

S.No	District	Tehsil/Sub-tehsil	No. of calendar days required to complete Data Entry & Digitisation
73.	Ludhiana	Mullanpur Dakha	203
74.	Ludhiana	Dehlon	236
75.	Ludhiana	Payal	290
76.	Ludhiana	Khanna	336
77.	Ludhiana	Samrala	367
78.	Ludhiana	Ludhiana (E)	474
79.	Ludhiana	Raikot	508
80.	Ludhiana	Jagraon	694
81.	Ludhiana	Ludhiana(W)	1091
82.	Fatehgarh Sahib	Gobindgarh	92
83.	Fatehgarh Sahib	Amloh	141
84.	Fatehgarh Sahib	Bassi Pathana	169
85.	Fatehgarh Sahib	Khamano	226
86.	Fatehgarh Sahib	Fatehgarh Sahib	282
87.	Ropar	Anandpur Sahib	115
88.	Ropar	Morinda	150
89.	Ropar	Mohali	197
90.	Ropar	Nangal	214
91.	Ropar	Chamkaur Sahib	230
92.	Ropar	Majri	264
93.	Ropar	NurpurBedi	277
94.	Ropar	Ropar	320
95.	Ropar	Kharar	369
96.	Ferozepur	Sittogunno	54
97.	Ferozepur	Makhu	111
98.	Ferozepur	Khuian Sarvar	127
99.	Ferozepur	Talwandi Bhai	149
100.	Ferozepur	Mamdot	191
101.	Ferozepur	Guru Har Sahay	252
102.	Ferozepur	Arniwala Shekh Subhan	317
103.	Ferozepur	Jalalabad	418
104.	Ferozepur	Zira	451
105.	Ferozepur	Abohar	501
106.	Ferozepur	Fazilka	527
107.	Ferozepur	Ferozepur	657
108.	Moga	Badhni Kalan	76
109.	Moga	NihalSingh Wala	213
110.	Moga	Baghapurana	330
111.	Moga	Dharmkot	501
112.	Moga	Moga	593
113.	Mukatsar	Lakhewali	67
114.	Mukatsar	Bariwala	101
115.	Mukatsar	Doda	115

For GMS Computers Ltd.



Adish
MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR.

AD
Director



S.No	District	Tehsil/Sub-tehsil	No. of calendar days required to complete Data Entry & Digitisation
116.	Mukatsar	Mukatsar	274
117.	Mukatsar	Gidderbaha	308
118.	Mukatsar	Lambi	656
119.	Mukatsar	Malout	767
120.	Faridkot	Sadiq	56
121.	Faridkot	Jaitu	152
122.	Faridkot	Kotkapura	189
123.	Faridkot	Faridkot	277
124.	Mansa	Jhunir	57
125.	Mansa	Bhikhi	82
126.	Mansa	Breta	100
127.	Mansa	Sardulgarh	170
128.	Mansa	Budlada	266
129.	Mansa	Mansa	354
130.	Bhatinda	Sangat	44
131.	Bhatinda	Maur	123
132.	Bhatinda	Bhagta Bhai Ka	133
133.	Bhatinda	Nathana	174
134.	Bhatinda	Bhatinda	241
135.	Bhatinda	Talwandi Sabo	266
136.	Bhatinda	Rampura Phul	408

Note: The above tentative data entry schedule is to be finalised between the BOOT Operator and PLRS.

2. Establishment of Infrastructure for Citizen Service Centres

The Operator has to set-up Citizen Service Centers wherein the state would provide ready site (including civil work and power connection) with core applications (PLRS Land Records Software and PRISM Software), software licenses for server operating systems, database licenses and any other special software licenses required to operate the said applications. The Operator is required to do the Power Cabling, LAN Cabling, Electrical wiring etc. as required for its operations. The Operator would also be required to invest on Desktop PCs for the counters and for revenue officials for workflow, consumables (paper, stationery, printer cartridge / toner etc.), digital cameras, printers, thin clients, UPS, Token generation system, utilities payment, CD Cabinets, generator etc. The infrastructure should be ready and functional before commencing any kind of services.

3. Procurement of IT hardware on upfront payment basis for Citizen Service Centres

The Operator shall supply server (Quantity 1), bio-metric finger print device (Quantity 1), Switch (Quantity 1) and Router (Quantity 1, at the option of PLRS) per Citizen Service Centre on upfront payment basis.



