Request for Proposal

For

Selection of System Integrator (SI)

Development of Application Software, Supply, Installation and Commissioning of IT and Non-IT Infrastructure for Computerised Check posts for

Director of Transport, UT of Daman & Diu and Dadra & Nagar Haveli

Issued by:

Department of Transport
RTO Office
Airport Road,
Nani Daman-396210
Ph. 0260-2260140 Fax. 0260-2263361
e-Mail. rtodaman-dd@nic.in

Last date for submission of Online Bids: 14/06/2018 upto 1700 hrs
Date of opening of Technical bids: 18/06/2018 at 1700 hrs

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(The Beautifications design as mentioned on page 107-108 must be included in bidder's RFP document).

Section – I

1. INVITATION TO RFP

1.1 RFP Notice

This is a Request for Proposal for selection of System Integrator for Design, Development and Integration of Application Software for Transport Department, Excise duty related latest software to track the goods and proper checking when passing through check post, software for tracking of GST E way bill, Forest department related software for checking and movement of the illegal transportation of forest products and Setting up and Maintenance of Network and IT Infrastructure, installation of Weigh in Motion Bridge and Cabin along with related Civil and other works for Department of Transport (DoT), U.T. of Daman & Diu and Dadra & Nagar Haveli.

The DoT intends to develop software applications for automation of processes and computerisation of Check posts with the help of state of the art IT and Non-IT equipments and products. The software solution is envisioned to have components like an integrated Automated Check posts System, grievance redressal, online feedback and integration with Central Monitoring Centre (CMC) for monitoring and integration of all components along with its existing application.

The development of system includes analysis, design, development, testing, implementation, integration and maintenance of complete integrated IT solutions for a period of 5 years along with other infrastructure. The vendor shall be responsible for providing all types of applications/services/products, as mentioned in Tender document and Scope of Work, as a part of this project.

I. DoT on behalf of DoT and RTO, Daman & Diu invites bids from bidders for providing IT services, IT infrastructure along with Weigh in Motion Bridge, cabins and related work. The bidders, who intends to participate in this bid, are required to follow the below mentioned stages:

1. Pre-Bid Conference
2. Technical and Financial Bid Submission
3. Opening of Eligibility Documents and Technical Bid
4. Evaluation of Technical bid
5. Presentation on following points by all bidders :

a. Understanding of Scope of Work
b. Approach and Methodology
c. Software solution design and Architecture
d. Experience of similar kind of project/s and execution in other state/s
e. Implementation Strategy (Pilot and State wide roll out)
f. Manpower / Resource deployment
g. Project Plan / Timelines
h. Bill of Material, Hardware Components and Network Design, etc.
i. Proposed Value additions

6. Opening of Financial bid of all qualified bidders
7. Award of contract to overall L1 bidder

II. Interested companies/ firms may download the RFP document from the website http://www.daman.nic.in/ and https://www.nprocure.com. The bid must be submitted online through https://www.nprocure.com

III. DoT reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.

IV. This RFP document is not transferable.

V. Minimum absolute technical score to qualify for commercial evaluation is 70.

VI. The bid must be submitted online on https://www.nprocure.com website

VII. Bid Validity is 180 days from opening of financial bid.

The bidder shall submit the DD of Rs. 5,000/- towards bid processing charges and **Rs. 15 Lakh** towards Bid Security amount in sealed cover within the given time limit. The sealed cover should super scribe as **"Bid Processing fees and Bid Security/EMD for the tender for selection of SI for Development of Application Software including Supply, Installation and Commissioning of Hardware, Network and other Infrastructure".** Bid Processing fees and E.M.D. must be in the form of Demand Draft in the name of "payable at Daman along with the covering letter with a validity of 6 months.

1.2 Important Information

Sl. No.	Information	Details
1.	Last date for submission of written queries for clarifications on rtodaman-dd@nic.in	23/05/2018 at 1500 hrs
2.	Place, date and time for Pre bid conference	Department of Transport RTO Office, Airport Road, Nani Daman-396210 30/05/2018 at 11:00 hrs
3.	Last date and time for submission of EMD and Bid Processing fees	14/06/2018 up to 1700 hrs
4.	Last date and time for submission of bids (Online)	14/06/2018 up to 1700 hrs
5.	Place, date and time for opening of Bids	18/06/2018 at 1700 hrs Technical bid 18/06/2018 at 1800 hrs Financial bid **Department of Transport,RTO Office,Airport Road,Nani Daman-396210**
6.	Contact person for queries	Dy. Director Department of Transport RTO Office Airport Road, Nani Daman-396210
7.	Address for communication	Department of Transport RTO Office Airport Road, Nani Daman-396210 rtodaman-dd@nic.in Ph. 0260-2260140 Fax. 0260-2263361
8.	Place, date and time for opening of financial/commercial bids	The place, date and time for opening of financial/commercial proposal will be given to the technically qualified bidders later on. **Please note that the finical be Submitted online only on Http://www.nprocure.com.**
9.	Bid validity	180 days
10.	**Extension of Time, clarification, addition, deletion, modification or corrigendum to this document**	http://www.daman.nic.in/ Http://www.nprocure.com

NOTE: Please note that this bid document is not for actual award of contract / work order but to understand the technical approach and methodology; and design of the Integrated IT solution.

Section – II

2. INSTRUCTIONS TO BIDDERS

2.1 Definitions

1. "Applicable Law" means the laws and any other instruments having force of law in India and in U.T. of Daman & Diu and Dadra & Nagar Haveli from time to time.
2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by DoT for selection of System Integrator.
3. "Competent Authority" means the Department of Transport, Daman & Diu and Dadra & Nagar Haveli.
4. "Committee" means a committee constituted by the Department of Transport.
5. "Contract Value" means the price payable to the selected firm/company under the Contract for the complete and proper performance of its contractual obligations.
6. "System Integrator (SI)" means any private or public entity, which will provide the services to DoT under the contract.
7. "Contract" means the Contract signed by the parties along with the entire documentation as specified in the RFP
8. "Day" means Working day
9. "Effective date" means the date from which the contract comes into force and effect.
10. "Government" means U. T. Administration of Daman & Diu and Dadra & Nagar Haveli.
11. "DoT" means Department of Transport, Daman & Diu and Dadra & Nagar Haveli.
12. "RTO" means an office of the Transport department designated Regional Office.
13. "Checkpost" means an office / arrangement established by the department for checking vehicles on the road and collection of fees / taxes.
14. "Rules" means the CMVR and rules or Regulations applicable in respective UT.
15. "Law" means the Motor Vehicle Act.
16. "Registration" means process of registering of Motor Vehicles in accordance with the provisions of the Motor Vehicle Act.
17. "License" means the document issued authorizing a person to drive a motor vehicle under the provisions of Motor Vehicle Act.
18. "Personnel" means professional and support staff provided by the SI and assigned to perform services to execute an assignment and any part thereof.
19. "Services" means the work to be performed by the SI pursuant to the selection by DoT and to the contract to be signed by the parties in pursuance of any specific

assignment awarded to them by DoT.

