



GUIDELINES FOR SETTING UP OF BANGALORE ONE AND KARNATAKA ONE CENTRES ON FRANCHISEE MODEL

Guidelines for setting up Bangalore One &Karnataka One centres on franchisee model:

I. Mode of Operation of Bangalore One/Karnataka One centres on franchisee model

Operations Partner of Bangalore One and Karnataka One, CMS Computers Ltd shall act as Master Franchisee and shall select franchisee which shall operate under the Master Franchisee. CMS Computers Ltd shall execute an agreement with the selected franchisee .CMS Computers shall be responsible to operate Bangalore One/Karnataka One centres set up on franchisee model on same terms and conditions of the contract between EDCS Directorate and CMS Computers Ltd executed for Bangalore One and Karnataka One Projects. Terms of SLA agreement between EDCS Directorate and CMS Computers Ltd shall be applicable for all centres set up on franchisee model.

II. Term of the franchisee:

It is proposed to have the Term of the franchise co-terminus with the term of the Operations Partner, CMS Computers Ltd which shall be up to 31st December 2020.

III. Operational Requirements

- a) Bangalore One /Karnataka One centres set up on franchisee model should minimum operate 11 hours a day i.e., from 7 AM to 8 PM on all days in a year. However, centres can operate more than the prescribed hours of 11 hours.
- b) Directorate of EDCS shall decide on services which could be offered through centres proposed to be set up on franchisee model.
- c) Services of UIDAI (Aadhar Services)/ Food and Civil Supplies Department and Office of the Chief Electoral Officer, Karnataka shall not be offered through the centres set up on franchisee model.
- d) Bangalore One/Karnataka One centre set up on franchisee model can deploy additional operators apart from the owner of the franchisee. However, the operators should have minimum qualification of PUC II.
- e) Franchisee owner shall submit all the details through an online application for creation of user for himself/herself and also for additional operators in the Bangalore One/Karnataka One system. After verification of the applicant details and the documents, user shall be created.
- f) Only authorised users will be allowed to use the Bangalore One/ Karnataka One system for offering services and the users will be authenticated through

biometrics (finger print). User shall be allowed to log in to Bangalore One/ Karnataka One application based on the biometric authentication.

- g) Bangalore One/ Karnataka One centre's set up on franchisee model shall operate on a pre-paid model.
- h) CMS Computers Ltd shall be responsible for managing the wallet of franchisee and also shall have entire responsibility of operating the franchisee centres on pre-paid model.
- i) Operations Partner (CMS Computers Ltd) shall provide the pre-printed stationery of receipts at no cost.
- j) For services where secured stationery like holograms, pre-printed stationery etc. is required, in such cases CMS Computers Ltd shall supply the same to the franchisee and the inventory of the same shall be managed by CMS Computers Ltd.
- k) Bangalore One/ Karnataka One centre's set up on franchisee model shall mandatorily issue the receipt on a pre-printed stationery of Karnataka One for all transactions performed at the centres.
- l) Bangalore One/ Karnataka One centre's set up on franchisee model should operate only from the premises where the Bangalore One/ Karnataka One centre has been set up and with the Computer/s authorised for use. Mac id binding shall be done to ensure that only authorised computer/s are being used.
- m) Bangalore One/ Karnataka One centre's set up on franchisee should be exclusively used for offering services of Bangalore One/ Karnataka One. The premises should not be used for offering any other services /purpose other than offering services of Bangalore One/ Karnataka One.

IV. Requirement of Non-IT Infrastructure for setting up of centre

- a) Bangalore One/ Karnataka One centre's set up on franchisee should have an exclusive partition with an exclusive entry.
- b) Centre with one Counter should be at least 150 Sq. ft. and 4 chairs should be available for Customers to sit.
- c) Centre with two Counters should be at least 200 Sq. ft. and 5 chairs should be available for Customers to sit.
- d) Centre with three Counters should be at least 300 Sq. ft. and 6 chairs should be available for Customers to sit.
- e) Branding should be as per the branding standards of Bangalore One/ Karnataka One (Name board/Monogram of Karnataka One)
- f) Franchisee should keep their premises neat and clean.
- g) The room should have tile/granite flooring, RCC roof and brick cement / stone cement walls without any water leakages from any side.

