Invitation for Expression of Interest for selection of Village Level Entrepreneur (VLE) for Expansion of CSCs in West District, Tripura under CSC 2.0 Scheme in Self-Sustainable mode

Introduction

District e-Governance Society (DeGS) of West Tripura district invites expression of interest from right kind of financially sound Village Level Entrepreneurs (VLEs) for managing the operations of a CSC in Tripura under CSC 2.0 scheme in self-sustainable mode. A broad outline of the scope of work for the above areas is given in **Annexure-A.**

CSC 2.0 scheme approved in August 2015, aims to establish self-sustaining network of 2.5 lakhs CSC centres at Gram Panchayat (GP) level under Digital India- Pillar 3-Public Internet Access Programme – National Rural Internet Mission and deliver various citizen-centric to citizens in rural areas.

The Govt of Tripura has decided that CSC 2.0 scheme will be implemented in all uncovered Gram Panchayat (GPs). The CSC 2.0 Scheme will be implemented in a self-sustained financial framework format. The VLEs, to be selected through a transparent and competitive process, will set up and operate the CSC kiosks. The no. of planned CSC locations for this expansion phase shall not include the locations where CSCs already exist listed at URL:
http://dit.tripura.gov.in/sites/default/files/projects/List_of_CSCs_In_Tripura_1.pdf

A VLE (including family members in his/her blood relation) can only apply for one GP location in prescribed format at **Annexure-B**. Applying for more than one GP location in entire state will lead to the disqualification of all his/her applications. The VLE should submit the required self-attested documents as per prescribed list of document at **Annexure-C.**

The Expression of Interest so received from VLE will be scrutinized and short listed according to the eligibility criteria mentioned below. Out of all the interested VLE, only a few VLEs will be selected and listed on the basis of merit position in the manner of grading to be made by the departmental committee. On completion of the above process only selected VLE will be informed about their selection. Thereafter, selected VLE will only be asked to provide the layout of CSC kiosk and internet connection details. Interested VLE may apply for providing CSC services satisfying the eligibility criteria as stipulated below.

Eligibility:

1. A VLE should have minimum 12th standard passed.

2. A VLE should be an IT literate having any certification in computer education (preference will be given to those who have completed CCC course from NIELIT. If he/she doesn't have CCC course, then same course must be completed within 6 months after registration without fail).

3. A VLE must belong from same Gram Panchayat/locality.

4. A VLE need to provide character certificate from local Pradhan/Member of that panchayat where he/she wants to open CSC centers.

5. VLE should locate CSC center within the Gram Panchayat premise, so that Point of Termination (PoT) for the National Optic Fibre Network (NOFN) can be utilized effectively at Gram Panchayat. If the space is not available in Gram panchayat office, permission needs to be taken from Pradhan/Member to re locate the CSC center outside Gram Panchayat. Such permission need to be submitted to DeGS for approval during application.

6. Financially capable for initial investment in Hardware and supporting infrastructure and expanding the same subsequently. Minimum Hardware, Infrastructure and Logistics requirements for setting up CSC outlet by VLE is listed at

Annexure -D.

6.1 VLE will arrange the appropriate Internet Connectivity by any reliable provider.

6.2 VLE should be willing to work in self-sustained financial framework. No financial support will be provided for operating the CSC.

6.3 VLE has to bear the monthly rental cost of CSC center space /Electricity supply located at Gram Panchayats/any other public places.

Submit the duly filled Application Form along with necessary self attested documents to the respective DeGS in prescribed format ONLY.