20. "Go live" means the date on which the application and all installation is successfully deployed and used by client or signed by client as accepted.

2.2 Introduction

2.2.1 Department of Transport is one of the key departments of U. T. Administration.

It provides citizen centric services and collects taxes and fees.

The Secretary (Transport) heads the Motor Vehicle Department. The Secretary (Transport) also functions as the State Transport Authority and Commissioner of Transport. The UT Administration of Daman & Diu and Dadra & Nagar Haveli is having 3 RTO Offices one each at Daman, Diu & DNH along with 12 Check post; out of which 6 Check posts are at Daman, 2 Check posts are at Diu and 4 Check Posts at Dadra & Nagar Haveli.

2.2.2 The key functions of the DoT can be broadly classified into the following domains:

- Enforcement of the Motor Vehicles Act 1988 and Rules framed thereunder.
- Revenue Collection under the applicable Act, Regulations and Rules.
- Framing Policies and plans for development of transportation sector in the state
- Implementation of Road Safety Measures

2.2.3 The objectives of having an integrated IT platform for computerised Check posts are as follows:

Sl. No.	Objectives
1.	To make the services of the department more citizen centric and citizen friendly
2.	To increase transparency in the processes of RTO and collection of fees / taxes.
3.	Reengineering of Processes to increase efficiency of services and to simplify processes for the convenience of public
4.	To provide Administrative Convenience at all levels and to reduce time taken per transaction
5.	To minimize cash transactions
6.	Use of Information Technology to provide efficient, timely and transparent services with faceless structure.
7.	Faster access to Information

8.	Increased Monitoring and Control of Vehicle/ Drivers to ensure compliance with the law
9.	Better and Effective Realization of Revenues

2.2.4 The service delivery vision of the DoT can be categorized under the following two heads:

- **Public Perspective**
  - Regulation of transport activities
  - Increased Transparency in operations
  - Increased accountability
  - Removal of redundancy
  - Removal of intermediaries to come closer to citizens
  - Faster processing
- **IT System Perspective**

  o Integration of VAHAN and SARTHI software with check posts operation in Daman & Diu and Dadra & Nagar Haveli.

  o Digitization of Records and creation of integrated Database.

  o A robust network to support department's storage processing and retrieval of integrated database

  o Complete web-based solution with e-payment facilities

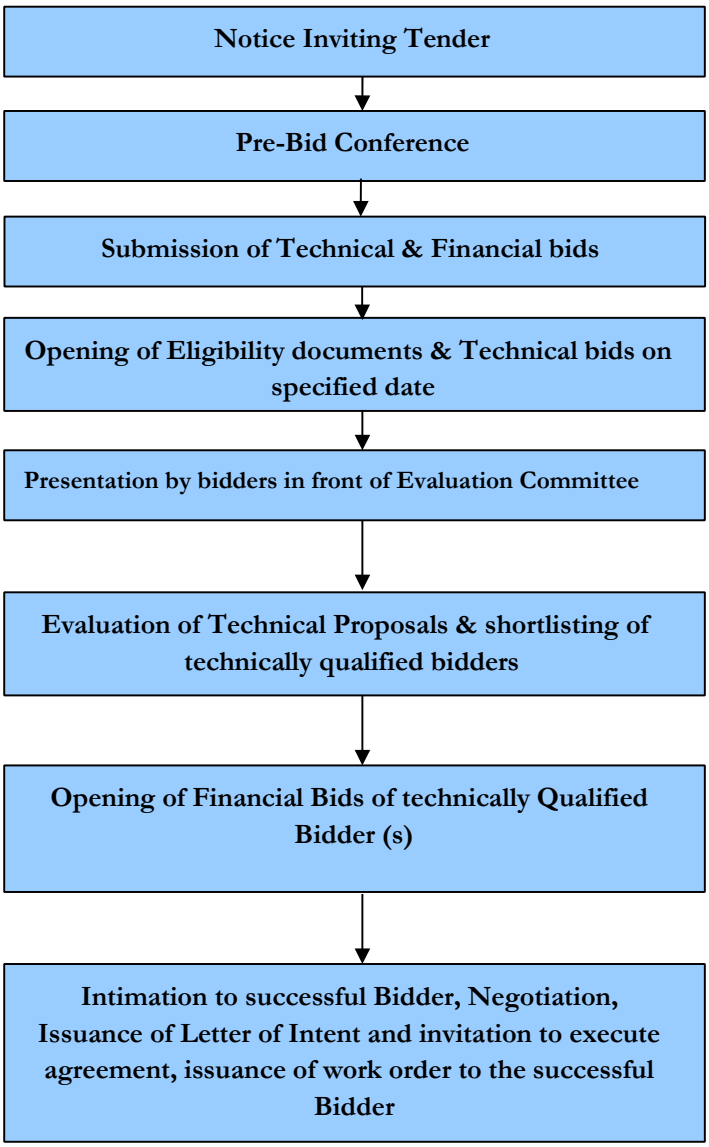
  o Up-gradation and Automation of check posts across UT of Daman & Diu and Dadra & Nagar Haveli

  o Creation of a Centralized State Registry of records

  o Creation and delivery of value added services like Communication through SMS, Alerts etc.

  o Creation of a Document Management System (DMS) and Management Information System(MIS)/Decision Support System (DSS)

2.3 Tender Process Flow



2.4 Eligibility Criteria

The bidder meeting the following eligibility criteria will be short listed and considered for technical evaluation.

Sr. No.	Eligibility Criteria	Attachments
1.	Bidder should be an established IT System Integrator and should have been engaged in similar IT projects/solutions business for a period of at least five years as on 31.03.2018.	Work Orders / Client Certificates confirming year and area of activity
2.	The bidder must have turnover of at least Rs. 60 Crores for each of the last three financial years as on 31st March, 2018.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years. CA certificate mentioning turnover of Software/IT products Development and Support service activities
3.	The bidder should have demonstrable expertise and experience in developing web based integrated IT solutions involving all the phases of Software Development Life Cycle (SDLC). The bidder must have completed at least 2 (two) such Integrated IT projects in last 5 years involving all the phases of SDLC for which the cost of each of the two projects should not be less than 5 Crores.	Details of such projects undertaken along with clients' completion certification/letter.
4.	The Bidder should be a System Integrator (SI) having valid ISO Certification in the area of IT Based Infrastructure Services, Information Security Management System or IT Service Management.	Valid copy of the Certificates
5.	Bidder should have 5 years of existence in India and registered/ incorporated in India.	Valid copy of the Certificate
6.	The bidder should be authorized by its OEM (for Servers, Storage, Desktops, cameras and Weigh Bridge) to quote in the bid.	The authorization certificate of OEM

