br>4. Playback of archived video,<br>5. Retrieval of archived video,<br>6. Instant replay of live video,<br>7. Use of graphical controls (maps) and alarm management,<br>8. Configuration of system settings                                                                                                                                                |
| 73 | The GUI software capable to support                                                                                                                        | 1. Any form of IP network connectivity including LAN, WAN and wireless LAN technologies,<br>2. Multicast video streaming,<br>3. Unicast video streaming                                                                                                                                                                                                                                                                                                          |
| 74 | GUI Software Feature                                                                                                                                       | 1. Capable to provide an authentication mechanism, which verifies the validity of the user.,<br>2. Capable to allow live monitoring of video.,<br>3. Capable to provide management and control over the system using a standard PC mouse, keyboard and Digital keyboard,<br>4. Capable to display all Cameras attached to the system regardless of their physical location on the network.,<br>5. Capable to display all Camera sequences created in the system, |



|    |                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                    | <ol style="list-style-type: none"> <li>6. Capable to display all Cameras, sequences and users in a logical tree.,</li> <li>7. Capable to support graphical site representation (map) functionality, where digital maps are used to represent the physical location of Cameras and other devices throughout facility,</li> <li>8. The maps have the ability to contain hyperlinks to create a hierarchy of interlinked maps,</li> <li>9. Capable to support digital zoom on a fixed Camera's live video streams,</li> <li>10. Capable to support digital zoom on a PTZ Camera's live video streams,</li> <li>11. Capable to display video of Cameras on 40 inch Large Format Display Monitors and Workstation Monitors,</li> <li>12. Capable to allow the control of display from the client PC,</li> <li>13. The operator from the GUI software able to decide the screen layout and also the Cameras that shall be displayed on the monitors,</li> <li>14. Capable to support multicasting,</li> <li>15. Capable to switch the screen layout in response to an alarm,</li> <li>16. Adaptive Streaming. Option to switch stream to lower to higher or vice-versa based on full screen</li> </ol> |
| 75 | Frame rate per camera in the GUI Software                          | 60                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 76 | No Of video tiles enable on a single digital monitor               | 100                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 77 | Tiles Views provided on each of the digital monitors independently | <ol style="list-style-type: none"> <li>1. Full screen,</li> <li>2. Quad view,</li> <li>3. 4x4(16-view),</li> <li>4. Support any other window division based on the site requirement</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 78 | GUI Software Operator Feature                                      | <ol style="list-style-type: none"> <li>1. Allow operators to view an instant replay of any Camera.,</li> <li>2. The operator able to define the amount of time he wishes to go back from timeline bar or through a custom setup period,</li> <li>3. The operator able to control the playback with play, pause, forward, and speed buttons,</li> <li>4. Operator capable to drag and drop a Camera from a tree of available Cameras into any video tile for live viewing,</li> <li>5. Operator capable to view the Camera from a tree of available Cameras into any video tile for live viewing.,</li> <li>6. Operator able to view the Camera from a map into a video tile for live viewing in the same browser without opening a new browser,</li> <li>7. Operator able to click on an icon in a map to initiate PTZ Camera preset, run PTZ pattern, view Camera in an analog monitor or send an I/O stream,</li> <li>8. The operator capable to control Pan, Tilt and Zoom patterns of P/T/Z Camera</li> </ol>                                                                                                                                                                                |



|    |                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 79 | The operator capable to choose and trigger following action from a macro/site map                                                                | <ol style="list-style-type: none"> <li>1. View Camera in a video tile,</li> <li>2. View map or procedure in a video tile,</li> <li>3. Starting/stopping PTZ pattern,</li> <li>4. Go to PTZ preset,</li> <li>5. NA</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 80 | Video Recording Feature by the offered product                                                                                                   | <ol style="list-style-type: none"> <li>1. Support recording H.264/MJPEG/H.265 or higher video streams and audio for all the channels.,</li> <li>2. Supports triplex applications, recording, re-play and backup simultaneously compatible with windows Server OS or Linux for highest performance and reliability.,</li> <li>3. Software operates on open architecture and not requires any proprietary hardware.,</li> <li>4. 4. Software capable to record different video streams or more simultaneously accessible from any client PC connected to the network.,</li> <li>5. 5. Software provides network time server function to ensure the synchronization of the video servers and the recordings.,</li> <li>6. Servers/NVRs be connected to the network so that these can be placed at any location which has network access.,</li> <li>7. Software capable to receive alarms of different types from equipment to start a recording These alarms be motion detection, video loss, unified picture and trigger input.,8</li> <li>8. Software alarm recording supports pre-and post-alarm periods both can be configured in duration.,</li> <li>9. Software shall provide a status of the available recording capacity.,</li> <li>10. Software shall define limits and alerts for low disk space at warning and recording stopped levels</li> </ol> |
| 81 | Video Recording Software supports redundancy configurations for recording servers Video Recording Servers/ Network Video Recorders               | N to X redundancy., X to N redundancy., N to N redundancy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 82 | Failover Time (Maximum Time to which application switches from main server to Failover server) (Hint: Select '0' if not applicable) (in seconds) | 30                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 83 | Features of Fault Tolerance Recording                                                                                                            | <ol style="list-style-type: none"> <li>1. Software &amp; Server(s)/ NVRs operation are interrupted, like power disconnection and once the server(s) are restarted, these automatically resume recording of any Cameras these were recording prior to the interruption.,</li> <li>2. Software supports network fault-tolerant recording such that if the network connection between a video management server and video recording server becomes unavailable, for example through cable breakage, network congestion or WLAN interruption,</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



|    |                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                   | the system operation shall automatically recover when the connection is restored.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 84 | Feature of Search & Export                                        | <ol style="list-style-type: none"> <li>1. Search for recordings in the software by Camera, date and time if a data and time is specified, playback shall commence from that date and time possible to playback more than one Camera simultaneously.,</li> <li>2. Software be capable to export sections of recordings to a separate Windows folder, which then be written to CD-ROM, DVD-ROM or USB Flash Drives etc. to be played back at a location not connected to the network video management&amp; recording network. The export process makes available a player application, which provided with the exported video. Export be possible in Windows media player or any other media player compatible format. Simultaneous export of multiple Cameras be possible.,</li> <li>3. Software provides secured recording for evidence purposes and user authentication to protect data integrity.,</li> <li>4. Software supports activity-controlled video recording. This is required to automatically adjust recording bit rate depending on motion &amp; scene. During periods of negligible motion, the recording bits rate shall drop and when motion occurs, the recording bit rate shall return to normal without any perceptible delay.,</li> <li>5. Video Recording Software be compliant to global standards ONVIF Profile 'S' for the interface of network video product (ONVIF – Open Network Video Interface Forum). The quoted models should appear on the ONVIF website and a confirmation certificate for the offered models to be provided.,</li> <li>6. Watermarking, Encrypt and Digital Signature option while video exporting</li> </ol> |
| 85 | Central Monitoring Software                                       | <ol style="list-style-type: none"> <li>1. GIS supported with vector files, open street Maps and Google Maps.,</li> <li>2. Centralized monitoring of Unlimited devices spread across multiple station,</li> <li>3. Local recording at branch with High Quality Video and Low bandwidth streaming to Central station.,</li> <li>4. User can define SOPs for manual and automatic actions on real time data. Actions and SOPs can be defined with workflows and logical if-then-else conditions.,</li> <li>5. The alert send by VMS, Video Analytics software can be view in form of pop up on screen.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 86 | No of cameras monitored from the central location by the software | 250                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 87 | Alert feature in the offered product                              | <ol style="list-style-type: none"> <li>1. The software capable to detect signal loss &amp; have the capability to alert the Systems administrator.,</li> <li>2. Software capable to receive all incoming events (motion detection, triggered digital input &amp; relay output) in the system and take the appropriate actions based on user-defined event/action relationships.,</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



|     |                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----|----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                          | 3. The Software shall create an audit trail of all events and user activities.,<br>4. Software capable to provide alarm management module.,<br>5. Alarm management able to set any monitor or groups of monitors to automatically display cameras in response to alarm inputs.,<br>6. Ability to send SNMP traps messages on events,<br>7. Inbuilt Video Analytic Alerts required: Abandoned Baggage, Intrusion, Camera Tampering, Crowd Detection |
| 88  | Installation in the scope of supply                      | No                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 89  | If yes, then scope of Installation                       | 5. NA                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 90  | Commissioning in the scope of supply                     | No                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 91  | If yes, then scope of Commissioning                      | 3. NA                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 92  | Minimum Hard Disk Space Required                         | 480GB for OS & App                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 93  | Minimum RAM Size required                                | 32GB                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 94  | Server requirements                                      | Intel Xeon Processor                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 95  | CPU required                                             | Intel, AMD                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 96  | Other Hardware requirements                              | GPU, NIC Card                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 97  | Operating Systems supported                              | Windows                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 98  | Supported Web browsers                                   | All Major Browsers                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 99  | Supported Database                                       | All                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 100 | Free Upgradation to Higher Version within support period | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 101 | Valid License copy to be provided                        | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                |

Table 46. Microphone Specifications

| Sr. No. | Minimum Specification                                                                             |
|---------|---------------------------------------------------------------------------------------------------|
| 1.      | Omnidirectional Digital Noise reduction microphone with Pickup range of 50 Sq. meter.             |
| 2.      | Dynamic Range 70dB                                                                                |
| 3.      | SNR- 60 dB                                                                                        |
| 4.      | Built-in Electrostatic protection                                                                 |
| 5.      | High quality Audio pickup unit with Active Noise Cancellation                                     |
| 6.      | Should be IP POE powered (ONVIF compliant) or 12 VDC powered                                      |
| 7.      | Should be compatible with the offered camera model and VMS from Day 1                             |
| 8.      | Microphone should be from Camera OEM or reputed OEM with 5-year OEM warranty. MAF to be provided. |

All these specifications are indicative, and these are subject to be changed by the concerned before final approval of the department.

#### 14. Enterprise Management Systems (EMS)



Table 47. Enterprise Management System (EMS)

| Sr. No.  | Minimum Functional and Technical Specifications                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1        | The proposed EMS solution should be an integrated, modular, and scalable solution from single OEM family (i.e., all Network Monitoring, server Monitoring including application, database monitoring and Service Management tools should be from single OEM) to provide comprehensive fault management, performance management, Traffic Analysis, IT service desk\ help desk \trouble ticketing system & SLA monitoring functionality. |
| 2        | The system should be accessible via a Web based GUI console/portal from intranet as well as from internet.                                                                                                                                                                                                                                                                                                                             |
| 3        | It should have a secured single sign-on and unified console for all functions of components offered for seamless cross-functional navigation & launch for single pane of glass visibility across multiple areas of monitoring & management.                                                                                                                                                                                            |
| 4        | The proposed EMS solution deployment must support latest version of both Windows or Linux Operating Systems and should be 64-bit application to fully utilize the server resources on which it is installed.                                                                                                                                                                                                                           |
| 5        | Any additional components (hardware, software, database, licenses, accessories, etc.) if required for implementation and execution of project, for providing the total solution as mentioned in the RFP document should be provided by the bidder.                                                                                                                                                                                     |
| 6        | The proposed solution should have the capability to support the deployment on either on- premises Data Centre platform or the public/private cloud platform like AWS, Azure etc.                                                                                                                                                                                                                                                       |
| 7        | The proposed EMS solution should be built on modern container technologies and have an option to deploy on classic mode (non-containerized) as well as containerized (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.                                                                                            |
| 8        | The proposed EMS solution should be an integrated, modular, and scalable solution, accessible from a single pane of glass for KPI insights across the entire IT environment.                                                                                                                                                                                                                                                           |
| 9        | This dashboard will provide service status, performance view, response time data etc. based on role-based access. Since the operations manager solution provides a single framework for streaming metrics across Systems, applications, networks, topology & event data.                                                                                                                                                               |
| 10       | The monitoring module of proposed solution must not use any third-party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations.                                                                                                                                                                               |
| 11       | Proposed EMS solution MUST have at least 3 deployments in Indian Government/ Public Sector, monitoring & managing 10,000+ devices (including IT assets - Network devices, etc.; Non-IT Assets - UPS, KVM, PDU, etc.; Surveillance system - Cameras, Sensors, etc. in each of such deployments. Relevant PO and completion document to be provided at the time of bidding.                                                              |
| 12       | To ensure the mature security standard of proposed EMS solution, SI must ensure that the proposed EMS solution OEM is ISO 27034 certified. Documentary proof must be provided at the time of submission.                                                                                                                                                                                                                               |
| <b>B</b> | <b>Network components:</b>                                                                                                                                                                                                                                                                                                                                                                                                             |
|          | The current performance state of the entire network & system infrastructure shall be visible in an integrated console.                                                                                                                                                                                                                                                                                                                 |
| 1        | It should have capability to perform cross domain correlation with alarm correlation from Network Monitoring tool, Systems monitoring tool and other domain monitoring tools.                                                                                                                                                                                                                                                          |
| 2        | The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms inbuilt for root cause analysis.                                                                                                                                                                                                                                                                                           |



| Sr. No.  | Minimum Functional and Technical Specifications                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3        | Alarms should be mapped to the live topology views and real time updates to topology based on alarm occurrences.                                                                                                                                                                                                                                                                                                                                                                     |
| <b>C</b> | <b>Network Fault Monitoring &amp; Performance Management with Reporting</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
| 1        | The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.                                                                                                                                                                                                                                                                                                                                                  |
| 2        | The solution should allow for discovery to be run on a continuous basis which tracks dynamic changes near real-time; to keep the topology always up to date. This discovery should run at a low overhead, incrementally discovering devices and interfaces.                                                                                                                                                                                                                          |
| 3        | NMS should provide integrated fault, performance Monitoring, Configuration & Compliance Management together in one tool.                                                                                                                                                                                                                                                                                                                                                             |
| 4        | NMS should support Industry-leading support for physical, virtual, and SDN enabled devices like Cisco ACI, VMWare NSX, Viptela, Big Switch Networks, etc.                                                                                                                                                                                                                                                                                                                            |
| 5        | NMS should provide network Trap Analytics out of the box.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 6        | NMS should support out of the box monitoring of at least 5000+ devices from at least 150+ vendors. Diagnostic Analytics providing change-Correlated Performance Views and should show the difference either in either a side-by-side, or line-by-line presentation                                                                                                                                                                                                                   |
| 7        | NMS should have built-in audit and compliance policies for industry best practices/Gov. regulations like PCI, HIPAA, NERC others...                                                                                                                                                                                                                                                                                                                                                  |
| 8        | NMS should support 3-Dimensional Compliance Model - Configuration, Software, Running State                                                                                                                                                                                                                                                                                                                                                                                           |
| 9        | The tool should automatically discover different type of heterogeneous devices (all SNMP supported devices i.e., Router, Switches, LAN Extender, Servers, Terminal Servers, Thin- Client and UPS etc.) and map the connectivity between them with granular visibility up to individual ports level. The tool shall be able to assign different icons/ symbols to different type of discovered elements. It should show live interface connections between discovered network devices |
| 10       | It should support various discovery protocols to perform automatic discovery of all L2, L3 Network devices across SWAN and any further Network connectivity's planned in future.                                                                                                                                                                                                                                                                                                     |
| 11       | The tool shall be able to discover IPv4 only, IPv6 only as well as devices in dual stack. In case of dual stack devices, the system shall be able to discover and show both IPv4 and IPv6 IP addresses.                                                                                                                                                                                                                                                                              |
| 12       | The tool shall be able to work on SNMP V-1, V-2c & V-3 based on the SNMP version supported by the device. It shall provide an option to discover and manage the devices/elements based on SNMP as well as ICMP.                                                                                                                                                                                                                                                                      |
| 13       | The proposed Network Fault Management solution must support extensive discovery mechanisms and must easily discover new devices using mechanisms such as SNMP Trap based discovery. It must also allow for inclusion and exclusion list of IP address or devices from such discovery mechanisms                                                                                                                                                                                      |
| 14       | The proposed solution must provide a detailed asset report, organized by vendor name, device type, listing all ports for all devices. The Solution must provide reports to identify unused/dormant Network ports in order to facilitate capacity planning                                                                                                                                                                                                                            |
| <b>D</b> | <b>Network Configuration Automation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 1        | The system should be able to clearly identify configuration changes / policy violations / Inventory changes across multi-vendor network tool.                                                                                                                                                                                                                                                                                                                                        |
| 2        | The system should support secure device configuration capture and upload and thereby detect inconsistent "running" and "start-up" configurations and alert the administrators.                                                                                                                                                                                                                                                                                                       |
| 3        | The proposed system should be able to administer configuration changes to network elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to network elements: a) Capture running                                                                                                                                                                                                                                           |



| Sr. No.  | Minimum Functional and Technical Specifications                                                                                                                                                                                                                                                                                                                                                 |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | configuration; b) Capture start-up configuration; c) Upload configuration; d) Write start-up configuration; e) Upload firmware                                                                                                                                                                                                                                                                  |
| 4        | The proposed fault management solution must be able to perform “load & merge” configuration changes to multiple network devices.                                                                                                                                                                                                                                                                |
| 5        | The proposed fault management solution must be able to perform real-time or scheduled capture of device configurations.                                                                                                                                                                                                                                                                         |
| <b>E</b> | <b>Network Traffic Flow Analysis System</b>                                                                                                                                                                                                                                                                                                                                                     |
| 1        | It shall be able to capture, track & analyze traffic flowing over the network via different industry standard traffic capturing methodologies viz. NetFlow, jflow, sFlow, IPFIX etc.                                                                                                                                                                                                            |
| 2        | It shall provide key performance monitoring capabilities by giving detailed insight into the application traffic flowing over the network.                                                                                                                                                                                                                                                      |
| 3        | It shall be able to monitor network traffic utilization, packet size distribution, protocol distribution, application distribution, top talkers etc. for network traffic.                                                                                                                                                                                                                       |
| 4        | It shall collect the real-time network flow data from devices across the network and provide reports on traffic based on standard TCP/IP packet metrics such as Flow Rate, Utilization, Byte Count, Flow Count, TOS fields etc.                                                                                                                                                                 |
| <b>F</b> | <b>Reporting</b>                                                                                                                                                                                                                                                                                                                                                                                |
| 1        | Reporting solution should be able to report on Service Level status of configured business service.                                                                                                                                                                                                                                                                                             |
| 2        | It should be able to collect and collate information regarding relationship between IT elements and business service, clearly showing how infrastructure impacts business service levels.                                                                                                                                                                                                       |
| 3        | The solution must be built on big data platform and should be user configurable for building additional reports.                                                                                                                                                                                                                                                                                |
| 4        | Solution should be able to collect Key performance measurements and statistics from all network domains and store it. This data is to be used for evaluation of performance of the end-to-end network infrastructure/services                                                                                                                                                                   |
| 5        | <p>The performance management system shall be able to collect and report data like:</p> <ul style="list-style-type: none"> <li>a. Packet delay and packet loss</li> <li>b. User bandwidth usage rate</li> <li>c. Network availability rate</li> <li>d. CPU usage rate</li> <li>e. Input/output traffic through physical ports</li> <li>f. Input/output traffic through logical ports</li> </ul> |
|          | <b>The Performance Management shall have user defined set of reports like:</b>                                                                                                                                                                                                                                                                                                                  |
| 6        | <b>a. Summary Reports for specific groups:</b> Reports displaying per group of resources the group aggregations for a set of metrics (for example, per city the maximum traffic, or the total traffic).                                                                                                                                                                                         |
|          | <b>b. Summary Reports for specific Resources:</b> Reports displaying for a set of resources the period aggregations for the same set of metrics (for example, per interface, the maximum traffic over the day).                                                                                                                                                                                 |
|          | <b>c. Detailed chart Reports:</b> Reports displaying for one resource and the same set of metrics the values over the period (for example, the raw collected values for the day).                                                                                                                                                                                                               |
| <b>G</b> | <b>General Requirement of IT Service/ Helpdesk</b>                                                                                                                                                                                                                                                                                                                                              |
| 1        | Should be able to support and handle large volume of incident, service requests, changes, etc. and be able to integrate with third party IVR or CTI.                                                                                                                                                                                                                                            |
| 2        | The solution should have IT Service Management documentation/ guidelines in-built based on ITIL best practices and must be ITIL 2011 certified on at least 6 processes by Pink Elephant. The certification copies to be submitted.                                                                                                                                                              |



| Sr. No. | Minimum Functional and Technical Specifications                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3       | The solution should have a single CMDB across ITSM and Asset Management system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4       | IT Service Management OEM must be an industry standard, enterprise grade solution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5       | The solution should have a Single Architecture and leverage a single application instance across ITIL processes, including unique data and workflows segregated by business unit, cost centre, and user role for Incident, Problem, Change, Release, Knowledge Management, Asset Management and CMDB.                                                                                                                                                                                                                                                |
| 6       | Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units                                                                                                                                                                                                                                                                                                                                                                |
| 7       | Solution should support multi-tenancy with complete data isolation as well as with ability for analysts based on access rights to view data for one, two or more organizational units.                                                                                                                                                                                                                                                                                                                                                               |
| 8       | The solution should provide to browse through CMDB which should offer powerful search capabilities for configuration items and services, enabling to quickly find CIs as well as their relationships to other CIs.                                                                                                                                                                                                                                                                                                                                   |
| 9       | Provide option for approval engine so that any customized applications developed could incorporate the hierarchy, role based, level-based ad-hoc approval structure. Include notification and escalation capability if approval is not performed.                                                                                                                                                                                                                                                                                                    |
| 10      | The support person can interact with the end users through chat in built and add those chat transcripts in the ticket.                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 11      | A virtual bot should be available, which can respond to user requests, immediate via portal, email, or mobile interfaces.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 12      | Beyond mobile iOS and Android apps, Self Service App should be available on any device with an HTML5 browser.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 13      | Should provide out-of-the-box categorization, as well as routing and escalation workflows that can be triggered based on criteria such as SLA, impact, urgency, CI, location, or customer                                                                                                                                                                                                                                                                                                                                                            |
| 14      | Should provide modern data analysis methods for insight and value to service desk by leveraging unstructured as well as structured data.                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15      | Tool Analytics should be completely configurable in terms of source data and results, enabling Process Managers and other IT Users to proactively identify trends that can be used to drive action. Multiple instances shall be allowed to be configured in different ways in different modules for different outcomes - for example one should be able to identify trends in one set of data and subsequently develop linkages with other data, or Analytics can run on top of reporting results to provide further insights from unstructured data |
| 16      | The tool should allow the user to take a screenshot of the error message and sends it to the service desk. The user can type in a couple of text lines to describe the error in simple language. The service desk agent then can pick up the ticket with the information already filled in (category, impact, and assignment).                                                                                                                                                                                                                       |
| 17      | The tool should have the knowledge management OOB – knowledge databases to support investigations, diagnoses, root cause analysis techniques, and creating / updating workarounds, temporary fixes and resolutions.                                                                                                                                                                                                                                                                                                                                  |
| 18      | Self Service App should provide a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from systems you use in your daily work.                                                                                                                                                                                                                                                                                                                                         |
| 19      | Integrates with any underlying service management including Service Desk, Change Management, Service Level Management and CMDB for request fulfilment.                                                                                                                                                                                                                                                                                                                                                                                               |
| 20      | The solution should have the ability to operate all functionality available in the incident, problem, change, assets etc. via a mobile app on iPhone or Android phone.                                                                                                                                                                                                                                                                                                                                                                               |
| H       | <b>Service Level Management</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |



| Sr. No. | Minimum Functional and Technical Specifications                                                                                                                                                                                                                               |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | SI's must proposed a full fledges Service Level Management Solution that allows for tracking of various service level performances of IT Infrastructure and vendor performance.                                                                                               |
| 2       | Solution should support comprehensive SLA management platform and must allow creating and applying various operational level parameters to Incidents, Requests, Changes, and Release management modules.                                                                      |
| 3       | The tool should provide an audit trail, tracking & monitoring for record information and updates from opening through fulfilment to closure for example: IDs of individuals or groups opening, updating & closing records; dates / times of status & activities updates, etc. |
| 4       | The solution should support SLA violations alerts during the tracking period and should support managing and maintaining a full history of an SLA.                                                                                                                            |
| 5       | The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, Service Level Metrics, Penalties, and other performance indicators measured across infrastructure and vendors                                |
| 1       | <b>Auto-Discovery and Inventory</b>                                                                                                                                                                                                                                           |
| 1       | Discovery should work without requiring agent installation (that is, agentless discovery) while discovery Layers 2 through Layers 7 of OSI model.                                                                                                                             |
| 2       | Should use Industry-standard protocols such as WMI, SNMP, JMX, SSH to perform discovery without requiring the installation of an agent.                                                                                                                                       |
| 3       | Discovery system should have the ability to capture configuration files for the purposes of comparison and change tracking.                                                                                                                                                   |
| 4       | Discovery system should be capable of supporting role-based access to various aspects of CMDB administration.                                                                                                                                                                 |
| 5       | Discovery should be object-oriented, allowing specific CIs and relationships to be discovered using a library of discovery patterns.                                                                                                                                          |
| 6       | Discovery engine should gather detailed asset and configuration item (CI) information for specific servers and the applications running on them.                                                                                                                              |
| 7       | Solution should dynamically discover and continuously map IT hardware inventory and service dependencies.                                                                                                                                                                     |
| 8       | Discovery system should have ability to modify out-of-box discovery scripts, create customized discovery scripts.                                                                                                                                                             |

## 20. Annexure XIII – Common guidelines regarding compliance of Systems / Equipment

- The specifications mentioned for various IT / Non-IT components are indicative requirements and should be treated for benchmarking purpose only. The Bidders are required to undertake their own requirement analysis and may propose higher specifications that are better suited to the requirements.
- In case of addition/update in number of license for the products, the bidders are required to meet of technical specifications contained in the RFP and for the upward revisions and/or additions of licenses is required be made.
- None of the IT / Non-IT equipment's proposed by the Bidder should be End of Life product. It is essential that the technical proposal is accompanied by the OEM certificate, where-in the OEM will certify that the product is not end of life product & shall support for at least 7 years from the date of Bid Submission.
- All IT Components should support IPv4 and IPv6.
- Technical Bid should be accompanied by OEM's product brochure / datasheet. Bidders should provide complete make, model, part numbers and sub-part numbers for all equipment/software quoted, in the Technical Bid.



- f. Bidders should ensure that only one make and model is proposed for one component in Technical Bid for example all Field cameras must belong to a single OEM and must be of the same model etc.
- g. Bidder should ensure complete warranty and support for all equipment from OEMs. All the back-to-back service agreements should be submitted along with the Technical Bid.
- h. All equipment, parts should be original and new.
- i. The user interface of the system should be a user-friendly Graphical User Interface (GUI).
- j. Critical core components of the system should not have any requirements to have proprietary platforms and should conform to open standards.
- k. For custom made modules, industry standards and norms should be adhered to for coding during application development to make debugging and maintenance easier. Object oriented programming methodology must be followed to facilitate sharing, componentizing, and multiple use of standard code. Before hosting the application, it shall be subjected to application security audit (by any of the CERT-IN empanelled vendors) to ensure that the application is free from any vulnerability; and approved by the OIGR.
- l. All the Machines / Servers shall support static assigned IP addresses or shall obtain IP addresses from a DNS/DHCP server.
- m. The Selected bidder should also propose the specifications of any additional servers / other hardware, if required for the system.
- n. The Selected bidder must provide the architecture of the solution it is proposing.
- o. The system servers and software applications will be hosted on Cloud as specified in the Bid.
- p. The Servers provided should meet industry standard performance parameters (such as CPU Utilization of 60 percent or less, disk utilization of 75 percent or less). In case any non- standard computing environment is proposed, detail clarification needs to be provided in form of supporting documents, to confirm (a) how the sizing has been arrived at and (b) how SLAs would be met.
- q. The bidder is required to ensure that there is no choking point / bottleneck anywhere in the system (end-to-end) and enforce performance and adherence to SLAs. SLA reports must be submitted as specified in the Bid without fail.
- r. All the hardware and software supplied should be from the reputed Original Equipment Manufacturers (OEMs). IGR reserves the right to ask replacement of any hardware / software if it is not from a reputed brand and conforms to all the requirements specified in the tender documents.
- s. Selected Bidder shall place orders on various OEMs directly or through distributor and not through any sub-contractor / partner. All licenses should be in the name of OIGR.



**Request for Proposal  
for  
Selection of an Agency for Modernization  
of offices of the Inspector General of  
Registration and Controller of Stamps  
under Govt. of Maharashtra,  
on PPP basis**

**Vol. II Draft Concession Agreement**

Tender Reference No:  
DO3/Computer/BOT/529/2023 dated 22-12-2023

Issued By

Inspector General of Registration and Controller of Stamps,  
Government of Maharashtra

### **Structure of the RFP**

This RFP is meant to invite proposals from interested bidders capable of delivering the services described herein. This Request for Proposal document consists of two parts viz:

#### **VOLUME – I Instruction to Bidders**

Part I of this RFP details out clear instructions to the bidders for the bidding process requirements in addition to selection process and criteria for selection of the Agency.

It also provides the Scope of Work viz., the detailed requirements of the project, including the functional requirement, security requirements, IT Infrastructure requirements, and technical specifications as well as the non-functional requirements with respect to Document Registration System, the required hardware, software applications, manpower requirements, and network requirements etc.

This part also describes various phases of the project and roles and responsibilities of the Selected Bidder during the entire project duration including the implementation phase and the Operations and Maintenance phase.

Various Administrative Aspects including timelines are also describe in this part.

#### **VOLUME – II Draft Concession Agreement**

This part of the RFP provides various Terms and conditions of the contract, Draft Concession Agreements format such as Draft Non-Disclosure Agreement, Draft Escrow Agreement etc. which would be entered into between IGR and the selected bidder at the start of the project.

**This is the VOLUME – II of the RFP documents.**

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

The Concession Agreement mutually agreed and entered into on this \_\_\_\_th day of \_\_\_\_\_(month), Two thousand and \_\_\_\_\_ at \_\_\_\_\_.

BETWEEN

Office of the Inspector General of Registration and Controller of Stamps, Govt. of Maharashtra (OIGR), having its principal office at Ground Floor, New Administrative Building, Opp. Council Hall, Pune – 411 001 and represented by Shri \_\_\_\_\_, Age \_\_\_\_ years, the Inspector General of Registration and Controller of Stamps of Government of Maharashtra here in after called the “Authority” in which expression are included unless such inclusion is inconsistent with the context, his successor or successors for the time being holding the office of the Inspector General of Registration and in view of the powers delegated to the Inspector General of Registration by the Government of Maharashtra vide Order no. XXXXX Dated XXXXX, of ONE PART,

AND

\_\_\_\_\_. , a company incorporated under provisions of the Companies Act, 1956, having its Registered office at \_\_\_\_\_ Represented by Shri \_\_\_\_\_, Age \_\_\_\_ years, Designation \_\_\_\_\_, here in after referred to as “Concessionaire” which expression shall unless repugnant to the context include its successors and permitted assigns, OF THE OTHER PART

WHEREAS

1. The office of the Inspector General of Registration and Controller of Stamps (OIGR) is responsible for providing \_\_\_\_\_ services, which includes the \_\_\_\_\_ in Maharashtra;
2. OIGR is desirous of modernizing the Offices of the IGR of Government of Maharashtra. For meeting the aforesaid objective, OIGR plans to implement ICT based interventions in these offices through private sector participation;
3. For this purpose, OIGR had invited competitive proposals from eligible Bidders for implementing the Project and in response thereto received proposals from several

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

Bidders including the Concessionaire for implementing the Project;

4. OIGR, after evaluating the aforesaid Proposals accepted the Proposal submitted by the Concessionaire & submitted to the High-powered Committee of Government of Maharashtra for approval. The High-powered Committee of GOM has accepted the Proposal of the Concessionaire for implementation of the project by its resolution no. \_\_\_\_\_ dated \_\_\_\_\_.
5. OIGR after evaluating the aforesaid Proposals and subsequent approval from the High-powered Committee issued Letter of Award vide letter No \_\_\_\_\_ dated \_\_\_\_\_ to the Concessionaire for implementing the Project.
6. The OIGR confirms the receipt of
  - a. An amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) as Performance Security in the form of bank guarantee number BG No. \_\_\_\_\_, Dated \_\_\_\_\_ drawn from \_\_\_\_\_, valid till \_\_\_\_\_, in favour of 1. Inspector General of Registration for the performance of the obligations under this Agreement
7. The Parties hereto are required to enter into the Concession Agreement being these presents to record the terms, conditions, and covenants of the Concession Agreement.

**NOW THEREFORE** in consideration of the foregoing and the respective covenants and agreements set forth in this Agreement, the sufficiency and adequacy of which is hereby acknowledged, and intending to be legally bound hereby, the Parties agree as follows:

## **1. DEFINITIONS**

### **1.1 Definitions**

As used in this Agreement, the terms set out in the table below will have the respective meanings set out therein. Other terms used in this Agreement are defined in the context in which they are used and will have the meanings therein indicated.

| <b><i>Terms</i></b>                           | <b><i>Definition</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Account Documentation                         | will have the meaning specified in Clause 9.6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Application Development / Deployment Services | ill have the meaning specified in Clause 5.4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Adverse Effect                                | Means material adverse effect on<br>(a) the ability of the Selected Bidder to exercise any of its rights or perform/discharge any of its duties/obligations under and in accordance with the provisions of CA and/or<br>(b) the legal validity, binding nature, or enforceability of CA;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Affiliate                                     | "Affiliate" means, with respect to any Party, any other entity that, directly or indirectly: (a) Controls such Party; (b) is Controlled by such Party; (c) is Controlled by the same person who, directly or indirectly, Controls such Party; and "Control" with respect to any person, shall mean: (a) the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of such person whether through the ownership of voting share capital, by agreement or otherwise or the power to elect more than one-half of the directors, partners or other individuals exercising similar authority with respect to such person; (b) the possession, directly or indirectly, of a voting interest of more than 50%; and the terms "Controlling" and "Controlled by" shall be construed accordingly; |
| Agreement                                     | Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, corrigendum of the RFP;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Applicable Law(s)                             | Means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, byelaw, approval, directive, guideline, policy, requirement or other governmental restriction or any similar form of decision of, or determination by, or any interpretation or administration of the OIGR as may be in effect on the date of the execution of the CA and during the subsistence thereof, applicable to the Project;                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Authority                                     | will have the meaning specified in the introduction to this Agreement and include all Authority Affiliates and third parties of Authority or Authority Affiliates, unless specifically stated or the context indicates otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

| <b>Terms</b>                          | <b>Definition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Authority Account Representative      | will have the meaning specified in Clause 9.2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Authority Contractors                 | will have the meaning specified in Clause 9.9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Authority Data                        | means information regarding Authority that is provided by Authority to Concessionaire pursuant to this Agreement or created by Concessionaire under or arising out of data and records of Authority pursuant to this Agreement.                                                                                                                                                                                                                                                                                                           |
| Authority Service Location Items      | will have the meaning specified in Clause 8.2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Authority Service Locations           | means those locations from which Services will be provided that are owned, leased or under the control of Authority, as identified in Annexure IX of the RFP                                                                                                                                                                                                                                                                                                                                                                              |
| Base Services                         | will have the meaning specified in Clause 4.2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Base Services Commencement Date       | will have the meaning specified in Clause 4.1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Benchmarking Adjustment               | will have the meaning specified in Clause 6.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Bidder                                | Bidder is sole bidder or Lead Bidder, in case of consortium                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Business Hours                        | Shall mean the working time for OIGR users which is 7:30 AM to 7:30 PM.<br>For all IT components, ICCC, Web Server and other components which enable successful usage of applications, network, web portals, citizen apps, all applications, working time shall be considered as 24*7*365.                                                                                                                                                                                                                                                |
| Benchmarking Condition                | will have the meaning specified in Clause 6.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Benchmarking Process                  | will have the meaning specified in Clause 6.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Benchmarking Report                   | will have the meaning specified in Clause 6.3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| CA                                    | Means concession agreement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Contract Changes                      | means any changes to this Agreement that are within the scope of the Services. Examples include changes in Service Levels, Authority provided hardware/software, reporting requirements and applicable laws.                                                                                                                                                                                                                                                                                                                              |
| Concessionaire                        | will have the meaning specified in the preamble of this Agreement and include all Concessionaire Affiliates and subcontractors of Concessionaire or Concessionaire Affiliates, unless specifically stated or the context indicates otherwise. However, the use of the term "Concessionaire" to refer to Affiliates in separate countries shall not be construed as a requirement for, or evidence of, the presence or establishment of Concessionaire or the Affiliate doing business in a jurisdiction other than where it is domiciled. |
| Concessionaire Account Representative | will have the meaning specified in Clause 9.1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Concessionaire-Managed Agreements     | will have the meaning specified in Clause 7.2(a)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Concessionaire Service Locations      | means those locations from which Services will be provided that                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

| <b>Terms</b>                              | <b>Definition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | are owned, leased or under the control of Concessionaire, its Affiliates, or subcontractors, initially as identified in Annexure IX of the RFP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Concessionaire Software                   | will have the meaning specified in Clause 7.6(a).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Concessionaire Software Enhancements      | will have the meaning specified in Clause 14.2.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Concessionaire Warranty Item              | will have the meaning specified in Clause 12.4.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Confidential Information                  | Means all information including OIGR Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the CA (including without limitation such information received during negotiations, location visits and meetings in connection with the CA and Modernization Project); and will have the meaning specified in Clause 13.1 |
| Control                                   | Means, in relation to any business entity, the power of a person to secure<br>(i) by means of the holding of shares or the possession of voting power in or in relation to that or any other business entity, or<br>(ii) by virtue of any powers conferred by the articles of association or other document regulating that or any other business entity, that the affairs of the first mentioned business entity are conducted in accordance with that person's wishes and in relation to a partnership, means the right to a share of more than one half of the assets, or of more than one half of the income, of the partnership:                                          |
| Consents                                  | means consents, waivers, permits, clearances, approvals, rights, and other authorizations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Critical Concessionaire-Licensed Software | will have the meaning specified in Clause 7.7.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Data                                      | "Data" here refers to information gathered from all the field offices, all applications and software's deployed for the OIGR modernization project and also the information gathered in the Solution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Deliverables                              | As per defined Scope of Work in the RFP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Disaster Recovery Services                | will have the meaning specified in Clause 5.5.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Dispute                                   | will have the meaning specified in Clause 19.1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Discontinuance Notice                     | will have the meaning specified in Clause 18.2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Effective Date                            | "Effective Date" means the date on which the Condition Precedents of the Concession Agreement signed by the Parties are fulfilled.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Force Majeure Event                       | will have the meaning specified in Clause 20                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

| <b>Terms</b>                                  | <b>Definition</b>                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FTE                                           | means a person dedicated to the Authority account or in the case of non-dedicated personnel, such group of persons whose business time expended in providing Services under this Agreement is, in the aggregate, approximately equal to the business time expended by one dedicated person                                                                                                                         |
| Go-live                                       | "Go-live" as defined in the Part I and II of the RFP document                                                                                                                                                                                                                                                                                                                                                      |
| Hardware                                      | will mean computers and related equipment, including, as applicable, central processing units, personal computers and other processors, controllers, modems, storage devices, printers, terminals, other peripherals and input and output devices, and other tangible mechanical and electronic equipment intended for the processing, input, output, storage, manipulation and retrieval of information and data. |
| Intellectual Property Rights                  | Means all rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up- gradation systems and compilation rights (whether or not any of these are registered and including application for registration);                                                                                                                                 |
| Infringement Claims                           | will have the meaning specified in Clause 16                                                                                                                                                                                                                                                                                                                                                                       |
| Key Management Positions                      | will have the meaning specified in Clause 9.4                                                                                                                                                                                                                                                                                                                                                                      |
| Selected Bidder                               | Refers to the Selected Bidder, the entity/Consortium selected to execute the project and responsible for handling the overall implementation and operations of the Modernization project, in accordance with the terms of this RFP                                                                                                                                                                                 |
| New Services                                  | will have the meaning specified in Clause 5.5                                                                                                                                                                                                                                                                                                                                                                      |
| New Service Request                           | will have the meaning specified in Clause 5.5                                                                                                                                                                                                                                                                                                                                                                      |
| New Service Response                          | will have the meaning specified in Clause 5.5                                                                                                                                                                                                                                                                                                                                                                      |
| Material Adverse Effect                       | "Material Adverse Effect" means material adverse effect on (a) the ability of the selected bidder to observe and perform any of its rights and obligations under and in accordance with the provisions of CA and/or (b) the legality, validity, binding nature, or enforceability of the CA;                                                                                                                       |
| Material Breach                               | Means a breach by either Party (OIGR or Selected Bidder) of any of its obligations under the CONCESSION AGREEMENT which has or is likely to have an Adverse Effect on the Project which such Party shall have failed to cure;                                                                                                                                                                                      |
| Concession Agreement/ CA/Contract / Agreement | Means the Agreement entered into between the OIGR, and the Selected Bidder as recorded in the Contract form signed including all attachments and Appendix/ Annexes thereto, the Tender and all Annexures thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;                                 |
| OIGR Data                                     | Means all proprietary data of OIGR, and any other authorities generated out of operations and transactions, documents all citizens data and related information including but not restricted to user data which the Selected Bidder obtains, possesses, or processes in the context of providing the Services to the users pursuant to the CA;                                                                     |
| Network                                       | Network refers to the hardware and software components that connect all the Offices under IGR together.                                                                                                                                                                                                                                                                                                            |

