



TAMIL NADU ARASU CABLE TV CORPORATION LTD (TACTV)

**தமிழ்நாடு அரசு கேபிள் டிவி நிறுவனம்
(A Government of Tamil Nadu Undertaking)**



Ref.TACTV/EoI/001/CSC/2018 dated 11.01.2018

EXPRESSION OF INTEREST (EoI)

REVISED DOCUMENT

EXPRESSION OF INTEREST FOR EMPANELLING PRIVATE INTERNET BROWSING CENTRES IN FRANCHISEE MODEL TO ACT AS ARASU E-SEVAI CENTRES IN URBAN AREAS (CORPORATIONS, MUNICIPALITIES AND TOWN PANCHAYATS) ON REVENUE SHARING MODEL ACROSS THE STATE OF TAMIL NADU

Date of Release of EoI	13.01.2018
Last Date for Submission of EoI	12.02.2018

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1.**PREAMBLE**

Tamil Nadu Arasu Cable TV Corporation Ltd (TACTV), a Government of Tamil Nadu undertaking, incorporated under the Companies Act, 1956 with an aim to provide high quality cable signals to the public through Local Cable Operators at an affordable cost.

The Hon'ble Chief Minister of Tamil Nadu revived and revamped the Tamil Nadu Arasu Cable TV Corporation (TACTV) and inaugurated the Cable TV Services for Tamil Nadu (except Chennai) on 02-09-2011 and for Chennai Metro Area on 20-10-2012. Following this, the Hon'ble Minister for Information Technology made an announcement in the floor of the Assembly on 04-08-2014 that "TACTV will establish and run Common Service Centres (CSCs) in all the Districts.

As on date, 659 Arasu e-Sevai centres are functioning under the control of TACTV across the State. The centres are well equipped with high speed Broadband Internet connectivity and are rendering a host of services like issuing of Certificates of Revenue Department, Social Welfare Department, Utility Bills payment facility, printing of Aadhaar plastic card, printing of EPIC card, Passport service, Online booking for Text Books and online registration of TNPSC examinations and issue of Smart family cards to the public. So far 1,26,03,839 persons have benefited through TACTV Arasu e-Sevai centres.

At present, there is a demand for the starting of Arasu e-Sevai centres from some other Departments in places of remote and in locations not coming under the purview for starting of Arasu e-Sevai centres by TACTV. Hence with a view to fulfilling the aspirations/demand of the public/other Departments of Government, TACTV now proposes to empanel interested private internet browsing centres in Franchisee Model to act as Arasu e-Sevai centres in Urban areas (Corporations, Municipalities and Town Panchayats) of the State on revenue sharing model.

In this context, TACTV invites Expression of Interest from the interested private internet Browsing Centres in Franchisee Model to act as Arasu e-Sevai centre in Urban Areas (Corporations, Municipalities and Town Panchayats) of the State on revenue sharing model. The notification has been published fixing the last date for submission of EoI as 12.02.2018.

2. ELIGIBILITY CRITERIA		
Clause	Eligibility Criteria	Supporting Document
2(a)	The applicant shall be an Individual/Partnership Firm	(i) In case of Individual <ul style="list-style-type: none"> • Copy of PAN Card (Mandatory) • Copy of GST Registration Certificate if obtained. (ii) In case of Partnership Firm <ul style="list-style-type: none"> • Copy of Registration Certificate (Mandatory) • Copy of GST Registration Certificate if obtained.
2(b)	The applicant should have a minimum building space of 100 Sq.ft in the proposed location to set up the Arasu e-sevai Centre.	Proof for possession of the building (i) In case of own premises <ul style="list-style-type: none"> • House Tax Receipt (ii) In case of rented premises <ul style="list-style-type: none"> • Rental/Lease Agreement
2(c)	Minimum IT Infrastructure of the Franchisee.	Refer Clause 4 of EoI.

3.**ROLES AND RESPONSIBILITIES****A. TACTV:**

- (i) Issuance of Appointment letter to the eligible Franchisee.
- (ii) Provision of User ID/password for accessing the Arasu e-sevai portals etc.,
- (iii) Coordination with TNeGA for providing services under e-district and e-Sevai (Tamil Nadu e- Governance Agency)
- (iv) TACTV can add any number of services in addition to the above list as and when required.
- (v) TACTV officials shall have full rights to inspect any of the Centre at any point of time in the period of contract without any prior intimation to the Franchisee for ensuring proper services to the Public.
- (vi) TACTV will make arrangements to impart required training / orientation to the Empanelled Franchisee at the right time.