Alulh
MEMBER SECRETARY
 Punjab Land Records Society
 Kapurthala Road
 JALANDHAR.

For CMS Computers Ltd.

Director.



Please refer to Annexure 3 of Volume 1 of RFP for detailed Technical Specifications. Five year onsite comprehensive OEM warranty shall be provided & managed by the Operator starting from the date of operationalisation of the subject registration process. The five year warranty period of the equipment to be installed at a tehsil/sub-tehsil will start from the date of go-live of that tehsil/sub-tehsil. This would be implemented independent of the data entry schedule.

4. Operations & Maintenance for provision of Registration Services

The Operator is expected to operate and maintain the citizen service centers (except 17 Tehsil/Sub-Tehsils centers in District Sangrur where computerization of registration Process is being done as pilot) at each Tehsil/Sub-Tehsil for Registration to provide Registration related services to the citizens and the back office services (as per the SLA Agreement) after successful installation of hardware at the same as it does not involve data entry of previous registration records.

It shall be the responsibility of the Operator to liaison with PLRS / District Administration for the provisioning of the sites by the later. The Operator shall bear the payment of all utilities like water, electricity, telephone charges etc. The implementation schedule of Registration System is independent of Data Entry and Digitisation of Land Records.

The operations and maintenance would therefore include:

- (i) Provide management service for all the activities required for successful running of the computerized activities at Tehsils across the State except District Sangrur where the computerization has already taken place.
- (ii) Provide manpower for operations as specified under each of the category in Annexure 4 of Volume 1 of RFP to support the following:
 - a. Helpdesk/Front office support
 - b. Data entry
 - c. Printing of documents
 - d. Archiving of data
 - e. Assist the department to complete the process of Land Records Registration through activities as Search, Generation & Issue of reports, Issuing Various Copies as per demand etc
 - f. Maintain the paper documents related to Registration Process
 - g. Facilities Management including housekeeping & security etc.




Abdullah
MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR

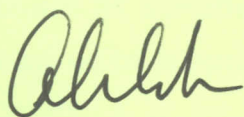
For CMS Computers Ltd.
Director



- (iii) Procuring, commissioning, running and maintaining of Hardware and Software as specified to address needs in the Citizen Service center required to support the systems.
- (iv) Setting up infrastructure required for providing support services at front offices.
- (v) Setting up mechanisms for data transfer between the State level Land Data Center and the Citizen Service Centers as stipulated time to time by the PLRS. The mechanism would include setting up the periodicity and frequency of the data transfer and appropriate privileges for performing the same.
- (vi) Setting up the IT infrastructure in conformance with the architecture.
- (vii) Providing user training to all the personnel deployed at the front and back offices.
- (viii) Liaison with all necessary external agencies to accomplish the commissioning and rollout as per contract terms and conditions.
- (ix) Appropriate replacement and /or replenishment of systems
- (x) Setting up and maintaining the required infrastructure (PCs, Thin Clients, UPS, chairs, CD cabinets etc.) for providing support services for registration process at Citizen Service Centers.
- (xi) Provide consumables as required for the infrastructure, services to the citizens and the departmental MIS requirements including generation and printing of requisite documents & reports etc.
- (xii) Providing power requirements, general facility and infrastructural support, environmental support systems, security measures in front offices, etc.
- (xiii) Complying with the Service Level Agreement.
- (xiv) Rollout of the system in all specified locations.
- (xv) Establish new citizen service centers consequent to change in any locations and additions of tehsils/sub-tehsils during the contract period.

The operations and maintenance (including all related activities) at each tehsil/sub-tehsil center (except District Sangrur where the computerization is already taken place) for land registration shall be provided by the Operator for a period of five years with the period being counted from the date of operationalisation of the computerized registration system at that tehsil / sub-tehsil center.

For GMS Computers Ltd.

 Director.



MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Raod
JALANDHAR



5. Operations & Maintenance for provision of Land Records Services

These services shall be added to the existing Citizen Service Centre from where Registration services would already be functional. The same infrastructure, site, manpower etc. shall be used with suitable augmentation. On successful completion of data entry of land records for 1 Kanungo, computerized operations for that Kanungo shall commence. Services for other Kanungos shall be added as and when their data entry is complete. The Operator is expected to install required hardware, software and other equipments in the Citizen Service Centre within a week after the completion of data entry of every Kanungo for operationalisation of that Kanungo. The Operator shall bear the payment of all utilities like water, electricity, telephone charges etc.