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

| <b>Terms</b>                                    | <b>Definition</b>                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parties                                         | means Authority and Concessionaire, as signatories to this Agreement.                                                                                                                                                                                                                                                                                                                                                            |
| Personnel                                       | "Personnel" means persons hired by the Selected Bidder or by any Sub-Consultant as employees and assigned to the performance of the Services or any part thereof;                                                                                                                                                                                                                                                                |
| Person                                          | means any corporate, association, partnership, joint venture, organization, individual, business, or other trust or any other entity or organization of any kind or character, including a court or other governmental authority.                                                                                                                                                                                                |
| Project                                         | Selection of Agency for Modernization of Offices of the IGR under Govt. of Maharashtra.                                                                                                                                                                                                                                                                                                                                          |
| Proprietary Items                               | will have the meaning specified in Clause 14.5                                                                                                                                                                                                                                                                                                                                                                                   |
| Project Implementation                          | Means Project Implementation as per the functional and technical requirements, SLAs, testing standards and acceptance criteria prescribed by OIGR;                                                                                                                                                                                                                                                                               |
| Project Implementation Committee                | Shall be constituted by OIGR to monitor the activities, deliverables, and progress of the Project. PIC shall comprise of the staff members of the IGR, other officials from concerned department and external experts (as defined in the RFP);                                                                                                                                                                                   |
| Replacement Selected Bidder                     | Means any third party that OIGR appoint to replace Selected bidder upon expiry of the Term or termination of CA to undertake the Services or part thereof;                                                                                                                                                                                                                                                                       |
| Required Consents                               | Means the consents, waivers, clearances, and licenses to use OIGR's Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that OIGR or any other authorities are required to make available to Selected Bidder pursuant to CA;                                                                                                                        |
| RFP                                             | The Tender Document referred above along with all the Addendum / Corrigendum to the Request for Proposal (if any).                                                                                                                                                                                                                                                                                                               |
| Role                                            | Role based security model refers to a model of system security wherein only authorized users have access to the system.                                                                                                                                                                                                                                                                                                          |
| Service Level                                   | Means the level of service and other performance criteria which shall apply to the Selected Bidder for services as set out in the SLA parameters in the RFP document effective during the Term of CA;                                                                                                                                                                                                                            |
| Service Locations                               | means Concessionaire Service Locations and Authority Service Locations.                                                                                                                                                                                                                                                                                                                                                          |
| Services                                        | Means the services delivered to the Stakeholders of OIGR, employees of IGR, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the Agency including the tools of information and communications technology and includes but is not limited to the list of services specified in relevant sections in the RFP. And will have the meaning specified in Clause 5 |
| Service Management Project Management Committee | will have the meaning specified in Clause 9.3.                                                                                                                                                                                                                                                                                                                                                                                   |
| SLA                                             | Means the Performance and Maintenance Service Level Agreement agreed between the Selected Bidder and OIGR as part of CA executed for the Modernization Project as per SLA parameters defined in the RFP document.                                                                                                                                                                                                                |

*Selection of an Agency for Modernization of IGR Offices under Govt. of Maharashtra Vol. II*  
*Draft Concession Agreement*

| <b>Terms</b>   | <b>Definition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Software       | Means the software designed, developed / customized, tested and deployed by the Selected bidder for the purposes of the Project and includes the source code (in case of Bespoke development) along with associated documentation, which is the work product of the development efforts involved in the Project and the improvements and enhancements effected during the term of the Project, including the third party software products (including the COTS products used for the product), proprietary software components and tools deployed by the selected bidder, unless otherwise specified explicitly;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Stakeholders   | Means the Citizens, OIGR, or any other authorities, Other Public and Private entities, and other Departments of State Government / Local Govt. / Central Govt.;                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Stranded Costs | means (i) any unrecouped investments, costs or obligations, or the unrecovered portion of any amortized charges for such investments, costs or obligations, for any hardware, software or third-party service agreements primarily dedicated to providing Services to Authority which have been made, incurred or assumed by Concessionaire in good faith in reasonable expectation of providing Services requested by Authority pursuant to this Agreement (including obligations under unexpired lease, license or other agreements for hardware, software, third-party services or subcontracts) and (ii) any amount of accrued and unbilled revenue for Services provided under this Agreement. [Notwithstanding the foregoing, for an item to constitute a "Stranded Cost" for purposes of this Agreement, (i) Concessionaire must have exercised due regard for Authority's interests, prior to entering any commitment that exposes Authority to such investment, cost, or obligation, and (ii) Concessionaire will have used reasonable efforts to redeploy such hardware, software, or third-party service for a period of [one] month from the date the obligation to pay the Stranded Cost arose. To the extent such hardware, software or third-party service is not dedicated entirely to providing Services for Authority, only that portion of the investment, cost or obligation that was used to provide Services to Authority will be considered Stranded Cost. To the extent commercially reasonable, Concessionaire will minimize the financial impact on Authority of such investment, cost, or obligation. Upon payment of any Stranded Costs, Authority will thereupon be entitled to all rights, setoffs, subrogation's and benefits held by Concessionaire under or in connection with such investments and contractual obligations; provided, however, that if [75%] or more of the Stranded Cost is attributable to Services provided to Authority, at Authority's option, Concessionaire will transfer or assign to Authority that portion of the obligation used to provide Services to Authority and Authority will assume and resolve the obligation itself. The Parties will execute and deliver such documentation and take such other reasonable actions as may be necessary to transfer to Authority such rights, setoffs, subrogation's, benefits, and obligations. |
| System         | System refers to the hardware and software components used in the Modernization project, or the hardware and software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| <b>Terms</b>          | <b>Definition</b>                                                                                                                                                                                                            |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                       | components required for successful implementation, operations, and execution of the Modernization Project.                                                                                                                   |
| Third Party           | Third party refers to any entity or agency, other than Concessionaire, appointed by the authority                                                                                                                            |
| Warranty / AMC Period | Shall be comprehensive onsite warranty for all the hardware, software and network components, sensors, devices, and equipment, both on field and inside the ICCC, viewing centre etc. for the entire duration of the project |

## **1.2 Interpretation**

In Concession Agreement, unless otherwise specified:

- a. references to Clauses, Sub-Clauses, Paragraphs, Schedules, and Annexures are to clauses, sub-clauses, paragraphs, schedules, and annexures to the concession agreement;
- b. use of any gender includes the other genders;
- c. references to a 'company' shall be construed so as to include any allowed company, corporation, or other body corporate, wherever and however incorporated or established;
- d. references to a 'person' shall be construed so as to include any individual, firm, company, government, state, or agency of a state, local or municipal authority or government body or any joint venture, association, or partnership (whether or not having separate legal personality);
- e. a reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified, or re-enacted;
- f. any reference to a 'day' (including within the phrase 'business day') shall mean a period of 24 hours running from midnight to midnight;
- g. references to a 'business day' shall be construed as a reference to a day (other than a Sunday) on which banks in the state of MAHARASHTRA are generally open for business;
- h. references to times are to Indian Standard Time;
- i. a reference to any other document referred to in the concession agreement is a reference to that other document as amended, varied, innovated, or supplemented at any time; and
- j. all headings and titles are inserted for convenience only. They are to be ignored in the interpretation of the Concession Agreement.
- k. Concessionaire has been used for the same entity i.e., the selected bidder for the project.

## **1.3 Measurements and Arithmetic Conventions**

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR (upper).

#### **1.4 Ambiguities within Agreement**

In case of ambiguities or discrepancies within the CONCESSION AGREEMENT, the following principles shall apply:

1. as between two Clauses of the concession agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
2. as between the provisions of the concession agreement and the Schedules/Annexures, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules/Annexures; and
3. As between any value written in numerals and that in words, the value in words shall prevail.

#### **1.5 Priority of documents**

The concession agreement, including its Schedules and Annexures, represents the entire agreement between the Parties as noted in this Clause. If in the event of a dispute as to the interpretation or meaning of the concession agreement it shall be necessary for the Parties to refer to documents forming part of the bidding process leading to the concession agreement, then such documents shall be relied upon and interpreted in the following descending order of priority:

1. The concession agreement along with the SLA, NDA agreement, Schedules, and Annexures;
2. Request for Proposal and Addendum / Corrigendum to the Request for Proposal (if any).
3. For the avoidance of doubt, it is expressly clarified that in the event of a conflict between the Concession Agreement, Annexures / Schedules or the contents of the RFP, the terms of the Concession Agreement shall prevail over the Annexures / Schedules and Annexures / Schedules shall prevail over the contents and specifications of the RFP.
4. For the avoidance of doubt, it is expressly clarified that in the event of a conflict between this Concession Agreement and Non-Disclosure Agreement, Concession Agreement shall prevail over NDA.

## **2. SCOPE OF THE PROJECT**

The high-level scope (Including but not limited to) and indicative technical specification is mentioned in below section. However, the Selected Bidder is required to carry out assessment of the existing infrastructure available to derive the final quantity required.

The Selected Bidder or agency shall be responsible for providing entire solution that includes (but not limited to):

- i. Manage front-end delivery of OIGR services through provision of adequate manpower and operational support to the offices of the department
- ii. Design, Supply, install and maintain IT infrastructure (End-to-end Hardware, networking, VMS/EMS) and non-IT infrastructure (Housekeeping and facility management). Undertake the maintenance activities of all such supplied hardware for the duration of 5 years contract period of this project. During this time shall such hardware components shall be functional and operational.
- iii. Create a centralized IT system linking all offices under OIGR
- iv. Manage the overall physical and technical scalability of the infrastructure and operations
- v. All the project components must be procured adhering to the order no *F.No 6/18/2019 – PPD* by Public Procurement Division, Department of Expenditure, Ministry of Finance, dated 23<sup>rd</sup> July 2020 and subsequent amendments thereto and additions made from time to time.

The roles and responsibilities of the Parties under this Agreement have been set out in detail in the RFP document.

For the avoidance of doubt, it is expressly clarified that the Concession Agreement shall govern the provision of the contracted professional services under the SLA to the OIGR and other authorities. The Parties shall each ensure that the range of the Services defined in the RFP document and under the SLA shall not be varied, reduced, or increased during the contract period.

### **3. AGREEMENT TERM; RENEWAL**

#### **3.1 Agreement Term**

This Contract and the rights and obligations of the parties to this Contract shall take effect on the “Effective Date” of this Contract. Unless earlier terminated in accordance with the terms of this Agreement, the Service Period will commence on the Service Commencement Date and terminate on the earlier of:

- i. the Expiry Date; and
- ii. the Termination Date.

#### **3.2 Agreement Tenure**

This Agreement will be valid for a period of a 5 years and 6 months from the Effective Date. This period will be considered as the “Agreement Tenure” and the last day of this Agreement Tenure will be considered as the Expiry Date of this Agreement. The tenure of this Agreement may be renewed on the same terms and conditions, including any inflation adjustment, or such other terms and conditions as the Parties otherwise agree, for a successive One-year period or a maximum of Two years unless the Authority gives written notice to the Concessionaire, at least Three (3) months before the scheduled date of expiration of the initial term or any renewal term, that the term of this Agreement will not be so extended. The initial tenure of this Agreement, together with any such renewal terms, is referred to herein as the “Agreement Term.”

#### **3.3 Conditions Precedent**

Subject to express terms to the contrary, the rights and obligations under this Agreement shall take effect only upon fulfilment of all the Conditions Precedent set out below. However, Authority or its nominated agencies may at any time at its sole discretion waive fully or partially any of the Conditions Precedent for the Concessionaire.

##### **a) Conditions Precedent of the Concessionaire**

The Selected Bidder shall be required to fulfil the Conditions Precedent in which is as follows:

- i. to provide Performance Security/Guarantee and other guarantees/ payments as mentioned in the Volume I of the RFP document, within 30 days of the receipt of notification of award from the purchaser;
- ii. to provide the Authority or its nominated agencies certified true copies of its constitutional documents and board resolutions authorizing the execution, delivery, and performance of this Agreement by the Implementation Agency.
- iii. procured all the Applicable Permits from the concerned authority unconditionally or if subject to conditions, then all such conditions shall have

been satisfied in full and such Applicable Permits are in full force and effect.

- iv. prepared, finalized, and submitted the Detailed Project Report including the design, Project Completion Schedule, Functional Requirement Specification, System Requirement Specification, Detailed Project Plan, Make, Model & manufacturing date of all the equipment, and received the approval of the Authority/Project Management Committee.
- v. executed the Financing Agreements and delivered to the Authority 3 (three) true copies thereof, duly attested by a Director of the Concessionaire;
- vi. achieved Financial Close and delivered to the Authority, documents evidencing the same including 3 (three) true copies of the Financial Package and the Financial Model, duly attested by a Director of the Concessionaire, along with 3 (three) soft copies of the Financial Model;
- vii. delivered a copy of all the Project Agreements and Non-Disclosure Agreement to the Project Management Committee.

**b) Conditions Precedent of the Authority**

The Authority shall be required to fulfil the Conditions Precedent in which is as follows:

- i. The authority has provided access to the 578 offices of the Inspector General of Registration and Controller of Stamps in all the 36 districts of Maharashtra as mentioned in the Scope of Work and grant the Right of Way to the Site in accordance with the provisions of this Agreement
- ii. The Authority has established a Project Management Committee to monitor the progress of the Project
- iii. The Authority has appointed a Vigilance Committee in accordance with the terms of this Agreement
- iv. The Authority has approved or provided its comments if any, to the Detailed Project Plan
- v. The Authority has executed a Non-Disclosure Agreement as per format provided at Schedule I.

For the avoidance of doubt, it is expressly clarified that the obligations of the Parties except the financial obligations of Authority or its nominated agencies under this Agreement shall commence from the fulfilment of the Conditions Precedent as set forth above.

**c) Extension of time for fulfilment of Conditions Precedent**

The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement.

For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Concessionaire linked to the delay in fulfilling the Conditions Precedent.

In case of non-fulfilment of the Conditions Precedent attributable to reasons beyond the control of the Concessionaire or Authority, the period for satisfaction of Conditions Precedent may be extended by mutual consent of the Concessionaire and Authority.

**d) Non-fulfilment of the Conditions Precedent**

In the event that any of the Conditions Precedent of the Concessionaire have not been fulfilled within 90 days of signing of this Agreement and the same have not been waived fully or partially by Authority or its nominated agencies, this Agreement shall cease to exist;

In the event that the Agreement fails to come into effect on account of non-fulfilment of the Concessionaire's Conditions Precedent, the Authority or its nominated agencies shall not be liable in any manner whatsoever to the Concessionaire and the Authority shall forthwith forfeit the Performance Guarantee.

In the event that possession of any of the Authority or its nominated agencies facilities has been delivered to the Concessionaire prior to the fulfilment of the Conditions Precedent, upon the termination of this Agreement such shall immediately revert to Authority or its nominated agencies, free and clear from any encumbrances or claims.

If the Concession Agreement is terminated due to non-satisfaction of Conditions Precedent set forth in clause 3.3 (b), then Authority shall release the Performance Security.

**4. PROJECT IMPLEMENTATION**

**4.1 Base Services Commencement Date/"Go-Live"**

The Concessionaire must commence the Base Services as mentioned in the Scope of Work (the "Base Services Commencement Date"), Concessionaire will assume operational responsibility for, and commence providing, the Base Services. Authority will retain responsibility for its operations that will comprise the Base Services until the Base Services Commencement Date.

**4.2 Deployment of Services**

As to be more fully described in the RFP referred to below, Concessionaire will perform such tasks as are necessary to commence the Base Services. Deployment of services will include, as applicable, pre-solution planning, software application development/procurement, identification and employment of personnel, assignment of appropriately trained personnel within Concessionaire's

organization, equip ICCC as mentioned in the RFP, installation and commissioning of hardware, acquisition of Hardware/Software, Network equipment and resources necessary for the Base Services and appropriate coordination with third-party vendors, all as provided for in the RFP.

#### **4.3 Plan of hardware deployment, ICT equipment and services**

- a) The Parties will plan, prepare for and implement the project in accordance with a written plan of hardware deployment, ICT equipment and services (the "Plan of hardware deployment, ICT equipment and services"). Concessionaire shall prepare the project plan using the project management tool of the Authority.
- b) The Plan will include (i) the overall approach of the project implementation; (ii) a schedule of milestones and other activities, including test plans and acceptance criteria; (iii) a detailed description of the respective tasks and responsibilities of Authority and Concessionaire; (iv) details of certain personnel matters; and (v) other related information.
- c) Concessionaire will update and modify the Project Plan from time to time in the project management tool, if appropriate. Each revision of the Plan will include such modifications as may be reasonably requested by Authority that do not, individually or in the aggregate, materially increase Concessionaire's costs for the project implementation or delay completion of the project implementation. The Parties will cooperate to finalize the Plan at least 10 days before commencement of the Project Implementation. The said Plan will constitute part of this Agreement.

#### **4.4 Project Implementation**

- a) The Concessionaire will plan and execute the project with Authority's reasonable assistance. The objectives of the Parties during the execution will be (i) to minimize disruption to Authority's applicable operations and degradation in documented Service Levels and (ii) so that the project implementation is completed in all material respects no later than the scheduled completion date specified in the RFP.
- b) The project must be executed adhering to the timelines mentioned in the RFP and its implementation to be planned in such a manner as to minimize disruption to the Authority's applicable business processes and operations. Prior to the execution, Concessionaire will discuss with Authority all known specific material risks with regard to such material disruptions or material adverse effects, and will not proceed with the execution until Authority is reasonably satisfied with the plans with regard to such risks.
- c) The Concessionaire will be responsible for overall management of the project and to the extent within its control, will use reasonable efforts to keep the Project Implementation on schedule. Each of the Parties will perform the tasks required of it by the Plan of hardware deployment, ICT equipment and services (A part of RFP) in accordance with the schedule for the completion of such tasks. Authority will cooperate with Concessionaire and provide to the Concessionaire such reasonable assistance, resources, information and other input to coordinate the Project Implementation activities and to execute the project in a timely and

efficient manner. Upon identification of any issues that would reasonably be expected to delay or otherwise adversely affect the completion of any project implementation activity, Concessionaire will promptly notify Authority and the Parties will cooperate to establish a mutually acceptable action plan to minimize the delay or other adverse effect.

- d) During the Project Implementation stage, the Authority Account Representative and the Concessionaire Account Representative, together with other appropriate representatives of the Parties, will periodically review the status of all project related activities.
- e) The Authority may monitor, test, and otherwise participate in the execution, as Authority may from time-to-time reasonably request. If Concessionaire determines that such activities may delay or otherwise adversely affect the Project Implementation, Concessionaire will notify Authority and the Parties will cooperate to establish a mutually acceptable resolution.

## **5. SERVICES**

### **5.1 Base Services**

Commencing on the Base Services Commencement Date and during the remainder of the Agreement Term, Concessionaire will provide to Authority, and Authority will obtain from Concessionaire, the services described in the Scope of Work (the “Base Services”).

It is hereby clarified that operationalization of the project is also termed as “Base Services”

### **5.2 Changing Nature of Services**

Over the term of the Agreement, the Parties will evaluate new business processes, technology and improvements required to be made in the project. Where commercially viable for Concessionaire and after consultations with Authority, Concessionaire may implement such improvements within the framework of the existing Services description and Charges. All Changes to the Services will be performed in accordance with the Change Control procedures set out in Clause 9.

### **5.3 Application Development/Deployment Services**

- a) **General:** Commencing on the Base Services Commencement Date and during the remainder of the Agreement Term, Concessionaire will provide to Authority, and Authority will obtain from Concessionaire, the services described in in the Scope of Work. Concessionaire will supply the manpower for development of software applications to the department as mentioned in the scope of work. This manpower will work under direct supervision of OIGR. For any other application to be deployed by the Concessionaire, the Clause 5.4(b), (c) &(d) will be applicable.
- b) **Establishment of Acceptance Criteria; Acceptance Testing.** Prior to being

placed into production or live running, the Parties will subject each Developed Application to acceptance testing to verify that it satisfies the acceptance criteria established for such Developed Application. The Parties will establish objective acceptance criteria for each Developed Application using Authority, Concessionaire and industry standards. Acceptance criteria may vary by Developed Application; provided, however, that the Parties anticipate that all Developed Applications will utilize the common acceptance criteria elements. Such objective criteria will be mutually agreed upon in writing by Authority and Concessionaire as soon as practicable but in any event no later than 30 days after the date on which detailed design specification and detailed scoping is completed for the applicable Developed Application. Prior to being placed into production, each Developed Application will be subject to acceptance testing based upon the agreed-upon acceptance criteria. If no acceptance provisions are specified, the Developed Application will be deemed accepted if, within ten (10) days after delivery, Authority has not provided to Concessionaire written notice identifying specifically any basis for not approving such Developed Application.

- c) Signoffs of Interim Deliverables. From time to time, the Parties may develop mutually acceptable objective sign-off criteria and procedures for the interim deliverables comprising part of the Developed Applications. The purpose of these sign-off procedures is to identify and address issues relating to the Application Development Services early and to assist in the timely completion of each Developed Application. If Authority expresses concerns regarding the quality and level of completion of the deliverables, the Parties will cooperate to establish a mutually acceptable resolution of these issues as soon as practicable. Compliance with such procedures with respect to any interim deliverable will not constitute Final Acceptance of the Developed Application to which such interim deliverable relates but will constitute an important element of establishing Final Acceptance of the Developed Application.
- d) Premature Implementation. In the event that Authority determines that a Developed Application should be placed into a production or live running before satisfactory completion of Acceptance Testing, the Developed Application will be deemed to have been accepted by Authority and Authority will bear all related risks which may include business disruption, degraded Service Levels and additional fees. Concessionaire reserves the right (but is not obligated) to refuse to implement a Developed Application that has not satisfactorily completed Acceptance Testing where in Concessionaire's professional judgment, implementing the Developed Application at that time would be injurious to the Authority's or Concessionaire's business or reputation.

#### **5.4 Disaster Recovery Services**

Commencing on the Base Services Commencement Date and during the remainder of the Agreement Term, Concessionaire will provide to Authority, and Authority will obtain from Concessionaire, the disaster recovery assistance, cooperation and services to be given to the concessionaire by the Authority on occurrence of any such event.

#### **5.5 New Services**

- a) Authority may request Concessionaire to provide services [that are outside the scope of the then-current Services] [that are materially different from and in addition to the then-current Services] that require resources for which there is no current resource baseline or charging methodology ("New Services"). Any agreement of the Parties with respect to such New Services will be separately specified in an amendment to this Agreement in accordance with Clause 21.11, which will include such matters as project scope, staffing, schedule, deliverables, acceptance, Authority responsibilities and price.
- b) To request a New Service, Concessionaire or Authority, as applicable, will deliver a written request (the "New Service Request") to the Concessionaire Account Representative or the Authority Account Representative, as the case may be, specifying in reasonable detail to the extent known (i) the proposed New Service; (ii) the objective or purpose of such New Service; (iii) the requirements and specifications of the services and deliverables to be delivered pursuant to such New Service (including an estimation of anticipated additional volumes of services required); and (iv) the requested prioritization and schedule for such New Service.
- c) The Parties will cooperate with each other in good faith in discussing the scope and nature of the New Service Request, the availability of Concessionaire personnel, expertise, and resources to provide such New Service and the time period in which such New Service will be implemented or delivered. As soon as reasonably practicable thereafter and to the extent applicable, Concessionaire will prepare and deliver to the Authority Account Representative a written statement (the "New Service Response") describing any changes in products, services, assignment of personnel and other resources that Concessionaire believes would be required. In addition, such New Service Response will include, as appropriate or applicable,
  - (i) an estimation of the net increase or decrease in the pricing that would be required;
  - (ii) the categories of costs to be avoided as a result of such New Services or the substitution of the New Service for the Service then being provided;
  - (iii) a description of how the proposed New Service would be implemented;
  - (iv) a description of the effect, if any, such New Service would have on this Agreement, including, without limitation, on Service Levels;
  - (v) an estimation of all resources required to implement such New Service, including a description of the delivery risks and associated risk mitigation plans; and
  - (vi) such other information as may be relevant to the proposed New Service.
  - (vii) The Concessionaire Account Representative and the Authority Account Representative will meet to determine whether they desire for Concessionaire to proceed with the implementation of the proposed New Service in accordance with the New Service Response.
- d) In the event of any dispute between the Parties (including any dispute as to whether a requested service is a New Service or the pricing at which a New Service will be provided to Authority), Concessionaire will begin providing the

Service if requested by Authority. Notwithstanding the foregoing, if a good faith dispute exists between the Parties regarding such New Service, Concessionaire will not be required to (i) expend capital to acquire assets or to incur other material costs [except on a pass-through basis], or (ii) expend any amounts that, in the aggregate, exceed INR Rs. 100 Cr. In addition, whilst any dispute remains ongoing, all employee time used to provide such New Service will be charged using Concessionaire's standard commercial rates and invoiced in accordance with the approval of the Authority.

## **5.6 Exclusivity**

Concessionaire shall be the sole and exclusive provider of the Services and equivalent services within the scope of this Agreement to Authority during the Agreement Term.

## **5.7 Fundamental Assumptions**

The Parties acknowledge that the Services, Service Levels, schedules, Service Charges, and related items in this Agreement are dependent upon the accuracy of the information provided by the Authority and fundamental assumptions. As a result, during the period of time beginning on the Effective Date and ending on the one-year anniversary thereof, Concessionaire and Authority will cooperate with each other, and Authority will provide to Concessionaire such documents, reports and other information as is reasonably necessary or desirable for Concessionaire to verify the information received from the Authority and items on such schedule. If the Concessionaire reasonably determines as a result of such review that any of such information or fundamental assumption is inaccurate or incomplete, in any material respect (an "Adjustment Event"), the Concessionaire will inform Authority as to its estimates of the impact of the Adjustment Event on Concessionaire's ability to provide the Services in accordance with the terms of this Agreement (whether positive or negative). In such event, the Parties will seek to establish mutually acceptable alternative arrangements and to make any appropriate adjustments to their respective obligations under this Agreement through the execution of an amendment pursuant to Clause 9.12. Any such adjustment will be made only to the extent necessary to reflect the impact of the Adjustment Event. If the Parties are unable to reach agreement on remediation within [Ninety (90)] days after the Authority has been notified of the Adjustment Event, Concessionaire shall have the right to invoke the dispute escalation procedures specified in Clause 19.

## **5.8 Ongoing Cooperation**

Authority and the Concessionaire will cooperate in planning and implementing the project and changes thereto in an efficient, cost-effective, and commercially reasonable manner.

## **5.9 Reliance on Instructions**

In performing its obligations under this Agreement, the Concessionaire will be entitled to reasonably rely upon any routine instructions, authorizations, approvals or other information provided to Concessionaire by the Authority Account Representative or, as to areas of competency specifically identified by the Authority Account Representative, by any other Authority personnel identified by the Authority Account Representative, from time to time, as having authority to provide the same on behalf of Authority in such person's area of competency.

#### **5.10 Authority's Responsibilities**

- a) In addition to the obligations specified elsewhere in this Agreement, during the Agreement Term and in connection with Concessionaire's performance of its obligations hereunder, Authority will, at its own cost and expense, have the obligations, and retain the responsibilities, described in this agreement (the "Authority Service Responsibilities"). Authority will perform such Authority Service Responsibilities and acknowledges that Concessionaire's performance is dependent on Authority's timely and effective performance of the Authority Service Responsibilities and other timely decisions and approvals. Authority will be responsible for its operation and use of the Services and for ensuring that the scope of Services meets Authority's requirements.
- b) If, during and to the extent that Authority's failure to perform any Authority Service Responsibilities causes Concessionaire to fail to perform its responsibilities under this Agreement, Concessionaire's failure to perform such responsibilities will be excused. Notwithstanding the foregoing, Concessionaire will use reasonable efforts (including emergency fixes and workarounds) to perform its responsibilities under this Agreement. Concessionaire will not be entitled for any compensation due to delay in execution of the Authority's responsibilities for any reason.

#### **5.11 Third-Party Products.**

Established relationships with many major hardware and software technology providers and other vendors enable Concessionaire directly or through an Affiliate to resell these providers' products in connection with Concessionaire's services. To the extent that Concessionaire's pricing is competitive, Authority agrees to consider in good faith acquiring such products required for the provision of the Services by utilizing Concessionaire's reseller agreements.

#### **5.12 Excused Obligations.**

Concessionaire's failure to perform its obligations under this Agreement will be excused, and not included in any calculation of Service Level Default or Calculation, to the extent such failure is related to or caused by any of the following:

- a) Authority not performing its obligations as per provision of this agreement;
- b) Any breach of this Agreement by Authority or other failure of Authority or Authority's employees, agents or third parties to perform its obligations under this Agreement;

- c) Infringements of third-party Intellectual Property Rights by Authority or Authority's employees, agents or other third-party service providers;
- d) Violations of law by Authority or Authority's employees, agents or third parties;
- e) Service or resource reductions or other special production jobs, testing procedures or other services which are given priority as requested or approved by Authority and agreed to by the Parties in accordance with the Change Control procedures;
- f) Implementation of a disaster recovery plan in response to a disaster;
- g) The applicability of any other provision of this Agreement that provides for relief from Service Level Credits in accordance with such provision;
- h) Any significant increase in processing volumes or business which was not foreseen and communicated by the Authority, sufficiently prior to the event which could help the Concessionaire to prepare for the additional volumes
- i) Any significant change in the manner in which Authority conducts its business;  
or
- j) Any matter constituting Force Majeure, as provided in this agreement.

## **6. SLA PERFORMANCE METRICS**

### **6.1 Service Levels**

- a) **General:** Annexure VII of the RFP sets out certain Service Levels ("Service Levels") that will be used to measure Concessionaire's performance of the Base Services under this Agreement. Concessionaire agrees that, from and after the Base Services Commencement Date, its performance of the Services will meet or exceed each of the applicable Service Levels set out in the RFP. If the Services provided pursuant to this Agreement are changed, modified, or enhanced (whether by Change Request or through the provision of New Services), the Parties will review the Service Levels then in effect and will in good faith determine whether such Service Levels should be adjusted and whether additional Service Levels should be implemented.
- b) **Periodic Review; Annual Improvement:** On an annual basis during the Agreement Term, the Parties will jointly review (i) the then-current Service Levels; (ii) the percentage difference between Concessionaire's actual performance and the then-current Service Levels; (iii) generally available information indicating industry-wide improvements of delivery of substantially similar services; (iv) improved performance capabilities, including those associated with advances in technology and methods used to provide the Services; and (v) reduced performance capabilities, including those associated with resource reductions requested or approved by Authority. The Service Levels may be adjusted on an optional basis, as will be mutually agreed based on the preceding review with the objective of obtaining annual performance improvements. As part of such review process, the Parties may jointly establish additional Service Levels.

- c) **Measurement and Monitoring Tools:** Concessionaire will implement its measurement and monitoring tools and procedures to measure and monitor Concessionaire's performance against the applicable Service Levels. Such measurement and monitoring may be subject to audit by Authority upon reasonable request. Upon Authority's request from time to time, Concessionaire will provide Authority with information and access to such tools and procedures for purposes of verification.
- d) **Quality Assurance.** Concessionaire will provide and implement the quality assurance procedures that are reasonably necessary for the Services to be provided in accordance with the Service Levels. Such procedures will include checkpoint reviews, testing, acceptance, and other procedures for Authority to monitor the quality of Concessionaire's performance and will be included in the Account Documentation.

## **6.2 Customer Satisfaction**

No later than the one-year anniversary of the Base Services Commencement Date and on an annual basis thereafter during the Agreement Term, Concessionaire will conduct a satisfaction survey designed to capture Authority perceptions in respect of the delivery of the Services. The survey will cover a representative sample of end users of the Services and the senior officers of the concerned Department. Results of the survey will be reviewed with Authority by the Concessionaire Account Representative.

## **6.3 Benchmarking**

- a) **Establishment of Process:** After the [second]-year anniversary of the Base Services Commencement Date, Authority, at its option, may institute an objective measurement and comparison process (utilizing mutually identified baselines and industry standards) to measure the quality and cost-effectiveness of the Services under the terms of this Agreement, taken as a whole, as compared to the quality and cost-effectiveness of comparable services customarily being provided to other organizations in the e-Governance industry by PPP Service providers/IT Turnkey service providers. (the "Benchmarking Process").
- b) **Third Party Bench marker:** Within 60 days after Authority's request to institute the Benchmarking Process, the Parties shall mutually agree as to the identity of and mutually engage an independent third-party (the "Third-Party Bench marker") to perform the Benchmarking Process. The cost of the Benchmarking Process, including the fees and expenses of the Third-Party Bench marker, will be equally shared by Authority and Concessionaire. As a condition to its engagement, the Third-Party Bench marker will execute a confidentiality agreement reasonably satisfactory to the Parties.
- c) **Determination of Applicable Information:** Throughout the Benchmarking Process, all instructions to such Third-Party Bench marker will be given jointly by Authority and Concessionaire. Authority and Concessionaire shall agree upon and instruct the Bench marker on (i) the items or metrics to be benchmarked; (ii) the factors necessary to ensure "like-for-like" comparison of services, including

service levels, volumes, term, pricing structure including investments made, global/regional scope, risk allocation, ownership of intellectual property rights and other material terms and conditions; and (iii) the information that the Third-party Bench marker will use based on their proposals, which shall be compared at least to a [six (variable number (but no less than 3))] IT outsourcing contracts of similar service levels, volumes, term, investments made, global/regional scope, risk allocation, ownership of intellectual property rights and other material terms and conditions. Authority and Concessionaire will cooperate to facilitate the Benchmarking Process, including by providing such reasonable information as is necessary to conduct the Benchmarking Process.

- d) **Lack of Adequate Data to Perform Benchmarking:** The Parties acknowledge that given the uniqueness of Authority's requirements and of this Agreement, it is very possible that the Third-Party Bench marker will not have or will not be able to obtain comparative information on material terms or conditions as set out in Clause 5.3(c) above. The Third-Party Bench marker shall inform the Parties of that result as soon as possible and shall not proceed without the mutual written consent of the Parties. The Parties, working with the Third-Party Bench marker, will agree on an appropriate process to accommodate the incomplete data. Furthermore, if the Benchmarking Process does continue, the lack of comparable data shall be noted in the Benchmarking Report, along with the accommodation agreed to by the Parties, and in any summary thereof provided to Authority and Concessionaire management.
- e) **Review of Benchmarking Report:** The Third-Party Bench marker will deliver a draft report to Authority and Concessionaire who will have no less than 15 and no more than 30 days to review and provide comments to the Third-Party Bench marker. The Third-Party Bench marker will make appropriate amendments or otherwise respond to comments received. Promptly after delivery of a final report by the Third-Party Bench marker summarizing the results of the Benchmarking Process (the "Benchmarking Report"), Authority and Concessionaire shall meet to review the results of the Benchmarking Process. A "Benchmarking Condition" will be deemed to exist if (i) the final report results reflect that the Services, the Service Levels or the pricing for the Services are not competitive (after taking into account the Agreement as a whole and a comparison of "like-for-like" services, including like service levels, volumes, term, pricing structure including investments made, global/regional scope, risk allocation, ownership of intellectual property rights and other material terms and conditions), with similar services then being provided to other organizations in the e-Governance industry by Concessionaires/Turnkey Solution providers; (ii) such non-competitiveness is due to factors other than Authority's particular requirements; and (iii) the Bench marker does not lack sufficient comparable information regarding any material terms or conditions as noted in Clause 5.3(d) above. A Benchmarking Condition will also be deemed to exist if the Benchmarking Report shows that Concessionaire's performance or price are more favorable to Authority than the nearest comparable provider by 5% or more.
- f) **Frequency of Benchmarking:** Benchmarking shall be conducted no earlier than [24] months after the date of the conclusion of the prior Benchmarking Process, up to and including the resolution of any issues arising from the prior Benchmarking Report.

