



**Government of Andhra Pradesh
Department of Information Technology
& Communications**



Request for Expression of Interest (RFEI)

The Government of Andhra Pradesh (GoAP) has set its focus on re-creating a vibrant and sustainable rural economy. GoAP believes that the composite development of the rural areas and in turn of the total state can be achieved by reviving rural economy along with uplifting the backward classes & empowering people to choose and lead a life devoid of poverty & hunger.

GoAP aims to make its services affordable, transparent and accessible to the rural population through the Rural eSeva, launched as the: **Rajiv Internet Village Programme**. The key objectives of the project are:

- a. Enabling citizens of rural / semi-urban Andhra Pradesh to access information and services of the Government in an efficient, convenient, transparent and cost-effective way.
- b. Facilitate **Citizen to Government interface** for exchange of information, services and other benefits.
- c. Improve the quality of life in rural areas through use & propagation of ICT for all sections of people, addressing the entire spectrum of their needs.
- d. Bridge the 'Digital Divide' enabling the flow of information, resources and services into the rural areas and markets and vice-versa.
- e. Enable the building of infrastructure, technology and services for a statewide networked economy on a single platform for the Government, Business and Citizenry.
- f. Achieve the ambitious goal of making the state a fully e-literate state with at least one member of each family acquiring proficiency in computers.

The Department of Electronically Deliverable Services (EDS), which has already won global acclaim for its urban and Semi-urban eSeva services has been entrusted the responsibility of achieving the objectives of **RAJiv** Project. The vision of **RAJiv** Project is to offer G2C, G2B, B2B, B2C & C2C services providing ample scope for Government Departments, Businesses, Entrepreneurs, NGOs and Organizations of all kinds to create and manage services addressed to the rural citizens and markets. The G2C & G2B services, currently available on Government Portal www.aponline.gov.in, will be linked to the proposed portal for **RAJiv** Project.

The **RAJiv** Kiosks would be either single or multi-terminal systems, which will provide various services in an online, offline and interactive mode for both Voice and Data and will be connected to either the District Data-centres or the State Data-centre. All the services would be managed through the Data-centres. Similarly, the Voice-based services would be provided through the **RAJiv** Kiosk, which will either get processed at the District Call Centres or the State Call Centre. The **RAJiv** Project is planned to be implemented in 2 phases:

Phase	Objective	Numbers	Time Frame
Phase 1	Setting up of One RAJiv Kiosk in each of the Class A, B, C Panchayat Headquarters	6,000 Panchayats	Within 3-6 Months
Phase 2	Setting up of One RAJiv Kiosk in each of the rest of Panchayats	15,587 Panchayats	Within 6-12 Months

The **RAJiv** Project would have two entities – **Principal RAJiv Partners (PRPs)** & Services Channel Partners (SCP). One or more Principal **RAJiv** Partner (PRP) would be selected through a “Bidding Process” that would be detailed in the forthcoming RFP for the project. This ambitious project is proposed to be structured on a **PUBLIC PRIVATE PARTNERSHIP** framework with investment coming in from partners and the revenue generated from various services and then shared.

The PRP would undertake the following:

- Setting up of **RAJiv** Kiosks as per the phased implementation programme with the requisite hardware and software.
- Provide connectivity to the **RAJiv** Kiosk by deploying appropriate Communication Technologies for interactive and online access to voice and data based services.
- Maintain and Manage the **RAJiv** Kiosk through locally selected and trained kiosk operators after properly identifying entrepreneurs in consultation with Velugu-DRDA / CMEY.
- Maintain the security and integrity of the data, business processes and transactions at all times on a 24x7x365 basis and protect all the assets (intellectual and physical) of the project.
- Promote the use of **RAJiv** Kiosks in the rural areas through state-level and local promotion campaigns.
- Interface with the Government/APonline and collaboratively work on improvement of services offered and introduction of new services from time to time including aspects like service charges, collection & remittance, Quality of Service Parameters, protocols, etc.
- Identify, collaborate and contract with SCPs to create and manage specific services.
- Interface with concerned Governmental and Non-Governmental Agencies / Departments for achieving the project objectives.
- Create and Manage services, which the PRP itself offers.
- Assume complete responsibility for the managerial, technical, financial, HR, logistics and other resources of the **RAJiv** Project and ensure its viability, visibility and high quality of performance during the contract period.

The Services Channel Partner (SCP) is an agency, which creates and manages specific services through the PRP (under an M.O.U. with the PRP), duly approved by the Dept. of EDS. The PRP could also be an SCP for the services that it intends to offer. For business purposes, each service could be fully sponsored by its sponsor or paid for by the beneficiary as the case may be. The services could be offered in any government or non-government areas in G2C, G2B, B2B, B2C & C2C space. The tenure of the SCP could be completely flexible i.e., it could be event based (like exam results) or time bound over a period of time or a part of year to multiple years.