7.	The bidder should have a back-end support agreement/arrangement for services including supply of spare parts etc. with the Original Equipment Manufacturers (OEMs) of Servers, SAN, camera and weigh in motion Bridge which includes the post-sales support activities for the entire project period.	The OEM undertaking letter
8.	The Original Equipment Manufacturer of the product (OEM) should be ISO 9001:2000 Process Certified for manufacturing. ISO certificates are required for items like Server, Desktop PC, Ethernet Switches, UTP cable, Jack/Patch Panels, Printers, Weigh Bridge, Camera, UPS, etc.	Copy of the Certificate
9.	The bidder must give undertaking duly signed and sealed by Authorized Signatory that if this contract is awarded to them, they will employ all the resources with the necessary capabilities catering to different phases of SDLC, as defined in the scope of work. Resources need to be Deployed at the Department of Transport office/ places specified by DoT.	Relevant undertaking
10.	Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any of the state governments, Govt. of India or any of U. T. Administration or any of the PSU.	Certificate / affidavit mentioning that the Bidder is not blacklisted by any of the state governments, Govt. of India or any of U. T. Administration or any of the PSU due to engagement in any corrupt and fraudulent practices. Self-Declaration Form must be submitted
11.	Bidder should not have violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.	Affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights must be submitted by the bidder as per Attached format.
12.	The bidder must have a valid Service Tax Registration/ VAT / GST registration in India.	Proof of a valid Registration in India.
14.	Consortium will be allowed. But the details of the all joint venture companies may be furnished.	

2.5 Cost of Tender Document

1. Bid Processing Fee of Rs. 5,000/- (Rupees Five Thousand only) in the form of DD in favour of "Deputy Director (Transport), Daman", should be deposited towards cost of tender document.
2. Proposals not accompanied by Bid Processing Fees shall be rejected as nonresponsive.
3. The Bid Processing fees will be non-refundable.

2.6 Earnest Money Deposit (EMD)

1. Earnest Money Deposit **Rs. 15,00,000/- (Rupees Fifteen Lakhs only)** in the form of DD in favour of "Deputy Director (Transport), Daman" payable at Daman.
2. Proposals not accompanied by EMD shall be rejected as non-responsive.
3. The successful bidder's bid security will be discharged only after the signing of the contract and submission of performance security.
4. Unsuccessful bidder's EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.
5. The EARNEST MONEY DEPOSIT shall be forfeited:
   (a) if a Bidder withdraws its bid during the period of bid validity
   (b) in case of a successful Bidder, if the Bidder fails:
      (i) to sign the Contract as mentioned above or
      (ii) to furnish performance bank guarantee as mentioned above or
      (iii) If the bidder is found to be involved in fraudulent practices.

2.7 Pre-Bid Conference

A prospective Bidder requiring any clarification of the bidding documents may seek clarifications of his/her queries submitted on the date indicated under section 1.2 of this document. DoT will discuss the queries received from the interested bidders in the pre-bid meeting and respond the clarifications by uploading on the website.

2.8 Amendment to RFP

1. At any time prior to the deadline for submission of bids, DoT may, for any reason, whether on its own initiative or in response to a clarification request by a prospective bidder, modify the bidding documents.
2. All prospective bidders who have received the bidding documents will be notified of the

amendment **through website ONLY**, and will be binding on them.

2.9 Validity of proposal

Proposals shall remain valid for a period of 180 days (one hundreds eighty days) after the date of Proposal opening prescribed in the RFP. A Proposal valid for shorter period may be rejected as non-responsive. DoT may solicit the bidders' consent to an extension of Proposal validity (but without the modification in Proposals).

2.10 Right to accept or reject proposal

DoT reserves the right to accept or reject any proposal, and to annul the proposal process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

2.11 Preparation of Proposal

1. The Proposal and all associated correspondence shall be written in English and shall conform to prescribed formats. Any interlineations, erasures or over writings shall not be valid.
2. The Proposal shall be typed or written in indelible ink (if required) and shall be initialled on all pages by authorized representative of the bidder to bind the bidder to the contract. The authorization shall be indicated by Board Resolution/ Power of Attorney and shall accompany the proposal
3. In addition to the identification, the covering letter (Form 1) shall indicate the name and address of the bidder to enable the proposal to be returned in the case it is declared late pursuant, and for matching purposes.
4. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and 'uncalled for' correspondence shall not be entertained.
5. Alteration / Rewording / Deletion / Correction of any part in the Tender Document are not permitted. If found in any bid proposal, bid may be liable to be rejected without prior intimation to the bidder.
6. Bidder is required to submit the complete proposal along with required forms etc on https://www.nprocure.com. The proposal shall be exactly according to the presented formats given on the https://www.nprocure.com. The technical response should be concise. Any response not as per the specified format may be liable to be rejected. No marketing literature pertaining to the bidder should be enclosed along with the proposal. If enclosed, it may be treated as

disqualification.

7. Committee would ask Bidder(s) for detailed presentations. All such presentation shall be at the cost of bidder.
8. The envelope of the EMD and Bid processing fee should be addressed to:

   The Deputy Director (Transport), RTO Office, Air-port Road, Nani-Daman, Daman – 396 210
9. The bidder is expected to examine carefully all instructions, forms, terms and specifications in the Tender document. Failure to furnish all information required in the Tender Document or submission of a proposal not substantially responsive to the Tender Document in every respect will be at the bidder's risk and shall result in rejection of the proposal.

2.12 Contents of Envelopes

1. The EMD and Bid Processing Fee should be submitted physically in an envelope.
2. Envelope shall be marked as "EMD and Bid Processing Fee" for selecting the SI for DoT.

2.13 Submission, Receipt and Opening of proposal

1. Submission of Bids:
   a. The Bidder shall complete the Eligibility Bid, Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned in the e-Tendering website https://www.nprocure.com. The bidder shall also complete the bid form as per Form I and submit it with the financial bid on https://www.nprocure.com.
   b. Telex, cable, e-mailed or facsimile bids will be rejected.
2. The Bidder's representative who is present shall sign an attendance register evidencing their attendance. In the event of the specified date of Bid opening being declared holiday for the tendering Authority, the Bid shall be opened at the appointed time and location on the next working day.
3. The Bidder's names, bid modifications or withdrawals, bid prices and the presence or the absence of requisite bid security and such other details as DoT, at his discretion, may consider appropriate, will be announced at the time of opening.
4. Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.
5. Prices shall be quoted in Indian Rupees Only.

2.14 Methodology and Criteria for Technical, Commercial and final evaluation

DoT will form an evaluation Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, DoT may, at its discretion, ask the bidders for clarification of their Technical Proposals.

The bidders are expected to provide all the required supporting document and compliances as mentioned in the RFP. The bidder shall quote the solutions having full compliance with all the guiding principles and minimum specifications as mentioned in the RFP. Any deviation from the same will lead to the disqualification.

The bids will be evaluated for the eligibility criteria and the technical bids of the bidder who comply with the eligibility criteria will be opened. During the technical evaluation, DoT may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarification in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored 70 % score in technical evaluation. At any point of time, if DoT feels that the bidder is hiding any information which will affect the project cost in short or long run, DoT may reject his bid without assigning any reason or explanation.