- g) **Consequences of Benchmarking Condition:** If a Benchmarking Condition exists, the Parties promptly will meet and cooperate to determine whether agreement may be reached to effect an adjustment to the Services, the Service Levels, right or risk allocations or the pricing for the Services to make the same competitive (after taking into account a comparison of “like-for-like” services, including like service levels, volumes, term, pricing structure including investments made, global/regional scope, risk allocation, ownership of intellectual property and other material terms and conditions) with similar services then being provided to other organizations in the e-Governance industry by Concessionaires/Turnkey Solution providers (“Benchmarking Adjustment”) and a plan to implement such Benchmarking Adjustment. If a Benchmarking Condition exists and the Parties are unable to reach agreement with respect to any Benchmarking Adjustment after following the Informal Dispute Resolution process set out in Clause 18.1, then Authority will have the right to terminate this Agreement pursuant to Clause 17.3.
- h) **Disputes:** Either Authority or Concessionaire may in good faith dispute the results of the Benchmarking Process or whether a Benchmarking Condition exists in accordance with Clause 18; provided, however, that the sole and exclusive consequence of the Parties’ failure to reach agreement with respect to a Benchmarking Adjustment will be that Authority will have the right to terminate this Agreement pursuant to Clause 17.3.

#### **6.4 Liquidated Damages**

- a) In the event of delay or any gross negligence, for causes attributable to the Concessionaire, in meeting the deliverables or milestone, the Authority shall be entitled at its option to recover from the Concessionaire as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable, milestone and Authority’s loss which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the amount the Authority has incurred loss of.
- b) This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Authority under the contract and law. These shall be in addition to the penalties/damages mentioned in the RFP.

### **7. RESOURCES**

#### **7.1 Assets.**

The Authority, at its sole discretion, will sell, transfer, convey, assign and deliver to Concessionaire, and Concessionaire will assume, certain third-party software licenses, equipment leases and service agreements and certain equipment and other assets owned by Authority and used or held for use in connection with Authority’s operations.

#### **7.2 Concessionaire-Managed Agreements**

- a) Commencing on the Base Services Commencement Date, Concessionaire will manage, administer, and maintain, on a Pass-Through Expense basis, the lease, license, maintenance, service and other third-party agreements to be retained by

Authority. In case concessionaire chooses to use such agreement to perform its duties mentioned in this agreement, Authority will provide a copy of such agreements and all modifications of such (collectively, the "Concessionaire-Managed Agreements") to Concessionaire. This Agreement does not affect an assignment of the Concessionaire-Managed Agreements to Concessionaire and Authority will continue to be liable for any and all obligations under an Concessionaire-Managed Agreement except as provided in this Clause 7.2.

- b) If Concessionaire determines that it is able to negotiate arrangements with any third-party vendor that will enable Concessionaire to use alternative software, equipment or services to provide the Services in accordance with Service Levels at a lower cost than maintaining a separate Concessionaire-Managed Agreement solely for Authority's use, Concessionaire will notify Authority of the potential for budget or performance improvements. At its option, Authority may request Concessionaire to pursue such alternative arrangements for the applicable Concessionaire-Managed Agreement. The Parties will cooperate and use reasonable efforts to reduce Authority's financial responsibility under any Concessionaire-Managed Agreements.
- c) Each of the Parties will abide by, and will not breach, the terms of any Concessionaire Managed Agreement and will cooperate with each other to prevent any such breach. To the extent permitted pursuant to the Concessionaire Managed Agreements, Authority hereby appoints Concessionaire (or its applicable subcontractors) as Authority's sole, limited purpose agent for the matters pertaining to the Concessionaire Managed Agreements referred to in this Clause 7.2.
- d) Each Party will promptly inform the other of any breach of, misuse or fraud in connection with any Concessionaire Managed Agreements and any Authority retained assets to which they pertain and will cooperate with each other to prevent or stay any such breach, misuse, or fraud.
- e) Authority will be financially and administratively responsible for obtaining any Consents required to enable Concessionaire and its applicable subcontractors to administer the Concessionaire Agreements and access, use, copy, modify and enhance the relevant assets to the extent necessary for Concessionaire's performance under this Agreement.

### **7.3 Authority-Licensed Software**

- a) Schedule 2 sets out certain third-party software, tools, data, databases and methodologies, together with related documentation, licensed by Authority, (i) with respect to which Authority will retain financial, administrative and maintenance responsibility and (ii) access to which will be required for Concessionaire for purposes of this Agreement. Such items together with any other subsequently identified third-party software, tools, data, databases, and methodologies licensed by Authority access to which will be provided to Concessionaire (or its subcontractors) under this Agreement are collectively referred to herein as "Authority-Licensed Software."
- b) Authority will be financially and administratively responsible for (i) obtaining any Consents required for Concessionaire (and applicable Concessionaire

subcontractors) to access, use, copy, modify and enhance such Authority-Licensed Software in such form and on such media as Concessionaire may reasonably request, together with appropriate documentation, all to the extent necessary for Concessionaire's performance under this Agreement and (ii) maintenance of the Authority-Licensed Software, including upgrades necessary to correct defects.

- c) Concessionaire and its applicable subcontractors will access, use, copy, modify and enhance such Authority-Licensed Software (i) solely for purposes of this Agreement; (ii) solely during the Agreement Term; and (iii) in compliance with any applicable use restrictions that are identified in writing to, and acknowledged by, Concessionaire. Concessionaire will establish an access control procedure to limit Concessionaire's access and use accordingly.

#### **7.4 Authority-Owned Software**

- a) Any software, tools, databases, data and methodologies owned by Authority (together with related documentation) to which Concessionaire needs access for purposes of this Agreement, including the Authority-owned software identified in Schedule 3 are collectively referred to herein as the "Authority-Owned Software."
- b) As between the Parties, Authority will be the sole and exclusive owner of the Authority-Owned Software. Authority hereby grants to Concessionaire (and applicable Concessionaire subcontractors) a non-exclusive, non-transferable, royalty-free license to access, use, copy, modify and enhance such Authority-Owned Software, all to the extent necessary for Concessionaire's performance under this Agreement. Such license will terminate upon the expiration or termination of this Agreement.
- c) Authority will be financially and administratively responsible for (i) obtaining any Consents required for Authority's grant of such license and (ii) maintenance of the Authority-Owned Software, including upgrades necessary to correct defects.
- d) Concessionaire and its applicable subcontractors will access, use, copy, modify and enhance such Authority-Owned Software (i) solely for purposes of this Agreement; (ii) solely during the Agreement Term; and (iii) in compliance with any applicable use restrictions that are identified in writing to, and acknowledged by, Concessionaire. Concessionaire will establish an access control procedure to limit Concessionaire's access and use accordingly.

#### **7.5 Concessionaire Software/Hardware**

- a) Any software, hardware, equipment, tools, databases, data or methodologies that are (i) owned by Concessionaire or Concessionaire Affiliates before the Effective Date or acquired by Concessionaire after the Effective Date, (ii) deployed/procured/developed by Concessionaire or Concessionaire Affiliates other than pursuant to this Agreement or any other agreement with Authority, or (iii) licensed by Concessionaire or Concessionaire Affiliates from a third party (other than third-party software that is the subject of licenses included in the Transferred Assets), including any such items used by Concessionaire or Concessionaire Affiliates to provide the Services to Authority, are collectively

referred to herein as the “Concessionaire Software/Hardware.” As between the Parties, Concessionaire will be the sole and exclusive owner of the Concessionaire Software/ Hardware.

- b) Concessionaire will be financially and administratively responsible for (i) obtaining any Consents required to provide the Services using the Concessionaire Software/Hardware, and (ii) maintenance of the Concessionaire Software/Hardware, including updates, upgrades necessary to correct defects.
- c) With respect to Authority’s access and use of any Concessionaire Software/Hardware, Authority will comply with any applicable use restrictions that are identified in writing to, and acknowledged by, Authority. Authority will establish an access control procedure to limit Authority’s access and use accordingly.

## **7.6 Critical Concessionaire-Licensed Software**

- a) Any Concessionaire Software licensed from a third party that is being used to provide the Services upon any expiration or termination of this Agreement and that would be required by Authority or an alternative service provider for the continuity of the Services after the expiration or termination of this Agreement, other than generally available commercial software, is referred to herein as the “Critical Concessionaire-Licensed Software.” Concessionaire will (i) inform Authority of the existence and ownership of, and the extent of Concessionaire’s rights to, all such Critical Concessionaire-Licensed Software and (ii) use reasonable efforts to obtain for Authority a perpetual (or to the extent customarily available, automatically renewing), nonexclusive license to use such Critical Concessionaire-Licensed Software effective upon the expiration or termination of this Agreement and upon the third-party vendor’s standard terms and conditions but at no additional charge.
- b) If Concessionaire is unable to obtain the license (or the agreement to grant a license) described in Clause 6.7(a) above, Concessionaire will not introduce such Critical Concessionaire-Licensed Software to provide the Services except as follows:
  - i. Prior to introducing such Critical Concessionaire-Licensed Software, Concessionaire will notify Authority of its inability to obtain for Authority such a license or agreement and the cost and viability of any other software that can perform the requisite functions and with respect to which Concessionaire has the ability to grant or transfer such a license or agreement (or to procure the same). Such notice will contain the proposed Critical Concessionaire-Licensed Software vendor’s then-current terms and conditions, if any, for making the software available to Authority upon expiration or termination of this Agreement.
  - ii. With Authority’s prior approval, Concessionaire may then introduce such Critical Concessionaire-Licensed Software for use in providing the Services.

## **7.7 Additional Resources**

If any additional resources, whether in the form of equipment, software or otherwise, are required by Concessionaire to meet its obligations during the

Agreement Term, whether in addition to or in replacement of any than existing hardware or software, Concessionaire will inform Authority and Concessionaire, at his own , will provide such resources. If Authority does not approve an acquisition proposed by Concessionaire, Concessionaire will be excused from any responsibility for any resulting adverse impact on Authority, the Services or the Service Levels, but will use reasonable efforts to mitigate such impact.

All the assets required to perform operations prescribed in the tender documents shall be procured by the concessionaire without any cost to Authority.

## **7.8 Consents**

The following provisions apply when this Agreement imposes upon a Party the responsibility to obtain any Consent:

- a) The Party administratively responsible for obtaining the Consent will use reasonable efforts to obtain such Consent. The other Party will provide reasonable assistance to the responsible Party in obtaining such Consent. The Parties will cooperate to obtain such Consents in a cost effective and efficient manner.
- b) When this Agreement provides that a Party will be financially responsible for obtaining any Consents, such responsibility will include (subject to Clause 7.8(c) below) the payment of any required transfer, upgrade, access, license or similar fees or charges related thereto. If one Party is administratively responsible and the other Party is financially responsible, the financially responsible Party will promptly (but in no event later than 30 days after notification) reimburse the other Party for any of the foregoing fees or charges.
- c) If any Consent cannot be obtained on a commercially reasonable basis, the Parties will (i) make any appropriate adjustments to their respective obligations under this Agreement, including, where necessary relieving Concessionaire of any Service or Service Level obligations or adjusting the charges set out in this Agreement, all to the extent necessary due to a failure to obtain such Consents, and (ii) seek to establish mutually acceptable alternative arrangements so that the Parties may perform their respective obligations under this Agreement by alternative means.
- d) Concessionaire will identify for Authority any applicable Concessionaire subcontractors that should be included within the scope of a Consent to be obtained by Authority.

## **7.9 Efficiency**

Concessionaire will use reasonable efforts to efficiently administer, manage, operate, and use the resources employed by Concessionaire to provide and perform the Services that are chargeable to Authority under this Agreement.

## **7.10 Technological Refresh**

Concessionaire will keep Authority reasonably apprised of any new developments, including new software and hardware developments, that

Concessionaire generally makes available to other similarly situated Authorities of Concessionaire and that Concessionaire believes could have a significant impact on the quality and cost-effectiveness of the Services. Consistent with Authority's then existing budget parameters, Concessionaire will use reasonable efforts to maintain the technology and processes utilized in providing the Services at a level that is comparable with the level of advancement generally attained in providing similar services to the Government clients. Any Authority request for additional assistance or services regarding new technology will constitute a New Service Request pursuant to Clause 5.5

#### **7.11 Refresh; Maintenance**

- a) The Concessionaire shall ensure on a continuing basis that at all times its maintenance and operating procedures are sufficient to ensure that:
  - i. the Service is continuously available;
  - ii. it can maintain the design intention of the assets to achieve their full working life; and
  - iii. the Assets are handed back to the Authority on the completion of contract period in a condition complying with the requirements of this Clause.
- b) Concessionaire will establish and maintain appropriate third-party maintenance arrangements for the maintenance of hardware and software for which it has operational responsibility under this Agreement.
- c) With respect to hardware and third-party software for which a Party has financial and administrative responsibility under this Agreement:
  - i. The Party will be responsible for the upgrading and refreshing of such hardware and third-party software. In consultation with the other Party, each Party may defer upgrading or refreshing any such hardware or software to the extent it has reasonable concerns regarding the stability of such hardware or software or whether the use of such equipment hardware or software will impair the ability of Concessionaire to meet the Service Levels. Concessionaire will be responsible for any upgrade, modification or enhancement of any out-of-scope equipment or software required by any refresh of in-scope hardware or software performed by Concessionaire.
  - ii. If Authority elects to maintain software/hardware under this Agreement at release levels that are not then generally supported by the applicable third-party vendor, then Concessionaire will not be responsible for any failure to meet a Service Level if and to the extent that such failure arises because such software is not supported by the third-party vendor. Subject to the operation of Clause 9.11, Concessionaire will use reasonable efforts to maintain such software/hardware at multiple release levels.
- d) With respect to any hardware and third-party software for which Authority has financial and administrative responsibility under this Agreement, or which Authority has requested that Concessionaire not replace, Authority will be responsible for such maintenance as performed by third parties [on a Pass-

Through Expenses basis] and will bear the cost of replacing such equipment or software.

#### **7.12 Asset Obligations**

Unless other responsibilities are set out in the schedule identifying the applicable asset, the Concessionaire's responsibilities with respect to assets are summarized in this Clause 7.12. For purposes of this Clause 7, except as otherwise provided, the Concessionaire having administrative, operational, or financial responsibility for any asset will mean the following:

- i. Administrative responsibility for an asset means that such Party will be responsible for managing such asset, including the tracking of renewal dates and license compliance provisions;
- ii. Operational responsibility for an asset means that such Party will be responsible for operational support of the asset including the maintenance of such asset; and
- iii. Financial responsibility for an asset means that such Party will be responsible for all financial obligations with respect to such asset, including acquisition costs, maintenance costs, refresh, and upgrade costs.

#### **7.13 Non-Transferred Authority Property**

Except for property to which title is transferred to Concessionaire as evidenced by a bill of sale or comparable written instrument of conveyance or pursuant to Clause 7.1, no interest or obligation is conferred upon Concessionaire under this Agreement regarding Authority's property beyond the limited right to use such property for purposes of this Agreement. All such property remains in the care, custody, and control of Authority.

#### **7.14 Further Assurances**

Concessionaire and Authority agree to execute and deliver such other instruments and documents as either Party reasonably requests to evidence or effect the transactions contemplated by this Clause 7.

### **8. SERVICE LOCATIONS; HEALTH, SAFETY AND SECURITY**

#### **8.1 Service Locations**

The Services will be provided at the Authority Service Locations and the Concessionaire Service Locations identified in Annexure IX of the RFP document. Notwithstanding Annexure IX of the RFP, Concessionaire may change Concessionaire Service Locations of District Citizen Center's only without Authority approval provided such change does not detrimentally impact the obligations of Concessionaire or Service Charges under this Agreement.

#### **8.2 Access to Authority Service Locations and Items**

During the Agreement Term, at no cost to Concessionaire and to the extent necessary for Concessionaire to provide the Services, Authority will provide Concessionaire with (i) access to the Authority Service Locations will be during business hours , seven days a week; (ii) suitable office space in Authority's principal facility and at other mutually designated Authority facilities; services and resources as the Parties may agree are reasonably necessary for Concessionaire to perform its obligations under this Agreement (collectively).

### **8.3 Use of Authority Service Locations**

Unless otherwise approved by Authority, Concessionaire may use the Authority Service Locations and the Authority Service Location Items only in connection with the provision of Services to Authority and not for the provision of services to other Authorities or customers of Concessionaire.

### **8.4 Authority Service Location Policies**

When working at any Authority Service Locations or other Authority facilities, Concessionaire personnel will comply with Authority's standard workplace security, administrative, safety and other policies and procedures applicable to Authority's own employees. Authority will provide Concessionaire with a copy of each such policy and procedure and will notify Concessionaire of any subsequent modifications or amendments thereto. To the extent that any of such policies or procedures prevent Concessionaire personnel from performing Concessionaire's obligations under this Agreement, Concessionaire will not be in breach of this Agreement. If any such policies or procedures impose materially increased costs or obligations on Concessionaire, the Parties will seek to establish mutually acceptable alternative arrangements and to make appropriate adjustments to their respective obligations under this Agreement (including the charges payable to Concessionaire).

### **8.5 Relocation from Authority Service Locations**

The Parties currently anticipate that Concessionaire will provide a significant portion of the Services on-site at the Authority Service Locations. Prior to moving any material portion of the Services from a Authority Service Location, Concessionaire will seek Authority's written approval, which will not be unreasonably withheld. If Concessionaire elects to relocate from a Authority Service Location without Authority's consent, Concessionaire will be financially & legally responsible for the related relocation expenses and new facility expenses except as provided in Clause 8.6.

### **8.6 Control of Service Locations**

- a) No interest or obligation of the Authority Service Locations or Authority Service Location Items is conferred upon Concessionaire beyond the limited right to use such Authority Service Locations and Authority Service Location Items for

purposes of this Agreement. All such facilities and items will remain in the care, custody, and control of Authority.

- b) No interest or obligation of the Concessionaire Service Locations is conferred upon Authority. All such facilities will remain in the care, custody, and control of Concessionaire. Concessionaire shall use such facilities to provide services to other customers and Authorities with prior written approval of the authorities.

## **8.7 Additional Facilities**

Unless Concessionaire's need for additional facilities increases as a result of New Services, Concessionaire will be financially responsible for any additional facilities Concessionaire requires for the performance of its obligations under this Agreement.

## **8.8 Health and Safety Provisions**

- a) The respective responsibilities of Authority and Concessionaire under this Agreement for the purposes of ensuring compliance with the relevant Laws.
- b) Authority warrants that, in respect of each of the Authority Service Locations set out in Annexure IX of the RFP :
  - i. as at the date of this Agreement, the Authority Service Locations comply in all respects with the standards set out in the Health & Safety Laws in relation to the workplace;
  - ii. Authority will during Concessionaire's use and occupation of the Authority Service Locations rectify any defect or want of repair which constitutes a breach of or non-compliance with the Health & Safety Laws as soon as Authority is aware or ought to be aware of such defect or want of repair; and
  - iii. in the event of any defect or want of repair to any part of the Authority Service Locations which is under the ownership, management and control of a third party, Authority shall serve a formal notice on that third party requiring the repair or remedy to be carried out forthwith, and shall furnish Concessionaire with a copy of such notice given to the third party.

## **8.9 Security Guidelines**

- a) Concessionaire shall comply with the relevant security, safety and other requirements specified in the Information Technology Act including the regulations issued by dept. of telecom (wherever applicable), IT Security Manual of the Authority and any other directions issued from time to time by the Authority and follow the industry standards related to safety and security, in so far as it applies to the provision of the Services. In case of any change to the technical requirements, it will be handled in accordance with change control procedure as set out in the Change Control Schedule.
- b) Each Party to the Agreement shall also comply with Authority or the Government of India, and Government of Maharashtra's security standards and policies in force from time to time at each location of which Authority make the

Concessionaire aware in writing in so far as the same apply to the provision of the Services.

- c) The Parties to the Agreement shall use reasonable endeavors to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the Authority as the case may be or any of their nominee's data, facilities, or Confidential Information.
- d) Concessionaire shall upon reasonable request by the Authority as the case may be or their nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.
- e) As per the provisions of the Agreement, the Concessionaire shall promptly report in writing to the Authority, any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at the facilities of Authority as the case may be.

## **9. RELATIONSHIP GOVERNANCE**

### **9.1 Concessionaire Account Representative**

During the Agreement Term, Concessionaire will designate an individual who will be primarily dedicated to Authority's account who (i) will be the primary contact for Authority in dealing with Concessionaire under this Agreement; (ii) will have overall responsibility for managing and coordinating the delivery of the Services; (iii) will meet regularly with the Authority Account Representative; and (iv) will have the authority to make decisions with respect to actions to be taken by Concessionaire in the ordinary course of day-to-day management of Concessionaire's account in accordance with this Agreement (the "Concessionaire Account Representative").

### **9.2 Authority Account Representative**

During the Agreement Term, Authority will designate a senior level individual who (i) will be the primary contact for Concessionaire in dealing with Authority under this Agreement; (ii) will have overall responsibility for managing and coordinating the receipt of the Services; (iii) will meet regularly with the Concessionaire Account Representative; and (iv) will have the authority to make decisions with respect to actions to be taken by Authority in the ordinary course of day-to-day management of this Agreement (the "Authority Account Representative").

### **9.3 Establishment of Service Management Project Management Committee**

Concessionaire and Authority will appoint a Service Management Project Management Committee (the "Service Management Project Management Committee"), made up of a number of key executives from each Party (inclusive of the Concessionaire Account Representative and the Authority Account

Representative), which will meet, from time to time, and at such time as its members or the Parties deem appropriate to (i) review and analyse the monthly performance reports for the preceding period and the Parties' overall performance under this Agreement; (ii) review progress on the resolution of issues; (iii) provide a strategic outlook for Authority's requirements; and (iv) attempt to resolve, or designate individuals to attempt to resolve, any disputes or disagreements under this Agreement. Although the Authority Account Representative and the Concessionaire Account Representative will remain as members of the Service Management Project Management Committee, either Party may change its other representatives from time to time upon written notice to the other. In addition, the Parties may mutually agree to increase or decrease the size, purpose, or composition of the Service Management Project Management Committee in an effort for Concessionaire to better provide, and for Authority to better utilize, the Services. The members of the Service Management Project Management Committee will not have separate voting rights; all actions of the Service Management Project Management Committee required under this Agreement will require the mutual consent of the Parties.

#### **9.4 Key Management Positions**

- a) In an effort to develop an environment in which the Services may be provided in an effective manner, the Parties may jointly designate from time to time certain key Concessionaire account management positions, including the Concessionaire Account Representative ("Key Management Positions"). Concessionaire will cause each of the personnel serving in a Key Management Position to devote a substantial part of his or her business time and effort to the provision of Services under this Agreement. With respect to the appointment of the initial and any replacement Concessionaire personnel to Key Management Positions, the Parties will cooperate with each other to fill the Key Management Positions with individuals who are reasonably acceptable to Authority. Before assigning an individual to a Key Management Position, whether as an initial assignment or a replacement, Concessionaire will (i) notify Authority of the proposed assignment; (ii) introduce the individual to appropriate Authority representatives; and (iii) subject to applicable law (including, without limitation, data protection legislation), obligations of confidentiality and Concessionaire's standard personnel practices, provide Authority with a curriculum vitae, and any other information about the individual reasonably requested by Authority. If Authority has a good faith objection to any such assignment within ten days, Concessionaire will not assign the proposed individual and will propose to Authority the assignment of another individual of suitable ability and qualifications, within a mutually agreed upon timeframe.
- b) Except in the event of resignation, death, disability, or termination of employment, Concessionaire will notify Authority in writing at least 30 days prior to replacing any Concessionaire personnel serving in a Key Management Position. In the event of any replacement of Concessionaire personnel serving in Key Management Positions, Concessionaire will provide for an appropriate transition (overlap) period for the new individual and use reasonable efforts to minimize any disruption such replacement may cause in the performance of Concessionaire's

obligations under this Agreement.

- c) If Authority determines, in good faith and consistent with applicable law, that the continued assignment of any Concessionaire personnel serving in a Key Management Position is not in the best interests of Authority, Authority will notify Concessionaire requesting the replacement of the individual and providing a confidential summary of the reasons why the replacement is needed. Promptly after receiving such request, the Parties will consult the matters stated in the request and either institute mutually agreeable corrective action or replace the individual within a mutually agreed upon timeframe. The replacement individual will have suitable ability and qualifications reasonably acceptable to Authority. This Clause 9.4(c) will not be construed to give Authority the ability to terminate the employment of any Concessionaire personnel (or subcontractor personnel).
- d) Concessionaire will establish and maintain an up-to-date succession plan for all individuals serving in Key Management Positions.

## **9.5 Continuity of Concessionaire Account Personnel**

Consistent with the necessity for people to have the opportunity for promotion, the Parties agree that it is in their best interests to keep the attrition rate of Concessionaire personnel (primarily dedicated to the Authority account to a level) that would not reasonably be likely to have an adverse effect on Concessionaire's performance under this Agreement. Accordingly, if Authority reasonably and in good faith believes that the attrition rate of such Concessionaire personnel does not meet such standard, Authority may request a report stating the attrition rate for the previous 24 months. If requested by Authority, the Parties will meet and discuss the reasons for the attrition rate. If appropriate, Concessionaire will submit to Authority its proposals for reducing the attrition rate, and the Parties will use reasonable efforts to bring the attrition rate to a mutually acceptable level.

## **9.6 Account Documentation**

- a. On or before the [six]-month anniversary of the Base Services Commencement Date, Concessionaire will prepare appropriate "Account Documentation" which will summarize Concessionaire's enterprise-wide practices regarding how Concessionaire will provide the Services under this Agreement, refer to any applicable documentation (e.g., operations manuals, user guides, specifications, etc.) that provides further details of such activities, describe the activities Concessionaire proposes to undertake to provide the Services, including, where appropriate, those reporting, planning and oversight activities normally undertaken at facilities that provide services of the type Concessionaire will provide under this Agreement, and summarize the management reporting procedures for Authority/Concessionaire interaction and communication under this Agreement.
- b. Concessionaire will incorporate Authority's reasonable comments or suggestions to the Account Documentation that do not, individually or in the aggregate, impose materially increased costs or obligations on Concessionaire. Concessionaire will periodically update the Account Documentation to reflect changes in the

operations or procedures described therein within a reasonable time after such changes were made. All such Account Documentation is Concessionaire's Confidential Information.

- c. Subject to the terms of this Agreement, both Parties will perform in accordance with the Account Documentation. In the event of a conflict between the provisions of this Agreement and the Account Documentation, the provisions of this Agreement will prevail.

## **9.7 Reports**

On or before the [six]-month anniversary of the Base Services Commencement Date, the Parties will establish an appropriate set of periodic reports regarding the provision of the Services by Concessionaire to be delivered by Concessionaire to Authority from time to time under this Agreement. Such reports will be no less comprehensive than Authority's internal reporting as of the Effective Date and will be delivered at a frequency consistent with Authority's historical practices as specified herein. On a monthly basis, Concessionaire will provide, at a minimum, the following reports in a form mutually established by the Parties:

- a. [specify minimum reporting requirements during ramp-up]; and
- b. a monthly Changes report that describes (i) all Changes that have been made by Concessionaire since the date of the last report and (ii) any ongoing or planned Changes during the upcoming month.

## **9.8 Meetings and Conference Calls**

On or before the [six]-month anniversary of the Base Services Commencement Date, the Parties will determine an appropriate set of periodic meetings or Video/telephone conference calls to be held between representatives of Authority and Concessionaire. The Parties contemplate that such meetings will include the following:

- a. a monthly meeting among the Authority Account Representative, the Concessionaire Account Representative and any other appropriate operational personnel to discuss daily performance and planned or anticipated activities that may adversely affect performance or any Changes;
- b. a quarterly management meeting of the Service Management Project Management Committee; and
- c. an annual senior management meeting to review relevant performance and other issues.

At either Party's request, the other Party will publish its proposed agenda for any meeting sufficiently in advance of the meeting to allow meeting participants a reasonable opportunity to prepare. All meetings will be held in a location mutually agreed by the Parties.

## **9.9 Relationships with Authority Contractors**

- a. [Subject to the operation of Clause 5.6], Concessionaire will cooperate with Authority and any other third-party contractor employed by Authority ("Authority Contractors") in the integration, where required, of Concessionaire's work under this Agreement with any other services, work, materials and equipment supplied by Authority or any Authority Contractor. Such cooperation will include providing (i) written requirements, standards, and policies for systems operation so that the enhancements or developments of Authority Contractors may be operated by Concessionaire, as applicable; (ii) assistance and support services to Authority Contractors. if such charges are so specified, and at Concessionaire's standard commercial rates, if none are specified; and (iii) access to the systems and the architecture configurations to the extent reasonably required for the activities of such Authority Contractors. Notwithstanding anything in this Agreement, Concessionaire is not required to disclose its Confidential Information to competitors of Concessionaire. Concessionaire will promptly notify Authority if Concessionaire determines that an act or omission of a Authority Contractor will delay or otherwise impair the provision of Services. Authority will be responsible for managing and supervising Authority Contractors and for any failure of Authority Contractors to comply with Authority's applicable obligations under this Agreement.
- b. If the work performed by any Authority Contractor affects the Services being performed by Concessionaire under this Agreement or such Authority Contractor otherwise uses resources furnished by Concessionaire, Authority will use reasonable efforts to ensure that such Authority Contractor (i) cooperates with Concessionaire; (ii) follows reasonable Concessionaire standards, methodologies and procedures (including confidentiality and security procedures); (iii) complies with the license and confidentiality requirements of vendors of the software on which such Authority Contractor is performing work; and (iv) executes, delivers and complies with any customary confidentiality and nondisclosure agreements reasonably required by Concessionaire or such vendors. If a Authority Contractor notifies Authority that it does not in good faith believe that Concessionaire standards, methodologies or procedures are reasonable in the industry or appropriate in the particular situation, then Authority will so notify Concessionaire and the Parties will seek to establish mutually acceptable alternative arrangements.

#### **9.10 Concessionaire Subcontractors**

- a) Except as provided in Clause 9.10(b) below, Concessionaire will not subcontract all or any part of the Services without Authority's consent, which will not be unreasonably withheld.
- b) Authority's consent under Clause 9.10(a) above is not required with respect to (i) Concessionaire Affiliates; (ii) subcontractors that provide services customarily purchased from third-party vendors such as facilities maintenance, hardware and software maintenance, security, storage and other ancillary services; (iii) subcontractors proposed in the tender submitted by the Concessionaire or (iii) any subcontractor not dedicated to Authority or any subcontractor who is providing services in a shared environment.
- c) Concessionaire will remain responsible for obligations under this Agreement

performed by any Concessionaire subcontractors to the same extent as if such obligations were performed by Concessionaire's employees. Concessionaire will remain Authority's sole point of contact regarding the Services. Any reference in this Agreement to Authority granting a right to, or conferring a benefit upon, Concessionaire in order to facilitate the provision of the Services will be deemed to include Concessionaire's subcontractors unless the context indicates otherwise.

- d) If Authority expresses any concerns to Concessionaire regarding bona fide performance issues with any Concessionaire subcontractors, Concessionaire will cooperate with Authority to resolve such concerns on a mutually acceptable basis.

#### **9.11 System Change Control**

- a) Concessionaire will comply with the following System Change control procedures:
- b) Concessionaire will schedule its implementation of System Changes so as not to unreasonably interrupt Authority's business operations.
- c) Concessionaire will make no System Changes that would materially alter the functionality of the systems used to provide the Services or materially degrade the performance of the Services, without first obtaining Authority's approval. Concessionaire may make temporary System Changes at any time and without Authority approval, to the extent such System Changes are necessary, in Concessionaire's good faith judgment, (i) to maintain the continuity of the Services, or (ii) to correct an event or occurrence that would substantially prevent, hinder or delay the operation of Authority's critical business functions. Concessionaire will promptly notify Authority of all such temporary System Changes.
- d) Concessionaire will review, and perform a root-cause analysis of, any deviation from scheduled System Changes and failed System Changes.
- e) Prior to using any software or equipment to provide the Services, Concessionaire will utilize customary testing efforts to verify that the item has been properly installed, is operating substantially in conformance with its specifications, and is performing its intended functions in a reliable manner.
- f) Concessionaire will follow a formalized methodology in migrating programs from development and testing environments into production environments.

#### **9.12 Contract Change Control**

The Parties will comply with the following Contract Change control procedures to revise, amend, alter, or otherwise change the Services being provided under this Agreement. These procedures do not apply to changes that result in New Services, which are initiated in accordance with Clause 5.5.

- a) To request a Contract Change, Concessionaire or Authority, as applicable, will deliver a written request (the "Change Request") to the Concessionaire Account Representative or the Authority Account Representative, as the case may be, specifying in reasonable detail to the extent known (i) the proposed Contract

Change; (ii) the objective or purpose of such Contract Change; (iii) the particular Agreement and/or Schedule provisions that are affected by the Contract Change; and (iv) the requested prioritization and schedule for such Contract Change.

- b) The Parties will cooperate with each other in good faith in discussing the scope and nature of the Change Request. As soon as practicable and to the extent applicable, Concessionaire will prepare and deliver to the Authority Account Representative a written statement (the "Change Response") describing any changes in methodology, procedures, prioritization, products, services, assignment of personnel and other resources that Concessionaire believes would be required to effect the Change. In addition, such Change Response will include, as appropriate or applicable (i) an estimation of the net increase or decrease in the pricing that would be required; (ii) the categories of costs to be avoided as a result of such Contract Change; (iii) a description of how the proposed Contract Change would be implemented; (iv) a description of the effect, if any, such Contract Change would have on this Agreement, including, without limitation, on Service Levels; (v) an estimation of all resources required to implement such Contract Change, including a description of the delivery risks and associated risk mitigation plans; and (vi) such other information as may be relevant to the proposed Contract Change. The Concessionaire Account Representative and the Authority Account Representative will meet to determine whether they desire for Concessionaire to proceed with the implementation of the proposed Contract Change in accordance with the Change Response.
- c) Upon agreement of the Parties, the Change Response will amend this Agreement in accordance with Clause 21.11.

## **10. HUMAN RESOURCE MATTERS**

### **10.1 General Principles Regarding Concessionaire Personnel**

Except as provided in Clause 9.4, Concessionaire reserves the right to determine which personnel will be assigned to perform Services, and to replace or reassign such personnel during the Agreement Term. The personnel assigned to the Authority account by Concessionaire (or its subcontractors) will be and remain employees of Concessionaire (or such subcontractors), and Concessionaire (or such subcontractors) will provide for and pay the compensation and other benefits of such personnel, including salary, health, accident and workers' compensation benefits and all taxes and contributions that an employer is required to pay with respect to the employment of employees.

### **10.2 Limitations on Recruiting**

Except as provided in Clause 18.7 and unless otherwise agreed by the Parties in writing, during the Agreement Term and twelve months thereafter, neither Party will, directly or indirectly, knowingly solicit for employment, offer employment to or employ or retain (whether as an employee, officer, agent, consultant, advisor or in any other capacity) any employee of the other Party who is or was actively involved in the performance or evaluation of the Services. If a Party breaches this

Clause 10.1, the breaching Party shall pay compensation to the non-breaching Party in the form of liquidated damages equal to the greater of six (6) month compensation either (a) offered to the Personnel by the breaching Party or (b) paid or offered to the Personnel by the non-breaching Party. Notwithstanding the foregoing, the Parties acknowledge and agree that this Agreement will not prohibit (i) solicitations through general public advertising or other publications of general public circulation or (ii) the hiring of any employee of a Party who contacts the other Party without such other Party having solicited such employee.

## **11. PRICE & PAYMENT**

### **11.1 Payment Terms**

Payment terms will be same as mentioned in the Annexure 6 of the RFP.

### **11.2 Retained Expenses**

**In the event that the Concessionaire has failed to operate and maintain the Project as mentioned in tender documents and such failure has not been remedied despite a notice to that effect issued by the Authority ("Notice to remedy"), Authority may, without prejudice to any of its other rights/remedies under this Agreement, be entitled to operate the Project at the risk and cost of the Concessionaire. The Concessionaire shall without demur pay on demand, 125 % of the costs incurred by Authority on account of such event within 7 (seven) working days of receipt of Authority claim thereof. Failure to pay shall entitle Authority to recover such costs from any dues payable by Authority to the Concessionaire and/ or from the performance guarantee provided by the Concessionaire.**

### **11.3 Proration**

Periodic charges under this Agreement are to be computed on a calendar month basis and will be prorated on a per diem basis for any partial month.

### **11.4 Unused Credits**

Any unused credits against future payments owed to either Party by the other pursuant to this Agreement will be paid to the applicable Party within 30 days after the expiration or termination of this Agreement.

### **11.5 Refundable Items**

- a. If it is determined that Authority has prepaid for a service or function for which Concessionaire is assuming financial responsibility under this Agreement, Concessionaire will credit Authority that portion of such prepaid expense that is attributable to periods after the [Effective Date] [Base Services Commencement

Date] against Concessionaire's invoice for such applicable period. Authority will reimburse Concessionaire, upon expiration or termination of this Agreement, for that portion of any amounts prepaid by or on behalf of Concessionaire that are attributable to periods on and after the effective date of expiration or termination of this Agreement.

- b. If Authority receives a refund, credit or other rebate for goods or services paid for by Concessionaire pursuant to this Agreement, Authority will promptly notify Concessionaire of such refund, credit or rebate and pay the full amount thereof to Concessionaire.

#### **11.6 Disputed Charges**

Authority may withhold payment of particular charges that Authority reasonably and in good faith disputes. Any amounts (or portions thereof) not so disputed otherwise will be paid by the applicable payment due date, as determined pursuant to provision of this agreement. Authority will notify Concessionaire in writing on or before the payment due date of any disputed charges for which Authority is withholding payment and describe, in reasonable detail, the reason for such withholding. Authority and Concessionaire will diligently pursue an expedited resolution of such dispute. If the Parties are unable to resolve such dispute within 90 days after Authority's receipt of the invoice, such disputes shall be referred to the Project Implementation committee. Decision of the committee in this regard shall be considered as final.