B. Franchisee:

- (i) Franchisee should satisfy the standard requirements/guidelines issued by TACTV i.e. prepaid e-Wallet model, Aadhaar enabled biometric login, e-Sign etc.
- (ii) Franchisee shall possess the pre-qualification/eligibility criteria to get empanelled with TACTV for offering e-services.
- (iii) Franchisee shall maintain the premises with good ambience and facilities for easy access of services to the public. Shall have system for cleaning, water and other basic things.
- (iv) Franchisee shall display the e- Sevai Centre name board as prescribed by the TACTV in respect of services offered through TACTV and no other display board/ logos will be permitted. Specifications for the Name Board etc., will be communicated by TACTV to the Franchisee.
- (v) Franchisee shall display prominently in the prescribed format all the service charges to the general public and ensure that excess service charges, over and above the charges fixed by TACTV are not levied on the works done or for the services provided.

- (vi) Franchisee shall ensure continuous and uninterrupted internet connectivity at a minimum bandwidth of 2 Mbps so that citizens can get the services smoothly. In case of any technical failure redundancy should be available for the connectivity in the Internet Browsing Centres.
- (vii) Working hours of the Centre shall be fixed and displayed in front of the centre and the working hours should be minimum 8 hours in a day.
- (viii) Franchisee shall run the Centre in the specific locations indicated and accepted by TACTV at the time of empanelment. If the Franchisee desires to change the location, prior concurrence of TACTV shall be obtained.
- (ix) Operators at the centre should have passed 12th Standard. Must be having good knowledge of computer and internet surfing so that he/she can access the portal and upload/download the forms to provide services. Should have fluency in reading and writing Tamil and English Language.
- (x) Any problems arising due to sharing of user id / password should be borne by the Franchisee and is solely responsible for all transactions / modifications made using user id provided due to unlawful sharing of your account with another person.
- (xi) The Franchisee is strictly instructed to adhere that no excess service charges is collected from the Public in addition to the service charges referred to in **Clause 5**.
- (xii) The Franchisee should allow the TACTV officials for the inspection as mentioned in clause **(v) of 3 A above**.
- (xiii) In case of any discrepancies found in the infrastructure and services offered to the Public during the inspection or in case of any allegation/complaints received to TACTV, TACTV shall block the ids and cancel the empanelment and necessary action will be initiated against the Franchisee.
- (xiv) As and when additional services are added to the existing services through TACTV, if required additional IT infrastructure should be upgraded/arranged.

4.**MINIMUM INFRASTRUCTURE REQUIRED**

- (a) The Franchisee should have at least 100 Sq. ft. of carpet area in the location where he/she wish to operate the e-Sevai centres.
- (b) The Franchisee shall maintain minimum requirement of hardware as stated below. The equipments specified in this Clause should not be more than five years from its date of purchase.

S. No.	Description of IT Accessories	Technical Specifications	Minimum Qty	Remarks
1	System(Personal Computer)/Laptop	licensed Operating System of Windows7 or above, Core i3 or above with minimum 4 GB RAM, 500 GB hard disk, DVD Drive, Keyboard, Mouse, Monitor 18" and Ethernet.	1	Mandatory
2	LaserJet Printer	(i) Print speed black: Up to 14 ppm, Print technology: Laser, Processor speed: 234 MHz, Connectivity: Hi-Speed USB 2.0 port, Memory: 2 MB, Supports duplex printing.	1	Mandatory
(ii)	Inkjet printer	(ii) Print Speed: 7.5 ppm (black and white), 5.5 ppm (color), Paper capacity: 60 sheets, Maximum print resolution: 4800 x 1200 dpi, Number of print cartridges: 2 (1 black, 1 Tri-color).		
3	Scanner A4, flatbed scanner	high resolution scans up to 2400 x 4800 dpi with CIS sensor, 48-bit internal colour depth, Save time with 300 dpi A4 colour scan delivered in just 16 seconds.	1	Mandatory