The Operator will provide land record services (as per the SLA Agreement) after successful completion of data entry of manual land records for respective locations. There are number of processes that are required to be carried out as part of the operations and maintenance of the Citizen Service Centers including the data and system. These processes and the scope of the Operator's services with respect to those processes are given in Annexure 8 of Volume 1 of the RFP.


The operations and maintenance would therefore include:

- (i) Provide management service for all the activities required for successful running of the computerized activities at Tehsils.
- (ii) Provide manpower for operations as specified under each of the category in Annexure 4 of the Volume 1 of the RFP to support the following:
 - a. Front and Back Office
 - b. Data entry
 - c. Printing of documents
 - d. Archiving of data
 - e. Assist the department to complete the process of Land Records through activities as Search, Generation & Issue of reports, Issuing various copies as per demand etc
 - f. Maintain the paper documents related to Land Records Process
 - g. Facilities Management including housekeeping & security etc.
- (iii) Procuring, commissioning, running and maintaining of Hardware and Software as specified to address needs in the Citizen Service center required to support the systems.




MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR

For CMS Computers Ltd.

 Director



- (iv) Setting up infrastructure required for providing support services at front offices.
- (v) Setting up mechanisms for data transfer between the State level Data Center and the Citizen Service Centers at pre-decided fixed intervals of time. The mechanism would include setting up the periodicity and frequency of the data transfer and appropriate privileges for performing the same.
- (vi) Setting up the IT infrastructure in conformance with the architecture.
- (vii) Providing user training to all the personnel deployed at the front and back offices
- (viii) Liaison with all necessary external agencies to accomplish the commissioning and rollout as per contract terms and conditions.
- (ix) Appropriate replacement and /or replenishment of systems
- (x) Setting up and maintaining the required infrastructure (Desktop PCs, UPS, chairs, CD Cabinets etc.) for providing land record related services at Citizen Service Centers.
- (xi) Provide consumables as required for the infrastructure, services to the citizens and the departmental MIS requirements including generation and printing of requisite documents & reports etc.
- (xii) Providing power requirements, general facility and infrastructural support, environmental support systems, and security measures in front offices, etc.
- (xiii) Complying with the Service Level Agreement.
- (xiv) Rollout of the system in all specified locations.
- (xv) PLRS reserves the right to ask Operator to add counter windows and front desk operators in tehsils / sub-tehsils that show high rise in volume of business. The requirement for additional windows and resources will solely be assessed by PLRS.

The operations and maintenance (including all related activities) at each tehsil/ sub-tehsil center for land records shall be provided by the Operator for a period of five years with the period being counted from the date of operationalisation of the computerized said registration system at that tehsil/sub-tehsil center.



Alkh
MEMBER SECRETARY
 Punjab Land Records Society
 Kapurthala Road
 JALANDHAR.

For CMS Computers Ltd

Director.



6. Operationalisation of State Data Centre (At option of PLRS)

The successful BOOT Operator at the option of PLRS would deploy manpower on per resource cost basis to operationalize and maintain State Data Center at State HQ at Office of Director Land Records, Jalandhar. Initially two Database Administrators (DBAs) would be required for the operations of State Data Centre but, PLRS may propose for additional resources in future.

A data centre at Jalandhar is proposed till the State Data Centre is established at an appropriate stage. The state government has proposed to implement SWAN under the project PAWAN (Punjab Wide Area Network). BSNL shall provide connectivity to Secretariat, State HQ, District HQs, Sub-Division HQs and Block HQs respectively. The state government shall provide connectivity to the nearest Block / Sub-division HQs to the Citizen Service Centers and the BOOT Operator will procure and install router at the center. Till SWAN is not implemented, the BOOT Operator is required to arrange shipment of land records and registration related data on its CD media from Citizen Service Centers to the central Data Centre at Jalandhar on weekly basis for data consolidation purpose after the provisional central Data Center at Jalandhar is established.

The State Data Center is to be setup so that complete land records and registration data of the state can be consolidated, monitored and archived at a central location. The State Data Center will also be used to offer web based services to the citizen to view the land ownership information.