#### **11.7 Taxes**

- a) Each party shall remain liable to pay such taxes that are imposed by any Central, State, or Local governmental entity on any property or income or gains from their own respective trading and/or investment activities. Each Party shall also remain liable to pay taxes due on wages or other emoluments of their employee(s), sub-contractor(s), or any person engaged by the Party that is legally imposed by the appropriate legislation.
- b) All charges payable under this Agreement shall be exclusive of goods and services and all other similar taxes (hereinafter referred to as "Transaction Tax") imposed by any Central, State, or local governmental entity for any supply provided under this Agreement. The Authority shall pay in addition to the consideration payable under this Agreement, such Transaction Tax at the appropriate prevailing rate provided that Concessionaire shall not only itemizes such Transaction Taxes separately but also, issues a proper local Transaction Tax compliant or such other approved invoice(s) to the Authority.
- c) Where any supply provided by the Concessionaire under this Agreement is exempt from Transaction Tax imposed by any Central, state, or local governmental entity, Concessionaire shall be entitled to pass on to the Authority, as additional part of the consideration for such a supply, any amount of such Transaction Tax that Concessionaire is not permitted to obtain credit for or recover from the relevant authority (hereinafter referred to as "non recoverable input Transaction Tax"). The input Transaction Tax is any tax charged or incurred on

any purchase of any supply of goods or services by Concessionaire in order to be able to provide Supplies under this Agreement. In recognition of the complexities involved in establishing and computing the amount of non-recoverable input Transaction Tax, both parties hereby agree that the non-recoverable input Transaction Tax shall be computed as ....% of the output Transaction Tax that Concessionaire would normally charge on the consideration if the said supply were, indeed, subject to VAT (or such other similar taxes) at the standard rate.

- d) Where any supply under this Agreement is deemed to take place in a jurisdiction outside the jurisdiction where Concessionaire's normal place of business is located, and Concessionaire is required to register for local Transaction Tax, for avoidance of any doubt, the Parties hereby agree that Concessionaire is permitted to charge the Transaction Tax of that jurisdiction at the appropriate prevailing rate.
- e) [With Authority's prior approval] if Concessionaire Personnel are required to perform Services outside the city or state in which such Concessionaire Personnel are based, Authority will reimburse Concessionaire for increased taxes (and assignment related costs) incurred by Concessionaire.
- f) The Parties will cooperate to segregate the Service Charges into the following separate payment streams: (i) those for taxable Services; (ii) those for non-taxable Services; (iii) those for Pass-Through Expenses where Concessionaire functions merely as a paying agent for Authority in receiving goods, supplies or services (including leasing and licensing arrangements); and (iv) reimbursable expenses. Concessionaire will not collect or include in its invoices any sales or use taxes for which Authority has furnished a properly executed and valid exemption certificate.
- g) If Concessionaire is assessed a deficiency (including penalties and interest thereon) for taxes payable by Authority pursuant to this Agreement, Concessionaire will use reasonable efforts to promptly notify Authority of such assessment and will administratively contest such assessment to the extent it is requested in a timely manner or authorized to do so by Authority. Authority shall indemnify and hold harmless Concessionaire from any such tax deficiency (including penalties and interest).
- h) The Parties will reasonably cooperate with each other to more accurately determine each Party's tax liability and to minimize such liability to the extent legally permissible. Authority and Concessionaire will provide and make available to the other any resale certificates, withholding tax certificates, information regarding out-of-state sales or use of equipment, materials or services, and other exemption certificates or information reasonably requested by either Party.
- i) For purposes of this Agreement, taxes shall include taxes incurred on transactions between and among Concessionaire, its Affiliates and third-party subcontractors.

## **12. REPRESENTATIONS, WARRANTIES AND UNDERTAKINGS**

### **12.1 Concessionaire Representations and Warranties**

Concessionaire hereby represents and warrants to Authority as follows:

- a) **Organization; Power:** Concessionaire has all requisite power and authority to execute and deliver this Agreement and to perform its obligations hereunder.

- b) **Authority; Enforceability:** The execution and delivery of this Agreement and the consummation of the transactions contemplated hereby have been duly authorized by all requisite action on the part of Concessionaire. This Agreement constitutes the legal, valid, and binding agreement of Concessionaire, enforceable against Concessionaire in accordance with its terms (except insofar as such enforceability may be limited by applicable bankruptcy, insolvency, reorganization, moratorium or similar laws affecting creditors' rights generally, or by principles governing the availability of equitable remedies).
- c) **Non-contravention:** The execution and delivery of this Agreement and the consummation of the transactions contemplated hereby will not materially conflict with, or result in any material violation or breach of, any contract to which Concessionaire is a party.

## **12.2 Authority's Representations and Warranties**

- a) **Organization; Power.** Authority is a [public limited company] duly registered and validly existing under the relevant laws of India. Authority has all requisite power and authority to execute and deliver this Agreement and to perform its obligations hereunder.
- b) **Authority; Enforceability.** The execution and delivery of this Agreement and the consummation of the transactions contemplated hereby, have been duly authorized by all requisite corporate action on the part of Authority. This Agreement constitutes the legal, valid, and binding agreement of Authority, enforceable against Authority in accordance with its terms (except insofar as such enforceability may be limited by applicable bankruptcy, insolvency, reorganization, moratorium or similar laws affecting creditors' rights generally, or by principles governing the availability of equitable remedies).
- c) **Non-contravention.** The execution and delivery of this Agreement and the consummation of the transactions contemplated hereby will not conflict with, or result in any violation or breach of, any contract to which Authority is a party.
- d) **Assets, Employees and Facilities Necessary to Business.** The hardware, software and other assets owned, licensed or leased by Authority which are to be transferred to, or assumed by Concessionaire, or to which Concessionaire is granted rights to use under this Agreement, along with the Employees Offered Employment, contractors and the office space, other facilities and Service Location Items to be provided or made available to Concessionaire under this Agreement are, in the aggregate, sufficient in all material respects to carry on that portion of the operations presently conducted by Authority that comprise the Base Services. Furthermore, the information furnished by Authority on which Concessionaire based the Services and Service Charges as set out in this Agreement is accurate and complete in all material respects.

## **12.3 Additional Undertakings**

- a) **Performance:** Concessionaire will perform the Services in a good and workmanlike manner.
- b) **Viruses:** Each Party will use reasonable efforts through the use of industry

standard virus protection software and other customary procedures to screen any software provided or made available by it to the other Party hereunder to avoid introducing any “virus” or other computer software routine or hardware components that materially disrupts the proper operation of or provides improper access to the systems. If such a virus is found to have been introduced by Concessionaire into such systems, Concessionaire will use reasonable efforts to assist Authority in mitigating the effects of the virus, if any, on that portion of Authority’s information technology environment relating to the Base Services.

- c) **Adequacy of Employees:** Concessionaire will use adequate numbers of qualified personnel to perform the Services (where the pricing for such Services is not measured by a number of people, full-time equivalents, a time-based billing mechanism or similar metric). Concessionaire undertakes that the Concessionaire employees utilized in the provision of Services to Authority will possess suitable training, education, experience, and skill to perform the Services.
- d) **Disabling Codes:** Concessionaire will not, without notifying Authority, knowingly insert, or knowingly allow to be inserted, into the software used to provide the Services any code or other device that is designed to disable, damage, erase, delay or otherwise shut down all or any portion of the Services or the hardware, software or data used in providing the Services.

#### **12.4 Warranty Regarding Concessionaire Work Product**

- a) Concessionaire warrants that any all the project components developed/deployed by Concessionaire pursuant to this Agreement (the “Concessionaire Warranty Item”) will substantially conform during the validity of this agreement to the applicable written design specifications agreed upon by the Parties with respect to such item. In addition, (i) the documentation for such Concessionaire Warranty Item will be sufficient to allow a reasonably knowledgeable and experienced systems programmer/personnel to maintain and support such Concessionaire Warranty Item and (ii) any user documentation for such Concessionaire Warranty Item will accurately describe in terms understandable by a typical end user the functions and features of such Concessionaire Warranty Item and the procedures for exercising such functions and features.
- b) Authority will notify Concessionaire in writing of any defects in such Concessionaire Warranty Item/Project Component that cause it not to substantially conform to the applicable design specifications during the Warranty Period and will provide Concessionaire with adequate information to identify the circumstances in which such defects were discovered.
- c) Authority’s sole and exclusive remedy for any breach of such warranty will be the correction by Concessionaire of any defects in such Concessionaire Warranty Item that cause it not to substantially conform to the applicable design specifications. Concessionaire will provide such corrections at no charge/cost to Authority. Authority will provide to Concessionaire access, in a timely manner, to any technical support, facilities, hardware, software or information in Authority’s possession necessary for Concessionaire to complete such work. Concessionaire will correct such defects as soon as reasonably practicable and furnish Authority with a revised or updated Concessionaire Warranty Item reflecting any corrections

made pursuant to this Clause.

- d) Notwithstanding the foregoing, this warranty will not apply to the extent an Concessionaire Warranty Item does not substantially conform to the applicable written design specifications as a result of a defect arising from (i) any act or omission of Authority; (ii) any Person (other than Concessionaire or any Person under the express direction of Concessionaire) making any revisions or modifications to the Concessionaire Warranty Item after its provision to Authority; (iii) the malfunction of any Authority-supplied software or equipment; (iv) Authority operation of the Concessionaire Warranty Item other than in accordance with applicable documentation or design, or on hardware not recommended, supplied or approved by Concessionaire; or (v) the occurrence of any Force Majeure Event. In any such event, the warranty described herein with respect to the portion of the Concessionaire Warranty Item so affected will not apply to such defect, and the Parties will seek to establish mutually agreed alternative arrangements thereto through the execution of a New Service Request pursuant to provision of this agreement.
- e) This Clause will not apply to third-party software.

#### **12.5 Pass-Through Warranties; Third-Party Software**

With respect to all third-party products and services purchased by Concessionaire for Authority in connection with the provision of the Services, Concessionaire will pass through or assign to Authority the rights Concessionaire obtains from the manufacturers and/or vendors of such products and services (including warranty and indemnification rights), all to the extent that such rights are assignable. If pass-through warranties and indemnities reasonably acceptable to Authority are not available from a subcontractor or supplier whose services or products are dedicated to Authority, or that are not provided in a shared environment, then Concessionaire will discuss the matter with Authority prior to engaging the particular subcontractor or supplier, and the Parties will mutually determine to either accept the terms available from such subcontractor or supplier, in which case Concessionaire will enforce the applicable warranty or indemnity on behalf of Authority as provided below, or deal with another vendor of comparable products or services that will provide warranties and indemnities reasonably acceptable to Authority. In the event of a third-party software or hardware nonconformance, Concessionaire will coordinate with, and be the point of contact for resolution of the problem through, the applicable vendor and, upon becoming aware of a problem, will notify such vendor and will use reasonable efforts to cause such vendor to promptly repair or replace the nonconforming item in accordance with such vendor's warranty. If any warranties or indemnities may not be passed through, Concessionaire will, upon the request of Authority, take reasonable action to enforce any applicable warranty or indemnity that is enforceable by Concessionaire in its own name. However, Concessionaire will have no obligation to resort to litigation or other formal dispute resolution procedures to enforce any such warranty or indemnity.

#### **12.6 Disclaimer of Warranties**

Except as otherwise expressly provided in this Clause 12, the Parties make no

representations or warranties, and hereby exclude all conditions, express or implied, regarding any matter, including fitness for a particular purpose, merchantability, informational content, systems integration, non-infringement, interference with enjoyment, or results to be derived from the use of any Service, software, hardware, deliverables, work product or other materials provided under this Agreement. Concessionaire expressly disclaims any warranty or condition as to the accuracy or completeness of data, operational criteria or parameters provided by Authority. Concessionaire does not represent or warrant, nor is it a condition of this Agreement, that the operation of any project component will be uninterrupted or error free.

### **13. CONFIDENTIALITY; SAFEGUARDING OF DATA**

#### **13.1 Confidentiality**

- a) In connection with this Agreement, each of the Parties has disclosed and may continue to disclose to the other Party information that relates to the disclosing Party's business operations, financial condition, customers, products, services, or technical knowledge. Except as otherwise specifically agreed in writing by the Parties, Concessionaire and Authority each agree that (i) all information communicated to it by the other and identified as confidential, whether before or after the Effective Date; (ii) all information identified as confidential to which it has access in connection with the Services, whether before or after the Effective Date; (iii) all information communicated to it that reasonably should have been understood by the receiving Party, because of confidentiality or similar descriptions, the circumstances of disclosure or the nature of the information itself, to be confidential to the disclosing Party; and (iv) the terms and conditions of this Agreement (collectively, the "Confidential Information"), will be and will be deemed to have been received in confidence and will be used only for purposes of this Agreement. The Parties acknowledge that third-party software may be subject to additional confidentiality restrictions imposed by the applicable vendor's license or other agreement.
- b) Each Party's Confidential Information will remain the property of that Party except as otherwise expressly provided in this Agreement. Each of the Parties will use at least the same degree of care to safeguard and to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure or publication of its own information (or information of its customers) of a similar nature, and in any event, no less than reasonable care. Each Party may disclose relevant aspects of the other Party's Confidential Information to its employees, Affiliates, subcontractors, and agents to the extent such disclosure is reasonably necessary for the performance of its obligations, or the enforcement of its rights, under this Agreement; provided, however, that such Party will use reasonable efforts to ensure that such employees, Affiliates, subcontractors, or agents comply with these confidentiality provisions. Each Party will be responsible for any improper disclosure of Confidential Information by such Party's employees, Affiliates, subcontractors, or agents. A Party may reuse for its own purposes with third parties the terms and conditions of this Agreement, provided that (i) such use in no way may be attributed to the other Party, this Agreement or the relationship between Concessionaire and Authority and (ii) such

use is not used in negotiations with the other Party or any of the other Party's Affiliates for any other contractual arrangement.

- c) Neither Party will (i) make any use or copies of the Confidential Information of the other except as contemplated by this Agreement; (ii) acquire any right in or assert any lien against the Confidential Information of the other; or (iii) sell, assign, lease or otherwise commercially exploit the Confidential Information (or any derivative works thereof) of the other Party. Neither Party may withhold the Confidential Information of the other Party or refuse for any reason (including due to the other Party's actual or alleged breach of this Agreement) to promptly return to the other Party its Confidential Information (including copies thereof) if requested to do so. Upon expiration or termination of this Agreement and completion of a Party's obligations under this Agreement, each Party will (except as otherwise provided in this Agreement) return or destroy, as the other Party may direct, all documentation in any medium that contains or refers to the other Party's Confidential Information and retain no copies. Subject to the foregoing confidentiality obligations, either Party may retain copies of the Confidential Information of the other Party to the extent required for (i) in the case of Concessionaire, compliance with applicable professional standards or quality assurance purposes and (ii) in the case of Authority, its continuing operations or internal business purposes.
- d) This Clause 13.1 will not apply to any particular information that either Party can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving Party; (iii) was in the possession of the receiving Party at the time of disclosure to it and was not the subject of a pre-existing confidentiality obligation; (iv) was received after disclosure to it from a third party who had a lawful right to disclose such information (without corresponding confidentiality obligations) to it; or (v) was independently developed by the receiving Party without use of the Confidential Information of the disclosing Party.
- e) In addition, a Party will not be considered to have breached its obligations under this Clause 13.1 for disclosing Confidential Information of the other Party to the extent required to provide information under Right to Information' 2005 (as and when it is applicable for PPP projects), satisfy any legal requirement of a competent governmental or regulatory authority, provided that promptly upon receiving any such request and to the extent that it may legally do so, such Party advises the other Party prior to making such disclosure in order that the other Party may object to such disclosure, take action to ensure confidential treatment of the Confidential Information, or (subject to applicable law) take such other action as it considers appropriate to protect the Confidential Information.
- f) Nothing contained in this Clause 13.1 will be construed as obligating a Party to disclose its Confidential Information to the other Party, or as granting to or conferring on a Party, expressly or impliedly, any rights or license to the Confidential Information of the other Party.

### **13.2 Authority Data**

- a) As between the Parties, Authority will be the sole and exclusive owner of all

Authority Data. Concessionaire will utilize the Authority Data solely for purposes of this Agreement and will not sell, assign, lease, publish or otherwise commercially exploit the Authority Data. Authority Data will be deemed Authority Confidential Information for purposes of Clause 13.1. Concessionaire is hereby authorized to have access to and to make use of the Authority Data during the Agreement Term to the extent reasonably necessary or appropriate for the performance by Concessionaire of its obligations hereunder.

- b) Concessionaire will observe Authority's pre-existing written procedures and safeguards against the destruction, loss, or alteration of Authority Data in Concessionaire's possession where they are provided to Concessionaire in advance. To the extent such procedures have not been established by Authority, Concessionaire will maintain safeguards no less rigorous than those maintained by Concessionaire for its own similar data. Authority will be responsible for the sufficiency of such policies and safeguards. With respect to the Authority Data in the possession of Concessionaire, Concessionaire will be responsible for compliance with such procedures and safeguards. Authority may establish backup security for the Authority Data and keep backup data and data files in its possession if it so chooses. Any change in the Services required by law or regulation that increases Concessionaire's costs and expenses with respect to compliance with this Clause 6.1(b) will be subject to the operation of Clause 9.12.
- c) Concessionaire may retain archival copies of Authority Data as reasonably necessary to verify Concessionaire's compliance with this Agreement. Concessionaire will identify such data to Authority at the time such archival copies are withheld.

### **13.3 Unauthorized Acts**

Each Party will:

- a) notify the other Party promptly of any material unauthorized possession, use or knowledge, or attempt thereof, of the other Party's Confidential Information by any Person that may become known to such Party;
- b) promptly furnish to the other Party details of the unauthorized possession, use or knowledge, or attempt thereof, and use reasonable efforts to assist the other Party in investigating or preventing the recurrence of any unauthorized possession, use or knowledge, or attempt thereof, of Confidential Information;
- c) use reasonable efforts to cooperate with the other Party in any litigation and investigation against third parties deemed necessary by the other Party to protect its proprietary rights; and
- d) promptly use reasonable efforts to prevent a recurrence of any such unauthorized possession, use or knowledge of Confidential Information.
- e) The Party whose Confidential Information is the subject of such activity will reimburse any out-of-pocket expenses incurred by the other Party as a result of compliance with this Clause 13.3.

### **14. PROPRIETARY RIGHTS**

#### **14.1 Ownership of Authority-Owned Software**

As between the Parties, Authority will be the sole and exclusive owner of the Authority-Owned Software. Any derivative works, modifications, enhancements, or improvements to the Authority-Owned Software (or its related documentation) developed by Concessionaire will be considered Work Product and subject to provisions of this agreement.

#### **14.2 Ownership of Concessionaire-Owned Software**

As between the Parties, Concessionaire will be the sole and exclusive owner of the Concessionaire-Owned Software. Any derivative works, modifications, enhancements, or improvements to the Concessionaire-Owned Software (or its related documentation) developed by Concessionaire will not be considered Work Product and will be owned exclusively by Concessionaire.

#### **14.3 Ownership of Work Product**

- a) Upon final payment, Authority will have a perpetual, non-exclusive paid-up right and license to use, copy, modify and prepare derivative works of the Work Product, subject to any restrictions of any third-party materials embodied in the Work Product and disclosed to Authority. Authority's rights in the Work Product will be for purposes of Authority's internal business and, to the extent any Work Product contains Concessionaire Confidential Information, will be subject to Clause 13.
- b) Each Party agrees to execute any appropriate documents and take any other appropriate actions reasonably requested by the other Party to give effect to the provisions of this Clause 14.3.

#### **14.4 Embedded Concessionaire Software**

Concessionaire will use reasonable efforts to avoid incorporating or embedding any Concessionaire Software into any Work Product without the prior written consent of Authority; provided, however, that if Concessionaire does incorporate or embed Concessionaire Software into any Work Product, then the following provisions will apply:

- a) If Concessionaire incorporates or embeds any Concessionaire Software into any Work Product ("Embedded Concessionaire Software"), Concessionaire will not be deemed to have transferred or assigned any rights therein to Authority. Concessionaire will grant to Authority a nonexclusive, non-transferrable, worldwide, royalty-free, perpetual license to use, maintain, modify, enhance, and create derivative works of such Embedded Concessionaire Software (i) to the extent necessary to use or maintain such Work Product for Authority's normal business purposes and (ii) solely as used in such Work Product and not as a "stand-alone" product or separately from such Work Product in which it is embedded.
- b) Notwithstanding such license, Concessionaire will be the sole and exclusive

owner of any modifications, enhancements, and improvements to, or derivative works of, any Embedded Concessionaire Software made by Authority or its contractors pursuant to the above license (the "Concessionaire Software Enhancements"). All Concessionaire Software Enhancements will be owned by Concessionaire (subject to the above license to Authority). Authority hereby assigns to Concessionaire without further consideration Authority's copyright and ownership rights in and to such Concessionaire Software Enhancements. All Concessionaire Software Enhancements will be deemed part of the license granted to Authority.

- c) Authority agrees to execute any appropriate documents and take any other appropriate actions reasonably requested by Concessionaire to give effect to the provisions of this Clause 14.4.
- d) Authority will not have any interest in or claim to any Concessionaire Software, other than the above license to the Embedded Concessionaire Software.

#### **14.5 Proprietary Items**

In the course of performing its obligations under this Agreement, Concessionaire may use products, materials, tools, and methodologies that are proprietary to Concessionaire or to third parties (collectively, "Proprietary Items"). As between Authority and Concessionaire, Proprietary Items will be deemed Confidential Information of Concessionaire. Authority will neither have nor obtain any rights in such Proprietary Items (or in any modifications or enhancements thereto) other than (i) to use them as authorized by Concessionaire in writing from time to time solely for purposes of performing its responsibilities under this Agreement; (ii) to the extent the Proprietary Items constitute Embedded Concessionaire Software under Clause 14.4 to use them as part thereof as provided in Clause 14.4; or (iii) pursuant to Concessionaire's standard license for such Proprietary Items or, in the case of Proprietary Items owned by third parties, pursuant to terms acceptable to the applicable third party. If Proprietary Items are made available to Authority under (i) or (ii) above, they will be made available on an "as is" basis and, to the extent permitted by applicable law, without express or implied warranties of any kind. Proprietary Items made available under (iii) above will be subject to the terms of the applicable license.

#### **14.6 Knowledge Capital**

Nothing in this Agreement will preclude Concessionaire from acquiring, marketing, developing, distributing, licensing, or using for itself or others, services, products, or technology that are the same as or similar to those provided to Authority by Concessionaire pursuant to this Agreement. Furthermore, Concessionaire will continue to be free to use the general knowledge, skills and experience and any ideas, concepts, know-how and techniques that are acquired or used in the course of providing the Services. This Clause 14.6 will not diminish Concessionaire's obligations regarding Confidential Information.

### **15. AUDIT RIGHTS**

### **15.1 Operational Audits**

Subject to the provisions of Clause 15.3, Concessionaire will provide to such auditors (including third-party auditors and Authority's internal audit staff) as Authority may designate in writing, access to any facility at which the Services are being performed, to appropriate Concessionaire management personnel and material subcontractors, and to the data and records maintained by Concessionaire with respect to the Services: (i) for the purpose of performing audits and inspections of Authority and its businesses (including any audits necessary to enable Authority to meet its applicable regulatory requirements); (ii) to verify the integrity of Authority Data; (iii) to examine the systems that process, store, support and transmit such Authority Data; and (iv) to confirm that the Services are being provided in accordance with this Agreement, including the Service Levels. To the extent applicable to the Services performed by Concessionaire, the scope of such audits may include, without limitation, (a) Concessionaire's practices and procedures; (b) the adequacy of general controls (e.g., organizational controls, input/output controls, system modification controls, processing controls, system design controls, and access controls) and security practices and procedures; and (c) the adequacy of disaster recovery and back-up procedures. Any such audits will be conducted at Authority's expense.

### **15.2 Financial Audits**

- a) In order to document the Services and the Document Handling Charges (DHC) paid or payable under this Agreement, Concessionaire will retain its standard records and supporting documentation for the contract tenure.
- b) Subject to the provisions of Clause 15.3, Concessionaire will provide to such auditors as Authority may designate in writing, access to such records and supporting documentation as may be reasonably requested by Authority. Authority may audit the DHC charged to determine that such DHC is accurately calculated in accordance with the number of pages for the document scanned as mentioned in this agreement.
- c) Any such audits will be conducted at Authority's expense; provided, however, that if, as a result of such audit, Authority determines that Concessionaire has overcharged, Authority will notify Concessionaire of the amount of such overcharge and Concessionaire will promptly pay to Authority the amount of the overcharge. If the audit reveals an undercharge, Authority will promptly pay to Concessionaire the amount of the undercharge, minus the out-of-pocket costs and expenses incurred for such audit.

### **15.3 General Principles Regarding Audits**

- a) Authority and its auditors will use reasonable efforts to conduct such audits in a manner that will result in a minimum of inconvenience and disruption to Concessionaire's business operations. Audits may be conducted only during normal business hours and no more frequently than annually unless material issues are discovered. Authority and its auditors will not be entitled to audit (i) data

or information of other customers of Concessionaire; (ii) any Concessionaire proprietary data including cost information unless such is the basis of a reimbursable or Pass-Through Expense; or (iii) any other Confidential Information of Concessionaire that is not relevant for the purposes of the audit. Authority will provide Concessionaire with reasonable prior written notice of an audit. Concessionaire will use reasonable efforts to cooperate in the audit, will make available on a timely basis the information reasonably required to conduct the audit and will assist the designated employees of Authority or its auditors as reasonably necessary. Any request for additional assistance will constitute a New Service Request. To the maximum extent possible, audits will be designed and conducted (in such manner and with such frequency) so as not to interfere with the provision of the Services. All information learned or exchanged in connection with the conduct of an audit, as well as the results of any audit, constitutes Confidential Information of Authority and Concessionaire and will be subject to provisions of this agreement.

- b) Authority will not use any competitors of Concessionaire (or any significant Concessionaire subcontractor under this Agreement) in the IT outsourcing industry to conduct such audits. Upon the request of Authority, Concessionaire will promptly identify any such competitors.
- c) The auditors and other representatives of Authority will execute and deliver such confidentiality and non-disclosure agreements and comply with such security and confidentiality requirements as Concessionaire may reasonably request in connection with such audits.

#### **15.4 Audit Conferences**

- a) Following any audit or examination, Authority will conduct (in the case of an internal audit), or request its external auditors or examiners to conduct, an exit conference with Concessionaire to obtain factual concurrence with issues identified in the review and provide Concessionaire a copy of the audit report.
- b) The Parties will meet to review each audit report promptly after the issuance thereof and mutually agree upon the appropriate manner, if any, in which to respond to the changes suggested by the audit report. Concessionaire will respond promptly to audit reports in writing, but in no event more than 30 days from receipt of each report.

### **16. INDEMNIFICATION**

#### **16.1 Infringement Indemnity**

- a) Concessionaire will indemnify, defend and hold harmless Authority, any Authority Affiliates and their respective employees, principals (partners, shareholders or other holders of an ownership interest, as the case may be) and agents from and against any and all Losses to any third party from claims that any Work Product or Project Component (or the access or other rights thereto) provided by Concessionaire to Authority pursuant to this Agreement (i) infringes a patent incorporated in India or a copyright held by that third party, or (ii) constitutes

misappropriation or unlawful disclosure or use of that third-party's trade secrets (collectively, "Infringement Claims").

- b) Authority will indemnify, defend and hold harmless Concessionaire, any Concessionaire Affiliates and their respective employees, principals (partners, shareholders or other holders of an ownership interest, as the case may be) and agents from and against any and all Losses arising from claims by third parties that any equipment, software (including Authority-Owned Software), information or other resources or items (or the access or other rights thereto) provided by Authority to Concessionaire pursuant to this Agreement (i) infringes a patent incorporated in India or a copyright held by that third party, or (ii) constitutes misappropriation or unlawful disclosure or use of a third party's trade secrets.
- c) Notwithstanding anything to the contrary herein, neither Party will have any liability or obligation to the other Party, such other Party's Affiliates or any other Person under Clause 16.1(a) or 16.1(b) above to the extent that the Infringement Claim is based upon (i) modifications to any item made by or on behalf of the indemnitee in a manner that causes the infringement; (ii) use of any item in combination with any hardware, software or other products or services in a manner that causes the infringement and where such combination was not within the reasonable contemplation of the Parties given the intended use of the item; (iii) the failure of a Party to use corrections or enhancements to such deliverables that are made available by the other Party; (iv) detailed, non-discretionary designs or specifications provided by the indemnitee that necessarily caused such Infringement Claim; or (v) the indemnitee's distribution, marketing or use for the benefit of third parties (other than to provide Services to the Authority hereunder) of the deliverable or item. In addition, Concessionaire will not be liable for claims of infringement arising from or related to the provision of help desk services, call center services or automated attendant services using computer telephony integration.
- d) If any deliverable or item provided by a Party hereunder is, or in such Party's reasonable judgment is likely to become, the subject of an Infringement Claim, the providing Party, at its expense and in addition to defending the claim and paying amounts as required by (a) or (b) above, will use reasonable efforts to procure for the other Party the right to use and continue using such deliverable or replace it with a non-infringing equivalent or modify it to make its use hereunder non-infringing, provided that such replacement or modification does not result in a degradation of the performance or quality of the deliverable. If such option is not available on commercially reasonable terms in the providing Party's good faith judgment, the providing Party will so notify the other Party, whereupon (i) the other Party will cease use of such deliverable or Service and return it to the providing Party and (ii) the Parties will equitably adjust the Service Charges to reflect the added expenses or discontinuation of Services. In such event, the Parties will seek to establish mutually acceptable alternative arrangements and to make any appropriate adjustments to their respective obligations under this Agreement though the execution of a Change Request.
- e) The foregoing provisions of this Clause 16.1 constitute the Parties' sole and exclusive remedies and each Party's entire liability with respect to infringement claims.

## **16.2 Indemnification Procedures**

The following procedures will apply with respect to indemnification for third-party claims arising in connection with this Agreement:

- a) Promptly after receipt by a Person entitled to indemnification hereunder (an "Indemnatee") of written notice of the assertion or the commencement of any claim, demand, action, cause of action or other proceeding by a third party, whether by legal process or otherwise (a "Claim"), with respect to any matter within the scope of Clause 16.1 the Indemnatee will give written notice thereof to the Party from whom indemnification is sought pursuant hereto (the "Indemnitor") and will thereafter keep the Indemnitor reasonably informed with respect thereto; provided, however, that the failure of the Indemnatee to give the Indemnitor such prompt written notice will not relieve the Indemnitor of its obligations hereunder except to the extent such failure results in prejudice to Indemnitor's defense of such Claim. Within 15 days following receipt of written notice from the Indemnatee relating to any claim, but no later than 10 days before the date on which any response to a complaint or summons is due, the Indemnitor will notify the Indemnatee in writing that the Indemnitor will assume control of the defense and settlement of such claim (the "Notice").
- b) If the Indemnitor delivers the Notice relating to any claim within the required notice period, the Indemnitor will be entitled to have sole control over the defense and settlement of such claim; provided, however, that the Indemnatee will be entitled to participate in the defense of such claim and to employ legal advisers at its own expense to assist in the handling of such claim. After the Indemnitor has delivered a Notice relating to any claim in accordance with the preceding Clause 16.2(a), the Indemnitor will not be liable to the Indemnatee for any legal expenses subsequently incurred by such Indemnatee in connection with the defense of such claim.
- c) If the Indemnitor fails to assume the defense of any such Claim within the prescribed period of time, then the Indemnatee may assume the defense of any such Claim at the cost and expense of the Indemnitor. The Indemnitor will not be responsible for any settlement or compromise made without its consent, unless the Indemnatee has tendered notice and the Indemnitor has then failed to assume and defend the claim and it is later determined that the Indemnitor was liable to assume and defend the claim. The Indemnitor will reimburse the Indemnatee for its costs and expenses incurred as a result of Indemnitor's failure to assume the defense of such Claim.
- d) The Indemnatee will provide reasonable assistance to the Indemnitor (at the Indemnitor's expense), including reasonable assistance from the Indemnitor's employees, agents, independent contractors, and Affiliates, as applicable. Notwithstanding any provision of this Clause 16.2 to the contrary, the Indemnitor will not consent to the entry of any judgment or enter into any settlement that provides for injunctive or other non-monetary relief affecting the Indemnatee without the prior written consent of the Indemnatee, which consent will not be unreasonably withheld or delayed.

## **17. LIMITATION OF LIABILITY AND RISK ALLOCATION**

### **17.1 Limitation of Liability**

- a) Subject to Clause 17.1(b), the aggregate liability of each Party (and its Affiliates) to the other Party (and its Affiliates) for any Losses arising in connection with this Agreement, whether based upon an action or claim in contract, tort (including negligence), misrepresentation, equity or otherwise (including any action or claim arising from the acts or omissions of the liable Party (or, as the case may be, its Affiliate)) shall not exceed in aggregate an amount equal to the Charges for Services paid to Concessionaire under this Agreement during the [six]-month period immediately preceding the most recent event (of if such event occurs in the first [six] months of the Agreement Term, the amount estimated to be paid in the first [six] months of the Agreement Term).
- b) The limitation described in Clause 17.1(a) above will not apply to (i) Concessionaire's obligations under Clauses 13.1 [Confidentiality] or 16.1(a) [Infringement Indemnity], (ii) Authority's obligations under Clauses 13.1 or 16.1(b) or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement.
- c) Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.
- d) The provision of Service Level Credits will constitute Authority's key remedy for the corresponding Service Level Default.

### **17.2 Limitation on Category of Liability**

- a) [Subject to Clause 17.2(b),] in no event will the measure of damages payable by either Party (or any of its Affiliates) include, nor will either Party (or any of its Affiliates) be liable for (i) any indirect or consequential loss or damage, or (ii) business interruption, loss of profits, loss of production, loss of savings, loss of competitive advantage or loss of goodwill (in each case, whether such loss or damage is direct or indirect), arising from or related to this Agreement, regardless of the type of claim, whether in contract, tort (including negligence), misrepresentation, strict liability or other legal or equitable theory, whether or not foreseeable, and regardless of the cause of such damages even if the Party has been advised of (or is otherwise aware of) the possibility of such damages in advance.
- b) The limitation set out in Clause 17.2(a) above will not apply to the liability of the applicable Party to the extent such liability results from (i) Concessionaire's breach of its obligations under Clause 13.1 relating to Confidential Information, (ii) Authority's breach of its obligations under Clause 13.1 relating to Confidential Information, or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement.

### **17.3 Contractual Limitation of Action**

Neither Party may assert against the other Party any claim through mediation,

arbitration, or litigation for breach or non-performance in connection with this Agreement unless the asserting Party has given the other Party written notice of the claim within three years after the asserting Party first knew or reasonably should have known of the underlying facts giving rise to such claim.

#### **17.4 Recours**

The Parties agree that they will look only to the corporate or firm assets of the other Party in connection with any liabilities hereunder and in no event will they have any claim against any shareholder, partner, or holder of an ownership interest in the other Party in connection with this Agreement.

#### **17.5 Insurance**

17.5.1 In connection with the provision of the Services, Concessionaire must have and maintain:

- a) for the Agreement Period, valid and enforceable insurance coverage for:
  - (i) public liability;
  - (ii) either professional indemnity or errors and omissions;
  - (iii) product liability;
  - (iv) workers' compensation as required by law; and
  - (v) any additional types of assets to be specified by Authority; and
- b) for One year following the expiry or termination of the Agreement, valid and enforceable insurance policies, in the amount not less than the amount of total cost of project components.

17.5.2 Providing and maintaining adequate insurance coverage described herein shall be a material obligation of the Concessionaire and is of the essence of this Agreement. All such insurance shall meet the applicable laws of India. Concessionaire shall at all times comply with the terms of such insurance policies and all requirements of the insurer under any such insurance policies. The limits of coverage under each insurance policy maintained by the Concessionaire shall not be interpreted as limiting or expanding the Concessionaire's liability and obligations under the Agreement.

17.5.3 Concessionaire agrees to name Authority as an additional insured on Concessionaire's Professional Liability Insurance policy for claims resulting from Concessionaire's negligence. Concessionaire's policy shall be primary, and Authority's policy shall be non-contributing for claims for which Concessionaire owes the Authority an indemnity.

17.5.4 Within 10 days of the execution of this Agreement, Concessionaire must, on request by the Authority, provide current relevant confirmation of insurance documentation from its insurance brokers certifying that it has insurance as required by this Clause 17.5. Concessionaire agrees to replace any coverage prior to the date of expiry/cancellation. Concessionaire must notify the Nodal Agency

immediately of any material adverse change in insurance coverage, including, but not limited to, changes in limits, coverage, or status of the policy. Each party shall cause its insurer to provide 30 days' prior written notice of cancellation to the other party.

- 17.5.5 Authority may, at its election, terminate this Agreement upon the failure of Concessionaire, or notification of such failure, to maintain the required insurance coverage. Inadequate insurance coverage for any reason shall not relieve Concessionaire of its obligations under this Agreement.

#### **17.6 Allocation of Risks; Acknowledgements and Applicability of Limitations.**

Each Party acknowledges to the other that it understands the legal and economic ramifications of this Clause 17. Each Party acknowledges that (i) the Parties are sophisticated commercial enterprises with relatively equal bargaining power; (ii) the provisions of this Clause 17 constitute an essential element of this Agreement; (iii) such provisions, together with the indemnities, representations and warranties set out the bargained-for allocation of risk under this Agreement; (iv) such Party actively considered such provisions in determining the specific risks that it assumed in agreeing to its obligations under this Agreement and the price to be paid to Concessionaire in consideration for its services under this Agreement; and (v) the Parties had meaningful choices with respect to such provisions, and such provisions are not unreasonably favorable to either Party. Each Party irrevocably accepts the limitations and exclusions contained in this Clause 17.

#### **17.7 Particular Liabilities**

Concessionaire undertakes to indemnify Authority (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation, or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.

### **18. TERMINATION**

#### **18.1 Termination for Cause**

- a) Authority may after (i) complying with Clause 19, and (ii) giving at least <30> days' prior written notice identifying specifically the basis for such notice and referring to this Clause 18.1(a), terminate this Agreement, in whole but not in part, for Concessionaire's material breach of its material service obligations under this Agreement unless Concessionaire has within such 30-day period either (a) cured such breach (if such breach is curable) or (b) made substantial progress to cure such breach (if such breach is curable) and implemented a plan that results in a cure of such breach within 60 days. Such notice will specify the effective date of such termination.
- b) Concessionaire may after (i) complying with Clause 19, and (ii) giving at least <30>

days' prior written notice identifying specifically the basis for such notice and referring to this Clause 18.1(b), terminate this Agreement, in whole but not in part, for (a) the failure by Authority to pay undisputed charges owed to Concessionaire when due under this Agreement totaling at least [one] month's charges; (b) or the failure by Authority to comply with its obligation to place disputed amounts in escrow pursuant to Clause 11.10, unless Authority has within such <30>-day period cured such breach; or (c) Authority's material breach of its obligations, subject to complying with Clause 19. Such notice will specify the effective date of such termination.