Terms & Conditions:

1. Last date of submitting response to the EOI is **30/07/16** at **3:00 PM.**
2. Date of opening of the EOI is **05/07/16 at 3:30** PM in the presence of the representatives of the VLE submitting the EOI.
3. The response with all necessary particulars along with self-attested copies of certificates should be submitted in a sealed envelope super scribing **"Expression of Interest for CSC in West Tripura District"** at the following address.
4. Address for responding and further correspondences:
To,
District e-Governance Society (DeGS)
District Magistrate (DM), West Tripura District Office
City - Agartala
Phone No: – 0381-232-2971/ 232-5713
PIN- 799001, Email-dmwest.trp@gmail.com

5. Incomplete EOIs are liable to be rejected. DeGS reserves the right to accept or reject any of the EOIs without assigning any reason thereof and without thereby incurring any liability to the affected parties. DeGS takes no responsibility for delay, loss or non-receipt of offer or any letter sent by post either way.
6. Selection will be made based on particulars and documents furnished by the applicant as required and satisfactory verification carried out by DeGS. If any information furnished by the applicant is found incorrect at a later stage, they shall be liable to be debarred from CSC operation work. DeGS reserves the right to verify the particulars furnished by the applicant independently.
7. For any other clarifications, intending agencies may contact at the above mentioned address before the last date of submission during working hours.
8. Incomplete applications and applications not filled properly with requisite details are liable for rejection and DeGS will not entertain any further communication in such cases.
9. Any effort by a VLE to influence DeGS in examination, evaluation, ranking of Proposals or recommendation for award of work shall result in rejection of the CSC Proposal.
10. A person registered as a VLE should maintain a cordial relationship with DeGS, SDA and CSC-SPV. They need to follow the guidelines and instruction issued time to time.
11. A person registered as a VLE by DeGS cannot hire/engage other person to operate the center on his behalf. If a VLE wants to surrender/relinquish his center, he should intimate with written application to the concern DeGS for the same.
12. VLE should be interested to operate CSC center for 3 (three) years tenure initially. An assessment will be carried out by competent authority from time to time, On the basis of overall performance; the tenure may be further increased.
11. Termination: - DeGS reserves the right to terminate VLE for any fraudulent/corrupt practice in his/her center. If any complain received by the competent authority, severe step will be taken which may lead to terminate/backlist the VLE forever.

ISSUED BY:
District e-Governance Society (DeGS)
West Tripura District
Address – Office of DM & Collector, West Tripura District
Phone: 0381-232-3742/ 232-5713. TEL-FAX# 232-2971

Annexure- A
Broad Outline of Scope of work for CSC2.0 Setup

1. Setup CSC outlet at the designated location by concerned district's DeGS.

2. Invest in the Capex and Opex of the CSC outlet including the Internet connectivity.

3. Utilize the resources optimally and follow the innovative practices to secure 75-80% of revenue from the commission on the transactions and increase the profitability.

4. Maintain a small Training Center (~05 Candidate per Batch) within CSC premises

5. Need to deliver all B2C and G2C services and facility on his/her CSC outlet

6. Need to display the common branding along with rate chart as approved by the authority.

7. A VLE should appear in all the necessary courses required to provide for CSC operation.

8. Maintain the CSC business hours holistically.

9. Maintain the CSC office hygiene conditions.

10. Delivery of G2C and B2C and other services as per committed rate list.

11. Maintain the Service register, visitor list and Invoice Receipt.

12. Provide the transactions details in prescribed format as and when asked by the authority.

13. Support in internal/external audit of CSC performance by any authorized agency.

Annexure- B

CSC 2.0 Application Form

__Note__: - Please fill all the information in English Block Letters.

VLE Details				
CSC/OMT ID: *(Office Use)*				
VLE FULL NAME:				
Fathers Name:				
VLE Gender: (√)	Male	Female		
CSC Area Type: (√)	Urban	Rural		
Aadhaar No:				
Account No:				
Bank Name:				
Branch Name:				
IIFSC Code:				
PAN Card:				
Mobile No.:				
Email Id:				
Education Qualification:				
Latitude & Longitude:				
Computer Competency:				
Power Back: (√)	Yes	No		
No. of PC/Laptop:				
Internet Connectivity Type: (√)	Broadband	WiMax		
	Data Card	Any Other		
VLE ID Proof No.:				
ID Proof Type: (√)	Aadhar Card	PAN Card	Passport	Driving License
	Any Other (Write Name)			
Address Proof Type: (√)	Aadhar Card	Passport		Driving License
	Ration Card	Bank Passbook		PRTC Certificate

CSC Location Details					
District:		Block:			
Panchayat/VC Name:		CSC Location:		Census Code	
CSC Address:			Pin:		
CSC will be open in GP/ADC village Office premise? (√)			Yes	No	

I …………………………………………….hereby declare that the above given information is best of my knowledge to request my user Id. I am ready to setup CSC outlet in self-sustainable mode and would not require any financial assistance from DeGS. In future, I'll be held fully responsible for any misleading statement or information above in this regard.