4	Web Camera	640X480 Sensor Resolution, USB 2.0 High Speed Certified, USB Video Class Supported and Tilt 30° tilt	1	Mandatory
5	Internet connectivity	Minimum - 2Mbps Bandwidth Broadband/Leaseline download and upload speed 2Mbps	--	Mandatory with redundancy
6	Aadhaar compliant Biometric device UIDAI approved devices only (Refer UIDAI website for more details)	UIDAI approved device like, 3M Cogent CSD 200 Fingerprint Scanner / Safran Morpho MSO 1300 E2 / Secugen Hamster Plus Fingerprint Scanner / Mantra Mfs 100 Bio-Metric Fingerprint	1	Mandatory
7	External Hard Disk	External Hard Disk - 1 TB Memory space	1	Mandatory
8	UPS	1KV (1000 W) or above battery backup Uninterrupted power supply (ups), 10 total outlets: 5 outlets provide ups power backup and surge protection; 5 outlets offer surge protection only, Automatic voltage Regulation (AVR) maintains safe voltage conditions without using backup battery power. Maintenance-free sealed Lead-Acid battery with suspended electrolyte with the leakproof. Minimum power back up 6hrs.	1	Mandatory

9	PoS Machine	Bank concerned	1	Optional
10	Lamination Equipment - 4" variable temperature controlled	Maximum laminating speed of 30 cm/minutes, Laminating pouch Size: 100 (2 x 50) micron - 250 (2 x 125) micron thick, (Credit card size to A3 size)	1	Optional
11	Photo copier	Color scanning, Functions: Print, copy and scan, Manual duplex printing.	1	Optional
12	Air Conditioner	Split AC 1.5 Ton : (110-150 Sq.ft.)	1	Optional

5.	SERVICE CHARGES:
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Sl. No	Service List	Service Charge (in Rs.)
1.	Community certificate	60
2.	Nativity certificate	60
3.	Income Certificate	60
4.	No Graduate Certificate	60
5.	Deserted Woman Certificate	60
6.	Agricultural Income Certificate	60
7.	Unemployment Certificate	60
8.	Widow Certificate	60
9.	Certificate for Loss of School Records	60
10.	Inter Caste Marriage Certificate	60
11.	Other Backward Classes (OBC) Certificate	60
12.	Residence certificate	60
13.	Small / Marginal Farmer Certificate	60
14.	Solvency Certificate	60

15.	No Male Child Certificate	60
16.	Unmarried Certificate	60
17.	Printout of Birth Certificate for Villages	20
18.	Printout of Death Certificate for Villages	20
19.	Indira Gandhi National Old Age Pension	60
20.	Indira Gandhi National Widow Pension Scheme	60
21.	Indira Gandhi National Disability Pension Scheme	60
22.	Physically Handicapped Pension scheme	60
23.	Destitute Deserted Wives Pension Scheme	60
24.	Unmarried Women Pension Scheme	60
25.	Destitute Widow Pension Scheme	60
26.	Annai Terasa Ammaiyyar Ninaivu Orphan Girl Marriage Scheme	120
27.	Chief Minister's Girl Child Protection Scheme - I	120
28.	Chief Minister's Girl Child Protection Scheme - II	120
29.	Dharmambal Ammaiyyar Ninaivu Widow Re-Marriage Assistance scheme	120
30.	Dr.Muthulakshmi Reddy Ninaivu Inter caste Marriage Assistance Scheme	120
31.	EVR Maniammaiyyar Ninaivu Widow Daughter Marriage Assistance Scheme	120
32.	Moovalur Ramamirtham Ammaiyyar Ninaivu Marriage Assistance Scheme	120
33.	Printing of Birth Certificate	40
34.	Printing of Death Certificate	40
35.	Collection of Company Tax	Upto 1000 - 15