- c) Notwithstanding any provision of this Agreement to the contrary, although Concessionaire has undertaken the contractual obligation to meet the Service Levels, neither Concessionaire's failure to comply with any particular Service Level nor any Service Level Default may be deemed to constitute a material breach of this Agreement.

## **18.2 Termination for Convenience**

- a) On or after the [two]-year anniversary of the Effective Date, Authority may terminate this Agreement, in whole but not in part, for convenience (i.e., for any reason or for no reason) upon at least [six] months' prior written notice to Concessionaire and payment of the Termination Amount.
- b) On and after the [two]-year anniversary of the Effective Date, Authority may terminate this Agreement in part for convenience (a "Service Discontinuance") as follows.
  - (i) To affect a Service Discontinuance, Authority will deliver a written request (a "Discontinuance Notice") to the Concessionaire Account Representative, specifying in reasonable detail (i) the proposed Service Discontinuance and (ii) the requested date of such discontinuance. In no event will the requested date for a Service Discontinuance be less than six months from the date of the Discontinuance Request. The Parties will cooperate with each other in good faith in discussing the scope and nature of the Discontinuance Request, including the time period in which such Service Discontinuance will be implemented. Upon a Service Discontinuance, Authority will pay to Concessionaire the amount of any proportional Termination Fee including Demobilization Costs and Stranded Costs, resulting from such Service Discontinuance.
  - (ii) As soon as reasonably practicable thereafter (but in no event more than 30 days after receipt of the Discontinuance Notice) and to the extent applicable, Concessionaire will prepare and deliver to the Authority Account Representative a written statement (the "Discontinuance Response") describing any changes in products, services, assignment of personnel and other resources that Concessionaire believes would be required to implement the Service Discontinuance. In addition, such Discontinuance Response will include, as applicable (i) an estimation of the increase or decrease in the Concessionaire Service Charges that would be required, including appropriate back-up documentation to justify such estimates; (ii) an estimation of the Demobilization Costs and Stranded Costs that would result from such Service

Discontinuance; (iii) a description of how the proposed Service Discontinuance would be implemented; (iv) a description of the effect, if any, such Service Discontinuance would have on this Agreement, including without limitation, the Service Levels; (v) a description of any transition or termination services that will be provided in respect of such Service Discontinuance; and (vi) such other information as may be relevant to the proposed Service Discontinuance. Each Party will take reasonable measures to mitigate expenses incurred in order to affect such Service Discontinuance. The Concessionaire Account Representative and the Authority Account Representative will meet to discuss the Discontinuance Response and to determine the appropriate for such Service Discontinuance.

### **18.3 Termination for Existence of Benchmarking Condition**

If a Benchmarking Condition exists and the Parties do not affect any Benchmarking Adjustment, then Authority may terminate this Agreement, in whole but not in part, upon at least 90 days' prior written notice to Concessionaire and payment of Termination Amount.

### **18.4 Termination for Insolvency**

In addition to all other rights or remedies provided for in this Agreement or by law, either Party may terminate this Agreement in whole, but not in part, in the event that: (a) the other Party makes a composition with or assignment for the benefit of creditors; (b) the other Party becomes or is unable to pay debts as they fall due; (c) a trustee, liquidator, administrator or receiver (including an administrative receiver) or similar official is appointed with respect to the other Party or any substantial part of such Party's assets; (d) any action is taken by or against the other Party under any bankruptcy or insolvency laws or laws relating to the relief of debtors; or (e) the other Party is the subject of a winding-up petition which is not dismissed within five business days, or a resolution is passed for its winding-up.

### **18.5 Extension of Termination Effective Date**

Upon at least 60 days' prior written notice to Concessionaire, Authority may extend, from time to time, the effective date of expiration or termination of this Agreement (except in the case of a termination by Concessionaire pursuant to Clause 18.1) until the [six]-month anniversary of the original effective date of the expiration or termination of this Agreement. Charges for such periods of extension will be as mentioned in clause no 11.

### **18.6 Termination Amounts**

- a) Upon any termination or expiration of this Agreement, the provisions of this clause 18.6(a) will apply.
- b) If Authority purportedly terminates this Agreement pursuant to Clause 18.1 but Concessionaire disputes Authority's right to so terminate this Agreement and it is

ultimately determined that Authority did not have the right to terminate this Agreement pursuant to Clause 18.1, then for purposes of determining the amounts payable to Concessionaire pursuant to Clause 18, such termination will be deemed to have been a termination for convenience effected pursuant to Clause 18.2.

#### **18.7 Termination Assistance Services**

Commencing at the later of (i) six months prior to the scheduled expiration date of this Agreement, or (ii) the delivery of any notice of termination or non-renewal of this Agreement (or such other date as mutually agreed by the Parties), and continuing until the effective date of the expiration or termination (the "Termination Assistance Period"), Concessionaire will provide to Authority, or at Authority's request to Authority's designee, such reasonable cooperation, assistance and services (the "Termination Assistance Services"). Upon at least 30 days' prior written notice to Concessionaire, Authority may extend, from time to time, the Termination Assistance Period until the [six]-month anniversary of the effective date of the expiration or termination of this Agreement.

#### **18.8 Survival of Provisions**

Upon the expiration or termination of this Agreement for any reason, the provisions of Clauses 12, 13, 14,15, 16,17, 18, 20 and 21 will survive indefinitely.

### **19. DISPUTES**

#### **19.1 Informal Dispute Resolution**

- a) Prior to the initiation of formal dispute resolution procedures, the Parties will first attempt to resolve any dispute, controversy or claim arising under or in connection with this Agreement (a "Dispute") informally, as follows:
  - (i) First, the Authority Account Representative and the Concessionaire Account Representative will meet as often, for a duration and as promptly as the Parties deem necessary to discuss the Dispute and negotiate in good faith in an effort to resolve the Dispute.
  - (ii) If the Authority Account Representative and the Concessionaire Account Representative are unable to resolve the Dispute within 30 days after the referral of the Dispute to them, the Dispute will be referred to the Service Management Project Management Committee. The Service Management Project Management Committee will use reasonable efforts to resolve such Dispute or, if appropriate, to negotiate a modification or amendment to this Agreement. The Service Management Project Management Committee will meet as often, for a duration and as promptly as the Parties reasonably deem necessary to discuss the Dispute and negotiate in good faith in an effort to resolve the Dispute.
  - (iii) If the Service Management Project Management Committee is unable to resolve the Dispute within 30 days after such referral, then each of

Concessionaire and Authority will appoint one senior executive who is not involved on a day-to-day basis with the subject matter of this Agreement. Such senior executives will meet as often, for a duration and as promptly as the Parties reasonably deem necessary to discuss the Dispute and negotiate in good faith in an effort to resolve the Dispute.

- (iv) During the course of such discussions, all reasonable requests made by one Party to another for non-privileged information, reasonably related to the Dispute, will be honored in order that each of the Parties may be fully apprised of the other's position. The specific format for such discussions will be left to the discretion of the Parties but may include the preparation of agreed-upon statements of fact or written statements of position.
- b) Formal proceedings for the resolution of a Dispute may not be commenced until the earlier of:
  - (i) the good faith determination by the appointed senior executives that amicable resolution through continued negotiation of the matter does not appear likely; or
  - (ii) 30 days following the date that the Dispute was first referred to the appointed senior executives.

## **19.2 Alternative Dispute Resolution**

If a Dispute cannot be resolved as provided in Clause 18.1, the Parties will cooperate in good faith to utilize mutually agreed upon alternative dispute resolution techniques prior to resorting to litigation (Adjudicator or Arbitrator).

- a) The Adjudicator nominated to consider a dispute referred to him shall be selected on a strictly rotational basis from the relevant panel of experts appointed in accordance with the following:
  - (i) there shall be two panels of experts, one in respect of solution development and IT matters (the "Solution development and IT experts Panel") and one in respect of operational and maintenance matters (the "Operational Panel"). All the experts on each panel shall be wholly independent of the Concessionaire, the Nodal Agency, the relevant Sub-Contractor, and any of the major competitors of the Concessionaire or relevant Sub-Contractor;
  - (ii) the Solution development and IT experts Panel shall be comprised of [3] experts who shall be appointed jointly by the Concessionaire and the Authority. Such appointments shall take place within [28] days of the date of this Contract,
  - (iii) the Operational Panel shall be comprised of [3] experts who shall be appointed jointly by the Concessionaire and the Authority. Such appointments shall take place within [28] days of the date of this Contract
  - (iv) if any member of a panel resigns during the term of the Contract, a replacement expert shall be appointed by the Concessionaire and the Authority as soon as practicable.
  - (v) if the Nodal Agency and the PPP Vendor are unable to agree on the identity

of the experts to be appointed to the panel(s), GoM shall appoint such expert(s) within 30 days of any application for such appointment by either party.

- b) Within 7 days of appointment in relation to a particular dispute, the Adjudicator shall require the parties to submit in writing their respective arguments. The Adjudicator shall, in his absolute discretion, consider whether a hearing is necessary in order to resolve the dispute.
- c) In any event, the Adjudicator shall provide to both parties his written decision on the dispute, within 28 days of appointment (or such other period as the parties may agree after the reference, or 42 days from the date of reference if the party which referred the dispute agrees). Unless the parties otherwise agree, the Adjudicator shall give reasons for his decision. Unless and until revised, cancelled or varied by the Arbitrator, the Adjudicator's decision shall be binding on both parties who shall forthwith give effect to the decision.
- d) The Adjudicator's costs of any reference shall be borne as the Adjudicator shall specify or, in default, equally by the parties. Each party shall bear its own costs arising out of the reference, including legal costs and the costs and expenses of any witnesses.
- e) The Adjudicator shall be deemed not to be an arbitrator but shall render his decision as an expert and the provisions of the Indian Arbitration and Conciliation Act, 1996 and the law relating to arbitration shall not apply to the Adjudicator or his determination or the procedure by which he reached his determination.
- f) The Adjudicator shall act impartially and may take the initiative in ascertaining the facts and the law. The Adjudicator shall have the power to open up, review and revise any opinion, certificate, instruction, determination, or decision of whatever nature given or made under this Contract.
- g) All information, data or documentation disclosed or delivered by a party to the Adjudicator in consequence of or in connection with his appointment as Adjudicator shall be treated as confidential. The Adjudicator shall not, save as permitted by Clause 12 (Confidentiality), disclose to any person or company any such information, data, or documentation and all such information, data or documentation shall remain the property of the party disclosing or delivering the same and all copies shall be returned to such party on completion of the Adjudicator's work.
- h) The Adjudicator is not liable for anything done or omitted in the discharge or purported discharge of his functions as Adjudicator unless the act or omission is in bad faith. Any employee or agent of the Adjudicator is similarly protected from liability.
- i) either party is dissatisfied with or otherwise wishes to challenge the Adjudicator's decision made in accordance, then either party may (within [28] days of receipt of the Adjudicator's decision, where appropriate), notify the other party of its intention to refer the dispute to arbitration. Such notification shall invite the other party to concur in the appointment of a sole arbitrator who shall be a solicitor, barrister, or arbitrator recognized by the [ ] of not less than 10 years' standing. If the parties are unable within 14 days to agree the identity of the Arbitrator either party may request

the [] to make the appointment.

- j) The Arbitrator shall have the power to open up, review and revise any opinion, certificate, instruction, determination, or decision of whatever nature given or made under this Contract, to vary or cancel the decision of the Adjudicator and, where appropriate, to order financial compensation to be paid by one party to the other. The arbitration shall take place in [City/Location].
- k) The Arbitrator shall in his absolute discretion, make such procedural directions as he considers necessary such as ordering the parties to provide written submissions within such time period as he considers appropriate and/or to attend such hearings as he deems necessary.
- l) The Arbitrator shall deliver his decision on any matter referred to him within 28 days of concluding any hearings which may have been held in connection with the matter and in any event within 3 months (or such other period as the parties may agree) of his appointment. The Arbitrator's decision shall be in writing and shall state his reasons for his decision. The decision of the Arbitrator shall be final and binding on both parties. The costs of the arbitration will be in the discretion of the Arbitrator.
- m) The parties shall continue to comply with, observe and perform all their obligations hereunder regardless of the nature of the dispute and notwithstanding the referral of the dispute for resolution under this Clause and shall give effect forthwith to every decision of the Adjudicator and the Arbitrator delivered under this Clause.

### **19.3 Exceptions to Dispute Resolution Procedure**

The provisions of Clauses 19.1 and 19.2 will not be construed to prevent a Party from:

- a) seeking a temporary order or injunctive or other equitable relief with respect to a breach (or attempted breach) of this Agreement by the other Party; or
- b) instituting litigation or other formal proceedings to the extent necessary (i) to avoid the expiration of any applicable limitations period or (ii) to preserve a superior position with respect to other creditors (iii) (iii) to recover any undisputed charges owed to Concessionaire when due under this Agreement."

### **19.4 Jurisdiction**

Subject to Clauses 19.1 and 19.2, the Court of Pune, India have [exclusive] jurisdiction to settle any Dispute, including a dispute regarding the existence, validity or termination of this Agreement or the consequences of its nullity. The parties agree that the Court of <City, India > are the most appropriate and convenient courts to settle any Dispute and, accordingly, that they will not argue to the contrary.

### **20. Force Majeure Events**

- a) Each Party will be excused from performance under this Agreement (other than obligations to make payments that have become due and payable pursuant to this Agreement) for any period and to the extent that it is prevented from performing

any obligations pursuant to this Agreement, in whole or in part, as a result of a Force Majeure Event. If either Party is prevented from or delayed in performing any of its obligations under this Agreement by a Force Majeure Event, it will promptly notify the other Party by telephone (to be confirmed in writing within five days of the inception of the delay) of the occurrence of a Force Majeure Event and describe, in reasonable detail, the circumstances constituting the Force Majeure Event and of the obligations, the performance of which are thereby delayed or prevented. Such Party will continue to use reasonable efforts to recommence performance whenever and to whatever extent possible without delay.

- b) A “Force Majeure Event” will mean the occurrence of an event or circumstance beyond the reasonable control of a Party, provided that (i) the non-performing Party is without fault in causing or failing to prevent such occurrence and (ii) such occurrence cannot be circumvented by reasonable precautions and could not have been circumvented through the use of commercially reasonable alternative sources, workaround plans or other means (including, with respect to Concessionaire, by Concessionaire meeting its disaster recovery obligations described in this Agreement). “Force Majeure Events” will include, without limitation,
- i. explosions, fires, flood, earthquakes, catastrophic weather conditions, or other elements of nature or acts of God,
  - ii. acts of war (declared or undeclared), acts of terrorism, insurrection, riots, civil disorders, rebellion, or sabotage,
  - iii. acts of national, local, or foreign governmental authorities or courts,
  - iv. labour disputes, lockouts, strikes or other industrial action, whether direct or indirect and whether lawful or unlawful.
  - v. nuclear, chemical, or biological contamination.
  - vi. failures or fluctuations in electrical power or telecommunications service or equipment; or
  - vii. delays or failures caused by the other Party or the other Party’s performance or third-party non-performance (except that a Party will not be excused for delays or failures caused by such Party’s subcontractors or agents unless the event or circumstance is a Force Majeure Event as to such subcontractor or agent); or
  - viii. could not have been prevented by the non-performing Party’s reasonable precautions or commercially accepted processes or could not reasonably be circumvented by the non-performing Party through the use of substitute services, alternate sources, work-around plans, the implementation of appropriate security measures or the disaster recovery procedures required of Vendor.
- c) If a Force Majeure Event relating to Concessionaire or one of its subcontractors substantially prevents, hinders or delays performance of the Services necessary for the performance of one or more critical Authority business functions for more than [three] consecutive days, then at Authority’s option: (i) Authority may procure replacement services from an alternate source [and the Parties will share equally]

the amount paid by Authority for such replacement services to the extent that such charges exceed Authority's charges hereunder for the Services so replaced; or (ii) Authority may terminate the Service so affected (or if the Force Majeure Event only affects one or more geographic areas, the Service in the areas so affected). Authority will use reasonable efforts to minimize the charges to be incurred for such replacement services. In the event of any Service termination (or Service termination in a limited geographic area), Authority will pay all Costs resulting from such termination. Other than as provided in this Clause 19.1(c), Concessionaire will not have the right to any additional payments from Authority as a result of any Force Majeure Event, other than Authority's payment of amounts otherwise due for Services provided prior to such termination. At such time that Concessionaire resumes, or is reasonably prepared to resume, providing the Services that were so prevented, hindered, or delayed, (i) Concessionaire will no longer be obligated to share any of the incremental charges for such replacement services, and (ii) the termination right described in this Clause 19.1(c) will terminate with respect to such Force Majeure Event.

- d) Nothing in this Clause will relieve Concessionaire's obligations to provide Disaster Recovery Services in accordance with this Agreement.
- e) For the avoidance of doubt, it is expressly clarified that the failure on the part of the Concessionaire under this Agreement to implement any disaster contingency planning and back-up and other data safeguards in accordance with the terms of this Agreement against natural disaster, fire, sabotage, or other similar occurrence shall not be deemed to be a Force Majeure Events. For the avoidance of doubt, it is further clarified that any negligence in performance of Services which directly causes any breach of security like hacking aren't the forces of nature and hence wouldn't be qualified under the definition of "Force Majeure Events".

## **21. MISCELLANEOUS**

### **21.1 Authority Affiliates**

With respect to any Authority Affiliates that receive Services from Concessionaire for their internal use under this Agreement, Authority will (i) retain responsibility for payment of such Services; (ii) cause such Affiliates to comply with the applicable terms and conditions of this Agreement; and (iii) upon the request of Concessionaire from time to time, obtain written assurances from such Affiliates that such Affiliates will abide by the applicable terms and conditions set out in this Agreement.

### **21.2 Injunctive Relief**

Each Party will have the right to seek injunctive or other equitable relief to address breaches (or attempted breaches) of the obligations of the other Party under this Agreement only after taking all measures as mentioned in clause 18.

### **21.3 Assignment**

This Agreement will be binding upon and inure to the benefit of the Parties and

their respective successors and permitted assigns. Neither Party will assign this Agreement or any part hereof or any benefit or interest therein without the prior written consent of the other Party; provided, however, that either Party may assign this Agreement (i) to any of its Affiliates and (ii) to any entity that acquires all or substantially all of the assets of such Party or to successor in a merger or acquisition of such Party. In the event of an assignment of this Agreement pursuant to the previous sentence, the assigning Party will not be released from any of its liabilities or obligations hereunder. In the event of any permitted assignment of this Agreement by either Party, the designated assignee will assume, in writing (in form and substance reasonably satisfactory to the other Party), the rights and obligations of the assigning Party under this Agreement. This Clause 20.3 will not apply to the subcontracting by Concessionaire of any portion of the Services in accordance with Clause 8.10.

#### **21.4 Cooperation; Consents**

Each Party will cooperate with the other Party in good faith in the performance of its respective activities contemplated by this Agreement through, among other things, making available, as reasonably requested by the other Party, such management decisions, information, approvals, and acceptances in order that the provision of the Services under this Agreement may be accomplished in a proper, timely and efficient manner. Where agreement, approval, acceptance, or consent of either Party is required by any provision of this Agreement, such action will not be unreasonably withheld or delayed.

#### **21.5 Compliance with Laws and Regulations**

- a) Notwithstanding any other provision of this Agreement to the contrary other than Clause 7.6 [and 17.1(g)], each Party will retain responsibility for its compliance with all applicable laws and regulations relating to its respective business and facilities and the provision of services to third parties, including applicable export laws, regulations, and orders. In performing their respective obligations under this Agreement, neither Party will be required to undertake any activity that would violate any applicable laws or regulations. Nodal Agency will notify vendor of requirements under applicable laws which pertain to the business of the Nodal Agency, and which affect the services to be provided prior to the execution of the contract.
- b) [Concessionaire shall maintain processes and procedures relating to the Services in accordance with the written requirements delineated in advance by Authority to meet Authority's internal control requirements. Authority retains responsibility for compliance with regulatory requirements that pertain to its business. In the event that Authority wishes to make changes to the internal control requirements, they shall be submitted in accordance with the System or Contract Change Control processes (as applicable) set out in Clauses 9.11 and 9.12. Concessionaire will periodically certify to Authority Concessionaire's compliance with the agreed-upon processes and procedures.]

## **21.6 Relationship of Parties**

In connection with this Agreement, each Party is an independent contractor. Except as expressly provided in this Agreement, Concessionaire does not undertake to perform any obligation of Authority, whether regulatory or contractual, or to assume any responsibility for Authority's business or operations. This Agreement establishes and will only be construed as establishing a contract between unrelated business entities for the provision and purchase of certain services and does not and will not be deemed to create a joint venture, partnership, fiduciary, or agency relationship between the Parties for any purpose (except as expressly provided). In no event will Concessionaire be deemed to be acting in a fiduciary capacity for Authority. With respect to its own personnel, each Party is independently responsible for all obligations incumbent upon an employer.

## **21.7 Notice**

Wherever under this Agreement one Party is required or permitted to give notice to the other Party, such notice will be in writing and will be delivered personally, sent by facsimile transmission, sent by express courier, or sent by certified mail (return receipt requested). Any such notice will be deemed given when actually received and will be addressed as follows:

In the case of Authority:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention:

Facsimile Number:

with a copy (which will not constitute effective notice) to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention:

Facsimile Number:

In the case of Concessionaire:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention:

Facsimile Number:

with a copy (which will not constitute effective notice) to:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Either Party may change its address for notices upon giving ten days' written notice of the change to the other Party in the manner provided above.

#### **21.8 Severability**

If any provision of this Agreement or the application of any such provision to any Person or circumstance, will be declared judicially to be invalid, unenforceable or void, such decision will not have the effect of invalidating or voiding the remainder of this Agreement, and it is the intent and agreement of the Parties that this Agreement will be deemed amended by modifying such provision to the extent necessary to render it valid, legal and enforceable while preserving its intent or, if such modification is not possible, by substituting another provision that is legal and enforceable and that achieves the same objective.

#### **21.9 No Third-Party Beneficiaries**

Nothing contained in this Agreement is intended or will be construed to confer upon any Person (other than the Parties hereto and the Indemnitees specifically identified in Clause 15) any rights, benefits or remedies of any kind or character whatsoever. Except as expressly stated in this Agreement, the Parties do not intend that any term of this Agreement shall be enforceable by any third party.

#### **21.10 Publicity**

All advertising, press releases, public announcements and public disclosures by either Party relating to this Agreement which includes (i) the other Party's name, trade names, trademarks, logos, service marks or trade dress (collectively, "Name") or (ii) language from which the connection of such Name may be inferred or implied, will be coordinated with and subject to approval by both Parties prior to release; provided, however, that (i) either Party may indicate to third parties that Concessionaire is providing services to Authority and (ii) Concessionaire may use Authority as a reference.

#### **21.11 Amendment**

This Agreement may not be modified or amended except by a written instrument executed by or on behalf of each of the Parties to this Agreement.

#### **21.12 Entire Agreement/Priority**

This Agreement (including Schedules hereto, each of which is incorporated herein by reference) constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements and understandings, whether written or oral, between the Parties with respect to the subject matter hereof. [The letter of intent, dated \_\_\_\_\_, between Concessionaire and Authority is superseded by this Agreement and will be of no further force or effect.] There are no representations, understandings or agreements relating to this Agreement that are not fully expressed in this Agreement. Each of the Parties acknowledges that it has not relied on any representation, promise, understanding or warranty (other than as fully expressed in this Agreement) in entering into this Agreement. In the event of a conflict or ambiguity between the Agreement and a Schedule, the terms of this Agreement will prevail. In the event of any conflict or ambiguity between Schedules, the terms of the Schedule will prevail with respect to that Schedule only.

#### **21.13 Governing Law**

This Agreement will be governed by and construed in accordance with the laws, other than choice of law rules, of [India].

#### **21.14 Rules of Construction**

The clause headings and the table of contents contained in this Agreement are for reference purposes only and will not affect in any way the meaning or interpretation of this Agreement. As used in this Agreement, unless otherwise provided to the contrary, (a) all references to days, months or quarters will be deemed references to calendar days, months, or quarters and (b) any reference to a "Clause" or "Schedule" will be deemed to refer to a clause of this Agreement or a schedule to this Agreement. Unless the context otherwise requires, as used in this Agreement, all terms used in the singular will be deemed to refer to the plural as well, and vice versa. The words "hereof," "herein" and "hereunder" and words of similar import referring to this Agreement refer to this Agreement as a whole and not to any particular provision of this Agreement. Whenever the words "include," "includes" or "including" are used in this Agreement, they will be deemed to be followed by the words "without limitation." References in this Agreement to ["INR"] will be deemed a reference to [Indian National Rupee] unless otherwise specified. References to "this Agreement" includes each New Service Request executed and delivered pursuant to this Agreement.

#### **21.15 Inconsistencies**

To the extent that the provisions of this Agreement and of any other schedule hereto are in any respect inconsistent, the provisions of this Agreement will govern and control, provided that with respect to the description of the Services, the

schedules hereto will govern and control.

#### **21.16 Counterparts**

This Agreement may be executed in two or more counterparts, each of which will be deemed to be an original, but all of which together will constitute one agreement binding on the Parties, notwithstanding that both Parties are not signatories to the original or the same counterpart.

IN WITNESS WHEREOF, this Agreement has been duly executed by and on behalf of the Parties hereto on the Effective Date.

Authority

Concessionaire

By:

By:

Name:

Name:

Title:

Title:

## **Schedule 1 NON-DISCLOSURE AGREEMENT**

(To be executed on stamp paper of appropriate value)

**THIS AGREEMENT** is made on this the <\*\*\*> day of <\*\*\*> 20--- at <\*\*\*>, India.

### **BETWEEN**

----- having its office at ----  
-----

----- India hereinafter referred to as '**Purchaser**' or '**-----**  
**---**', which expression shall, unless the context otherwise requires, include its permitted successors and assigns);

### **AND**

<\*\*\*>, a Company incorporated under the *Companies Act, 1956*, having its registered office at <\*\*\*> (hereinafter referred to as '**the Implementation Agency/IA**' which expression shall, unless the context otherwise requires, include its permitted successors and assigns). Each of the parties mentioned above are collectively referred to as the '**Parties**' and individually as a '**Party**'.

### **WHEREAS:**

1. Purchaser is desirous to implement the project of -----.
2. The Purchaser and Implementation Agency have entered into a Concession Agreement dated <\*\*\*> (the "CA") in furtherance of the Project.
3. Whereas in pursuing the Project (the "Business Purpose"), a Party ("Disclosing Party") recognizes that they will disclose certain Confidential Information (as defined hereinafter) to the other Party ("Receiving Party").
4. Whereas such Confidential Information (as defined hereinafter) belongs to Receiving Party as the case may be and is being transferred to the Disclosing Party to be used only for the Business Purpose and hence there is a need to protect such information from unauthorized use and disclosure.

NOW THEREFORE, in consideration of the mutual covenants, promises, assurances, representations and provisions set forth herein, the Parties hereto agree as follows:

### **1. DEFINITIONS AND INTERPRETATION**

#### **1.1. Definitions**

Terms and expressions used in this Agreement (including the Introduction) shall have the same meanings set out in Clause I of Concession Agreement.

#### **1.2. Interpretation**

In this Agreement, unless otherwise specified:

- a) references to Clauses, Sub-Clauses, Paragraphs and Schedules are to clauses, subclauses, paragraphs of and schedules to this Agreement;
- b) use of any gender includes the other genders;
- c) references to a 'company' shall be construed so as to include any company, corporation, or other body corporate, wherever and however incorporated or established;
- d) references to a 'person' shall be construed so as to include any individual, firm, company, government, state, or agency of a state, local or municipal authority or government body or any joint venture, association, or partnership (whether or not having separate legal personality);
- e) a reference to any statute or statutory provision shall be construed as a reference to the same as it may have been, or may from time to time be, amended, modified, or reenacted;
- f) any reference to a 'day' (including within the phrase 'business day') shall mean a period of 24 hours running from midnight to midnight;
- g) references to a 'business day' shall be construed as a reference to a day (other than a Sunday) on which banks in the state of <\*\*\*> are generally open for business;
- h) references to times are to Indian standard time;
- i) a reference to any other document referred to in this Agreement is a reference to that other document as amended, varied, novated, or supplemented at any time; and
- j) all headings and titles are inserted for convenience only. They are to be ignored in the interpretation of this Agreement.

1.3. Measurements and Arithmetic Conventions

All measurements and calculations shall be in the metric system and calculations done to 2 (two) decimal places, with the third digit of 5 (five) or above being rounded up and below 5 (five) being rounded down except in money calculations where such amounts shall be rounded off to the nearest INR.

1.4. Ambiguities within Agreement

In case of ambiguities or discrepancies within this Agreement, the following principles shall apply:

- a) as between two Clauses of this Agreement, the provisions of a specific Clause relevant to the issue under consideration shall prevail over those in a general Clause;
- b) as between the provisions of this Agreement and the Schedules, the Agreement shall prevail, save and except as expressly provided otherwise in the Agreement or the Schedules; and

- c) as between any value written in numerals and that in words, the value in words shall prevail

1.5. Priority of agreements

The Parties hereby expressly agree that for the purpose of giving full and proper effect to this Agreement, the CA and this Agreement shall be read together and construed harmoniously. In the event of any conflict between the CA and this Agreement, the provisions contained in the CA shall prevail over this Agreement.

2. TERM

This Agreement will remain in effect for five years from the date of the last disclosure of Confidential Information ("Term"), at which time it will terminate, unless extended by the disclosing party in writing.

3. SCOPE OF THE AGREEMENT

- a) This Agreement shall apply to all confidential and proprietary information disclosed by Disclosing Party to the Receiving Party and other information which the disclosing party identifies in writing or otherwise as confidential before or within (30) thirty days after disclosure to the Receiving Party ("Confidential Information"). Such Confidential Information consists of certain specifications, documents, software, prototypes and/or technical information, and all copies and derivatives containing such Information that may be disclosed to the Disclosing Party for and during the Business Purpose, which a party considers proprietary or confidential.
- b) Such Confidential Information may be in any form or medium, tangible or intangible, and may be communicated/disclosed in writing, orally, or through visual observation or by any other means to the Receiving Party.

4. OBLIGATIONS OF THE RECEIVING PARTY

The Receiving Party shall:

- a) use the Confidential Information only for the Business Purpose and shall hold the Confidential Information in confidence using the same degree of care as it normally exercises to protect its own proprietary information, taking into account the nature of the Confidential Information, and
- b) grant access to Confidential Information only to its employees on a 'need to know basis's and restrict such access as and when not necessary to carry out the Business Purpose.
- c) cause its employees to comply with the provisions of this Agreement;
- d) reproduce Confidential Information only to the extent essential to fulfilling the Business Purpose, and
- e) prevent disclosure of Confidential Information to third parties;
- f) disclose the Confidential Information to its consultants/contractors on a need-to-know basis; provided that by doing so, the Receiving Party agrees to bind such consultants/ contractors to terms at least as restrictive as those stated herein. The Receiving Party upon making a disclosure under this Clause shall:

- a. advise the consultants/contractors of the confidentiality obligations imposed on them by this Clause.
- g) upon the Disclosing Party's request, the Receiving Party shall either return to the disclosing party all Confidential Information or shall certify to the disclosing party that all media containing Confidential Information have been destroyed.  
  
Provided, however, that an archival copy of the Confidential Information may be retained in the files of the Receiving Party's counsel, solely for the purpose of proving the contents of the Confidential Information.
- h) not to remove any of the other Party's Confidential Information from the premises of the Disclosing Party without prior written approval.
- i) exercise extreme care in protecting the confidentiality of any Confidential Information which is removed, only with the Disclosing Party's prior written approval, from the Disclosing Party's premises. Each Party agrees to comply with any and all terms and conditions the disclosing party may impose upon any such approved removal, such as conditions that the removed Confidential Information and all copies must be returned by a certain date, and that no copies are to be made off of the premises.
- j) Upon the Disclosing Party's request, the Receiving Party shall promptly return to the Disclosing Party all tangible items containing or consisting of the disclosing party's Confidential Information all copies thereof.

#### 5. EXCEPTIONS TO CONFIDENTIAL INFORMATION

The foregoing restrictions on each party's use or disclosure of Confidential Information shall not apply to the Confidential Information that the Receiving Party can demonstrate that such Confidential Information:

- a) was independently developed by or for the Receiving Party without reference to the Information, or was received without restrictions; or
- b) has become generally available to the public without breach of confidentiality obligations of the Receiving Party; or
- c) was in the Receiving Party's possession without restriction or was known by the Receiving Party without restriction at the time of disclosure; or
- d) is the subject of a subpoena or other legal or administrative demand for disclosure; provided, however, that the Receiving Party has given the disclosing party prompt notice of such demand for disclosure and the Receiving Party reasonably cooperates with the disclosing party's efforts to secure an appropriate protective order; or
- e) is disclosed with the prior consent of the disclosing party; or
- f) was in its possession or known to it by being in its use or being recorded in its files or computers or other recording media prior to receipt from the disclosing party and was not previously acquired by the Receiving Party from the disclosing party under an obligation of confidence; or

- g) the Receiving Party obtains or has available from a source other than the disclosing party without breach by the Receiving Party or such source of any obligation of confidentiality or non-use towards the disclosing party.

#### 6. OWNERSHIP OF THE CONFIDENTIAL INFORMATION

- a) Each Party recognizes and agrees that all of the disclosing Party's Confidential Information is owned solely by the Disclosing Party (or its licensors) and that the unauthorized disclosure or use of such Confidential Information would cause irreparable harm and significant injury, the degree of which may be difficult to ascertain.
- b) By disclosing the Confidential Information or executing this Agreement, Disclosing Party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right. The Disclosing Party disclaims all warranties regarding the information, including all warranties with respect to infringement of intellectual property rights and all warranties as to the accuracy or utility of such information.
- c) Access to Confidential Information hereunder shall not preclude an individual who has seen such Confidential Information for the purposes of this Agreement from working on future projects for the Disclosing Party which relate to similar subject matters, provided that such individual does not make reference to the Confidential Information and does not copy the substance of the Confidential Information during the Term. Furthermore, nothing contained herein shall be construed as imposing any restriction on the Receiving Party's disclosure or use of any general learning, skills or know-how developed by the Receiving Party's personnel under this Agreement.
- d) Execution of this Agreement and the disclosure of Confidential Information pursuant to this Agreement do not constitute or imply any commitment, promise, or inducement by either Party to make any purchase or sale, or to enter into any additional agreement of any kind.

#### 7. DISPUTE RESOLUTION

- a) If a dispute arises in relation to the conduct of this Contract (Dispute), a party must comply with this clause 7 before starting arbitration or court proceedings (except proceedings for urgent interlocutory relief). After a party has sought or obtained any urgent interlocutory relief that party must follow this clause 7.
- b) A party claiming a Dispute has arisen must give the other parties to the Dispute notice setting out details of the Dispute.
- c) During the 14 days after a notice is given under clause 7(b) (or longer period if the parties to the Dispute agree in writing), each party to the Dispute must use its reasonable efforts through a meeting of Senior Executive (or their nominees) to resolve the Dispute. If the parties cannot resolve the Dispute within that period, then any such dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the

breach thereof shall be referred to a sole arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court of the jurisdiction specified in this agreement. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules, or re-enactments thereof. The Arbitration proceedings will be held at the jurisdiction specified in Item 27. Any legal dispute will come under the sole jurisdiction specified in Item 27.

- d) The Receiving Party agrees that the Disclosing Party shall have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

#### 8. VARIATION

This Agreement may only be varied in writing and signed by both Parties.

#### 9. WAIVER

Waiver including partial or conditional waiver, by either Party of any default by the other Party in the observance and performance of any provision of or obligations under this Agreement:-

- a) shall be in writing
- b) shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Agreement;
- c) shall be executed by a duly authorized representative of the Party; and
- d) shall not affect the validity or enforceability of this Agreement in any manner.

#### 10. EXCLUSION OF IMPLIED WARRANTIES

This Agreement expressly excludes any warranty, condition or other undertaking implied at law or by custom or otherwise arising out of any other agreement between the Parties or any representation by either Party not contained in a binding legal agreement executed by both Parties.

#### 11. ENTIRE AGREEMENT

This Agreement and the Annexure together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn.

#### 12. SEVERABILITY

If for any reason whatever, any provision of this Agreement is or becomes invalid, illegal or unenforceable or is declared by any court of competent jurisdiction or any other instrumentality to be invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties shall negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable to such invalid, illegal or unenforceable provision. Failure to agree upon any such provisions shall not be subject to the dispute resolution procedure set forth under this Agreement or otherwise.

13. NO PARTNERSHIP

This Agreement shall not be interpreted or construed to create an association, joint venture, or partnership between the Parties, or to impose any partnership obligation or liability upon either Party, and neither Party shall have any right, power or authority to enter into any agreement or undertaking for, or act on behalf of, or to act as or be an agent or representative of, or to otherwise bind, the other Party except as expressly provided under the terms of this Agreement.

14. THIRD PARTIES

This Agreement is intended solely for the benefit of the Parties and their respective successors and permitted assigns, and nothing in this Agreement shall be construed to create any duty to, standard of care with reference to, or any liability to, any person not a Party to this Agreement.

15. SUCCESSORS AND ASSIGNS

The Agreement shall be binding on and shall inure to the benefit of the Parties and their respective successors and permitted assigns.

16. NOTICES

Any notice or other communication to be given by any Party to the other Party under or in connection with the matters contemplated by this Agreement shall be in writing and shall be given by hand delivery, recognized courier, registered post, email, or facsimile transmission and delivered or transmitted to the

Parties at their respective addresses set forth below:

If to Purchaser:

Attn: <\*\*\*>

Tel:

Email:

Contact:

With a copy to:

If to the Implementation Agency:

Attn. <\*\*\*>

Phone: <\*\*\*>

**17. LANGUAGE**

All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in the English language.

**18. COUNTERPARTS**

This Agreement may be executed in counterparts, each of which, when executed and delivered, shall constitute an original of this Agreement.

**19. MITIGATION**

Without prejudice to any express provisions of this Agreement on any mitigation obligations of the Parties, each of the Purchaser and the Implementation Agency shall at all times take all reasonable steps to minimize and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to this Agreement.

**20. REMOVAL OF DIFFICULTIES**

The Parties acknowledge that it is conceivable that the Parties may encounter difficulties or problems in the course of implementation of the Project and the transactions envisaged under this Agreement. The Parties agree and covenant that they shall mutually discuss such difficulties and problems in good faith and take all reasonable steps necessary for removal or resolution of such difficulties or problems.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED

For and on behalf of the Implementation Agency by:

(Signature)

(Name)

(Designation)

(Address)

(Fax No.)