The broad scope of work of the Operator is detailed as follows:

- (i) Installation and upgradation of database server
- (ii) Management of development, test and production database environment including installation of upgrades and patches etc.
- (iii) Monitoring and Database tuning
- (iv) Optimization of queries, batch jobs and indexes, etc for high throughput and superior performance.
- (v) Backup and Recovery
- (vi) Management of Database Users and Security
- (vii) Establishment and Enforcement of Standards
- (viii) Transfer (Import/Export) and Replication of data
- (ix) Data Warehousing
- (x) Scheduling Events
- (xi) Ensure 24 hr. uptime of database

For CMS Computers Ltd.

Director



MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR



7. Suvidha Services (At Option of PLRS)

PLRS/ District Administration have envisaged offering services of Suvidha Project through the Citizen Service Centres at tehsil / subtehsil in future. The terms and conditions including additional infrastructure, manpower, hardware, consumables, payment etc. will be mutually agreed between the Operator and respective deputy commissioners. These services shall be provided using the same or additional infrastructure after taking into account the additional load and the feasibility of catering to the same without overstraining the existing Service Centre Infrastructure.

In addition to above detailed scope of work the Operator is also required to submit MIS Reports as detailed in Annexure 1 of the Volume of the RFP. The format of the MIS report shall be mutually decided between PLRS and the BOOT operator.

Note: After SWAN is implemented in the State the BOOT Operator is required to test the connectivity between the Citizen Service Centers and State Data Centre for the purpose of uploading data from Citizen Service Center to the State Data Centre within 30 days thereafter.

1.3 Services to be provided to Citizens

The scope of services to be provided to citizens / villagers is as follows:

- 1) Issuance of Nakals of following land record registers
 - a) Jamabandi
 - b) Mutation
 - c) Roznamcha Waqiyati
 - d) Khasra Girdawari
 - e) Field Book
 - f) Musavi
- 2) Entry of Mutations Orders and Fard Badrs
- 3) Issuance of Registration Deed

Note: In addition to above, at the option of PLRS, the successful BOOT Operator may provide other project related services like issuance of Encumbrance Certificate, Caste Certificate, Residence Certificate, SC/ST certificate, Income Certificate etc. The rate will be mutually decided and agreed upon on the basis of cost plus incurred by the operator for providing such services.



[Signature]
MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Raod
JALANDHAR.

For CMS Computers Ltd

[Signature]
Director



1.4 Role, Responsibility & Accountability

Current Responsibility Matrix

Party	Build	Operate	Transfer
OPERATOR	<ol style="list-style-type: none"> Supply, install and commission on upfront payment basis servers, switches and routers. Supply install and commission equipment Desktop PCs, printer, UPS, Generator, CD Cabinets etc. on service charge basis. Deployment of requisite resources. Providing general facility /infrastructural / environmental support systems, safety and security measures in Citizen Service Centers. Appropriate replacement and /or replenishment of systems After SWAN is implemented in the State the BOOT Operator is required to test the connectivity between the Citizen Service Centers and State Data Centre for the purpose of uploading data from Citizen Service Center to the State Data Centre within 30 days thereafter. 	<ol style="list-style-type: none"> Data Digitisation O&M of Hardware & Software, equipments, Network etc. Facility Management including management of infrastructure, utilities (like electricity, telephone etc.), ensuring safety and security of equipment of resources and data etc. Installation of current & future upgraded versions of Land Records and Registration applications and Configuration, Initialization & Master Data Entry as & when required. Data Migration & Porting at all stages. Ensure Data Security, Maintenance, Management, Backup, Archival, Retrieval & Recovery. Providing services like Nakal Issuance, Mutation, New Jamabandi generation and printing, New Khasra Girdawari generation and printing, Musavis, Deed registration. Back-office operations like generation of MIS reports etc. 	<ol style="list-style-type: none"> The Operator shall transfer the operations and management of the citizen service centres to PLRS or its authorizedoperator as per the contract terms & the exit management plan agreed upon. The equipment supplied on upfront payment basis would be transferred in fine working order to PLRS/ its authorizedoperator on exit. The other equipment completing five years of usage shall be transferred in fine working order to PLRS on zero cost basis and the balance equipment on mutually agreed depreciated value.