Price shall be loaded appropriately for the missing equipment / work /component / items/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfil all obligations as required in the bid as per the prices quoted in the financial bid, as per the proposed bill of material, tax, missing component or any component –for which the description is there in technical response but price is not provided in the financial sheet. Price will be appropriately loaded for the missing tax components/missing components that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the bidders.

The purchaser is at liberty to add or delete items in proposed BoM and place order as per the requirement. However for comparison and selection of bidder, the total cost of ownership shall be considered.

The following criteria shall be used to evaluate the technical bids.

Sr. No.	Particulars	Points System	Max Marks
A. Organization Strength			50
1	No. of years since the bidder in engaged in similar IT projects/solution business including procurement , maintenance and support of IT Infrastructure and setting up and maintenance of the network infrastructure (as on 31.03.2018)	More than 8 Years -10 Marks > 5 and less than 8Years-5 marks Upto 5 years - 3 marks	10
2	No. projects for which bidder has demonstrable expertise and experience in developing web based integrated IT solutions involving all the phase of SDLC (Software Development Life Cycle) having minimum cost of Rs. 10 crores each in last 5 years from 31.03.2018.	More than 25 Cr. Turnover during last three years	10
3	Average annual turnover of bidder in last financial year as on 31st March, 2018 from Software/IT product development and Support services activities. ➢ Year 2015-2016 ➢ Year 2016-2017 ➢ Year 2017-2018	More than 10 Cr.	10
4	Average Net worth in each of last last three Financial years ➢ Year 2015-2016 ➢ Year 2016-2017 ➢ Year 2017-2018	More than 200 crores-10 marks > 150 cr and upto 200 cr-07 marks > 100 cr and upto 150 cr-05 marks > 05 cr and upto 100 cr-03 marks Less than 50 crores -01 marks	10
5	Manpower deployed by the organization for IT projects in India as on 31st March, 2018.	More than 300 -10 marks > 200 and upto 300 -04 marks >100and upto 200-02 marks Less than 100 -01 marks	10

Sr. No.	Particulars	Points System	Max Marks
B. Technical Solution			**30**
1	Overall clarity in the technical proposal	Best proposal shall get 2 (max.) marks and others shall get 1 marks	2
2	Quality of the proposed Project Execution Methodology		2
3	**Scalability of Solution** The bidder shall provide scalability details of the proposed equipment. Bidder with maximum scalability in the particular component shall be awarded maximum marks and others shall be awarded marks on relative basis. Components that will be considered are given below. The bidder should clearly articulate the scalability offered in each component in terms of number of free I/O Slots, number of free interface Slots available, additional usable disc space available, overall solution scalability 1. Compute Infrastructure (Number of free I/O Slots, Expansion supported in number of CPUs, etc.) Greater weightage will be given to solution proposed with single OEM products) 2. Networking Infrastructure (Number of free interface Slots available) 3. Storage Infrastructure (Additional Usable disc space available) 4. CMC Infrastructure	Bidder with best products and specifications and solutions will be awarded more marks. Bidder has also to keep into consideration the smallness of territory and best usage of suggested infrastructure with minimum burden on cost.	10

Sr. No.	Particulars	Points System	Max Marks
4	Infrastructure and layout plan at Checkpost: 1. Weigh in motion bridge Infrastructure 2. Camera 3. Cabin Infrastructure 4. Computer & Printer 5. RFID, Boom-Barrier and Signal Lighting	Bidder with technically superior and sturdy weigh Bridge, camera and cabin Infrastructure with quality certificates and standards like ISI, ISO and IP will be given more marks with **focus on detailed layout design of each check post** with all infrastructure.	12
5	**Personnel in Proposed Team**		
	Number of resources committed to be deployed on the project ➢ with qualifications, certifications and min. 3 years relevant experience ➢ in proportion to the resource requirement chart given in the RFP, unless and other-wise proper justification is provided Quality of the resources proposed for the Key positions	Best proposal getting the 3 marks, 2nd best proposal gets 2 marks and the remaining shall get 1 mark Evaluation based on 1. Qualification 2. Experience 3. Certification	4
		Sub Total (A + B)	**80**

C. Technical Presentation

Sl. No.	Particulars	Points System	Max Marks
1	Technical Presentation	As below	20
Technical Marks (TM)			**100**
Minimum Qualifying Scores			**70**

On the prescribed date and time, the bidder shall make a technical presentation covering following areas which will carry 20 marks out of 100 of the total Technical score for that bidder:

Sr. No.	Presentation Evaluation Criteria	Marks
1	Understanding of Scope of Work	2
2	Approach and Methodology	2
3	Experience of similar projects	2
4	Software solution design and Architecture	2
5	Bill of Material, Network Architecture and Rollout plan, etc.	2
6	Implementation Strategy (Pilot and State wide roll out)	2
7	Manpower / Resource deployment	4
8	Project Plan / Timelines	2
9	Proposed value additions	2
	Total Marks	**20**

Technical Bid Evaluation:

The technical score of a bidder **'Tb'** will be assigned to the bidder and it will be awarded based on the Technical Evaluation Criteria as specified above. DoT's decision in this regard shall be final and binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected. Bidders with normalised technical score of 70 and above will qualify for the evaluation in the commercial process. The total technical scores achieved by the bidders shall be shared with the bidders and under any circumstances the detailed technical score shall not be shared with the bidders.

Tb: Absolute Technical Score

Tmax: Maximum Technical Score

Tn: Normalized technical score of the bidder under Consideration

Normalized technical score (Tn) = **Tb/Tmax * 100**

Financial Bid evaluation:

The financial bids of only those bidders, who have scored at least 70 marks in the technical evaluation process, will be opened. The Financial Bids will be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The

name of Bidder and Bid Prices will be announced at the meeting. The financial score of a bidder **'Fb'** will be assigned to the bidder. '**Fb**' will be the total financial quote made by the bidder (excluding the Optional Services quotes sought in the financial bid)

Fn = normalized financial score for the bidder under consideration
Fb = commercial quote for the bidder under consideration
Fmin = commercial quote of the lowest evaluated financial proposal

The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score **(Fn)** = 100 x Fmin / Fb

Final Evaluation of Bid

Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (**T = 0.60** the weight given to the Technical Proposal; **P = 0.40** the weight given to the Financial Proposal; T + P = 1). The final evaluation will be based on Final Score which shall be calculated as shown below:

Final Score (S) = Tn x T + Fn x P

The bidder achieving the highest combined technical and financial score will be invited for negotiations for awarding the contract. In case of a tie where two or more bidders achieve the same highest combined technical and financial score, the bidder with the higher normalized technical score will be invited first for negotiations for awarding the contract.

2.15 DoT's Right to vary quantities of work at the time of award of contract

DoT reserves the right to increase or decrease quantity of work by 30% without any change in the unit rate fixed or other terms and conditions, at the time of award of contract.