SIGNED, SEALED AND DELIVERED

For and on behalf of the Authority by:

(Signature)

(Name)

(Designation)

(Address)

(Fax No.)

In the presence of:

1.

2.

## **Schedule 2 Authority Licensed software**

List of software currently being used by Authority:

- Microsoft Office

### **Schedule 3 Authority Owned Software**

List of software currently being used by Authority:

- iSARITA
- Public Data Entry (PDE)
- eSearch
- Document Handling Charges (DHC)
- eFiling
- eRegistration
- Adjudication
- Marriage Registration
- Refund (Stamp Duty and Registration Fee)
- Pay2IGR
- MIS and Dashboard

|                |
|----------------|
| Commercial Bid |
|----------------|

| Sr.No                          | Name of Item                   | Unit Rate (INR) |
|--------------------------------|--------------------------------|-----------------|
| 1                              | Rate Per Page                  |                 |
|                                | <i>(Applicable tax with %)</i> |                 |
| Total Per Page (INR)           |                                |                 |
| <i>(Total Amount in Words)</i> |                                |                 |

### **CORRIGENDUM – 7**

Tender Reference No: **DO3/Computer/BOT/529/2023**  
Tender Title: **Request for Proposal for Selection of Agency for Modernization of Offices of Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra**  
Tender Published date: **26 Dec 2023**  
Corrigendum published based on: **Amendments to the RFP**

| <b>S. No.</b> | <b>Reference Document</b>                                                    | <b>Name Section No.</b>                                                                                                          | <b>Page No</b> | <b>Clarification Query</b>                                                                                                                                                                                                                                                                                                                         | <b>OIGR's Response</b>                                                                                                                          |
|---------------|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | General Details                                                              | 1. Last date (deadline) for receipt of proposals in response to RFP notice - 26-01-2024, till 03:00 pm through eTendering portal | 4              | Please give additional 4 weeks from the date of corrigendum.                                                                                                                                                                                                                                                                                       | The last date of Submission has been further extended from 01 March 2024, 15:00 to 15 March 2024, 15:00.                                        |
| 2             | Earnest Money Deposit (EMD) - Rs. 13,00,00,000 (Rupees Thirteen Crores only) | 1. General Details                                                                                                               | 4              | We request OIGR to consider and change the EMD amount to Rs. 50,00,000/- (Rupees Fifty Lakh Only)<br>Such request is being made because the purpose of EMD is only for the sake of tender security which department eventually has to refund / return once the bidding and evaluation procedure is completed. Such huge amount of funds should not | The Earnest Money Deposit (EMD) has been revised from Rs. 13,00,00,000 (Rupees Thirteen Crore only) to Rs.1,00,00,000/- (Rupees One Crore only) |

|   |                                                                                                                              |                    |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                               |
|---|------------------------------------------------------------------------------------------------------------------------------|--------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                              |                    |   | be engaged in the security purpose before the project is awarded. This will unnecessarily put financial pressure on bidders.                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                               |
| 3 | Performance Bank Guarantee (PBG) - Rs. 65,00,00,000/- (Rupees Sixty-Five Crores only)                                        | 1. General Details | 4 | We request OIGR to consider and change the PBG amount to Rs. 2,50,00,000/- (Rupees Two Crore Fifty Lakhs Only) Such request is being made because the purpose of PBG is only for the sake of performance security which department eventually has to refund / return once the project is completed. Such huge amount of funds should not be engaged in the security purpose when the project itself is heavy capital and operational cost depending. This will unnecessarily put financial pressure on bidders. | The Performance Bank Guarantee (PBG) has been revised from Rs. 65,00,00,000/- (Rupees Sixty-Five Crore only) to Rs. 20,00,00,000/- (Rupees Twenty Crore only) |
| 4 | Last date (deadline) for receipt of proposals in response to RFP notice: 26-01-2024, till 03:00 pm through eTendering portal | 1. General Details | 4 | We request an extension of 3 weeks be provided for preparation of optimum proposal. The current date is falling during National Holiday and long weekend due to which many OEMs and vendors are non-operational.                                                                                                                                                                                                                                                                                                | Refer response to Q. 1                                                                                                                                        |

|   |                                                                              |                    |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |
|---|------------------------------------------------------------------------------|--------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 5 | Earnest Money Deposit (EMD) - Rs. 13,00,00,000 (Rupees Thirteen Crores only) | 1. General Details | 4 | <p>The said project here is an extremely capital-intensive project. The successful bidder will have major financial burden, as the capital investment will be huge due to multilocation operational costs, infrastructure, implementation, support, manpower etc. Also, the project is based on PPP model, where the investment done by the agency will be recovered much later. In spite of all these challenges we are ready to bid for this project as it is a prestigious project. We request the OIGR to consider all the bidders' situation be it mid-sized bidder or any large-scale bidder, every bidder will face this challenge to arrange an additional fund of INR 13 Crores just for the sake of bid security. Hence, we request OIGR to reduce the EMD amount to Rs. 1,00,00,000/- (Rupees One Crore Only)</p> | Refer response to Q. 2 |
|---|------------------------------------------------------------------------------|--------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|

|   |                                                                                       |                    |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |
|---|---------------------------------------------------------------------------------------|--------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 6 | Performance Bank Guarantee (PBG) - Rs. 65,00,00,000/- (Rupees Sixty-Five Crores only) | 1. General Details | 4 | As mentioned above, the said project here is an extremely capital-intensive project. The successful bidder will have major financial burden, as the capital investment will be huge due to multilocation operational costs, infrastructure, implementation, support, manpower etc. Also, the project is based on PPP model, where the investment done by the agency will be recovered much later. In spite of all these challenges we are ready to bid for this project as it is a prestigious project. We request the OIGR to consider all the bidders' situation be it mid-sized bidder or any large-scale bidder, every bidder will face this challenge to arrange an additional fund of INR 65 Crores just for the sake of performance security. Hence, we request OIGR to reduce the PBG amount to Rs. 5,00,00,000/- (Rupees Five Crores Only) | Refer response to Q. 3 |
|---|---------------------------------------------------------------------------------------|--------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|

|   |                                                                                                                                                                                                                                                                                                                                      |                                 |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                     |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 7 | Last date (deadline) for receipt of proposals in response to RFP notice: 26-01-2024, till 03:00 pm through eTendering portal                                                                                                                                                                                                         | 1. General Details              | 4  | We request OIGR to provide 15 days of extension period for submitting the proposal as the submission date is a National Holiday followed by week-offs due to which many bidders might face shortage of staff.                                                                                                                                                                                                                                                                                                                                            | Refer response to Q. 1                              |
| 8 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                                                                                                                             | General Details                 | 6  | We request the Performance Bank Guarantee (PBG) to be kept at 5% of the Quoted project value, rather than a fixed amount of Rs. 65 Crores                                                                                                                                                                                                                                                                                                                                                                                                                | Refer response to Q. 3                              |
| 9 | Bidders shall submit, along with their Bids, refundable EMD of Rs. Thirteen Crores only (Rs. 13,00,00,000/-) and shall be paid in form of Bank Guarantee. EMD shall be accepted online, refer E-Tender Site <a href="http://mahatenders.gov.in/nicgep/app">http://mahatenders.gov.in/nicgep/app</a> for online payment instructions. | 7.7 Earnest Money Deposit (EMD) | 20 | We request OIGR to allow the EMD payment by Corporate Guarantee as well. This will help participation of more bidders having Corporate Guarantee facility eventually benefiting OIGR.<br>We also want to highlight that although Bank Guarantee is allowed there is no Bank Guarantee format in the tender document.<br>Most importantly the website mahatenders has given the only option to pay the EMD amount using net banking option. It is to inform you that such huge online banking facility is not available with us. Hence, please create the | The BG format for EMD is shared in this corrigendum |

|    |                                                                                                                                                                                                                                                                                                                                             |                                 |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
|    |                                                                                                                                                                                                                                                                                                                                             |                                 |    | Bank Guarantee / Corporate Guarantee uploading options as well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |
| 10 | <u>Bidders shall submit, along with their Bids, refundable EMD of Rs. Thirteen Crores only (Rs. 13,00,00,000/-) and shall be paid in form of Bank Guarantee. EMD shall be accepted online, refer E-Tender Site <a href="http://mahatenders.gov.in/nicgep/app">http://mahatenders.gov.in/nicgep/app</a> for online payment instructions.</u> | 7.7 Earnest Money Deposit (EMD) | 20 | The clause says, EMD to be paid in the form of BG. We wish to inform OIGR that, there is no Bank Guarantee format provided in the RFP document. Secondly, on the mahatenders portal, the only option to pay the EMD is online payment. There is no option to upload the Bank Guarantee. Now, such huge payment by online payment gateway is not possible for all the bidders as every company does not have such huge net banking limits. We also request to allow Corporate Guarantee option as well along with Bank Guarantee. We request OIGR to allow for the BG / Corporate Guarantee as payment options for EMD and please publish the BG format and make necessary changes on mahatenders portal to upload the BG. | Refer response to Q.49 |

|    |                                                                                                                                                                                                                                                                                                                                                                           |                                                     |    |                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                   |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | The attendance of the employees will be monitored using this AADHAAR based biometric systems. The deployed staff shall have to punctually follow all attendance rules and have to record attendance on every entry and exit from office on Aadhaar based biometric attendance machine. Aadhaar based biometric attendance machine will be provided by the Selected Bidder | 6. Attendance                                       | 43 | Request you to kindly change the clause to " Bidders have to make provision for Biometric Attendance System for all the employees using Active directory using the Same USB based biometric readers provided for registration which is the standard practice done in all other States. | This clause to read as:<br>The attendance of the employees will be monitored using these biometric systems. The deployed staff shall have to punctually follow all attendance rules and have to record attendance on every entry and exit from office on biometric attendance machine. This biometric attendance machine will be provided by the Selected Bidder. |
| 12 | System Administrator<br>B. Tech/ B.E in CS/EE/MCA<br>Additional certificates like MCSE/RHCE or equivalent, RHEL. • Previous Experience of NIC e-Office Application • Relevant Exp.: 2 yrs. • Languages known: Hindi, English, Marathi                                                                                                                                     | 8.8.6 Key Resource Qualification and Responsibility | 47 | Request you to kindly remove Experience of NIC e-Office Application, as this will create lack of resources in the market and delay in identification, selection and deployment of the resources and Also add all the streams of BE/B.Tech                                              | Following requirement is relaxed for deployment of System Administrator:<br>1. Previous experience of NIC e-Office.                                                                                                                                                                                                                                               |

|    |                                                                                                                          |                                                                  |     |                                                                                                                                                                                                                                                             |                                                                      |
|----|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 13 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 19. Annexure XII – IT Infrastructure & Indicative Specifications | 151 | Laptop Specifications are not available in RFP. Please provide the same                                                                                                                                                                                     | Please refer the laptop specifications mentioned in this corrigendum |
| 14 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 19. Annexure XII – IT Infrastructure & Indicative Specifications | 154 | Department has mentioned to purchase 737 number of laptops but does not mentioned the specification of laptops. We request the department to consider AMD Ryzen 5 5625U/ Intel Core i5-1235U or AMD Ryzen 7 5825U/Intel Core i7-1255U in processor details. | Refer to response of Q.13                                            |

## **Annexure 1 - Format of Bank Guarantee for Earnest Money Deposit**

To,  
Office of the Inspector General of Registration and Controller of Stamps  
Department of Registration & Stamps, Government of Maharashtra  
M.S., Pune, New Administrative Building, Ground Floor  
Opp. Council Hall, Pune – 411 001

Whereas <<name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP DO3/Computer/BOT/529/2023 dated 22-12-2023 for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra (Hereinafter called "the Bid") to The Inspector General of Registration and Controller of Stamps Department of Registration & Stamps, Government of Maharashtra "the Purchaser"

Know all Men by these presents that we << >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the The Inspector General of Registration and Controller of Stamps Department of Registration & Stamps, Government of Maharashtra (hereinafter called "the Purchaser") in the sum of Rs. 13,00,00,000 (Rupees Thirteen Crore only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

3. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
4. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
  - (a) Withdraws his participation from the bid during the period of validity of bid document; or
  - (b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

**NOTWITHSTANDING ANYTHING CONTAINED HEREIN:**

IV. Our liability under this Bank Guarantee shall not exceed Rs. **13,00,00,000 (Rupees Thirteen Crore only)**

V. This Bank Guarantee shall be valid up to <<*insert date*>>)

VI. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<*insert date*>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

## **Annexure 2 – Indicative Specifications of Laptop**

| <b>Sr. No</b> | <b>Description</b> | <b>Specification</b>                                                                                                                                                                                                                    |
|---------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1             | Processor          | 11th Gen Intel® Core™ i5, 2.4Ghz                                                                                                                                                                                                        |
| 2             | Operating System   | Windows 11 Pro                                                                                                                                                                                                                          |
| 3             | Memory             | 8 GB / 1 x 8 GB, DDR4, 2666 MHz                                                                                                                                                                                                         |
| 4             | Hard Drive         | 512 GB M.2 PCIe NVMe Solid State Drive                                                                                                                                                                                                  |
| 5             | Display            | 15.6", FHD 1920x1080, 60Hz, Non-Touch, AG, WVA, LED-Backlit, Narrow Border                                                                                                                                                              |
| 6             | Ports              | 1 USB 3.2 Gen 1 port (on systems configured with discrete graphics)<br>1 USB 3.2 Gen 1 Type-C port (on systems configured with discrete graphics)<br>1 USB 2.0 port<br>1 Audio jack<br>1 HDMI 1.4 port<br>1 RJ-45 port 10/100/1000 Mbps |
| 7             | Slots              | 1 M.2 2230 slot for WiFi and Bluetooth card<br>1 M.2 2230/2280 slot for solid-state drive/Intel Optane , 1 SD 3.0 card slot                                                                                                             |
| 8             | Wireless           | 802.11ac 1x1 WiFi and Bluetooth                                                                                                                                                                                                         |
| 9             | Video Card         | Intel® UHD Graphics/Intel® Iris® Xe Graphics                                                                                                                                                                                            |
| 10            | Audio and Speakers | Dual                                                                                                                                                                                                                                    |
| 11            | Support Services   | Onsite Service                                                                                                                                                                                                                          |
| 12            | Software           | Anitivirus, MS Office                                                                                                                                                                                                                   |
| 13            | Other              | Fingerprint Scanner<br>Backpack carry case<br>Backlit keyboard                                                                                                                                                                          |

### **CORRIGENDUM – 8**

Tender Reference No: **DO3/Computer/BOT/529/2023**  
Tender Title: **Request for Proposal for Selection of Agency for Modernization of Offices of Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra**  
Tender Published date: **26 Dec 2023**  
Corrigendum published based on: **Amendments to the RFP**

| S. N o. | Reference Document | Name Section No.                                                                                                                                                                                                                                            | Page No | Clarification Query                                                                                                                                                                                                                                                                                                          | OIGR's Response |
|---------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1       | Vol. I             | 1. DEFINITIONS 1.1<br>Definitions:<br>Agreement: Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, corrigendum of the RFP; | 4       | Bidder requests below modification in the clause:<br>Agreement: Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement <del>etc.</del> together with all Articles, Annexures, Schedules and the contents and specifications, amendments, as may be mutually agreed., <del>corrigendum of the RFP;</del> | No Change       |

|   |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |
|---|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2 | Vol. I | <p>1. DEFINITIONS 1.1</p> <p>Definitions:</p> <p>Concessionaire: will have the meaning specified in the preamble of this Agreement and include all Concessionaire Affiliates and subcontractors of Concessionaire or Concessionaire Affiliates, unless specifically stated or the context indicates otherwise. However, the use of the term “Concessionaire” to refer to Affiliates in separate countries shall not be construed as a requirement for, or evidence of, the presence or establishment of Concessionaire or the Affiliate doing business in a jurisdiction other than where it is domiciled.</p> | 5 | <p>Bidder requests below modification in the clause:</p> <p>Concessionaire: will have the meaning specified in the preamble of this Agreement and include all <del>Concessionaire Affiliates and subcontractors of Concessionaire or Concessionaire Affiliates,</del> unless specifically stated or the context indicates otherwise. <del>However, the use of the term “Concessionaire” to refer to Affiliates in separate countries shall not be construed as a requirement for, or evidence of, the presence or establishment of Concessionaire or the Affiliate doing business in a jurisdiction other than where it is domiciled.</del></p> | No Change |
|---|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |        |                                                                                                                                                                                                                                                     |   |                                                                                                                                                                                                                                                                                                  |           |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3 | Vol. I | <p>3- Definitions:</p> <p>Agreement: Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, corrigendum of the RFP;</p> | 7 | <p>Bidder requests below modification in the clause:</p> <p>Agreement: Means this Concession Agreement, Non-Disclosure Agreement, Escrow Agreement etc. together with all Articles, Annexures, Schedules and the contents and specifications, amendments, <del>corrigendum of the RFP;</del></p> | No Change |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 4 | Vol. I | <p>3- Definitions:</p> <p>Confidential Information:<br/>Means all information including OIGR Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the CA (including without limitation such information received during negotiations, location visits and meetings in connection with the CA and Modernization Project);</p> | 7 | <p>Bidder requests below modification in the clause:</p> <p>Confidential Information: Means all information <u>of either party</u> including OIGR Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the CA (including without limitation such information received during negotiations, location visits and meetings in connection with the CA and Modernization Project);</p> | No Change |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 5 | Vol. I | <p>1. DEFINITIONS 1.1</p> <p>Definitions:</p> <p>Concession Agreement/ CA/Contract / Agreement:</p> <p>Means the Agreement entered into between the OIGR, and the Selected Bidder as recorded in the Contract form signed including all attachments and Appendix/ Annexes thereto, the Tender and all Annexures thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein and amendments and modifications to the above from time to time;</p> | 7 | <p>Bidder requests below modification in the clause:</p> <p>Concession Agreement/ CA/Contract / Agreement:</p> <p>Means the Agreement entered into between the OIGR, and the Selected Bidder as recorded in the Contract form signed including all attachments and Appendix/ Annexes thereto, <del>the Tender and all Annexures thereto and the agreed terms as set out in the proposal, all documents incorporated by reference therein</del> and amendments and modifications to the above from time to time;</p> | No Change |
|---|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |        |                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |
|---|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 6 | Vol. I | <p>3- Definitions:</p> <p>Services: Means the services delivered to the Stakeholders of OIGR, employees of OIGR, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the Selected Bidder including the tools of information and communications technology and includes but is not limited to the list of services specified in relevant sections in the RFP.</p> | 9 | <p>Bidder requests below modification in the clause:</p> <p>Services: Means the services delivered to the Stakeholders of OIGR, employees of OIGR, and to professionals, using the tangible and intangible assets created, procured, installed, managed, and operated by the Selected Bidder including the tools of information and communications technology <u>as mutually agreed</u> <del>and includes but is not limited to the list of services specified in relevant sections in the RFP.</del></p> | No Change |
|---|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |                                                                          |                                                                                                                                                                                                                                                                                                                  |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |
|---|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 7 | Vol. I                                                                   | <p>1. DEFINITIONS 1.1</p> <p>Definitions:</p> <p>Warranty / AMC Period: Shall be comprehensive onsite warranty for all the hardware, software and network components, sensors, devices, and equipment, both on field and inside the ICCC, viewing centre etc. for the entire duration of the project</p>         | 10 | <p>Bidder requests below modification in the clause:</p> <p>Warranty / AMC Period: Shall be comprehensive onsite warranty for all the hardware, software and network components, sensors, devices, and equipment, both on field and inside the ICCC, viewing centre <u>for the agreed warranty period.</u><br/> <del>etc. for the entire duration of the project</del></p>                                                                                                                                                                                                                                  | No Change |
| 8 | <p>Tender Number: DO3/Computer/BOT/529/2</p> <p>023 Date: 22.12.2023</p> | <p>6. Eligibility Criteria</p> <p>1) The Sole Bidder or Lead bidder and its consortium member, in case of consortium, must be a company registered under Companies Act, 1956 or 2013</p> <p>Please note:</p> <p>a. Consortium is allowed – Max. 2 Members (One Lead Bidder along with one Consortium member)</p> | 14 | <p>We request you to allow 3 members in the Consortium. as tender documents itself says It is an ambitious transformation project undertaken by the Department with an objective of offering various services through a seamless &amp; integrated architecture, unified management and monitoring and modernized interface to the citizens.</p> <p>This tender terms are prohibiting and restricting other potential bidders from participating in the bid; in the interest of a fair tender bid we kindly request your good self to allow and give opportunity to other bidders to bid for the tender.</p> | No Change |

|   |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                 |
|---|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9 | Vol. I – General Information | <p>5. General Information</p> <p>In the PPP model, the Selected Bidder shall invest (Design, Supply, Install, Operate &amp; Maintain) towards IT (Hardware, Software, Consumables) manpower towards IT, network supports, cost towards Disaster Recovery Systems, Network Operations Centre (NOC), Security Operations Centre, wherever required, and others as prescribed in the detailed scope. The Selected Bidder will be compensated through the Document Handling Charges (DHC) collected by Department of Registration &amp; Stamps. The payment will be linked to the number of documents registered. Currently, the department collects Rs.20 per page as the DHC from citizens.</p> | 14 | <p>1) Please clarify the scope of Security Operations Centre(SOC).</p> <p>2) Please clarify from where the SOC Operations will be carried out?</p> | <p>1) SOC will be responsible to monitor, detect, analyze and respond to cybersecurity threats and incidents employing processes, technology and people at the department. SOC analysts will be managing maintaining the IT assets for IGR's security.</p> <p>2) SOC operations will be primarily carried out from the Command and Control Centre setup for the department.</p> |
|---|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|    |                             |     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |
|----|-----------------------------|-----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 10 | RFP - Eligibility Criteria- | 6.3 | 14 | <p>The Sole bidder / consortium combined (one lead and one consortium member at the most), must have a total minimum average annual turnover of Rs. 1500 Crores (Rupees One Thousand Five Hundred Crores) in the last 3 financial years as on last date of bid submission. - Since the PBG is kept fixed of Rs 65,00,00,000/- which we have are assuming is 10% of the total contract value from which the estimate cost of the tender can be Approx 650 Crores and considering 650 Crores as the tender cost the turnover of 1500 Cr is at higher side.</p> <p>And as per the MeitY guidelines Page no. 31 of 216 of the Miety guideline says "Sales Turnover and Net worth requirements should be included only for System Integration Turnkey projects that require significant initial investments from the bidders and reasonably high levels of operating expenditure. In such projects, the Sales Turnover multiplier used should be around 20 times the annual value of the project"</p> <p>So, in this opportunity as per the projected revenue the project cost will be approx. Rs 650 crore out of which the capex is Rs. 65 Crore which is around 10%, as such we can take 20 times the capex value which is maximum Rs. 1300 Crore to meet the MeitY guidelines. So Maximum turnover criteria requested may vary from INR 650 crore to 1300 Crore only. The department is requested to lower the Turn Over Criteria.</p> | No Change |
|----|-----------------------------|-----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                  |                                                                                                                                                                                                                                                                                                                                        |    |                                                                                                                                                                                                                                                                                                                              |           |
|--------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>1 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 6. Eligibility Criteria<br>3) The Sole bidder /<br>consortium combined (one<br>lead and one consortium<br>member at the most), must<br>have a total minimum<br>average annual turnover of<br>Rs. 1500 Crores (Rupees<br>One Thousand Five<br>Hundred Crores) in the last<br>3 financial years as on last<br>date of bid<br>submission. | 14 | We request you to consider a total minimum<br>average annual turnover of Rs. 300 Crores (Rupees<br>Three Hundred Crores) in the last 5 financial years<br>as on last date of bid submission.<br><br>This will allow more potential bidders participate in<br>the said bid and which will invite fair and just price<br>bids. | No Change |
|--------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|   |                                            |                               |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |
|---|--------------------------------------------|-------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1 | Tender Number:                             | 6. Eligibility Criteria       | 14 | As the Tender documents says in the "Purpose of the RFP"                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | No Change |
| 2 | DO3/Computer/BOT/529/2023 Date: 22.12.2023 | Table 5. Eligibility Criteria |    | <p>The Project aims at modernization and standardization of all the offices of the IGR in the state, including 578 offices at division, district, and tehsil level. It is an ambitious transformation project undertaken by the Department with an objective of offering various services through a seamless &amp; integrated architecture, unified management and monitoring and modernized interface to the citizens.</p> <p>However, the tender terms and conditions mentioned in the RFP prohibit and restrict other potential bidders from participating in the bid; this looks not fair. It also seems that the tender conditions are made to favor some specific companies and groups, and the tender is designed in such a way that they will benefit from the bid or project and ultimately citizens will suffer.</p> <p>Hence, we kindly request your good self to consider tender terms and conditions and allow and give opportunity to other bidders also to bid for the tender. If only a few bidders will bid for the tender, then the rate per page will be on the higher side.</p> |           |

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |
|--------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>3 | Vol. I | <p>3. AGREEMENT TERM;<br/>RENEWAL 3.3 Conditions<br/>Precedent:</p> <p>c) Extension of time for fulfilment of Conditions Precedent The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement. For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Concessionaire linked to the delay in fulfilling the Conditions Precedent. In case of non-fulfilment of the Conditions Precedent attributable to reasons beyond the control of the Concessionaire or Authority, the period for satisfaction of Conditions Precedent may be extended by mutual consent of the Concessionaire and Authority.</p> | 14 | <p>Bidder requests below modification in the clause:</p> <p>c) Extension of time for fulfilment of Conditions Precedent The Parties may, by mutual agreement extend the time for fulfilling the Conditions Precedent and the Term of this Agreement. <del>For the avoidance of doubt, it is expressly clarified that any such extension of time shall be subject to imposition of penalties on the Concessionaire linked to the delay in fulfilling the Conditions Precedent.</del> In case of non-fulfilment of the Conditions Precedent attributable to reasons beyond the control of the Concessionaire or Authority, the period for satisfaction of Conditions Precedent may be extended by mutual consent of the Concessionaire and Authority.</p> | No Change |
|--------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |
|--------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 6. Eligibility Criteria<br>4) Bidder or any of the Consortium members (in case of consortium) must have been engaged in IT/ITeS project for any Central / State Government or PSU / Govt. SPV in India in last ten (10) years as on the last date of bid submission:<br>- One similar project costing not less than the amount equal to Rs. 240 Crore<br>OR<br>- Two similar projects each costing not less than the amount equal to Rs. 150 Crores<br>OR<br>- Three similar projects each costing not less than the amount equal to Rs. 120 Crores | 15 | We request to consider following...<br><br>- One similar project costing not less than the amount equal to Rs. 120 Crore<br>OR<br>- Two similar projects each costing not less than the amount equal to Rs. 75 Crores<br>OR<br>- Three similar projects each costing not less than the amount equal to Rs. 60 Crores.<br><br>This will allow more potential bidders participate in the said bid and which will invite fair and just price bids. | No Change |
|--------|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |
|--------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>5 | <p>Tender Number:<br/>DO3/Computer/BOT/529/2<br/>023 Date: 22.12.2023</p> | <p>6. Eligibility Criteria<br/>5) Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years:<br/>At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state<br/>OR<br/>At least one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Maharashtra.<br/>Note: (subcontracted projects will not be considered. Bidder should have implemented the project directly as Private Partner to IGR's office of the State)</p> | 15 | <p>We request to consider following...</p> <p>At least one Project for Registration offices along with supply of manpower for operations at more than 150 locations in any state<br/>OR<br/>At least one IT/ITeS project involving manpower supply and implementation at more than 250 locations for any project in Maharashtra (Please clarify is it Govt or Private project required.)</p> <p>Please clarify why not any project in any state why only Maharashtra.</p> <p>This will allow more potential bidders participate in the said bid and which will invite fair and just price bids.</p> | No Change |
|--------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                      |                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                                                                                                                                                                                     |           |
|--------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>6 | Eligibility Criteria | 6. Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years: At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state OR At least one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Maharashtra | 15 | Please allow IT/ITeS 300 locations pan india or anystate. Bidders may have capability pan india or any other state but may not meet requirements of Maharashtra. This will limit bid participation. | No Change |
|--------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                                                                                                                                                                                                                                                |           |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>7 | Eligibility Criteria                                                                                                                                    | 6. Sole bidder or in case of consortium, any member of the Consortium shall have experience of successfully completing at least one project for deploying a minimum of 800 skilled manpower for IT/ITES related activities for a Government client in India. The manpower shall have been deployed for at least two years duration and the projects shall have been awarded in the last 10 years as on the last date of bid submission. | 15 | We have deployed thousands of skilled manpower pan india but they maybe deployed periodically and may not be continuously at any location. Request to remove the minimum two years duration criteria to increase the participation in bidding. | No Change |
| 1<br>8 | Supporting Documents – ii. Certificate from the Statutory auditor specifying the annual turnover in last 3 financial years as on date of bid submission | 6. Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                 | 15 | We request OIGR to give the option to provide the certificate from Chartered Accountant as well, since all the organizations do not hire statutory auditors.                                                                                   | No Change |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                     |    |                                                                                                                                                                                                                                                                                                                 |           |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>9 | <p>Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years:</p> <p>At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state</p> <p>OR</p> <p>At least one IT/ITeS project involving manpower supply and Implementation at more than 460 locations for any project in Maharashtra</p> <p>Note: (subcontracted projects will not be considered. Bidder should have implemented the project directly as Private Partner to IGR's office of the State)</p> | 6. Eligibility Criteria Point No. 5 | 15 | <p>Request to remove the Not of Subcontract as there are hardly few vendors who have provided the operators to registration offices directly. This is limiting the competition. Hence, request you to allow the sub-contracted projects for registration offices through PSU / Govt. Undertaking companies.</p> | No Change |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|    |                            |     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |           |
|----|----------------------------|-----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 20 | RFP - Eligibility Criteria | 6.4 | 15 | <p>As per the Meity guidelines the experience should be for 80% value but this PQ 4 clause not meeting Meity guidelines Page 32 of 216 “2.5.3 Project Experience: Number and Value of Projects”<br/> ‘One project of similar nature costing not less than the amount equal to 80 – 100% of the estimated value of assignment to be awarded’<br/> OR<br/> ‘Two projects of similar nature costing not less than the amount equal to 50 – 60% of the estimated value of assignment to be awarded’<br/> OR<br/> ‘Three projects of similar nature costing not less than the amount equal to 40-50% of the estimated value of assignment to be awarded.”</p> <p>MeitY Criteria RFP Ask in INR Cr. As Per MeitY in INR Cr.<br/> One project – 80% 240 520<br/> Two Projects – 50% 150 325<br/> Three Projects – 40% 120 260</p> <p>PQ4 is violating the Meity guidelines and PQ4 has been written to favour to specific company and must be aligned to the MeitY Clause</p> | No Change |
|----|----------------------------|-----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                          |                                       |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |
|--------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>1 | RFP - Eligibility Criteria                                                                                               | 6.5                                   | 15 | <p>The locations defined in PQ5 very specific and do not meet the requirement of projects demand. Location mentioned in PQ5 i.e. 300 from any state and 460 locations from Maharashtra, Mandating experience of only Maharashtra state restricts the PQ to favour a particular bidder with similar experience, limiting bidder participation to a particular entity only.</p> <p>Experience from all states must be accepted.</p>                                                                                             | No Change |
| 2<br>2 | RFP - Eligibility Criteria                                                                                               | 6.6                                   | 15 | <p>The manpower defined in PQ6 is 800 and this quantity not related to this project and asked for manpower which have been deployed at least two years. Why only two years' experience has been requested.</p> <p>This is very specific and favouring to specific company. Request the department to relax this clause.</p>                                                                                                                                                                                                   | No Change |
| 2<br>3 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 6. Eligibility Criteria / Point No. 3 | 15 | <p>We request to amend the clause as below;<br/>The Sole bidder / consortium combined (one lead and one consortium member at the most), must have a total minimum average annual turnover of Rs. 500 Crores (Rupees Eight Hundred Crores) in the last 3 financial years as on last date of bid submission.</p> <p>Justification: Since it is transaction based project and major project investment is operational expenditure so annual value of the project shall be taken into consideration for eligibility criteria.</p> | No Change |

|        |                                                                                                                             |                                       |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |           |
|--------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>4 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I<br>Instruction to Bidders | 6. Eligibility Criteria / Point No. 4 | 15 | <p>We request the clause to read as below:</p> <p>Bidder or any of the Consortium members (in case of consortium) must have been engaged in IT/ITeS project for any Central / State Government or PSU / Govt. SPV in India or Outside India in last ten (10) years as on the last date of bid submission:</p> <ul style="list-style-type: none"> <li>- Onesimilarprojectcostingnotlessthanthe amount equal to Rs. 240 Crore</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>- Two similar projects each costing not less than the amount equal to Rs. 150 Crores</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>- Three similar projects each costing not less than the amount equal to Rs. 120 Crores</li> </ul> <p>A “Similar project” is defined as:</p> <ul style="list-style-type: none"> <li>i. An ICT project containing: <ul style="list-style-type: none"> <li>a. Design and/or</li> <li>b. Development and/or</li> <li>c. Supply, installation, and maintenance of IT hardware or Network or Software</li> </ul> </li> <li>ii. The work order should have been issued within the last 10 years, as on the last date of bid submission.</li> </ul> | No Change |
|--------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                          |                                       |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
|--------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>5 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 6. Eligibility Criteria / Point No. 5 | 15 | <p>We request to amend the clause as below;<br/> Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years:<br/> At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state<br/> OR<br/> At least one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Maharashtra<br/> OR<br/> AT least one project for design, development of application software for Registration/ Revenue department for any state in India of value more than 50 Crore</p> <p>Justification: Apart from operation &amp; maintenance of registration activities, design &amp; development of Registration Software is one of the substantial scope of work of the project, so experience of design &amp; development of registration/revenue application will enable department to have a qualitative bidder having good domain understanding to make the project successful</p> | No Change |
|--------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                          |                                       |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |
|--------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>6 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 6. Eligibility Criteria / Point No. 6 | 15 | <p>We request to modify the clause as below for better participation as this is a restrictive clause.</p> <p>Sole bidder or in case of consortium, any member of the Consortium shall have experience of successfully completing at least one project for deploying a minimum of 500 skilled manpower for IT/ITES related activities for a Government client in India or 1000 skilled manpower (cumulative across 3 projects) for Registration Department. The manpower shall have been deployed for at least two years duration and the projects shall have been awarded in the last 10 years as on the last date of bid submission.</p> <p>Justification: Since the project involves key skills related to Registration department then company having specific experience in Registration department will bring specific expertise and value addition for successful delivery of the project. So, we request to consider experience in the Registration domain</p> | No Change |
|--------|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                                                                                                                                                                         |                         |    |                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>7 | The Sole bidder / consortium combined (one lead and one consortium member at the most), must have a total minimum average annual turnover of Rs. 1500 Crores (Rupees One Thousand Five Hundred Crores) in the last 3 financial years as on last date of bid submission. | 6. Eligibility Criteria | 15 | Request you to kindly change it to total minimum average annual turnover of Rs. 300 Crores if only sole bidder OR The Sole bidder / consortium combined (one lead and one consortium member at the most), must have a total minimum average annual turnover of Rs. 650 Crores in the last 3 financial years as on last date of bid submission.<br>This will allow more participation from the industry who have domain expertise. | No Change |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |    |                                                                                           |           |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|-------------------------------------------------------------------------------------------|-----------|
| 2<br>8 | <p>Bidder or any of the Consortium members (in case of consortium) must have been engaged in IT/ITeS project for any Central / State Government or PSU / Govt. SPV in India in last ten (10) years as on the last date of bid submission: - One similar project costing not less than the amount equal to Rs. 240 Crore</p> <p>OR - Two similar projects each costing not less than the amount equal to Rs. 150 Crores</p> <p>OR - Three similar projects each costing not less than the amount equal to Rs. 120 Crores</p> <p>A "Similar project" is defined as:</p> <p>i. An ICT project containing:</p> <p>a. Design and/or</p> <p>b. Development and/or</p> <p>c. Supply, installation, and maintenance of IT hardware or</p> <p>Network or Software</p> <p>ii. The work order should have been issued within the last 10</p> | 6. Eligibility Criteria | 15 | Request you to kindly add experiences of handing the Projects of Registration department. | No Change |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|-------------------------------------------------------------------------------------------|-----------|

|  |                                                     |  |  |  |  |  |
|--|-----------------------------------------------------|--|--|--|--|--|
|  | years, as on<br>the last date of bid<br>submission. |  |  |  |  |  |
|--|-----------------------------------------------------|--|--|--|--|--|