VLE Signature: **Date:**

Verified By (Official Name & Signature):   **Date:**

Approved By (DeGS Official Name & Signature):   **Date:**

Annexure- C
Documents must be attached with the Response

1. Certificate of Education - Mark sheet & Certification (10th, 12th, Graduation, Post Graduation etc.).

2. Character Certificate from Pradhan/Member of that GP where CSC is identified.

3. Certificate of IT Education.

4. Work Experience Certificate, if any.

5. Residence Proof / PRTC Certificate

6. Identity Proof

7. Aadhaar Card

8. 4 (four) Latest Photographs (Colour)

Annexure- D
Minimum Hardware, Infrastructure and Logistics requirement for setting up CSC2.0 outlet

1. Laptop/PC (1-2 Nos.) with licensed Windows Operating System (Windows 7 32 bit preferable)

2. Computer Tables (1-2 Nos.)

3. Electricity Connection

4. Printer (1 No.)

5. Photocopier (1 No.)

6. Scanner (1 No.)

7. Biometric and iris authentication devices for Banking.

8. Web cam and other necessary peripherals required to render services.

9. UPS for power backup

10. Sufficient sitting space for citizens

11. Sufficient Standing space for maintaining Queue (In peak time)

12. Sufficient space for conducting any literacy training program at CSC (up to 15 candidates in a batch)

13. Ceiling Fans and ventilation

14. Suitable Light inside CSC

15. Reliable Internet Connectivity

16. Bank Account with Online Payment Capability to transfer in VLE-wallet

17. Black/White board for Affixing Notices and Rate Charts

18. Flex Board for properly displaying the CSC Center Name, Contact Details, Working Hours and CSC Logo

19. CSC premise should be properly whitewashed, possible in bright color

20. CSC premise should be in neat and clean area.

Annexure- E
Key Stakeholders of CSC 2.0 Scheme

The key stakeholders in CSC 2.0 are indicated as below:

National Level:

At the national level, the scheme will be implemented under the pillar three of the Digital India Programme by CSC SPV as the implementing agency.

1. **Department of Electronics and Information Technology (DeitY)** - DeitY being the nodal department would provide suitable policy support for the implementation of the project. DeitY would monitor the progress of the rollout of CSC 2.0.

2. **CSC e-Governance Service India Ltd. -** CSC SPV shall be the implementing agency for the project and would provide suitable program management support to DeitY and State Administration for successful implementation of the project.

State Level:

At the State Level, the State Administration/SDA and (DeGS) will extend suitable support and co-operation to CSC SPV for smooth implementation of the project in the State.

3. **State Administration/ State Nodal Department -** Tripura State Computerization Agency (TSCA) a society of Directorate of Information Technology (DIT) to promote IT programs will act as a Nodal Department for the smooth implementation of the project. The other stakeholders like DeGS/State Manager/District Managers, wherever applicable, would be functioning under the guidance of nodal department.

4. **District Administration/ District e-Governance Society (DeGS):** District e-Governance Society (DeGS) under the District Magistrate would play a key role towards the last mile implementation and monitoring of the rollout. District e-Governance Society in a given district will function under the chairmanship of the District Magistrate concerned.

5. **Village Level Entrepreneur:** A local Village Level Entrepreneur (VLE) would be responsible to bear the entire capital and operational expenditure involved in making the CSC operational. VLE is also expected to deliver various services to citizens as per the direction of the State Administration. VLE is responsible for operating and managing the CSC.