2.16 Award of Contract

On acceptance of Proposal for awarding the contract, DoT will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. After signing of the Contract Agreement, no variations in or modifications of the terms of the Contract shall be made except by written amendment signed by all the

parties.

2.17 Performance Bank Guarantee

1. The successful Bidder has to furnish a non-revocable Performance Bank Guarantee valid for SIX years from the date of 15 days from the award of the Contract to respective DoT /RTO as security deposit so as to guarantee performance of the contract by the SI / Bidder.
2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value excluding taxes within 15 days from the date of issue of Purchase order for the duration of warranty of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI operating in India having branch at Daman to respective DoT /RTO.
3. The Performance security shall be payable to the respective DoT as non-performance and / or as compensation for any loss / damage resulting from the SI's failure to complete its obligations under the Contract.
4. The Performance Security will be discharged by DoT and returned to the Bidder on completion of the bidder's performance obligations under the contract.
5. In the event of any contract amendment, the bidder shall, within 21 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
6. No interest shall be payable on the PBG amount. DoT may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

2.18 Confidentiality

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any bidder of confidential information related to the process may result in rejection of its proposal. Except with the prior written consent of DoT, no party, shall, at any time communicate to any person or entity any confidential information acquired in the course of the Contract.

2.19 Cost of Bidding

All costs related to bidding shall be borne entirely by the bidder. Under no circumstances shall any queries / request for compensation in cases of rejection / disqualification etc. be entertained by DoT.

2.20 Disqualification

DoT may at its sole discretion and at any time during the evaluation process, disqualify any bidder, if the bidder has:

1. Submitted the Proposal documents after the response deadline.
2. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
3. Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
4. Failed to provide clarifications related thereto, when sought.
5. Declared ineligible by the UT Administration of Daman & Diu and Dadra & Nagar Haveli or any of the departments of central/ state Government, for corrupt and fraudulent practices or has been blacklisted at the time of submitting the bid.
6. Submitted a proposal with price adjustment / variation provision.

2.21 Termination for Default

In the event of breach/default of vendor, the purchaser shall provide vendor with a cure period of 30 days. The decision to forfeit the performance security or to terminate the contract shall be taken only if the breach/default continues or remains uncertified, for reasons within the control of vendor, even after the expiry of the cure period.

DoT may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part by giving notice period of 30 days:

a) if the bidder fails to deliver any or all of the Goods as per the delivery schedule including installation, Final acceptance test and commissioning mentioned in the bid, or within any extension thereof granted by the Purchaser or

b) if the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.

c) If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

2.22 Fraud and Corruption

DoT requires that SI selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, DoT:

1. Defines, for the purposes of this provision, the terms set forth as follows:

a. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of DoT or any personnel of DoT in contract executions.

b. "Fraudulent practice" means a mis-presentation of facts, in order to influence a procurement process or the execution of a contract and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive DoT of the benefits of free and open competition.

c. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was given by the DoT in Section 3.

d. "Coercive Practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.

2. Will reject a proposal for award, if it determines that the bidder recommended for award by DoT to having been engaged in corrupt, fraudulent or, unfair trade practices and coercive practices.

3. Will declare a SI ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the SI has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing the contract.

2.23 Maintenance service including Warranty Support:

1. Free maintenance services including Warranty support shall be provided by the Bidder during the period of warranty for 5 years.
2. The maximum response time for the centralized infrastructure shall be as defined in the IT Infrastructure Service Level depending upon the severity level.
3. The maximum response time for the IT infrastructure at sites working on Decentralized mode shall be as defined in the IT Infrastructure Service Level depending upon the criticality of the equipment.
4. The maximum response time for the Weigh in Motion Bridge and camera at check posts shall be as defined in the Service Level.

Section – III

3. SCOPE OF WORK

3.1 Objective

The objective of having Integrated IT System along with infrastructure for Transport and other departments is as under:

- Connecting all RTOs and Checkpost to Data Centre and CMC
- Automated Checkpost operations to increase the transparency and efficiency of the system
- Online and cashless interface for Citizens for delivering services to citizens through an 'Web Portal'
- Installation of the state of art equipment and system supported by IT.
- Data of all transport vehicles and video monitoring of all non-transport vehicles.
- System Integrator for Design, Development and Integration of Application Software for Transport Department,
- Excise duty related latest software to track the goods and proper checking when passing through check post,
- software for tracking of GST E way bill, RFID readers for the verification of movement of goods, Transporter Unique Radio Frequency Identification etc.
- Forest department related software for checking and movement of the illegal transportation of forest products and
- Setting up and Maintenance of Network and IT Infrastructure, installation of Weigh in Motion Bridge and Cabin along with related Civil and other works for Department of Transport (DoT), U.T. of Daman & Diu and Dadra & Nagar Haveli.
- The data captured by the agency shall be provided to the Transport and other departments as mentioned above on real time basis for better coordination and tracking.
- CCTV footage may also be provided to the police department and any other if required with consent of DoT, for this purpose they may use existing internet connectivity or may tie up with any other agency wherever required.

DoT desires to have at least one/two lane of check posts covered through the weigh in motion bridge and related infrastructure and remaining lanes with video surveillance.

3.2 Existing System

3.2.1.1 Existing System at RTOs:

There are 3 RTOs under Department of Transport, U.T. of Daman & Diu and Dadra & Nagar Haveli, one each at Daman & Diu and Dadra & Nagar Haveli. Presently two applications (VAHAN and SARTHI) are functional at RTOs. Both the applications - VAHAN and SARATHI are developed by National Informatics Centre (NIC).

VAHAN application is used for vehicle registration and related transactions and is being maintained by NIC.

SARATHI application is used for issuance of Learning Licenses and Driving Licenses and related transactions.

The VAHAN and SARATHI applications are as per the updation from NIC or the Central Govt., hence, SI is bound to update the software and system as required from time to time till the maintenance period without any additional cost.

3.2.1.2 Existing System at Checkposts:

The present verification process at the Checkposts is manual. The current process flow of the Checkposts is as under:

Stoppage of Vehicle → Collection of Entry fee / taxes → Release of Vehicle

3.3 Challenges of current system:

I. The manual system takes lot of time for processing and delivery and involves a significant cost to the citizens to avail a service of the department.

II. There is no system in which RTOs and Checkposts can communicate with each other, Due to lack of connectivity and proper applications each of the office works as an independent unit.

III. There is no standardized MIS reports generated at different offices.

IV. The reports at any given point of time are not readily available. Decision Support System is lacking.

V. The applications running at the RTOs, including the modules under VAHAN and SARTHI, are mostly client server based applications.

VI. Applications need strong support in terms of hardware, connectivity

VII. There is no website available with the department for citizen or stake holders.

VIII. Head Office and other support structure needs to be upgraded.

IX. There is no data for transport or non-transport vehicle.

3.4 Need of Department of Transport

- The DoT requires complete system solution along with hardware and infrastructure to upgrade the existing system and enhance transparency.

- Integration of VAHAN and SARTHI databases with Check post's application for validating transactions at Checkposts as per technical requirement of MoRTH, GOI and other authorities. NIC will facilitate the transfer of data to check post application.