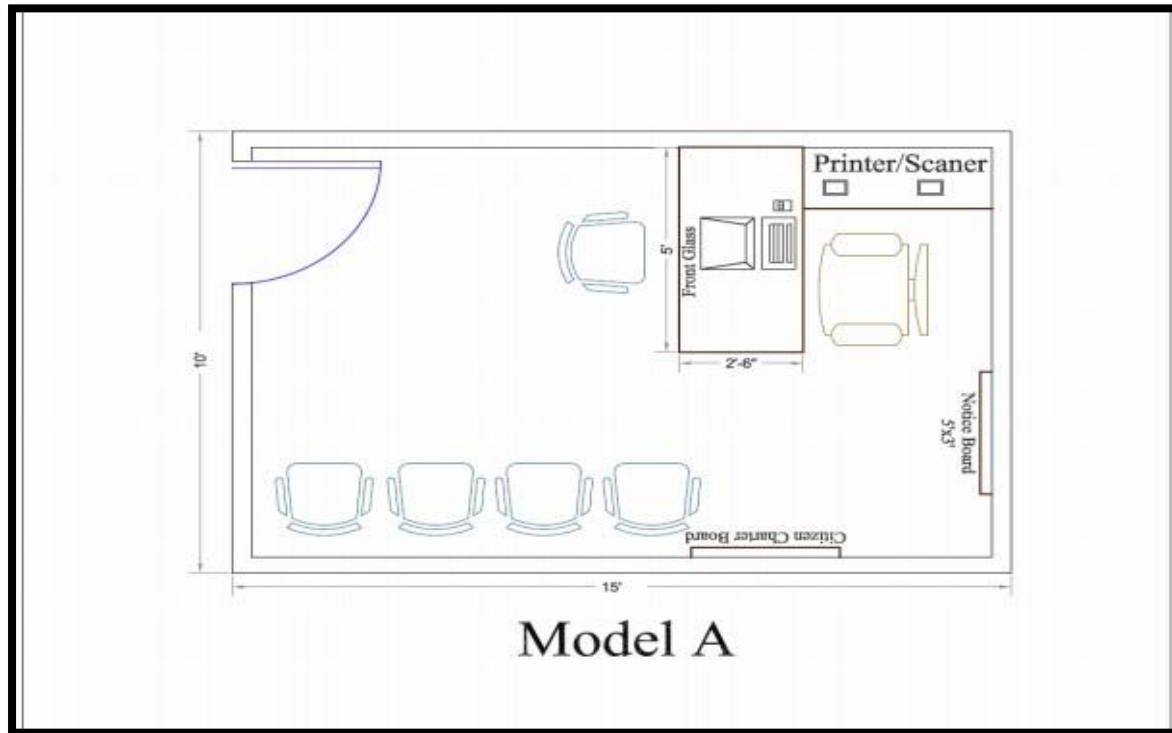
- h) The room should have good ventilation and light with good space outside for parking, display boards, etc.
- i) Furniture's shall be as per the specifications of Karnataka One (Counter Table/ Operator chair/ Printer Table/ customer waiting chair)
- j) Franchisee should be equipped with CCTV Surveillance .

V. Requirement of IT Infrastructure for setting up of centre

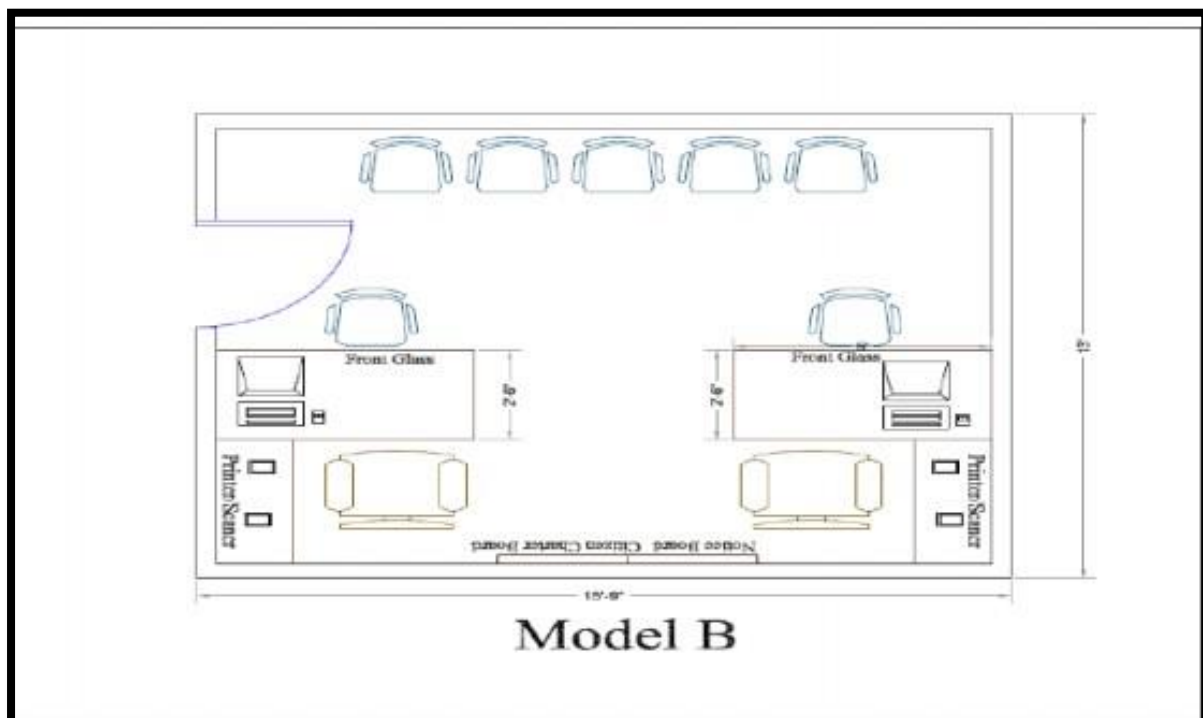
- a) Desktop /Laptop
- b) Multi-Function Printer(Print/Scan)
- c) Colour Printer for Ration card printing
- d) Bio Metric scanner (Finger Print Scanner)
- e) Dot Matrix Printer (for printing receipts)
- f) Bar Code Scanner
- g) Web Camera
- h) Should be provided with internet connectivity from two different Internet Service Provider(ISP's) so as to ensure that services are not affected due to connectivity issues.
- i) Should have UPS with at least 4 hours back up.

VI. Layout of typical Bangalore One/ Karnataka One centre to be set up on Franchisee model

a) Layout of Bangalore One/ Karnataka one Centre with Single Counter



b) Layout of Bangalore One/ Karnataka One centre with 2 counters



c) Layout of Bangalore One/ Karnataka One centre with 3 counters