36.	Collection of Professional tax	1001-3000 - 25
37.	Collection of property tax	3001-5000 - 40 5001-10000 - 50 10001 & above -60
38.	Tamil Nilam - Full field Patta Transfer	60
39.	Tamil Nilam - Joint Patta Transfer	60
40.	Tamil Nilam - Subdivision	60
41.	Tamil Nilam - Extract of A Register	25
42.	Tamil Nilam - Extract of Chitta	25
43.	Apply For New Family Card	60
44.	Collection of Non Tax	Upto 1000 - 15
45.	Collection of Water Charges -Chennai Metro Water	1001-3000 - 25 3001-5000 - 40
46.	Water and Sewerage Tax Payment - Chennai Metro Water	5001-10000 - 50 10001 & above -60
47.	Family Card Mutation-PDS Department	60
48.	Family Migration Certificate-Revenue Department	60
49.	Electricity Bill Payment	Upto 1000 - 15 1001-3000 - 25 3001-5000 - 40 5001-10000 - 50 10001 & above -60
50.	TNPSC - One Time Registration	50
51.	TNPSC - Application Registration	50
52.	Registration of Boilers	150
53.	Renewal of Boilers	150
54.	Application for License to grant or Renewal allopathic drugs	150
55.	Application for License to grant or Renewal Homeopathic Medicine	150

56.	Application for License to grant or Renewal restricted license (Allopathic Drugs)	150
57.	Application for License to grant or Renewal specification in schedule X drugs	150
58.	Application to obtain duplicate license to grant or Renewal specification in schedule X drugs	100
59.	Text Book Services	8% of book value
60.	Fire and Rescue Services	120
61.	Consumer complaint other than PDS - Public Distribution Services	25
62.	Consumer complaint related to Public Distribution Services	25
63.	CSR Status-Police Department	15
64.	FIR Status-Police Department	15
65.	Police Department Online Complaint Registration	25
66.	Status Viewing -Police Department	15
67.	Vehicle Search-Police Department	15
68.	Booking Appointment for Driving License-TN Transport	60
69.	Learner's License online application-TN Transport	60
70.	Re-print Learner's License online application-TN Transport	25
71.	Application through offline Payment-TN Transport	60
72.	Print Challan for Offline Payment-TN Registration	25

73.	Online appointment for Marriage/ Document Registration-TN Registration	60
74.	Printing Acknowledgement for Appointment-TN Registration	15
75.	Legal Heir ship Certificate-Revenue Department	60
76.	License under Pawn Broker Act-Revenue Department	60
77.	Money Lender's License-Revenue Department	60
78.	Collection of Underground Drainage Charge-Commissionerate of Municipal Administration	Upto 1000 - 15 1001-3000 - 25 3001-5000 - 40 5001-10000 - 50 10001 & above -60
79.	Renewal of Trade License-Corporation of Chennai	Upto 1000 - 15 1001-3000 - 25 3001-5000 - 40 5001-10000 - 50 10001 & above -60
80.	Registration of New LT Connection- TANGEDCO	Upto 1000 - 15 1001-3000 - 25
81.	Payment for New LT Connection- TANGEDCO	3001-5000 - 40 5001-10000 - 50 10001 & above -60

*** Service charges may undergo revision from time to time and the same will be communicated to Franchisee.**

6.	REVENUE SHARING MODEL
<p>a. The empanelled Franchisee will have to open an electronic wallet with TACTV in which a minimum of Rs.20,000/- shall be maintained at any point of time. The Franchisee will be authorized by TACTV to collect service charges from the general public in cash mode. Once the transaction is performed, the e-wallet will be debited to that extent and the money will be credited to TACTV. The revenue sharing pattern between the Franchisee and TACTV will be in the ratio of 70:30.</p> <p>b. The service charges being collected will be inclusive of GST and hence it is the responsibility of the Franchisee to pay the GST for his share. TACTV will pay GST only for its share alone.</p>	
7.	PURCHASE OF EOI DOCUMENT
<p>The Expression of Interest document shall be downloaded from www.tactv.in and www.tenders.tn.gov.in at free of cost.</p>	
8.	CLARIFICATIONS ON THE EOI DOCUMENT
<p>Any clarification in the EoI document may be sent in writing to "The Managing Director, Tamil Nadu Arasu Cable TV Corporation Limited (TACTV), 34 /123, 6th Floor, Dugar Towers, Marshalls Road, Egmore, Chennai - 600 008" or through e-mail to tactv@tactv.in. The Managing Director will review the same, and where information sought is not clearly indicated or specified in the documents, will issue a clarifying bulletin to all those who have purchased the EoI documents and will also upload such clarification on www.tactv.in and www.tenders.tn.gov.in. The Managing Director will neither make nor be responsible for any oral instructions.</p>	

9.