- For the RTOs and Check Posts, the data stored will be stored on the local server will be synchronized regularly on daily basis to Central server. The real time video of all the Checkposts lanes will be stored at Central Monitoring Centre (CMC), which will be located at RTO, Daman & Diu and Dadra & Nagar Haveli.

- The SI shall be responsible to for developing a Complete Automated System of Checkposts Operations Management which should include:
  1. Vehicle Registration Number Recording System along with full front photograph of vehicle.
  2. Tax or National Permit Verification System.
  3. Automatic Measurement of weight of Vehicle.
  4. Automatic Checking of all attributes against standard values or RFID.
  5. Availability of Data base of standard parameters/ attributes.
  6. Automatic Barrier Control System.
  7. Calculation of penalty amount and generation of receipts.
  8. Payment of penalty and clearance of Vehicles.
  9. Generation of printed receipt along with front photograph of vehicle and details.
  10. Video Camera controlled Surveillance System giving the online data to central monitoring Cell.
- Full-fledged web portal with integration of all the applications of the RTOs and Check posts.

- Online Status Updating and SMS Alerts facility.

- Availability of Integrated IT System with high reliability and redundancy.

- Setting up of central monitoring cell equipped with complete IT infrastructure to receive data / images from Check posts for storing and processing the same.

3.5 Scope of Work

3.5.1 Indicative System Architecture

- Indicative System Architecture is a system model required by DoT after execution of the project along with gateway and portal for information access.
- All 3 RTOs will be connected to their respective check posts and having access to data related to entry of vehicles and collection of taxes, fees and fine.
- CMC will be connected with Server at respective RTO through connectivity provided by SI.
- The external users, i.e. citizens shall avail the services through internet. The requests received from external users would land on the central web server, which will be then routed to the corresponding office level servers, through proper gateway.
- There will be a DR site (as per Government policy) having 1:1 replication of Central Site.
- The Data Centre, Data Recovery infrastructure and CMC will be located at space provided by respective RTO in the office i.e Daman and Diu and Dadra & Nagar Haveli.

3.5.2 Application Development, Deployment and Integration

3.5.2.1 RTO

1. NIC has developed VAHAN & SARATHI
2. NIC shall be responsible for development, deployment, up gradation, maintenance& database migration of VAHAN & SARATHI applications (new modules as well as existing modules) at RTOs.
3. The required MIS, DMS & DSS for the VAHAN & SARATHI applications shall be provided by NIC.
4. The selected SI shall be responsible for necessary integration with the help of NIC for check posts application & web portal.
5. The selected SI shall be responsible to develop web portal as per security requirement and host at respective servers of RTO or on NIC Cloud.

3.5.2.2 Checkposts

There are total 12 check posts. **The SI has to develop the check post on turnkey basis covering mechanical, civil, and electrical and electronics work including supply of all required material with Weigh in motion Bridge and cabin.** The SI has to develop following application software modules for automation of Checkposts operations.

The objective of the Checkposts operations is to inspect each vehicle on the following parameters:

- Vehicle identification on the basis of Registration number of vehicle or RFID
- Tax paid
- Availability of Valid National Permit
- Weight of Vehicle
- Valid PUC
- Cashless payment options to vehicle

In light of above parameters, the application system for Check Posts Operation should act as a single integrated system aspect i.e. License Plate (Vehicle) Recognition system (LPR), Radio Frequency Identification (RFID), Automatic Measurement of Vehicle Parameters, Automatic Checking of all attributes, Availability of Data base, Calculation of penalty amount (Automatically), Payment of penalty and clearance of Vehicles and Automatic Camera Surveillance.

The application has to address the following major aspects of the Checkposts operations:

- **Vehicle Registration Recording System:** Every vehicle entering in the designated lane will be identified by its registration number or RFID. For this purpose, a snapshot of number plate along with full front of vehicle will be taken by the fixed camera, put up especially for this purpose. Based on the Automatic Number Plate Reader or as per RFID, the number will be entered in the system by data entry operator or automatically. In the event of availability of software which should read and recognize the number, the process will be done automatically.
- **Tax or National Permit Verification:** Based on the identification of the vehicle, the system will fetch data of tax paid by the vehicle, and details of the national permit. In case the vehicle is found to be defaulting on tax, the system will generate a default report, and tax compliance will be asked for. Similarly, system will verify details of national permit.
- **Calculation of penalty amount:** Automatic calculation of penalty amount, based on the details of weight, length, breadth and height for each vehicle and by matching them with the threshold allowed for the corresponding vehicle type. The calculation of penalty depending upon the offence committed by the vehicle

owner will be done by the system with the prevailing rates. The system should be able to generate memo automatically based on these parameters. AND the system should be able to accept the cashless payment.

- **Availability of Data base of standard parameters/ attributes:** The SI has to provide for integration of the VAHAN Database into the Checkpost application software, in order to successfully complete the operations as given above. This database would be used for the purpose of calculation of penalty amounts.
- **Automatic Barrier Control System:** The software is also required to provide for automatic operation of barrier control and light (red / green) and should allow for orderly vehicle movement in the designated lanes. The barrier control system will ensure that unless the vehicle complied with all requirements, it is not allowed to exit the Checkposts.
- **Automatic Video Camera controlled Surveillance System:** Complete surveillance system with 24X7 monitoring, recording and transferring of data to **Central Monitoring Cell (CMC)** for every lane operating at Checkposts. The SI shall also be responsible for setting up a **Central Monitoring Cell (CMC)** at Daman to monitor Checkposts operations based on live feedback and local Monitoring Cell at Diu and at Athal RTO Office for the UT of Dadra & Nagar Haveli. The images will be required to be stored for a predefined period. The video recording shall be at least at the rate of 30 frames per second with compression technology of h.264 or better.

  The software integrating all variables – Tax/ permit, weight and Dimension should be able to indicate whether a vehicle is liable for penalty as per predefined provision of law. Further, the software should provide for automatic issuance of memo and payment thereof.

  The SI is free to use the existing civil and electrical infrastructure available at check posts and accordingly it has to bring down the cost of development of each check posts.

  The SI shall generate an exception report based on such parameters as may be defined by the DoT and the images of the same and such other images as may be directed by DoT or a person authorized by him shall be preserved in separate secured media for such duration as may be required. The cost of media will be borne by SI.

  The SI shall be responsible for providing one time operational Training and Yearly Refresher Training to officials of DoT and officials of Checkposts as and when required. Training infrastructure will be provided by DoT.

  Training material in soft & hardcopy will be provided by SI**.**

More details on the envisaged functioning of the Checkposts system is given in Annexure.

Before deployment of the Software application developed by SI, SI shall be responsible to get the application Tested through STQC and Security audit of the application through CERT-In empanelled agency at their cost.

3.5.2.3 Web Portal

- The SI has to develop a comprehensive web portal covering each of the area of operation and dealing of respective RTOs along with brief on functions and history.