Alshh

MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
ਮੁਕਤਸਰ



For CMS Computers Ltd

[Signature]
 Director



Party	Build	Operate	Transfer
OPERATOR		<p>9. Helpdesk services like helping citizens with answers to their queries, Initial checking of the documents for completeness and proper sequencing, and Issuance of Token number etc.</p> <p>10. Supply of consumables i.e. Printed Stationary Cost of power consumed Housekeeping & Security etc.</p> <p>11. Keep the systems software like OS, antivirus etc. up to date. Any cost involved in purchasing the updates will be reimbursed by PLRS along with the current month's O&M bills.</p> <p>12. Report all the problems related to PRISM and PLRS Applications in the formats provided by NIC and PLRS respectively.</p> <p>13. The cost of insurance cover where ever applicable.</p> <p>14. Training and assistance to respective officials for using the application at front desk counter machines.</p> <p>15. Upload the data to the State Data Center HQ database.</p> <p>16. Ensuring the reports are sent to state head quarters with in time.</p> <p>17. Management and quality control of all services and infrastructure.</p> <p>18. Ensuring the SLAs is met.</p> <p>19. Any other service which is required for the successful execution of the project.</p>	<p>4. It excludes the following items</p> <ul style="list-style-type: none"> • People • Operational Liability • Contingent liability • Any Pending litigation & proceedings

For CMS Computers Ltd.



Director.



Abul
MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road



Party	Build	Operate	Transfer
<p>Punjab Land Records Society</p>	<ol style="list-style-type: none"> 1. Physical Center Setup <ul style="list-style-type: none"> ▪ Network Connectivity to Block Headquarter ▪ Fans, ACs, fire Safety eqpt. 2. Provide separate power connection with meter / sub meter to support the power needs of the Citizen Service Centre. (The operator shall pay for all the power bills for the meter / sub-meter installed for operations.) 3. Application Development & Implementation at all the locations 4. Furnish specifications and quantities for procurement of hardware and software 5. Development of detailed user manuals for application software. 6. Preparation of a detailed Project Plan for the complete application software implementation, post-implementation activities and up-gradation. 7. Testing & Acceptance of Application Software for its correct functioning before its implementation. 	<ol style="list-style-type: none"> 1. Maintenance and up gradation of the PLRS application 2. Resolution of fault/ queries raised by the application user 3. On site support to resolve application problems 4. Training of application users viz. Patwaris, Kanungos, and Operator etc. 5. Coordinating software installation and hand holding in case of any problems including software bugs 6. Maintenance and updatation/upgradation of the application software. 7. Responsible for the design of the application and its components 8. Conducting Software trainings for the Operator staff on the installation and operation of PLRS application, data migration etc. 9. Providing documentation for use of application software, master data entry etc. 10. Workshops for users on PLRS Application. 	

Alsh

MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR.



For CMS Computers Ltd.

[Signature]
Director.



Party	Build	Operate	Transfer
National Informatics Center (NIC)	<ol style="list-style-type: none"> 1. Preparation of a plan for installation and upgradation of application software, training, problem resolution etc. 2. Recommend a plan for Data Security, Maintenance, Data Management, Backup, Archival, Retrieval & Recovery etc. 3. Application Development 4. Application and database installation in case BOOT Operator is unsuccessful in installation of the same. 5. Furnish specifications and quantities for procurement of hardware and software 6. Development of detailed user manuals. Providing documentation for use of application software, master data entry etc. 	<ol style="list-style-type: none"> 1. Maintenance and up gradation of the PRISM application 2. Resolution of fault/ queries related to application. 3. Support to resolve application problems 4. Coordinating software configuration, installation and hand holding in case of any software related problems 5. Responsible for design of the application and its components 6. It will impart only one time free training to all the manpower of the BOOT Operator wherein the BOOT Operator will bear the cost towards travel, boarding and lodging etc. NIC would also provide a Trainer's Training to the personnel deputed by the BOOT Operator for the same with BOOT Operator bearing the cost towards travel, boarding and lodging etc. Thereafter, if the BOOT Operator requests for any number of repeat trainings by NIC then the former will have to bear the cost of the training incurred by NIC for the same purpose. 7. District level workshops on PRISM Application for training of revenue staff viz. Registration Clerk, SRO etc. 	

Abhish

MEMBER SECRETARY
Punjab Land Records Society
Kapurthala Road
JALANDHAR.



For GMS Computers Ltd.

AS

Director.