Director EDS invites Expression of Interest (EoI) from interested parties to participate in **RAJiv** Project to be a **Principal RAJiv Partner(s)**. The ideal PRP would be an organization having its business in IT, ITES, Telecom, ISP, Systems Integration, Web Services (Portals / e-Commerce), Computer Hardware and Software, etc. preferably with significant business interests in the State of Andhra Pradesh, having sound financial, technical and human resources.

The EoI must include the following:

Part A: Approach Paper on RAJiv

An essay on the concept and approach of the Prospective PRP giving relevant information like concept and design, prospective list of services that can be provided, technical architecture overview, business architecture overview, direct and indirect benefits to citizens, business and Government, Critical Success Factors for the project, factors that could improve techno-economic feasibility of the project, practical implementation framework, assumptions and dependencies, etc.

Part B: Request for Information (RFI) from eSeva Dept.

A List of questions and information sought from eSeva Department by the prospective PRP. Suggestions on partner pre-qualifications, technology issues, business concerns, information from Government or suggestions on Government Policy, which they expect to be included in this Project. (The EDS Dept. would try to incorporate all the feasible suggestions and address all the concerns that the prospective PRPs may have in the detailed RFP document or in the bidding process).

Part C: Company (Prospective PRP) information

The information should include details of the PRP's present business, performance and resources that would assist the Dept. of EDS in identifying potential PRPs and shortlist them for further processing. Necessary documents like Annual Reports, Certificates of Merit / Quality, listing of business activities, performance and resources deployed in the State of Andhra Pradesh, product or services brochures, list of Customers and services rendered, Business references, Key personnel of the company, website / portal, etc. The PRP should nominate the Principal Contact Person for the RAJiv Project representing the prospective PRP with and through whom all communication can be exchanged. In case of a Consortium proposing to bid for the RAJiv Project, then all the above information required in Part C is a must for all consortium members.

The above listed requirements are not exhaustive or the only aspects that the EoI should contain. The EoI should contain all necessary information that would help the Dept. of eSeva to evaluate the competence and capability of the PRP for undertaking the project. The detailed RFP would be issued to prospective PRPs qualified through the evaluation of the EoIs. The Dept. of EDS reserves the right to disqualify any / all of the companies / agencies / consortium who have submitted EoI for the RAJiv Project and is not liable to furnish reasons for doing so. No further data or information would be provided to the prospective PRPs for the purpose of preparing the EoI document. They would have to undertake to gather information from the Official web sites of GoAP. However, a brochure on eSeva may be collected from the Department at the address given below. The Department of EDS would not pay or re-imburse any expenses incurred on preparing the EoI document. Once submitted, the documents become the material property of the Department and hence not returnable. No processing fees or EMD is required to be furnished along with the EoI.

THIS IS ONLY FOR PRE-QUALIFICATION OF PROSPECTIVE PRINCIPAL RAJiv PARTNERS FOR COMMENCEMENT OF BIDDING PROCESS AND NOT FOR SERVICES CHANNEL PARTNERS. A SEPARATE PROCESS FOR SERVICES CHANNEL PARTNERS WOULD BE INITIATED BY THE GOVT. ALONG WITH THE PRINCIPAL RAJiv PARTNER(s) AT A LATER DATE.

Further Time frames would be proposed in the RFP document.

<p>For EoI document or any clarifications, please contact: Sri. R.P. Sisodia, IAS Director, EDS, Dept. of IT & C Road No.7, Banjara Hills, MCH Building, Hyderabad – 500 034, India Email: director_eseva@ap.gov.in Tel: +91 40 23352595, 23357017 Fax: 23356650</p>	<p>The proposed schedule for the bidding process in RAJiv Project is: Submission of EoI: 5.00 pm IST on 8th Oct 2004 Evaluation of EoIs: 11th Oct. to 16th Oct. 2004 Short listing & Issue of RFPs: 18th Oct. 2004. This document is also hosted on: www.esevaonline.com, www.aponline.gov.in, www.apts.gov.in, www.ap-it.com</p>
--	--

The EoI document must be submitted in a sealed envelope superscribed with the phrase –
“**Expression of Interest for the RAJiv Project**” and must have the name and address of the sender.
The EoI should be addressed to:

The Director, Electronically Deliverable Services
Dept. of Information Technology & Communications
Government of Andhra Pradesh
MCH Building, Road No. 7, Banjara Hills
Hyderabad – 500 034, India.