- It is envisaged to develop a faster, transparent and efficient delivery of services integrated with the web portal, which would act as front end for availing / requesting any service/information by Citizen.

The required applications need to be developed and /or integrated with Web portal to facilitate the citizens for online application, any kind of transactions and updation of the status. However, for RTO applications NIC shall provide the APIs required for integration.

- The facility like SMS alert, Status updation shall be provided.

- Additionally, user friendly features / enhancements shall be included to further enhance user experience of the web portal.

Grievance Redressal System:

This system should have the facility of Submission of complaints/grievances to the DoT through email / log in on web portal by applicants and generation of UNIQUE ID for each such complaint at the time of submission of the complaint.

In both cases, the grievances should be stored centrally and should be forwarded / escalated to the respective authorities. The system should have, but not limited to, such features as automated storage and retrieval of documents, automated tracking of each file/complaint and online status reporting of each grievance/complaint. Moreover, the email should support photograph/picture files apart from document files as attachments for submission of grievances. Apart from this, the system should be scalable enough to be integrated / compatible with call centre, which may be adopted by the DoT for real time handling of grievances, in the future.

3.5.3 Database Migration and Management

The selected SI shall be allowed to use any database for new proposed applications for Check posts & web portal. Their application module / database should communicate with existing database.

NIC shall be responsible for extracting any information/ data required for GoI & SI will facilitate the same.

3.5.4 IT infrastructure

SI is expected to visit all the RTOs and Check Posts of DoT, Daman & Diu study the applications, facilities, infrastructure and working at RTOs (VAHAN and SARATHI) as well as the operations carried out at Check Posts and also study the existing hardware and data storage facilities used at RTOs for VAHAN and SARATHI application.

IT Infrastructure for Checkpost & Web portal Applications:

Based on the work load & transaction of each office, SI shall propose the IT Hardware infrastructure required for Checkposts, Central Monitoring Cell (CMC)and Web portal which shall cater the need of DoT for next 5 Years. SI will supply, install, commissioning & provide warranty support for 5 years for the servers and other IT infrastructure require for Checkpost & Web portal applications at Checkposts, CMC & SDC. The configuration, operations & management of IT infrastructure required for Checkpost & Web portal applications at Checkposts, CMC & SDC shall be the

responsibility of SI and NIC shall facilitate the same

Successful deployment of application software modules have to be supported by the necessary hardware and Operating System and Software infrastructure for smooth functioning of the DoT. The SI should be responsible for providing necessary hardware equipment and required Operating Software for functioning of the applications proposed in the scope of work including IT Infrastructure, database, System Software, installation, operation and maintenance for the period of 5 years.

Indicative list of the IT and Non-IT Hardware Infrastructure required is as follows:

1. **Infrastructure at Data Centre, Data Recovery and CMC**

Sr. No.	Item	Min. Qty.
1.	Application Server	
2.	Database Server	
3.	Backup Server	

4.	Maintenance Server	
5.	Chassis Enclosure in case of blade servers (For RTO, Check posts & Web portal Applications suggested minimum specs is required)	
6.	Storage & Backup Solution (minimum 30 TB usable for RTO, Checkposts& Web portal Applications with capacity to cater the need for next 5 years - Out of which min. 5 TB raw space for RTO Applications shall be provisioned)	
7.	Network Switch - L3	
8.	Network Cabling	As required
9.	PC Workstation for Video Management System	As required
10.	UPS	1
11.	SAN Switch	As required
12.	SAN Storage (with capacity to cater the need for next 5 years)	As required
13.	Tape library with backup Software	As required
14.	Router / Network switch	As required
15.	Rack for equipments	As required
16.	Joystick	4
17.	Network Monitoring Software	1
18.	HD Video Wall Unit	2
19.	Desk Tops	3
20.	Lap Tops	2
21.	CCTV Camera	3
22.	Air Conditioner	2
23.	Electrification and other necessary cabling	As required
24.	Any other Equipments to full fill the scope of work	As required

SAN: The SAN at Data Centre for RTO applications should be minimum 3 TB raw space. This storage space shall be over and above the Storage space proposed by SI for Checkpost& Web portal applications.

2. **Infrastructure at Each Check Post:**

At ONE Check Post		
1	Fixed CCTV Camera per Lane per check post	As required

2	Dome Camera per check posts	2
3	Fixed CCTV Camera per Cabin	1
3	Video management Software along with Automatic Number Plate Recognition (ANPR)	As required
Electrification & cabling related work		
4	Power Cable, Cat6 cable with all required accessories (1 each per camera)	As required
5	Electrification & LAN Cabling	As required
Non-IT equipments		
6	Non-IT equipments for fulfilling the Checkpost automation scope of work:- a. Weigh bridge b. Weather proof cabin for operator c. Computer with printer d. All related civil and Electrical work. e. Lightening f. UPS	As required
7	Any other equipment to fulfil the scope of work – Such as lightening for Cameras, necessary electrification, LAN cabling, etc.	-

At Checkposts, SI shall install Application, UPS and Networking Equipments. SI shall also install Non-IT Equipments for vehicle dimension measurement and Surveillance equipments i.e. Fixed CCTV camera for Vehicle number plate capturing and other CCTV Cameras for surveillance and maintain the same.

-: Minimum specifications of Application and IT – Non-IT Infrastructure for D.C., D.R. and CMC Site at RTO:-

Sr. No.	System Description/ Minimum Requirement	Technically Compliant (Yes / No)	Remarks (If Any)

1	Processor	The server should have 02 nos. eight core or more core 64-bit x86 processor with 8 MB or higher L3 cache per processor. The processor should be fully binary compatible to 32-bit applications. A eight core or more core on a single die/socket will be treated as a single processor		
2	Motherboard & Chipset	Server M/B based on associated chipset with minimum two free PCI /PCI-x/ PCI-Express slots.		
3	Memory	128GB DDR-III 1600 MHz or higher SDRAM Memory with ECC expandable up to 1TB.		
4	Video Controller	Integrated Graphic controller		
5	HDD Controller	SAS RAID Controller supporting RAID 0 , 1 & 5		
6	Network Controller	Two no. of server Ethernet dual port controller (10/100/1000Mbps) with full duplex		
7	Ports	4x USB 3.0 ports, 1xKeyboard port, VGA Port, 1 x Mouse port & One dedicated Ethernet port for OS independent hardware management (Out of Band management).		
8	Storage	4x300GB SAS Hot swap HDD (**10K** rpm or higher)		
9	Optical Drive	DVD Writer		
10	HBA Card	Dual Ported HBA card with minimum 8Gbps DTR per port and downward compatible along with two nos. of 5m LC to LC cable (MM)		