AMENDMENT OF TERMS AND CONDITIONS OF EOI

TACTV whether on its own initiative or as a result of a query, suggestion or comment of an Applicant or a Respondent, may modify the EoI document by issuing an addendum or a corrigendum at any time before the opening of the EoI. Any such addendum or corrigendum will be communicated through mail to all the applicants who had purchased the EoI documents and also will be uploaded on **www.tactv.in** and **www.tenders.tn.gov.in** and the same will be binding on all Applicants or Respondents, as the case may be.

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SUBMISSION OF EOI DOCUMENT

- a. Internet Browsing Centres currently operating the services of APNA Digital e-Seva Services are also eligible to participate in the EoI.
- b. Every page of the terms and conditions of the EoI document should be signed and enclosed with the Expression of Interest, in token of having accepted the conditions, failing which the EoI will be rejected summarily.
- c. Applicants should ensure submission of all documents as per the Check list given in Annexure IV.
- d. **An applicant should apply for only one centre of his interest with proper documents.**
- e. Applicants are requested to submit Expression of Interest document in a sealed cover superscripted as "Expression of interest for empanelling private internet browsing centres in Franchisee model to act as Arasu e-sevai centres in urban areas (Corporations, Municipalities and Town Panchayats) on revenue sharing model across the state of Tamil Nadu" and addressed to "The Managing Director, Tamil Nadu Arasu Cable TV Corporation Limited (TACTV), 34/123, 6th Floor, Dugar Towers, Marshalls Road, Egmore, Chennai - 600 008", containing the name and address of the applicants.
- f. EoI document should be dropped only in the drop box kept at "Tamil Nadu Arasu Cable TV Corporation Ltd.34/123, 6th Floor, Dugar Towers, Marshalls Road, Egmore, Chennai 600 008" on or before 3.00 PM on 12-02-2018. EoI documents will not be received by hand.

g. Alternatively, the EoI Documents can be submitted through registered post so as to reach the above address on or before 3.00 PM on 12.02.2018. EoI documents received after the specified time will not be considered and TACTV will not be liable or responsible for any postal delays.

11. EARNEST MONEY DEPOSIT

- a. The EoI document should be accompanied by an Earnest Money Deposit (EMD) to the value of Rs.10,000/- (Rupees Ten Thousand Only) in the form of a Demand Draft in favour of "Tamil Nadu Arasu Cable TV Corporation Limited", payable at Chennai. The EMD in any other form will not be accepted. The Earnest Money Deposit will be returned to the applicants who are not selected.
- b. The Earnest Money Deposit will be adjusted towards e-wallet deposit in case of successful Empanelment Franchisee.
- c. Any request of the applicant, under any circumstances claiming exemption from payment of EMD will be rejected.
- d. The amount remitted towards EMD is liable to be forfeited in case the applicant fails to execute the agreement after the issue of empanelment letter by TACTV.

12. FIELD VERIFICATION

Before issue of empanelment letter applicant location spot verification will be done by TACTV.

13. ISSUE OF EMPANELMENT LETTER

The selected Franchisee will be issued Empanelment letter to the location applied for.

14.	AGREEMENT
<p>The selected Franchisee should execute an agreement with TACTV on a non-judicial stamp paper of value as prescribed in law within 10 days of issue of Empanelment letter. In the event of failure to execute the agreement, within the time prescribed, the EMD amount remitted by the applicant will be forfeited besides cancelling the EoI</p>	
15.	VALIDITY
<p>The Empanelment will be valid for a period of One year from the date of signing of Agreement and the same can be renewed at the discretion of TACTV.</p>	
16.	DISCLAIMER
<p>EOI calling authority has the right to accept or reject the application. Also TACTV is not responsible for the situations which are not under the purview of TACTV.</p>	
<p>We agree to the above terms and conditions.</p> <p>SIGNATURE OF THE APPLICANT:</p> <p>DATE:</p> <p>NAME IN BLOCK LETTERS:</p> <p>ADDRESS:</p>	

ANNEXURE - I
PART-I

Date: _____

From,
Name:
Address:
Ph:
Fax:
E-mail:

To,
The Managing Director,
Tamil Nadu Arasu Cable TV Corporation Limited (TACTV),
34 /123, 6th Floor, Dugar Towers,
Marshall's Road, Egmore,
Chennai - 600 008

Sir,
Sub: Expression of interest for empanelling private internet browsing centres in Franchisee model to act as Arasu e-sevai centres in Urban areas (Corporations, Municipalities and Town panchayats) on revenue sharing model across the state of Tamil Nadu - Submission -Reg.