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 2<br>9 | <p>Bidder or any of the Consortium member (in case of consortium) must have following experience in the last Ten Years:</p> <p>At least one Project for Registration offices along with supply of manpower for operations at more than 300 locations in any state</p> <p>OR</p> <p>At least one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Maharashtra</p> <p>Note: (subcontracted projects will not be considered. Bidder should have implemented the project directly as Private Partner to IGR's office of the State)</p> | 6. Eligibility Criteria    | 15 | <p>Request you to kindly reduce to Minimum 250 Locations, since most of the State either have less than 250 to 300 Locations or handled by multiple SI's with less than 150 to 100 Locations in each division.</p> <p>OR</p> <p>To make two separate Criteria 1) one with Project for Registration offices with minimum 250 locations and 2) one IT/ITeS project involving manpower supply and implementation at more than 460 locations for any project in Sate/Central/PSU's.</p> | No Change |
| 3<br>0 | Vol-I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4.4 Project Implementation | 16 | Roll out across Maharashtra state in 23 weeks shall be a challenging schedule and need relook by the Department                                                                                                                                                                                                                                                                                                                                                                     | No Change |

|        |                                                                                                                                              |                         |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                            |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 3<br>1 | Supporting Documents – Undertaking from the OEM confirming the compliance along with report copy                                             | 6. Eligibility Criteria | 16 | We request OIGR to clarify what is expected in the “report copy”. Please consider the situation that there is a size limitation of files to be uploaded on mahatenders portal.                                                                                                                                                                                                                                                                          | Report copy is the Compliance report from the OEM for the proposed equipments / components |
| 3<br>2 | Supporting Documents – Certificate from the Statutory auditor specifying the Networth in last 3 financial years as on date of bid submission | 6. Eligibility Criteria | 16 | We request OIGR to give the option to provide the certificate from Chartered Accountant as well, since all the organizations do not hire statutory auditors.                                                                                                                                                                                                                                                                                            | No Change                                                                                  |
| 3<br>3 | RFP - Eligibility Criteria                                                                                                                   | 6.7                     | 16 | As per page no 16 of 216 of the Miety guidelines, SEI-CMMI Level 5 certificate for Services and Development is relevant for application development projects only. This project is all about hardware and providing resources so CMMI certificate for Development is not relevant for this project. This Clause eliminates maximum participation and favours specific entities. The department is requested to kindly relax it CMMI level 3 compliance. | No Change                                                                                  |
| 3<br>4 | RFP - Eligibility Criteria                                                                                                                   | 6.11                    | 16 | This is large value project, here capacity for project sustainability for System Integrator is must, instead of only positive network consider net worth few percentages of project value. Request the department to amend the clause to positive net worth.                                                                                                                                                                                            | No Change                                                                                  |

|        |                                                                                                                                                                                                                                 |                                                                                                                                                         |    |                                                                                                                                                                                                                                           |           |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3<br>5 | Vol. I – Instruction to Bidders                                                                                                                                                                                                 | 6. Eligibility Criteria<br>Certificate from the Statutory auditor specifying the annual turnover in last 3 financial years as on date of bid submission | 17 | Please accept Certificate from Chartered Accountant / Company Secretary instead of Statutory Auditor.                                                                                                                                     | No Change |
| 3<br>6 | h. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years. | 7.2<br>Duration of the Contract Period                                                                                                                  | 17 | We suggest project duration to be increased to 10 years at least. Only in that case replacement of IT infrastructure will be possible for bidders. Else this will affect the financial strength of the bidder and eventually the project. | No Change |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3<br>7 | <p>The contract shall remain in force for a minimum period of 5 years from the Commercial Operation Date (COD) which will be 6 months from the effective date of the Concession Agreement. The effective date will be the day when the Condition Precedents are met. After 5 years, OIGR may extend the agreement. OIGR will review the performance of the Selected Bidder and may renew the engagement on same terms and conditions one year at a time, for a further period of 2 years, subject to satisfactory performance.</p> | 7.2 Duration of the Contract Period | 17 | <p>The contract duration for such a big PPP / BOT model project should be more than 10 years for return on investments (ROI). It's difficult to get the ROI in 5 years for such big projects having 578 offices and implementing complete infrastructure with Hardware and Networking will involve huge cost for the bidder. Also, there will be regular recurring cost for manpower salary and maintenance of infrastructure, hardware and networking. Also, replacement of hardware is asked in 4 years, this will involve the huge cost for bidder.</p> <p>Hence, it is requested to increase the contract duration for 10 years and extendable for 5 years.</p> | No Change |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|    |                                                                                                                                                                                                                                 |                                     |    |                                                                                                                                                                                                                                                                             |            |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 38 | h. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years. | 7.2 Duration of the Contract Period | 17 | Replacement of hardware in 4 years is difficult for all type of hardware equipment. This will be additional cost for the bidder. Hence, it is requested to revise the replacement of hardware from 4 years to 5 years or clarify the replacement for each type of hardware. | No Change. |
| 39 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                        | 7.2 Duration of the Contract Period | 17 | For project extension we are talking of approx 5.5 yrs beyond the contract signing, we suggest that for the extension the option of re-reviewing the bid price on mutual agreed terms. This will help to keep a check on the bid price for the first 5 years.               | No Change. |
| 40 | Vol. II – New Services                                                                                                                                                                                                          | 5.5 - New Services                  | 20 | Does this mean that costs up to 100 crs may still have to be incurred even if the Concessionaire disputes additional new service requests by the authority?                                                                                                                 | Yes.       |

|        |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |    |                                                                                                                                                                                                                                                                                                                             |                                                                                                                                               |
|--------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 4<br>1 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | <p>7.14 Award of Contract</p> <p>i. Bidders who qualify the eligibility criteria will be considered for commercial opening. The bidders with lowest quote (L1) will be considered as the selected bidder. In case, two bidders have quoted the same amount, bidder with the higher annual average turnover as per eligibility criteria (Sr. 3) will be considered as the selected bidder.</p> <p>ii. In case, L1 refuses to accept the work order then technically qualified bidders with second lowest quote (L2) will be considered in place of L1, provided, L2 matches the commercials of L1.</p> | 21 | <p>How many minimum bids are required by OIGR to open a technical bid?</p> <p>Please clarify:</p> <p>1) If the minimum bids are not submitted for the tender, what will be the steps taken by the OIGR department?</p> <p>2) If only two bids are submitted for the tender, will OIGR open the submitted technical bid?</p> | The department follows the procurement guidelines issued by Maharashtra Government and will carry out the procedures as per those guidelines. |
|--------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|

|        |        |                                                                    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |            |
|--------|--------|--------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 4<br>2 | Vol. I | 5. SERVICES 5.12 Excused Obligations:<br>5.12 Excused Obligations. | 21 | <p>Bidder requests below addition in the clause:</p> <p><u>Additional provisions to be added: i Time lost due to power or environmental failures; ii Time taken to recover the equipment because of power or environmental failures; iii Time lost due to damage or malfunction of the equipment or any of the units thereof due to causes attributable to Customer/OEM, such as attachment of additional devices, making alteration to the system, participate in maintenance of the system, etc., without Bidder/ Vendor's consent. iv Time taken for scheduled maintenance/troubleshooting (including back-up and restore times) either for preventive purposes or improvement in function or other purposes; v Time taken for reconfiguration or other planned downtime situations; vi Scheduled shutdowns as required by Owner/ Purchaser. Bidder/ Vendor may also request Owner/ Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Owner/ Purchaser. vii Time taken for booting the systems. viii Time taken to get approval from all stakeholders for the exclusive availability of system for support activities where the prospective solutions can be tested prior to promotion into production. ix Time taken by Customer to approve the work around or fix. x Time taken by the third-party vendors and service providers for fixing a product related fault/ defect, replacement of part(s), or responding to clarifications.</u></p> | No Change. |
|--------|--------|--------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|

|        |                                     |      |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |
|--------|-------------------------------------|------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 4<br>3 | RFP - Performance Bank<br>Guarantee | 7.16 | 22 | <p>Performance Bank Guarantee (PBG) is Rs. 65,00,00,000/- (Rupees Sixty-Five Crores only) - As a standard practice the PBG is defined as percentage of selected bidder bid value</p> <p>However, in this opportunity it has been kept as fixed i.e. predefined value which is against the standard tendering regulations.</p> <p>Request the department to change the PBG in accordance with the stipulations set forth in Rule 171(i) of the General Financial Rules (GFR)</p> | No Change |
|--------|-------------------------------------|------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 4<br>4 | Vol. I | <p>7.19 Indemnity:</p> <p>i. The selected bidder shall indemnify, protect, and save OIGR against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect to services rendered by the bidder. ii. Bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its consortium members (if any) and shall be accountable for both. iii. Bidder shall agree to hold OIGR, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from whatsoever nature caused to the OIGR through the action of its employees, agents, consortium members, contractors OEM Personnel</p> | 23 | <p>Bidder requests below modification in the clause:</p> <p>i. The selected bidder shall indemnify, protect, and save OIGR against all claims, losses, costs, damages, <u>reasonable</u> expenses, action suits and other proceeding, resulting from <u>any third-party claim of</u> infringement of any patent, trademarks, copyrights etc. <del>or such other statutory infringements</del> in respect to <u>deliverables/services</u> rendered by the bidder (“Infringement Claim”). ii. <del>Bidder shall agree to be responsible for managing the activities of its personnel or the personnel of its consortium members (if any) and shall be accountable for both.</del> iii. Bidder shall agree to hold OIGR, its employees, agents, representatives, and administrators fully indemnified and harmless against loss or liability, claims actions or proceedings, if any, that may arise from <del>whatsoever nature caused to the OIGR through the action of its employees, agents, consortium members, contractors OEM Personnel etc.</del> iv. Bidder shall not disclose any citizen information (email id, phone number, address, property id etc.) <u>Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder’s compliance with OIGR’s specific technical designs or instructions; (ii) inclusion in a deliverable of any content or other materials provided by OIGR and the infringement relates to or arises from such OIGR materials or provided material; (iii) modification of a deliverable after delivery by Bidder to OIGR if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the deliverable in combination</u></p> | No Change |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|  |  |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
|--|--|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |  | <p>etc. iv. Bidder shall not disclose any citizen information (email id, phone number, address, property id etc.)</p> | <p><u>with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the Agreement by the Bidder; or (vi) use of a superseded release of some or all of the deliverables or OIGR's failure to use any modification of the deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder. OIGR will defend, indemnify and hold harmless the Bidder, applicable Bidder affiliates ("Bidder Indemnified Party") from and against any third party suit, proceedings damages, judgments, cost and expenses (including reasonable attorney fees) relating to any infringement claim by a third party to the extent based on any OIGR materials provided to Bidder by or on behalf of OIGR or the access and use by Bidder of any OIGR provided software or material in connection with Bidder's performance of Services hereunder without breaching the terms of this Agreement. In the event that OIGR is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any deliverable as a result of or in connection with any claim for which Bidder is required to indemnify OIGR under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for OIGR the right to continue using such deliverable; (ii) modify the deliverable so that it</u></p> |  |
|--|--|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |  |  | <p><u>becomes non-infringing without materially altering its capacity or performance; (iii) replace the deliverable with work product that is equal in capacity and performance but is non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the OIGR the fees effectively paid for that deliverable by the OIGR subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the OIGR in matters related to infringement of third party intellectual property rights. Each party (in the capacity as Indemnifying Party) will defend, indemnify and hold the other party, its affiliates, directors, officers and employees (in the capacity of Indemnified Party) from and against any third-party claim, demand, suit, proceeding, cost and expenses therewith to the extent such demand, claim or action relates to or is based on any personal injury, death or damage to property caused by the negligence or willful misconduct of the Indemnifying Party or its agents and representatives, in the performance of this Agreement, unless caused by the negligence or misconduct of the other party/it's personnel. Additional Provisions for Indemnification: A party shall not be entitled to seek any indemnification from the other party unless such party provides the other party with (i) prompt written notice of any claim, demand or action for which such party is</u></p> |  |
|--|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|  |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  |  |  | <p><u>seeking or may seek indemnification hereunder and gives the indemnifying party the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the indemnifying party in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the above obligations; and (iv) allow the other party, at its own expense, exclusively defend such litigation, negotiations and settlements with counsel of its own choosing. The indemnifying party shall not have the right to settle any claim if such settlement contains a stipulation to, or an admission or acknowledgement of, any wrongdoing (whether in tort or otherwise) on the part of the indemnified party.</u></p> |  |
|--|--|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

|        |                              |                          |    |                                                                                                                    |                                                                                                                                                                                                                                                                             |
|--------|------------------------------|--------------------------|----|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4<br>5 | Vol. II – Liquidated Damages | 6.4 - Liquidated Damages | 25 | The total penalty including LD that can be levied on the Concessionaire during the contract term should be capped. | No Change. The total penalty will remain uncapped, however, the LD is capped to 10% of the total loss incurred by the department.                                                                                                                                           |
| 4<br>6 | Vol. II – Liquidated Damages | 6.4 - Liquidated Damages | 25 | How will the authority's financial loss be defined? Will it be capped?                                             | The financial loss will be calculated as per the value of service under consideration which is hampered due to delay in implementation or negligence by the Concessionaire in those offices of the department.                                                              |
| 4<br>7 | Vol-I                        | 8                        | 25 | Is there any scope for application development. Please elaborate if any.                                           | The Concessionaire may procure COTS products or implement the custom developed applications as part of solutioning which includes EMS, VMS, SLA monitoring tools, etc.<br>But the Manpower deployed for application development by the Concessionaire has to work under the |

|  |  |  |  |  |  |                                                                                              |
|--|--|--|--|--|--|----------------------------------------------------------------------------------------------|
|  |  |  |  |  |  | guidance of NIC,Pune<br>for development of<br>applications as<br>mentioned in section<br>8.6 |
|--|--|--|--|--|--|----------------------------------------------------------------------------------------------|

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 4<br>8 | Vol. I | <p>6. SLA PERFORMANCE METRICS 6.4 Liquidated Damages:</p> <p>a) In the event of delay or any gross negligence, for causes attributable to the Concessionaire, in meeting the deliverables or milestone, the Authority shall be entitled at its option to recover from the Concessionaire as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable, milestone and Authority's loss which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the amount the Authority has incurred loss of. b) This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Authority under the contract and law. These shall be in addition to the penalties/damages mentioned in the RFP.</p> | 25 | <p>Bidder requests below modification in the clause:</p> <p>a) In the event of delay or any gross negligence, for causes <u>solely and entirely</u> attributable to the Concessionaire, in meeting the deliverables or milestone, the Authority shall be entitled at its option to recover from the Concessionaire as agreed, liquidated damages, a sum of 0.5% of the value of the <u>delayed</u> deliverable, milestone <del>and Authority's loss</del> which suffered delay or gross negligence for each completed week or part thereof subject to a limit of <u>10.5%</u> of the amount the <u>delayed deliverables</u>. <del>Authority has incurred loss of.</del> b) This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to Authority under the contract and law. <del>These shall be in addition to the penalties/damages mentioned in the RFP.</del></p> | No Change |
| 4<br>9 |        | 8.1 - d.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 26 | <p>Civil Work plan only to be submitted, the Civil Work is out of Scope</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Yes.      |

|    |                                                                                                                                                                                                                                                                                                                                            |                  |    |                                                       |                        |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----|-------------------------------------------------------|------------------------|
| 50 | Design, Supply, install and maintain IT infrastructure (End-to- end Hardware, application, networking, and portal). Undertake the maintenance activities of all such supplied hardware for the duration of 5.5 years contract period of this project. During this time shall such hardware components shall be functional and operational. | 8. Scope of Work | 26 | Does this include provision of software applications? | Refer Response to Q.47 |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----|-------------------------------------------------------|------------------------|

|        |                                                                                                                                                                                                                                                                                                                                           |                                                                   |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                  |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 5<br>1 | Design, Supply, install and maintain IT infrastructure (End-to-end Hardware, application, networking, and portal). Undertake the maintenance activities of all such supplied hardware for the duration of 5.5 years contract period of this project. During this time shall such hardware components shall be functional and operational. | 8. Scope of Work                                                  | 26 | Scope is not clear about the software applications to be provided by Bidder. We understand that currently OIGR is using NIC's software application for registrations and bidder do not have to provide / replace this software. We request you to specify that which software applications are to be provided by the Bidder. Also request you to clarify whether Bidder will have to provide software for Registrations in replacement of NIC's software or not | Refer Response to Q.47                                                                           |
| 5<br>2 |                                                                                                                                                                                                                                                                                                                                           | 8.1. - e.                                                         | 27 | Proof of concept will be designed and implemented at one of the designated office in Pune considering the Solution to be Technically & Commercially Viable delivering the Outcomes/ SLA desired by the OGIR but not limited to the Indicative Hardware Specs as mentioned in Section 19                                                                                                                                                                         | Yes.                                                                                             |
| 5<br>3 |                                                                                                                                                                                                                                                                                                                                           | 8.2 - h                                                           | 28 | IT hardware to be replaced after 4 years ---- does that mean after 4 years New setup is to be done ? then hardware investment is double                                                                                                                                                                                                                                                                                                                         | Yes.                                                                                             |
| 5<br>4 | Buyback of old hardware and network equipment, which is not older than 5 years                                                                                                                                                                                                                                                            | 8.2.i<br>Supply, Installatio n & Maintena nce of IT Hardware<br>: | 28 | What will be the terms and conditions of buyback of old hardware and network equipment?                                                                                                                                                                                                                                                                                                                                                                         | The Concessionaire has to buyback the hardware which has been procured by the department and not |

|        |                                                                                                                                                                                                                                        |                                                          |    |                                                                                                                                 |                                                                                                                      |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
|        |                                                                                                                                                                                                                                        |                                                          |    |                                                                                                                                 | obsolete at the residual price determined as per the Maharashtra government GR related to depreciation of IT assets. |
| 5<br>5 | Selected Bidder shall arrange to increase the number of PCs / Laptops/other ICT hardware at short notice of 3 working days in order to meet the increased workload expected during seasonal loads at no additional cost to Department. | 8.2.g Supply, Installation & Maintenance of IT Hardware: | 28 | Request to give the time of 7 days to increase the hardware as it's not possible to provide PCs/Laptops in 3 days short notice. | No Change                                                                                                            |
| 5<br>6 | Buyback of old hardware and network equipment, which is not older than 5 years                                                                                                                                                         | 8.2.i Supply, Installation & Maintenance of IT Hardware: | 28 | Buyback policy is not defined. Kindly define the policy for buyback of hardware and network equipment.                          | Refer Response to Q.54                                                                                               |
| 5<br>7 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                               | 8.2 Supply, Installation & Maintenance of IT Hardware:   | 28 | We suggest the replacement to be after 5 years otherwise this will escalate the bid price                                       | No Change                                                                                                            |

|    |                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                     |
|----|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 58 | i. Buyback of old hardware and network equipment, which is not older than 5 years | 8.2 Supply, Installation & Maintenance of IT Hardware:                                                                                                                                                                                                                                                                                                                                                                                                                          | 28 | Request you to kindly fix the buy back value which will ensure uniformity for all the bidders and the same to be deducted from the first bill payment.                                                                                                                                                                                                                                                                                                                                                                 | Refer Response to Q.54                                                                                                                                                                                                                              |
| 59 | Tender Number: DO3/Computer/BOT/529/2023 Date: 22.12.2023                         | 8.4.1 Provision of Network connectivity (Second bullet)<br>The locations where MPLS connectivity is to be provided is given in Annexure-A.<br>Wherever ordered, wired connectivity has to be given without failure. In case, the office is relocated to any other location, the Selected Bidder should provide connectivity at the new location along with hardware setup without any extra charges. The Bidder will provide the necessary network infrastructure for the same. | 29 | <p>We request to clarify: Annexure A is Annexure IX – List and addresses. Please confirm.</p> <p>We request to clarify: if the ordered location has no feasibility for wired connectivity, then what are the other options OIGR can consider for providing network connectivity?</p> <p>We request to clarify that the bidder can select a wired connectivity service provider as per bidder choice; please confirm that it is not mandatory by the OIGR to choose a specific wired connectivity service provider.</p> | Yes, Annexure A is Annexure IX for locations of offices. The Concessionaire can consider any network service provider as per the feasibility of wired connectivity and ensure that the services are not hampered due to change of service provider. |
| 60 |                                                                                   | 8.3 - b                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 29 | What machinery will you have to check that original cartridge are only used for printing ?                                                                                                                                                                                                                                                                                                                                                                                                                             | Please refer the Clause 8.3 b of Vol-I of the RFP                                                                                                                                                                                                   |

|        |                                                                                                                          |                                                    |    |                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                        |
|--------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6<br>1 |                                                                                                                          | 8.3 - f                                            | 29 | MSEB bill without AC is very difficult to pay, its better department already has 2 submeters. To avoid complex management; It is advised that The Electricity Bills should be out of Scope of the Selected Bidder as the Electricity Consumption and rates differs as per location and the anticipation/ assumption of Escalation in Rates increased by MSEB is difficult to be taken into consideration | The electricity bill of all 578 offices to be paid by the bidder. Department has incurred expenditure of Rs. 2.68 crores against the electricity bills in FY2022-2023. |
| 6<br>2 |                                                                                                                          | 8.4.1                                              | 29 | In case of the specific Office is shifted, the Shifting of the Infra and Network Connectivity will have it's won lead time / downtime, etc. also costs will be associated with it. The same needs to be addressed in the bid.                                                                                                                                                                            | The department will provide necessary reasonable lead time/downtime required for the shifting of infra and network connectivity to the Concessionaire.                 |
| 6<br>3 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 8.3 Maintenance & Management of the Infrastructure | 29 | <p>We suggest that the electricity bill should be paid off on actuals, as reimbursement on a monthly basis.</p> <p>This would help control the bid price and this is also the practice by other states for similar works.</p> <p>Moreover, it is very difficult for any bidder to establish the exact requirement of electricity pay-out accross 578 offices in the state.</p>                           | Refer response to Q.61                                                                                                                                                 |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                        |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 6<br>4 | As major electricity consumption is for the service to be performed by the Selected Bidder, it will be the responsibility of the Selected Bidder to pay the monthly electricity bills during the entire period of their operation. The Selected Bidder is expected to take care of the electricity bills of all the office. In case of Air Conditioning, the Selected Bidder shall arrange a separate sub-meter and the payment for the Air Conditioning would be borne by the department. Any outstanding bills before the date of taking over by the Selected Bidder will be paid by the department. | 8.2 Supply, Installation & Maintenance of IT Hardware: | 29 | Request you to kindly make provision reimbursement for the electricity bill which will be the best practice followed in other states in the interest of the project, as this will create lot of ambiguity in creating the cash follow for arriving the final cost per Scan and also providing Separate Sub- meters will be challenges due to formalities for availing new connections from the utility company and also renovation hampering the civil structure of the building. | Refer response to Q.61 |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|

|        |                                                                                                                                                                                                                                 |                                                        |    |                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6<br>5 | h. Selected Bidder to replace the IT infrastructure (Includes Desktop Computers, Laptops, Network Devices, Printer and Scanners, Biometric devices, Camera's, UPS and batteries, LAN Cable, etc.) of each office after 4 years. | 8.2 Supply, Installation & Maintenance of IT Hardware: | 30 | Request you to kindly remove "replacement after 4th year" Since most of the Hardware comes with 5 years of OEM warranty and minimum 7 Years OEM service Warranty.<br>And<br>By Replacing the IT infrastructure after 4 years the input cost for implementation of the Project will increase 2 fold, which will also result in double the cost per page/scan to the department considering inflation. | No Change                                                                                                                                                                                                                                                                                                                                                                                             |
| 6<br>6 | Successful Selected Bidder will be expected to arrange all the installation equipment (router, switch, etc.) And tools required for the installation of the system                                                              | 8.4.2 Provision of all necessary Network equipment     | 31 | Request you to kindly provide detailed specification of the building Area & Locations, including the 1. No. of work stations, 2. Furniture and fixtures, 3. fallcealing details, 4. AC details, 5. No.of LAN and power Points, 6. CCTV, 7. Cabins if any 8. who will bare the rent of the premises, 9. power connection and earthling etc.                                                           | Refer Annexure IX for the office locations. Following are the general specifications of SROs:<br>1. Number of desktops - 3 to 5<br>2. Furniture - Already in place<br>3. Fallcealing - Not in scope<br>4. AC - 1.5 ton AC but Not installed in all offices<br>5. LAN & power points - 1 LAN and 5-10 power points<br>6.<br>7. Cabins - 1 cabin for SR at some offices.<br>8. Rental - Department will |

[illegible]

|        |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |    |                                                                                                                                                     |                                                                                                                                                                       |
|--------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6<br>7 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | <p>8. Scope of Work<br/>8.5 ICCC</p> <p>The Selected Bidder shall establish Integrated Command &amp; Control Centre (ICCC) and shall deploy one manager in the 3 ICCCs at OIGR for handling operational issues. ICCC will be set up at a location of OIGR's choices. The selected bidder shall deploy one manager per division in the Call Centre in IGR office along with necessary infrastructure support (hardware, necessary software, landline and mobile).</p> | 38 | <p>Please clarify 3 ICCCs will be established at which locations.<br/>Please clarify how many Call centers will be established for the project.</p> | <p>Only 1 ICCC will be setup and 8 personnel to be deployed along with the required infrastructure for 8 divisions at the existing Call Centre of the department.</p> |
|--------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|        |                                                                                                                                                                     |          |    |                                                                                                      |                        |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----|------------------------------------------------------------------------------------------------------|------------------------|
| 6<br>8 | The Selected Bidder shall establish Integrated Command & Control Centre (ICCC) and shall deploy one manager in the 3 ICCCs at OIGR for handling operational issues. | 8.5 ICCC | 38 | There will be one CCC or three CCC as the staff and hardware provisioning would be done accordingly. | Refer response to Q.67 |
| 6<br>9 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                            | 8.5 ICCC | 38 | We understand that only 01 ICCC needs to be setup at the IGRS office. Please clarify                 | Refer response to Q.67 |

|        |                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |    |                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7<br>0 | <p>Tender Number:<br/>DO3/Computer/BOT/529/2<br/>023 Date: 22.12.2023</p> | <p>8. Scope of Work<br/>8.6 Software Applications<br/>1. Selected Bidder shall supply adequate IT manpower towards development, maintenance and upgradation of applications which shall be decided at the time of CA: Provision, deployment and supervision of personnel required for system operations.<br/>2. The scope shall consist of Design, development, maintenance, and Management of Software along with Software training / Capacity building as required for staff<br/>3. Evaluate the existing application systems/Suites for the following:<br/>(a) assessment and recommendation on continuation on the existing system or implementation of a new system<br/>(b) upgradations on the existing system if it is to be continued (c) business process re-engineering as required.<br/>5. Manage the software</p> | 39 | <p>Please explain clause 8.6 and share the following information.<br/>1) Share the list of names of applications for development, maintenance, and upgrades.<br/><br/>2) Share the list of names of all existing applications that are to be upgraded and names of applications that are to be developed as entire new applications.</p> | <p>Department has web-applications related online services for document registration, stamp duty collection, refund of payment and allied services provided by the department. Citizen facing services are available on website of department <a href="https://igrmaharashtra.gov.in/">https://igrmaharashtra.gov.in/</a><br/><br/>Manpower deployed for application development by the Concessionaire has to work under the guidance of NIC,Pune for development of applications as mentioned in section 8.6</p> |
|--------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |  |                                                      |  |  |  |  |
|--|--|------------------------------------------------------|--|--|--|--|
|  |  | application & support the<br>portal (existing / new) |  |  |  |  |
|--|--|------------------------------------------------------|--|--|--|--|

|        |                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                    |    |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                      |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7<br>1 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023                                                                                                                                                                                                                                  | 8. Scope of Work<br>8.7 Supply of Manpower & Operations<br>The agency will be required to provide support Manpower at the front end who will handle:<br>1. Helpdesk / Reception for citizens<br>2. Data Entry:<br>3. Scanning Operations<br>4. Printing:<br>5. Operational Support | 39 | Please clarify if this Manpower requirements are at each SR offices.                                                                                                                                                                                                                                                                 | Yes, the Concessionaire has to deploy manpower at front end to handle work mentioned in scope of this RFP(Section 8.7) at each Sub-Registrar office. |
| 7<br>2 | Evaluate the existing application systems/Suites for the following: (a) assessment and recommendation on continuation on the existing system or implementation of a new system (b) Up gradations on the existing system if it is to be continued (c) business process re-engineering as required. | 8.6 Software Application Point -3                                                                                                                                                                                                                                                  | 39 | The list of applications is not defined and have been asked to provide or upgrade existing system. As mentioned above in query that OIGR is already using NIC's software for registrations. Request to clarify whether that is also to be replaced. Also, clarify that which application systems will have to be provided by Bidder. | Refer response to Q.70                                                                                                                               |

|        |                                                                                                                          |                                     |    |                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                               |
|--------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7<br>3 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 8.7 Supply of Manpower & Operations | 40 | <p>The RFP document does not specific the "Project Management Team" structure, a minimum indicative team structure needs to be included as the said project is a very critical one, which generates huge revenue for the Govt. of Maharashtra.</p> <p>In the absesnce of such clarity some bidder with the intention of becoming L1 might ignore the same and may lead to project failure.</p> | <p>Please refer the Clause 8.5 of Vol-I of the RFP.</p> <p>1 Manager for each division and 1 Manager for ICCC has to be deployed for project management.</p>                                                                                                                                                  |
| 7<br>4 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 8.7 Supply of Manpower & Operations | 40 | <p>We feet Rs. 1.75 per page for printouts is an unviable number and the same should be revised to atleast Rs. 2.5 Per page.</p>                                                                                                                                                                                                                                                               | <p>This Rs.1.75 per page is only for additional certified copies. All other printouts required in the office are not separately chargeable and is covered in the commercial bid price. Pages of Certified copies issued will be calculated as per iSARITA(document registration system of the department)</p> |

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           |
|--------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 7<br>5 | Vol. I | <p>10. HUMAN RESOURCE MATTERS 10.2 Limitations on Recruiting:</p> <p>Except as provided in Clause 18.7 and unless otherwise agreed by the Parties in writing, during the Agreement Term and twelve months thereafter, neither Party will, directly or indirectly, knowingly solicit for employment, offer employment to or employ or retain (whether as an employee, officer, agent, consultant, advisor or in any other capacity) any employee of the other Party who is or was actively involved in the performance or evaluation of the Services. If a Party breaches this Clause 10.1, the breaching Party shall pay compensation to the non-breaching Party in the form of liquidated damages equal to the greater of six (6) month compensation either (a) offered to the Personnel by the breaching Party or (b) paid or offered to the Personnel by the non-breaching Party.</p> | 40 | <p>Bidder requests below modification in the clause:</p> <p><del>Except as provided in Clause 18.7 and u</del>Unless otherwise agreed by the Parties in writing, during the Agreement Term and <del>twelve</del> <u>twenty four</u> months thereafter, neither Party will, directly or indirectly, knowingly solicit for employment, offer employment to or employ or retain (whether as an employee, officer, agent, consultant, advisor or in any other capacity) any employee of the other Party who is or was actively involved in the performance or evaluation of the Services. <del>If a Party breaches this Clause 10.1, the breaching Party shall pay compensation to the non-breaching Party in the form of liquidated damages equal to the greater of six (6) month compensation either (a) offered to the Personnel by the breaching Party or (b) paid or offered to the Personnel by the non-breaching Party.</del> Notwithstanding the foregoing, the Parties acknowledge and agree that this Agreement will not prohibit (i) solicitations through general public advertising or other publications of general public circulation or (ii) the hiring of any employee of a Party who contacts the other Party without such other Party having solicited such employee.</p> | No Change |
|--------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                             |                                                                                                                                                                                                                                                                                                                                                     |    |                                                                                           |           |
|--------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------|-----------|
|        |                             | Notwithstanding the foregoing, the Parties acknowledge and agree that this Agreement will not prohibit (i) solicitations through general public advertising or other publications of general public circulation or (ii) the hiring of any employee of a Party who contacts the other Party without such other Party having solicited such employee. |    |                                                                                           |           |
| 7<br>6 | Vol. II – Retained Expenses | 11.2 - Retained Expenses                                                                                                                                                                                                                                                                                                                            | 41 | There should be a limit to the costs incurred by Authority and should be mutually agreed. | No Change |

|        |                                                                                                                                                                                                                                                                 |                        |    |                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                     |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7<br>7 | d. All operators of the Selected Bidder should not be functioning at one location and must be redeployed at other places once in every 12 months. In case of absence of any operator, a substitute shall be promptly provided so that the work is not hampered. | 6. Attendance          | 43 | Request you to kindly remove this clause, as being the domain expert in the IGRS project, this will hamper the smooth processing of registration and business continuity due to lot of resistance from the employees and external forces. | No Change                                                                                                                                                                                                                                           |
| 7<br>8 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                                                        | 8.8.1 Helpdesk Support | 44 | The number of helpdesk operators required and their working shift details have not been provided in the RFP                                                                                                                               | The helpdesk should be operational during office hours of the department. Currently, the offices operates between 07:00 am to 9:00pm, even on weekends. 8 divisional managers and roughly 16 to 20 helpdesk operators to be deployed in two shifts. |

|        |                                         |                           |    |                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                         |
|--------|-----------------------------------------|---------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7<br>9 | Modernization_RFP_IGR_24<br>0101_184354 | 8.8.3 End User IT Support | 45 | <p>i. Backup of the data as per the backup policy defined by the OIGR.</p> <p>Query - What is the size of the total data to be backed up</p>              | <p>The IT support team has to take backup of local data on the desktops before troubleshooting any issues on it. The data size would be less than the HDD/SDD size of the desktop for each user. Additionally from this the Concessionaire to take weekly/monthly backup of CCTV data and archive the same on weekly basis.</p>         |
| 8<br>0 | Modernization_RFP_IGR_24<br>0101_184354 | 8.8.3 End User IT Support | 45 | <p>j. Archival of the Backup as per the office of IGR's backup and archival policy.</p> <p>Query - What is the size of the total data to be backed up</p> | <p>Currently, most of the applications/services of the department are online and may not require archival of backup data. The archival will be required only for data of desktop based applications and again the data size would be less than the HDD/SDD size of the desktop for each user. Department will issue such guidelines</p> |

|        |                                                                  |                                                                                                         |    |                                                                                                                                                                                 |                                                                                                                                                                    |
|--------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                                                  |                                                                                                         |    |                                                                                                                                                                                 | related to backup/archival of local data from time to time.                                                                                                        |
| 8<br>1 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 8.8.6 Key Resource Qualification and Responsibility.<br>Office Assistant - • 2 to 4 for each SRO office | 47 | Presently at all SR offices 2 data entry opertaor and Scanning operator are working properly in SRO centers, Please clarify extra 3 or 4 Office Assistants are still required ? | The Concessionaire should deploy the number of operators based on work load of the respective SRO.<br>Refer Annexure X to understand the work load of each office. |

|        |                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |    |                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8<br>2 | Vol. I – 8.5.2.Components of the Command & Control Centre | <p>8.8.5 Network Security, Antivirus Management and Compliance</p> <p>1. Manning, operation and maintenance of Servers and allied IT security related products/equipment. The task also includes:</p> <p>a. Management and Monitoring of all Security related devices (hardware and software) on regular basis from Internal and external known /unknown vulnerabilities.</p> <p>b. Selected Bidder should follow and maintain the IT security policy as per the OIGR &amp; GoM norms.</p> <p>c. Corrective action in case of failure of any security related devices (hardware and software).</p> <p>d. Monitoring of / Regular patch and version upgrades on UTM, servers, Domain Controller, Antivirus, and any other security related devices (hardware and software). The proactive action is required.</p> <p>e. Creating the rules and</p> | 47 | <p>Please provide the list of IT security components like NGFW,IPS/IDS, WAF, DDoS etc with specification as required to safe the Maharashtra IGRS environement.</p> <p>2) Please clarify what type of security required at each office with the specifications.</p> | <p>1.The bidder shall assume required IT Security components like NGFW, WAF, DDoS, UTMS,etc. to safegurad the offices under IGR from any internal and external IT security related threats.</p> <p>2. Specification of Firewall:<br/>22x GE RJ45 ports (including 2xWAN ports, 1xDMZ port, 1 Mgmt port, 2xHA ports, 16xSwich ports with 4 SFP port shared media) , 4 SFP ports, 2x 10G SFP+ Fortilinks, dual power supplies redundancy.<br/>2.Fortinet FC-10-F100F-950-02-36 Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, URL, DNS, &amp; Video Filtering, Antispam Service, and FortiCare Premium</p> |
|--------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |  |                                                                                                                                                                                                                               |  |  |                                                                                                                                                                      |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p>policies in servers for the users as per the OIGR instructions.</p> <p>Maintaining the proxy logs and usage patterns.</p> <p>f. End-to-End Antivirus Management includes Install, Upgrade, Troubleshoot, and Maintain.</p> |  |  | <p>3.The bidder should ensure the network security, application security, physical security of IT assets deployed and security of data /documents being handled.</p> |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|        |                                                                                                                                                                                                                     |                                                     |    |                                                                                                                                 |                                                                                                      |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 8<br>3 | Office Assistants Quantity is 2 to 4 for each SRO office                                                                                                                                                            | 8.8.6 Key Resource Qualification and Responsibility | 47 | Kindly specify the requirement of Office Assistants for each office. Accordingly, the resources can be calculated and provided. | Refer response to Q.81                                                                               |
| 8<br>4 | Application Development Team                                                                                                                                                                                        | 8.8.6 Key Resource Qualification and Responsibility | 47 | Kindly clarify whether this Development team will be onsite or offsite working from bidder's office.                            | Development will be onsite at IGRO or NIC, Pune or as specified by the department from time to time. |
| 8<br>5 | Office Assistant 2 to 4 for each SRO office<br>• Full Time Graduate from any stream and recognized university or above with working knowledge of Microsoft Office, Microsoft word, and other Windows-based software | 8.8.6 Key Resource Qualification and Responsibility | 47 | Request you to kindly add 12th Pass as this will help more employment generation in the State MAHARASHTRA.                      | No Change                                                                                            |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                          |    |                                                                                                                                                                                                |                                                                                                                                                                   |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8<br>6 | <p>Desktop Engineer</p> <ul style="list-style-type: none"> <li>Any Graduate / B.Tech/ B.E in CS/EE/MCA</li> </ul> <p>Additional Certificates like Diploma in Computer Hardware and Networking with course duration of minimum 1 year from Govt. Recognized institution • Relevant Exp.: 3 yrs. • Languages known: Hindi, English, Marathi • Should have expertise in MS Office • Should have experience in Government projects.</p> | 8.8.6 Key Resource Qualification and Responsibility                                                      | 47 | Request you to kindly add Diploma and any stream from BE /Btech                                                                                                                                | No Change                                                                                                                                                         |
| 8<br>7 | <p>Tender Number: DO3/Computer/BOT/529/2023 Date: 22.12.2023</p>                                                                                                                                                                                                                                                                                                                                                                    | 8.8.6 Key Resource Qualification and Responsibility.<br>Facility Management Staff - Assume appropriately | 48 | <p>Please clarify, "Assume appropriately" for Facility Management Staff. There are 578 offices at OIGR Pune, division, district, and tehsil level. Can we assume 2 staff at each offices ?</p> | Bidders are free to assume appropriate resources as department is not monitoring the attendance of this staff but only the facility management services provided. |

|        |                                                                                                                          |                                                     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                           |
|--------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8<br>8 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 8.8.6 Key Resource Qualification and Responsibility | 48 | We request you to provide module wise functional requirement and bound the bidder to deliver the modules in definitive timelines inplace of adhoc basis development through onsite manpower. This will help department in fixing onwership of bidder for software delivery as well.                                                                                                                                             | Ownership and responsibility of Application development lies with the department. The Concessionaire has to deploy the manpower as per the requirement given in clause 8.8.6 in this RFP. |
| 8<br>9 | Modernization_RFP_IGR_24 0101_184354                                                                                     | 8.11 Operation and Maintenance (O&M) Guidelines     | 52 | 5. The FMS shall be required to take regular backup of the application data as per the frequency defined by department. Security and safety arrangements for safe custody of the backup data shall also be the responsibility of Selected Bidder. Query - Please share the details of the applications and the servers to backed up. Also do share the details on the backup policy and retention and any other security policy | Refer response to Q.80                                                                                                                                                                    |