Ref: Your EoI Notice dated: 29.01.2018.

With reference to your EoI notice, we submit herewith our Expression of interest for empanelling private internet browsing centres in Franchisee model to act as Arasu e-sevai centres in Urban areas (Corporations, Municipalities and Town panchayats) on revenue sharing model across the state of Tamil Nadu.

We enclose the following documents:

- 1) EoI conditions duly signed in each page
- 2) Demand Draft no. _____ for Rs.10,000/- (Rupees Ten Thousand only), in favour of "Tamil Nadu Arasu Cable TV Corporation Limited", Drawn on _____ Bank payable at Chennai, towards Earnest Money Deposit.
- 3) Application Form (as per Annexure-II)
- 4) Copy of PAN card (for individual)
- 5) Copy of certificate of registration (Partnership firm)
- 6) Copy of GST Registration Certificate (if obtained)
- 7) Copy of House tax Receipt (own building)
- 8) Copy of Rent or Lease Agreement (rented building)
- 9) Proof for Internet connectivity in the name of Franchisee.

Yours faithfully,

Encl: As stated above

SIGNATURE OF THE APPLICANT

**ANNEXURE – II
APPLICATION FORM**

S. No.	Particulars	Details
1.	Name of Applicant	:
2.	Address	:
3.	Mobile Number	:
4.	E-Mail ID	:
5.	Educational Qualification	:
6.	Legal Entity	: Individual/Partnership Firm
7.	PAN Number	:
8.	GST Number (if obtained)	:
9.	Proposed Location of the internet center (Full address)	:

ANNEXURE-III

IT - INFRASTRUCTURE

S. No.	Description of IT Accessories	Availability as per Clause 4(b) Yes/No	Configuration of the IT unit in compliance to clause 4(b). (Deviation if any should be specified)	Available QTY	Make/ Model of the device	Date of Purchase	Warranty Period / AMC date
1	System (Personal Computer)/ Laptop						
2	Laser Jet						
	Inkjet printer						
3	Scanner A4, flatbed scanner						
4	Web Camera						
5	Aadhaar compliant Biometric device UIDAI approved devices only						
6	External Hard Disk						
7	UPS						
8	PoS machine						
9	Lamination Equipment - 4" variable temperature controlled						
10	Photo copier						
11	Air Conditioner						
S. No.	Description of Connectivity	Available yes/No		Internet service provider name	Monthly/ yearly using plan name	Download and upload speed	Prepaid/ postpaid
12	Internet connectivity						

ANNEXURE – IV
CHECKLIST OF DOCUMENTS

S. No.	Checklist	Enclosed (Yes/No)
1.	A covering letter on your letter head addressed to The Managing Director, Tamil Nadu Arasu Cable TV Corporation Limited (TACTV), 34/123, 6 th Floor, Dugar Towers, Marshall's Road, Egmore, Chennai -600 008 (as per Annexure-I)	
2.	EoI conditions duly signed in each page enclosed in token of accepting the EoI conditions.	
3.	Demand Draft for Rs.10,000/- (Rupees Ten Thousand only) in favour of "Tamil Nadu Arasu Cable TV Corporation Limited", payable at Chennai, towards Earnest Money Deposit.	
4.	Application Form (as per Annexure-II)	
5.	IT Infrastructure (as per Annexure-III)	
6.	Copy of PAN card (for individual)	
7.	The copy of certificate of registration (Partnership firm)	
8.	Copy of GST registration certificate (if obtained)	
9.	Copy of House tax Receipt (Own Building)	
10.	Copy of Rent or Lease Agreement (rented building)	
11.	Proof for Internet connectivity in the name of Franchisee.	