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>0 | Vol. I | <p>16. INDEMNIFICATION 16.1</p> <p>Infringement Indemnity:</p> <p>a) Concessionaire will indemnify, defend and hold harmless Authority, any Authority Affiliates and their respective employees, principals (partners, shareholders or other holders of an ownership interest, as the case may be) and agents from and against any and all Losses to any third party from claims that any Work Product or Project Component (or the access or other rights thereto) provided by Concessionaire to Authority pursuant to this Agreement (i) infringes a patent incorporated in India or a copyright held by that third party, or (ii) constitutes misappropriation or unlawful disclosure or use of that third-party's trade secrets (collectively, "Infringement Claims").</p> | 53 | <p>Bidder requests below modification in the clause:</p> <p>a) Concessionaire will indemnify, defend and hold harmless Authority, <del>any Authority Affiliates and their</del> <u>its</u> respective employees, principals (<del>partners, shareholders or other holders of an ownership interest, as the case may be</del>) and agents from and against any and all Losses to any third party from claims that any Work Product or Project Component (or the access or other rights thereto) provided by Concessionaire to Authority pursuant to this Agreement (i) infringes a patent incorporated in India or a copyright held by that third party, or (ii) constitutes misappropriation or unlawful disclosure or use of that third-party's trade secrets (collectively, "Infringement Claims").</p> | No Change |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |           |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>1 | Vol. I | <p>17. LIMITATION OF LIABILITY AND RISK ALLOCATION 17.1 Limitation of Liability:</p> <p>a) Subject to Clause 17.1(b), the aggregate liability of each Party (and its Affiliates) to the other Party (and its Affiliates) for any Losses arising in connection with this Agreement, whether based upon an action or claim in contract, tort (including negligence), misrepresentation, equity or otherwise (including any action or claim arising from the acts or omissions of the liable Party (or, as the case may be, its Affiliate)) shall not exceed in aggregate an amount equal to the Charges for Services paid to Concessionaire under this Agreement during the [six]-month period immediately preceding the most recent event (of if such event occurs in the first [six] months of the Agreement Term, the amount estimated to be paid in the first [six] months of the Agreement Term). b) The</p> | 55 | <p>Bidder requests below modification in the clause:</p> <p>a) Subject to Clause 17.1(b), the aggregate liability of each Party <del>(and its Affiliates)</del> to the other Party <del>(and its Affiliates)</del> for any Losses arising in connection with this Agreement, whether based upon an action or claim in contract, tort (including negligence), misrepresentation, equity or otherwise (including any action or claim arising from the acts or omissions of the liable Party (or, as the case may be, its Affiliate)) shall not exceed in aggregate an amount equal to the Charges for Services paid to Concessionaire under this Agreement during the [six]-month period immediately preceding the most recent event (of if such event occurs in the first [six] months of the Agreement Term, the amount estimated to be paid in the first [six] months of the Agreement Term).</p> <p>b) The limitation described in Clause 17.1(a) above will not apply to (i) <del>Concessionaire's obligations under Clauses 13.1 [Confidentiality] or 16.1(a) [Infringement Indemnity]</del>, (ii) Authority's obligations under <del>Clauses 13.1 or 16.1(b)</del> or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement. <u>The Bidder/Concessionaire shall be excused and not be liable or responsible for any delay or failure to perform the Services or failure of the Services or a deliverable under this Agreement to the extent that such delay or failure has arisen as a result of any delay or failure by the OIGR or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that the</u></p> | No Change |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                   |                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |
|--------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        |                                   | <p>limitation described in Clause 17.1(a) above will not apply to (i) Concessionaire's obligations under Clauses 13.1 [Confidentiality] or 16.1(a) [Infringement Indemnity], (ii) Authority's obligations under Clauses 13.1 or 16.1(b) or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement.</p> |    | <p><u>Bidder/Concessionaire is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the OIGR, the Bidder/Concessionaire shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder/Concessionaire is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the OIGR. Such failures or delays shall be brought to the notice the OIGR and subject to mutual agreement with the OIGR, the Bidder/Concessionaire shall take such actions as may be necessary to correct or remedy the failures or delays. The Bidder/Concessionaire shall be entitled to invoice the OIGR for additional costs incurred in connection with correction or remedy as above at rate card as may be mutually agreed.</u></p> |           |
| 9<br>2 | Vol. II – Limitation of Liability | 17.1 - Limitation of Liability                                                                                                                                                                                                                                                                                                                                                                      | 56 | Limitation of Liability cap should also include Confidentiality and Indemnity obligations.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No Change |

|        |        |                                                                                                                                                                                                                       |    |                                                                                                                                                                                                                                                                                       |           |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>3 | Vol. I | 8. Annexure I – Bid Covering Letter:<br>v. We undertake to comply with the terms and conditions of the RFP document. We understand that OIGR may reject any or all the offers without assigning any reason whatsoever | 56 | Bidder requests below modification in the clause:<br>v. We undertake to comply with the terms and conditions of the RFP document, <u>subject to the deviations submitted by us</u> . We understand that OIGR may reject any or all the offers without assigning any reason whatsoever | No Change |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>4 | Vol. I | <p>17. LIMITATION OF LIABILITY AND RISK ALLOCATION 17.2 Limitation on Category of Liability:</p> <p>a) [Subject to Clause 17.2(b),] in no event will the measure of damages payable by either Party (or any of its Affiliates) include, nor will either Party (or any of its Affiliates) be liable for (i) any indirect or consequential loss or damage, or (ii) business interruption, loss of profits, loss of production, loss of savings, loss of competitive advantage or loss of goodwill (in each case, whether such loss or damage is direct or indirect), arising from or related to this Agreement, regardless of the type of claim, whether in contract, tort (including negligence), misrepresentation, strict liability or other legal or equitable theory, whether or not foreseeable, and regardless of the cause of such damages even if the Party has been advised of</p> | 56 | <p>Bidder requests below modification in the clause:</p> <p>a) <del>[Subject to Clause 17.2(b),]</del> In no event will the measure of damages payable by either Party (or any of its Affiliates) include, nor will either Party (or any of its Affiliates) be liable for (i) any indirect, <u>incidental</u> or consequential loss or damage, or (ii) business interruption, loss of profits, loss of production, loss of savings, loss of competitive advantage or loss of goodwill (in each case, whether such loss or damage is direct or indirect), arising from or related to this Agreement, regardless of the type of claim, whether in contract, tort (including negligence), misrepresentation, strict liability or other legal or equitable theory, whether or not foreseeable, and regardless of the cause of such damages even if the Party has been advised of (or is otherwise aware of) the possibility of such damages in advance. <del>b) The limitation set out in Clause 17.2(a) above will not apply to the liability of the applicable Party to the extent such liability results from (i) Concessionaire's breach of its obligations under Clause 13.1 relating to Confidential Information, (ii) Authority's breach of its obligations under Clause 13.1 relating to Confidential Information, or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement.</del></p> | No Change |
|--------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |  |  |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
|  |  | <p>(or is otherwise aware of) the possibility of such damages in advance. b) The limitation set out in Clause 17.2(a) above will not apply to the liability of the applicable Party to the extent such liability results from (i) Concessionaire's breach of its obligations under Clause 13.1 relating to Confidential Information, (ii) Authority's breach of its obligations under Clause 13.1 relating to Confidential Information, or (iii) Authority's non-performance of its payment obligations for Services provided or for termination or related charges pursuant to this Agreement.</p> |  |  |  |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|

|        |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>5 | Vol. I | <p>17. LIMITATION OF LIABILITY AND RISK ALLOCATION 17.7 Particular Liabilities:</p> <p>17.7 Particular Liabilities Concessionaire undertakes to indemnify Authority (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation, or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.</p> | 58 | <p>Bidder requests below modification in the clause:</p> <p><del>Concessionaire</del> <u>Each party</u> undertakes to indemnify <del>Authority</del> <u>the other party</u> (the "Indemnified Party") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation, or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement.</p> | No Change |
|--------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|        |                                                                                                                          |                                                                         |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |
|--------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 9<br>6 | Vol. I – Instruction to Bidders                                                                                          | 9. Annexure II – Bidder Past Experience                                 | 59 | <p>As some of the projects are under NDA, it is not feasible to share the customer details (Client Name, Project Name, Scope of work, Project Value etc.). Hence the bidder requests the following :</p> <p>1. Please allow to submit the anonymize project citations.</p> <p>2. Please allow the bidder to mask the contract values details and submit the anonymize project citations.</p>                                                                  | No Change |
| 9<br>7 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 13. Annexure VI – Implementation timelines and Payment Terms Point No 5 | 59 | <p>We request you to Change the Supply and Installation of hardware &amp; Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at 25% locations<br/>T+15 weeks Instead of T+ 10 Weeks</p> <p>Justification : All the major OEM required atleast 60-90 Days of Supply time for hardware after placing Order.<br/>and please also shift time lines for Point no 6,7,&amp; 8 by 4 to 5 Weeks each</p> | No Change |

|        |                                                                                                                                                                                                                               |                                                              |    |                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                      |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9<br>8 | Table 12. Indicative Timelines<br>Sr. No. 5,6,7 & 8<br>Supply and installation of Hardware & Network equipment (Computers, network devices, LAN, etc.), deployment of manpower and Provision of Connectivity at 25% locations | 13. Annexure VI – Implementation timelines and Payment Terms | 59 | <p>Please clarify if our understanding is right.</p> <p>1. 25% Location is random Locations across the State.</p> <p>2. If there is undue delay in the readiness of the site due to departmental formalities, the respective Locations/ SRO to be considered for Go-Live and the payment to be released as per the payment terms.</p> | <p>1. Yes, random location can be considered across the State with prior approval of implementation plan from the department</p> <p>2. If there is delay, attributable to the department, in site readiness the department will release the payment on pro-rata basis after deduction of any applicable penalty.</p> |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|     |        |                                                                              |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                            |
|-----|--------|------------------------------------------------------------------------------|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 99  | Vol. I | 13. Annexure VI – Implementation timelines and Payment Terms: Payment Terms: | 59 | Bidder requests below modification in the clause:<br>Additional clause to be added: <u>OIGR shall remit payment to Bidder within thirty (30) days following its receipt of each such invoice. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as a debt owed by the OIGR to the Bidder and the Bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by OIGR and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement.</u> | No Change                                                                                                                                                                                                                                                                  |
| 100 | Vol-I  | Annexure VII - Service Level Agreement                                       | 61 | Security breach including Data Theft/Loss/Corruption: Need more clarity on definition of Data Breach and how penalty amount shall be calculated?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Data breach means any incident where unauthorized users gain access to the sensitive data or confidential information available with the department.<br><br>The penalty amount will be calculated based on the type of data and number of data records accessed or stolen. |

|             |                                                                                                                                                                                                                                      |                                                              |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>0<br>1 | 14. Annexure VII – Service Level Agreements<br>Point no. 4 - Security breach including Data Theft/Loss/Corruption<br>• Any incident where in system compromised or any case wherein data theft occurs (including internal incidents) | Post-Implementation SLAs.<br>Point no. 4                     | 61 | The penalty mentioned for this point is 5 Lakhs per incident detected upto 20% of Annual Contract Value.<br>It is requested to revise this penalty to 1 Lakhs per incident detected upto 1% of respective month's invoice value for all the incidents in respective month, if incidents are more than one in respective month.                                                                                                                                                    | No Change |
| 1<br>0<br>2 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                             | Post-Implementation SLAs,<br>Point no 2                      | 61 | Average time required to provide Certified Copy: which includes services starting from acceptance of the issuance of Certified Copy from the citizen till generation of money Receipt.<br>Breach will be measured basis time take to generate certified copy, based on the acceptable inputs with time stamping from the searching of the CC with defined parameters till generation of money receipt.<br>> 20 Minutes,<br>Please provide 20 minutes time ofr Receipt generation. | No Change |
| 1<br>0<br>3 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                             | Desired Response & Resolution time:<br>Criticality Level – 1 | 64 | Rs. 3,000 for the first instance and Rs.15,000 for subsequent delay of every additional calendar day, up to 10% of Invoice amount for the month. Post this limit, Dept. may invoke annulment of the contract<br><br>Justification : Please reduce the penelty as it is on very higher side.                                                                                                                                                                                       | No Change |

|             |                                                                                                                          |                                                                                                                                                                                                                                                                  |     |                                                                                                                                                                                                                                                                                                             |                                                                                                              |
|-------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1<br>0<br>4 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | Attendance during Contract duration                                                                                                                                                                                                                              | 64  | Please allow 2.5 leaves per month, and maximum leave capping for 30 Leaves in the Financial year. This shall be as per the bidder's company policy.                                                                                                                                                         | No Change                                                                                                    |
| 1<br>0<br>5 | Vol. I                                                                                                                   | Schedule 1 NON-DISCLOSURE AGREEMENT: 2. TERM This Agreement will remain in effect for five years from the date of the last disclosure of Confidential Information ("Term"), at which time it will terminate, unless extended by the disclosing party in writing. | 72  | Bidder requests below modification in the clause: 2. TERM This Agreement will remain in effect for five years from the date of the <u>execution</u> . <del>last disclosure of Confidential Information ("Term"), at which time it will terminate, unless extended by the disclosing party in writing.</del> | No Change                                                                                                    |
| 1<br>0<br>6 |                                                                                                                          | 18 - Annexure XI - Commercial Bid Format                                                                                                                                                                                                                         | 150 | The Rate Per Page will differ with respect to Monochrome [B/W] vs Colour Print if the Printers are LASER [Emphasizing /Considering the Better life of the Document to be Printed ] Subsequently there should be two rates Quoted i.e. for B/W Printing & Colour Printing                                    | No Change                                                                                                    |
| 1<br>0<br>7 | Rate Per Page                                                                                                            | Commercial Bid                                                                                                                                                                                                                                                   | 150 | Please Change to "Rate per Scanned Page"                                                                                                                                                                                                                                                                    | The bidder will be paid the quoted price per page for the number of pages Document handling charges(DHC) has |

|     |                                                                                                                          |                                                                                             |     |                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|     |                                                                                                                          |                                                                                             |     |                                                                                                                                                                                                                                                                                                             | been collected by the department                                                                                                                                                                                                                                             |
| 108 | Vol. I – 19. Annexure XII – IT Infrastructure & Indicative Specifications                                                | 19. Annexure XII – IT Infrastructure & Indicative Specifications<br>19 Digital Sign Pad 519 | 151 | <p>a. Kindly confirm that the, DSC procurement and issuance will be managed by the Maharashtra IGRS?</p> <p>b. Kindly confirm that the cost for hardware crypto token devices/DSC services will be borne by Maharashtra IGRS? Bidder will be only responsible for the integration with the application?</p> | <p>a) DSC of users will be procured by the bidder as and when required in the name of the user</p> <p>B) No, bidder will procure the DSCs and its installation, configuration, integration with any application will be the responsibility of the bidder/Concessionaire.</p> |
| 109 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 19. Annexure XII – IT Infrastructure & Indicative Specifications                            | 151 | 8 Hours backup requirement for UPS seems to be very high. Please revisit the same and reduce it to 2 to 3 hours only                                                                                                                                                                                        | No Change                                                                                                                                                                                                                                                                    |
| 110 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 19. Annexure XII – IT Infrastructure & Indicative Specifications                            | 151 | We understand that UPS will be used only for critical items so that operation at Registration Offices is not disrupted.                                                                                                                                                                                     | Yes, the UPS will be used for at least following items - Desktops computers, Network devices, printers, scanners, MFM, biometric devices, camera, 2                                                                                                                          |

|             |  |                                                    |     |                                                                                                                                                                                      |                                                                                                                                                   |
|-------------|--|----------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
|             |  |                                                    |     |                                                                                                                                                                                      | tubelights, CCTV, 1 ceiling fan.                                                                                                                  |
| 1<br>1<br>1 |  | 19 - Annexure XII - 3 Desktop Computers            | 152 | Can the End Client Computers Setup be a blend of Computer + Thin Client                                                                                                              | No, to avoid additional load on network and single point of failure, the end client computer should not be a thin client or dumb terminal         |
| 1<br>1<br>2 |  | 19 - Annexure XII - 4 Mono Printer (B/W)           | 152 | Looking into the Long Term Durability it is advised and recommended to have a Printer with minimum 40 PPM & the corresponding Duty Cycle / Month to be 80000                         | The technical specification are indicative and Bidder may deploy appropriate hardware as per department requirement as part of the implementation |
| 1<br>1<br>3 |  | 19 - Annexure XII - 5 Color Inkjet / Laser Printer | 153 | First Print recommended to be after 10.5 seconds<br>Print Speed recommended to be 33 PPM<br>Duty cycle / month recommended to be 50000<br>Resolution recommended to be 600 x 600 DPI | The technical specification are indicative and Bidder may deploy appropriate hardware as per department requirement as part of the implementation |

|             |                                                                                                                             |                                                                  |     |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                       |
|-------------|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>1<br>4 |                                                                                                                             | 19 - Annexure XII - 6 ADF Scanner                                | 153 | Monochrome Speed recommended to be 35 /70 IPM<br>Colour Speed recommended to be 35 /70 IPM<br>Output Resolution recommended to be 1200 DPI<br>Dimensions : Make it Generic<br>Weight : Make it Generic<br>Bundled Software : Recommended to be OEM<br>Developed Software for better efficiency                                                                                                                          | The technical specification are indicative and Bidder may deploy appropriate hardware as per department requirement as part of the implementation                                     |
| 1<br>1<br>5 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I<br>Instruction to Bidders | 19. Annexure XII – IT Infrastructure & Indicative Specifications | 154 | Department has mentioned only Intel as processor vendor, We request the department to include AMD Ryzen 5 5600G processor which has 3.9 GHz of base frequency with 6 cores and total 19 MB of cache. There are only 2 x86 processors manufacturer in the world and by mentioning only one processor vendor department is restricting the competition which will lead to loss of benefits of fair and equal competition. | The technical specification are indicative and not restricted to any specific OEM. Bidder may deploy appropriate hardware as per department requirement as part of the implementation |
| 1<br>1<br>6 | UPS & Generator                                                                                                             | 8                                                                | 154 | Request you to please share load details to be connected on 5KVA UPS at each IGR Office.                                                                                                                                                                                                                                                                                                                                | Please refer to response of Q.110 for devices to be connected to UPS. The load will vary from office to office and the equipments installed by the bidder/Concessionaire.             |

|             |                                                                                                                          |                      |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                   |
|-------------|--------------------------------------------------------------------------------------------------------------------------|----------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1<br>1<br>7 | UPS & Generator                                                                                                          | 8                    | 154 | No Specifications given for UPS. Request you to please share Technical Specifications.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Refer Annexure XII for details.   |
| 1<br>1<br>8 | UPS & Generator                                                                                                          | 8                    | 154 | Please share the details of batteries require, whether it is Tubular OR SMF since you have asked for 8Hrs. Backup time. Please confirm                                                                                                                                                                                                                                                                                                                                                                                                                     | Refer Annexure XII for details.   |
| 1<br>1<br>9 | UPS & Generator                                                                                                          | 8                    | 154 | If the IGR Office have different load capacity, the UPS Rating will also change accordingly. So request you to please share load details.                                                                                                                                                                                                                                                                                                                                                                                                                  | Refer Annexure XII for details.   |
| 1<br>2<br>0 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders | 8. UPS and Generator | 154 | <p>Annexure XII clearly indicates the UPS as "5 KVA UPS with 8 hours backup" for 580 locations. However under the UPS and Generator (as quoted alongside) the bidder is advised to to a survey of all locations across the state to identify the load variance and provide an UPS accordingly.</p> <p>This is a huge discrepancy in the RFP document which also has a huge commercial impact and can be the winning factor for the bidder and also can be a reason for project failure for the department.</p> <p>Please provide all relevant details.</p> | Refer response to Q.110 and Q.116 |

|             |                                                                                                                                                                                                                                             |                                                                                                                                   |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                     |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>2<br>1 | <p>Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra Vol. I – Instruction to Bidders</p> <p>Tender Number: DO3/Computer/BOT/529/2023</p> | <p>19. Annexure XII – IT Infrastructure &amp; Indicative Specifications Table 43. Network Video Recorder Specifications 26. 8</p> | 162 | <p>In line with the Video Management Software ask for Encryption based recording, we suggest EMS/ ITSM tool should be FIPS 140-2 compliant in order to ensure secure communication. EMS is a very important tool of this RFP it monitors entire IT infra and END Customer derives SLA breach and penalty calculations from this tool. Having a Encrypted tool ensures safety of your entire data.</p> <p>Justification: FIPS 140-2 is one of the most adopted standard by Government agencies across the world for secure communication and for this purpose to avoid any tampering of sensitive &amp; unclassified information.</p> | <p>The specifications are indicative, the bidder to take care of implementing a solution which is secure and meets the requirements of this RFP</p> |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|

|             |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                   |     |                                                                                                                                                                                                                                                                                          |                                                                                                                                                         |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>2<br>2 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023                                                                     | 14. Enterprise Management<br>Systems (EMS)<br><br>Table 47. Enterprise<br>Management System (EMS)<br><br>Point # To ensure the<br>mature security standard of<br>proposed EMS solution, SI<br>must ensure that the<br>proposed EMS solution<br>OEM is ISO 27034 certified.<br>Documentary proof must<br>be provided at the time of<br>submission. | 168 | Please clarify that ISO 27034 certification for EMS<br>solution is mandatory to submit at the time of bid<br>submission, Like others certification required in the<br>tender a. ISO 27001 AND b. SEI-CMMI Level 5<br>certificate for Services and Development or we can<br>submit later. | Yes. Bidders have to<br>submit all relevant<br>certificates about<br>their qualifications<br>and proposed<br>solution at the time<br>of bid submission. |
| 1<br>2<br>3 | RFP for Selection of an<br>Agency for Modernization<br>of IGR offices under Govt. of<br>Maharashtra Vol. I<br>Instruction to Bidders | 19. Annexure XII – IT<br>Infrastructure & Indicative<br>Specifications                                                                                                                                                                                                                                                                            | 168 | We understand that Microphone shall be in-built<br>with Webcam and not a separate items<br>requirement                                                                                                                                                                                   | The technical<br>specification are<br>indicative and Bidder<br>may deploy<br>appropriate<br>hardware as part of<br>the implementation                   |

|             |                                                                                                                                                                                                                                                                                                                                             |                                               |     |                                                                                           |                                                                                                                                                                             |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>2<br>4 | The proposed EMS solution should be built on modern container technologies and have an option to deploy on classic mode (non-containerized) as well as containerized (like Docker, Kubernetes) mode. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder. | 14. Enterprise Management Systems (EMS) - A 7 | 169 | Request you to remove this clause as it is already covered in on-prem or cloud deployment | No Change                                                                                                                                                                   |
| 1<br>2<br>5 | The monitoring module of proposed solution must not use any third-party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tampering with SLA calculations.                                                                                    | 14. Enterprise Management Systems (EMS)- A 10 | 169 | Request you to provide more clarification on 3rd party database.                          | The bidder can use any databases but its control should be with the department to analyze the collected data and avoid any data tampering by the third party or the bidder. |

|             |                                                                                                                                                                                                                                     |                                                          |     |                                                                                                                                   |                                                                                                                                                         |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>2<br>6 | RFP for Selection of an Agency for Modernization of IGR offices under Govt. of Maharashtra Vol. I Instruction to Bidders                                                                                                            | table 45 VMS specifications-<br>clause 94                | 170 | Department has mentioned Intel Xeon server. We request to consider AMD EPYC processors as well i.e. Intel Xeon/AMD EPYC processor | The technical specification are indicative and not restricted to any specific OEM. Bidder may deploy appropriate hardware as part of the implementation |
| 1<br>2<br>7 | Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra Vol. I – Instruction to Bidders<br>Tender Number:<br>DO3/Computer/BOT/529/2023 | 14. Enterprise Management Systems (EMS)<br>Section no:10 | 171 | Almost all OEM use 3rd party databases, request you to allow 3rd party or open source databases.                                  | Refer response to Q.125                                                                                                                                 |

|             |                                                                                                                                                                                                                                  |                                                           |     |                                                                        |                                                        |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----|------------------------------------------------------------------------|--------------------------------------------------------|
| 1<br>2<br>8 | Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra Vol. I – Instruction to Bidders<br>Tender Number: DO3/Computer/BOT/529/2023 | 14. Enterprise Management Systems (EMS)<br>Section no:B-2 | 171 | Our understanding is probable root cause analysis should be provided . | Yes. The EMS should provide the RCA for the incidents. |
| 1<br>2<br>9 | The solution must be built on big data platform and should be user configurable for building additional reports.                                                                                                                 | 14. Enterprise Management Systems (EMS)- F 3              | 171 | Request you to remove this OEM Specific clause                         | No Change                                              |

|             |                                                                                                                                                                                                                                  |                                                             |     |                                                                                                                                                    |                                                                         |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1<br>3<br>0 | Selection of an Agency for Modernization of the Offices of the Inspector General of Registration and Controller of Stamps under Govt. of Maharashtra Vol. I – Instruction to Bidders<br>Tender Number: DO3/Computer/BOT/529/2023 | 14. Enterprise Management Systems (EMS)<br>Section no: C -3 | 172 | Our understanding NMS should provide integrated fault, performance Monitoring, Configuration & Compliance Management together from Single OEM tool | The NMS need not be from same OEM but should be integrated with the EMS |
| 1<br>3<br>1 | A virtual bot should be available, which can respond to user requests, immediate via portal, email, or mobile interfaces.                                                                                                        | 14. Enterprise Management Systems (EMS)- G 11               | 172 | Request you to remove this OEM Specific clause                                                                                                     | No Change                                                               |

|             |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>3<br>2 | Vol. I – 20. Annexure X | Vol. IV – 20. Annexure X<br>k. For custom made modules, industry standards and norms should be adhered to for coding during application development to make debugging and maintenance easier. Object oriented programming methodology must be followed to facilitate sharing, componentizing, and multiple use of standard code. Before hosting the application, it shall be subjected to application security audit (by any of the CERT-IN empanelled vendors) to ensure that the application is free from any vulnerability; and approved by the OIGR. | 173 | <p>1)Please confirm that the Third party Security audit ( (by any of the CERT-IN empanelled vendors)need to perform only for applications.</p> <p>2)Request clarification of frequency and periodicity of audit to be conducted in O&amp;M phase?</p> <p>3)Please clarify who will bear the cost of third party Security audit ?</p> | <p>1. Yes, Third party Security audit ( (by any of the CERT-IN empanelled vendors)need to perform only for applications.</p> <p>2. For custom made modules, annual audit to be conducted in O&amp;M phase if there is not change in code and immediate audit to be conducted, before deployment of any change/update in the module.</p> <p>3. Bidder to bear cost of Security audit of all such applictaions/modules developed and depoyed by them. This excludes applications developed by the application development team deployed by the bidder which is working under the</p> |
|-------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|  |  |  |  |  |  |                                           |
|--|--|--|--|--|--|-------------------------------------------|
|  |  |  |  |  |  | guidance of<br>department or<br>NIC,Pune. |
|--|--|--|--|--|--|-------------------------------------------|

|             |        |            |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |
|-------------|--------|------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| 1<br>3<br>3 | Vol-II | 17.5.1. a) | 234 | <p>The limits have not been mentioned in for Public, Product and Errors and Omissions policies. We suggest following limits -</p> <ul style="list-style-type: none"> <li>• public liability - INR 200Cr per occurrence and in the annual aggregate.</li> <li>• either professional indemnity or errors and omissions - INR 200Cr per occurrence and in the annual aggregate.</li> <li>• product liability - INR 200Cr per occurrence and in the annual aggregate.</li> </ul> | The insurance coverage should be equal to or more than the amount of total cost of project components. |
| 1<br>3<br>4 | Vol-II | 17.5.1. b) | 234 | <p>Bidder request for below modification in the clause:<br/>b) for One year following the expiry or termination of the Agreement, valid and enforceable insurance policies, <del>in the amount not less than the amount of total cost of project components.</del> - Insurance coverage would be as per suggested limits in the above query</p>                                                                                                                              | No Change                                                                                              |
| 1<br>3<br>5 | Vol-II | 17.5.3     | 234 | <p>Bidder request for below modification in the clause:<br/>The terms of our Professional Liability policy does not permit the coverage to be primary and non-contributory. "Concessionaire's policy shall be primary, and<br/>Authority's policy shall be non-contributing for claims for which Concessionaire owes the Authority an indemnity except for Professional Liability Insurance policy."</p>                                                                     | No Change                                                                                              |

|             |                                                |                                                                  |                 |                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                             |
|-------------|------------------------------------------------|------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>3<br>6 | Vol-II                                         | 17.5.4                                                           | 234             | <p>Bidder request for below modification in the clause:</p> <p>Concessionaire (TCS) will notify the client in case of cancellation of the policy and not the insurer.</p> <p>"Each party shall <del>cause its insurer to</del> provide 30 days' prior written notice of cancellation to the other party."</p>                                                   | No Change                                                                                                                                                                                                                                                                                   |
| 1<br>3<br>7 | Quantity of IT Infrastructure at field offices | 19. Annexure XII – IT Infrastructure & Indicative Specifications | 151<br>-<br>173 | <ul style="list-style-type: none"> <li>● UPS Technical Specifications are not given</li> <li>● Laptop Technical specifications are not given</li> <li>● 42 inch display and 50 inch display specifications are given but quantity not mentioned in the table</li> <li>● For video wall controller specification are given but numbers not mentioned.</li> </ul> | <p>1. Refer response to Q.120 for UPS</p> <p>2. Refer Corrigendum for laptop specifications</p> <p>3. 42 inch display - 578 and 50 inch display - 12</p> <p>4. 1 video wall controller is sufficient but bidder may deploy additional controllers if required as part of ther solution.</p> |

|             |                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |
|-------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>3<br>8 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 6. Eligibility Criteria<br>6) Sole bidder or in case of consortium, any member of the Consortium shall have experience of successfully completing at least one project for deploying a minimum of 800 skilled manpower for IT/ITES related activities for a Government client in India. The manpower shall have been deployed for at least two years duration and the projects shall have been awarded in the last 10 years as on the last date of bid submission.<br>Note: Projects for Housekeeping related works shall not be considered. | 15-<br>16 | We request to consider following...<br><br>"experience of successfully completing at least one project for deploying a minimum of 500 skilled manpower for IT/ITES related activities for a Government client in India. The manpower shall have been deployed for at least two years duration and the projects shall have been awarded in the last 10 years as on the last date of bid submission".<br><br>This will allow more potential bidders participate in the said bid and which will invite fair and just price bids. | No Change |
|-------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|             |                                                                  |                                                                                      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                        |
|-------------|------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>3<br>9 |                                                                  | 19 - Annexure XII - 4 & 5                                                            | 152<br>-<br>153 | Since the Billing is done on the Basis of PER PAGE it is Essential to have a Better Print Management Solution with Detailed Printing Reports which is beneficial to both: the OIGR and the Selected Bidder                                                                                                                                                                                                                                                                          | The technical specification are indicative and Bidder may deploy appropriate hardware as per department's requirement as part of the implementation    |
| 1<br>4<br>0 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 8.8.6 Key Resource Qualification and Responsibility.<br>Application Development Team | 48-<br>49       | Please clarify there is nothing mentioned in the cloumn in Responsibility for Application Development Team. We request you to share the information on which applications / softwares the Application Development Team will work.<br><br>Please share the list of all applications/ softwares names and its scope of work.                                                                                                                                                          | Refer response to Q.70                                                                                                                                 |
| 1<br>4<br>1 | 14. Annexure VII – Service Level Agreements                      | Post-Implementation SLAs<br>SLAs from Sr. No. 1 to 3                                 | 60-<br>61       | The penalty is mentioned 1% of Invoice for each incident, which is very high.<br>It is requested to revise the penalty from 1% to 0.1% or max 0.2% of respective SRO Office Invoice. Otherwise this may be considered as 1% for all SRO Invoices. Any of the agency will not be able to sustain the project with such high SLAs. Hence, request to revise penalties for all these SLAs mentioned towards delivery.<br>It is also requested to apply the upper cap for all the SLAs. | This penalty will be calculated on aggregate service levels and not against each incident.<br>Please refer Table 17 on page 63-64 for incidental SLAs. |

|             |                                                                  |                                                                                                                                                                                                                                                                                                                            |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |
|-------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4<br>2 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | 14. Annexure VII – Service<br>Level Agreements<br>Post-Implementation SLAs<br>For registration service of<br>IGR department, the<br>following SLAs need to be<br>met towards service<br>delivery:<br>Table 14. Post<br>Implementation SLAs<br>Point # 1 to 2<br>Table 15. Current<br>Turnaround time for IGR<br>activities | 60-<br>61-<br>62 | <p>These service level agreements mentioned for post-implementation SLAs are not practical and feasible for Tables 14 and 15.</p> <p>The Comptroller and Auditor General of India has done Performance Audit on “Integrated Stamps and Registration Information Technology Application (iSARITA)” and following point was observed in their audited report.</p> <p>"We observed that as of April 2015, although the VMS was introduced in August 2012, it has deficiencies regarding time tags and logics. Therefore the VMS was unable to give correct results for levy of penalty. During data analysis, in 13 per cent of the registration cases delay was observed."</p> <p>Please refer following link for more details.<br/>(<a href="https://cag.gov.in/uploads/icisa_it_reports/6035a2578b739d8eb53699517962b51c.pdf">https://cag.gov.in/uploads/icisa_it_reports/6035a2578b739d8eb53699517962b51c.pdf</a>)</p> <p>Since NIC has made a VMS application, and unfortunately, the selected bidder has to pay penalties for the VMS deficiencies (regarding time logs, tags, and logic).</p> <p>We came to know that practically at the SR offices that the service delivery mentioned in the tender clause is not practical, and it will incur huge penalties for the selected bidder.</p> <p>We also learned that the previous BOT vendors paid a huge monthly penalties of Rs 75 thousand to +3 lacs per district. Due to this, the case is still in the Mumbai High Court.</p> <p>Hence we kindly request you to re-consider this penalty clause mentioned in Tables 14 and 15.</p> | No Change |
|-------------|------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|             |                                                                  |                                                                                                                                                      |                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           |
|-------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4<br>3 | Tender Number:<br>DO3/Computer/BOT/529/2<br>023 Date: 22.12.2023 | Criticality of Services:<br>Table 16. Critically Level<br>Classification but not<br>limited to as detailed below<br>Network<br>IT / Network Security | 62-<br>63-<br>64 | <p>The criticality of services mentioned here in the tender clause which are specific to network IT and network security are ambiguous.</p> <p>The selected bidder is going to provide MPLS-VPS connections via wired connectivity from the service provider. If the issues are from a service provider like fiber / wired cut, or faulty devices, then why is the selected bidder responsible for penalties related to network downtime?</p> <p>Other penalties are understandable and reasonable because the selected bidder is providing it directly and has control over it, but the selected bidder depends on another service provider for network connectivity.</p> <p>We kindly request that you refer to the last BOT project, where BOT vendors paid penalties in crores only for BSNL network downtime and due to their inefficiencies. Even after the completion of the BOT project, BSNL has paid penalties in crores.</p> <p>Hence, we request that OIGR consider network-related penalties borne by selected bidders.</p> | No Change |
|-------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|             |                                          |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |           |
|-------------|------------------------------------------|----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4<br>4 | RFP – Additional Clause to be considered | NA | NA | <p>For such large project, two stage evaluation of project is needed, first stage is PQ evaluation and TQ evaluation.</p> <p>The Request for Proposal (RFP) currently published outlines a procurement process with a singular stage of evaluation, conspicuously omitting a distinct phase for the assessment of technical qualifications. This structure of evaluation, as delineated in the RFP, appears predisposed in favour of certain entities. The absence of a dedicated technical qualification evaluation stage raises significant concerns. It potentially allows for the qualification of bidders or companies with inferior technical compliance, posing a substantial risk to the effective implementation and ongoing operation and maintenance (O&amp;M) of the project. This approach not only undermines the principles of fair and competitive bidding but also jeopardizes the integrity and successful realization of the project.</p> <p>Request the department to add Technical Qualification in the RFP.</p> | No Change |
|-------------|------------------------------------------|----|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|             |                                          |    |    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |           |
|-------------|------------------------------------------|----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4<br>5 | RFP -Additional Clause for Consideration | NA | NA | <p>In accordance with the stipulations set forth in Rule 2.6.2 Technical Qualification Criteria of the MODEL RFP DOCUMENTS FOR SELECTION OF IMPLEMENTATION AGENCIES, Ministry of Electronics &amp; Information Technology States that “</p> <p>Bidders who meet the pre-qualifications/eligibility requirements as on date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations. [During the discussion with various stakeholders, it emerged that evaluation criterion is to be carefully designed. Discussions were held on the merit of each criterion and how does it help the Purchaser in getting the most suitable agency to execute the assignment. Accordingly, several prevalent technical evaluation criterions were rationalized (dropped or change in the weightage of marks allocated).</p> <p>In case the Purchaser seeks to introduce new evaluation, criterion or re-allocate the marks, the Purchaser should assure itself that the change does not lead to restriction in the competition.</p> <p>The “litmus test” for drawing up the requirements for “Company profile” below should be that Nodal officer should assure himself that at least 8 Bidders would be able to score minimum qualifying marks]”</p> <p>Given the current Pre-qualification criteria, only selected few bidders may qualify. Request the department to relax the criteria’s.</p> | No Change |
|-------------|------------------------------------------|----|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|             |         |  |    |                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                           |
|-------------|---------|--|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1<br>4<br>6 | Generic |  | NA | Please provide the details of existing security related components with specification for better understanding.                                                                                                                                          | Following are some IT Security related components at the department:<br>1. Firewall for Network traffic control<br>2. Unified Threat Management System - UTMS devices<br>3. Antivirus on Application servers<br>4. Web application Firewall (WAF) for application security<br>5. MPLS-VPN |
| 1<br>4<br>7 | General |  |    | Nonexclusively:<br>Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal. | It is not restricted to provide similar services to other party.                                                                                                                                                                                                                          |

|             |         |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |           |
|-------------|---------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1<br>4<br>8 | General |  | <p>Execution Infrastructure</p> <p>The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include:</p> <ul style="list-style-type: none"> <li>i. Office space;</li> <li>ii. Hardware and software;</li> <li>iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs;</li> <li>iv. Office stationery and consumable;</li> <li>v. Secretarial assistance, if necessary at site;</li> <li>vi. Telephone, e-mail and fax facilities at site;</li> <li>vii. Photocopying assistance;</li> <li>viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided).</li> </ul> <p>The above-mentioned infrastructure will be required for work to be carried out at the site of BUYER during regular working hours. BUYER shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.</p> | No Change |
|-------------|---------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|