11	Driver/Software Utility	System utilities with all required device driver software as per above configuration for OS Installation, System Configuration and for server management		
12	System Chassis	Server Chassis (4U) with Redundant Hot Swap Power Supply to sustain above configuration and future up gradation and min. 5 Hot Swap Drive bays for HDD		
13	OS Support & Certification	Support for Windows server 2012(32 & 64 bit) & latest Linux Redhat enterprise OS (32Bit & 64Bit both) and Certification for both 64bit OS		
14	Other Feature	System quoted must have feature**/required hardware** to support clustering of servers under Windows & Linux OS. Should have feature to disconnect the failed node from shared storage in cluster. Server should also support Hardware Virtualization.		
15	System Management	Remote Management of Server over LAN & WAN with SSL encryption, Virtual Media with required license and KVM over IP		
16	Performance	Processor SPEC CPU2006 benchmarked with maximum 256GB RAM to achieve SPEC rating of at least **571-590** (60% of SPECint_rate_base2006 plus 40% of SPECfp_rate_base2006 scores)		
17	Video Wall Unit	139cm (55"), Resolution 3,840 x 2,160, ULTRA HD, Smart TV, Connectivity - HDMI & USB		

18	CCTV at RTO	Minimum 1080p (1920 x 1080) and 3 Megapixel HD Video ResolutionCamera with built in Night Vision Infrared with IP 67 and IK 10 rating.		
19	Desk Top Unit	Intel i5 (7th Generation),1 TB HDD , 4GB DDR IV RAM , 21'' inch LED wide display full HD, 4 USB 3.0 , Windows 10 professional , 10/100/1000 Ethernet, USB 102 Keyboard , optical wired mouse , with speaker and microphone		
20	Lap Top Unit	Intel i5 (7th Generation),1 TB HDD , 4GB DDR IV RAM , 15.6'' inch LED wide display full HD, 4 USB 3.0 , Windows 10 professional , 10/100/1000 Ethernet, audio out, Integrated speaker , carry bag/case		
22	Net Work Switch	24 port , L3 switch (managed) , 1 Gig port		
23	Air Conditioner	2 Ton, split, 5 star energy rating		
24	UPS	230 V AC, 1 phase, 50 HZ online UPS with 30 minutes backup (5 KVA for server) and (01 KVA for desktop), unity power factor of reputed brand.		

-: Minimum specifications of Application and IT and Non-IT Infrastructure for Check Post:-

Sr. No.	System Description/ Minimum Requirement		Technically Compliant (Yes / No)	Remarks (If Any)
1	Weigh bridge	As per Annexure-1 to this document.		

2	Lane CCTV	Minimum 1080p (1920 x 1080) / 3 Megapixel HD Video ResolutionCamera with built in Night Vision Infrared with IP 67 and IK 10 rating and for Surveillance		
3	CCTV Dome Camera	Vandal resistant dome camera; Minimum 1080p (1920 x 1080); and 5 Megapixel HD Video ResolutionCamera with built in Night Vision Infrared with IP 67and IK10 rating; 180 degree view angle.		
4	Computer	Intel i5 (7^{th} Generation),1 TB HDD , 4GB DDR IV RAM , 21'' inch LED wide display full HD, 4 USB 3.0 , Windows 10 professional , 10/100/1000 Ethernet, USB 102 Keyboard , optical wired mouse , with speaker and microphone		
5	Printer	A3/A4 multifunctional back and white laser printer / scanner /c copier / with ADF of reputed brand		
6	Boom Barrier	Aluminium; Electro-mechanical; 3.5 mtr length; Opening - Closing time of not more than 1 Second, IP 55, operating temperature +10 to +55 °C; relative humidity up to 95%; anti-collision and anti-hit features.		
7	Signal light	Approx 200mm dia with sun visor; cast aluminium; High efficiency All nGaP & In GaN LEDs, 40 - 100 viewing Angle with 600 meters visibility, Chromaticity as per BS 1376 Standard, IP 65, Operating Temperature : +15 C to +70 C,		

8	UPS	230V AC, 1 phase, 50 Hz online UPS with 30 minute, 01 KVA for desktop computers, with unity power factor of reputed brand.		
9	Cabin	As per Annexure-2 to this document.		
10.	RFID Reader	As per Annexure-3 to this document.		
11.	Cabin CCTV	Minimum 1080p (1920 x 1080) / 2 Megapixel HD Video ResolutionCamera with built in Night Vision Infrared with IP 67and IK 10 rating with voice recording.		
12	User Fare Display	Min. 12in to 24in display; Alphanumeric messages (A/a to Z/z, 0 to 9 and special characters); 7*5 pixel resolution; standard communication interface,		
13	Siren/ Alarm	Siren/Alarm as per COTS specifications / requirement.		

SI shall be contracted for the following scope of services and shall be the consortium of responsibility for the end user:

1. Supply, install, operate, maintain and provide warranty related support services including AMC/ATS/ updates as applicable for hardware and system software proposed by SI including back up, restoration, OS, clustering etc for a period of 5 years from the date of Go-live.
2. The Servers, Storage, backup devises, system software including back up and SSL quoted must be (1) with services for the installation and configuration of the entire infrastructure and (2) with 24*7 support for problem resolution for project period (3) with 5 year support for other S/W. Solution and Server, Storage, Backup
3. Costs must include cost of delivery at designated locations for designated locations, transit handling and insurance, all taxes, custom duties etc as may be applicable, insurance for the entire set up for 5 years at for entire contract duration. It will also include all types of incidental expenditure for installation,

commissioning including necessary electrification with copper cabling, rack and all other necessary devices where ever required.

4. Supply signing and verification components for servers as may be applicable for verification and display of the verification on both application server as well as portal as per best practices and standard process adopted by professional and financial institutions in country.
5. Supply, the Media Sets at designated locations, Manuals / User Guides / Administration Manuals for the products being supplied.
6. Annual updates/patches, as and when released to be provided on CD/DVD media sets, installed and configured.
7. On-site warranty for five years from date of Go-live.
8. SI manpower have to collaborate with application provider of DOT / NIC to ensure that the entire IT setup provides suitable compatible platform for running the existing applications and deliver the performance metrics of response time.
9. SI has to ensure seamless integration of quoted Hardware and software product with proposed applications. Any additional cost necessary for integration shall be borne by SI.
10. Bidder should propose the required hardware at all designated locations in such a manner that during the period of 5 years maintenance contract, no up gradation cost will be paid for performance related issues. However if DoT ask the successful bidder to develop certain additional modules and as a result if additional hardware and up gradation of existing hardware is to be carried out by the bidder then it should done at reasonable cost comparable with the market rate in consultation with DoT.
11. Proposed Bill of Materials should be in following format with detail specifications with quantity for H/W infrastructure and s/w products for all designated locations.

12. Proposed Bill of Material quoted for Data Centre, DR Site and CMC at RTO; separate for each RTO:

Sr. No.	Item	Make and Model	Technical Specifications	Quantity	Remarks (If any)

Bidder may quote and add the hardware equipments as per the scope of work

13. Proposed Bill of Material quoted for Check posts; separate for each Check post:

Sr. No.	Item	Make and Model	Technical Specifications	Quantity	Remarks (If any)

Bidder may quote and add the hardware equipments as per the scope of work.

1. Proposed hardware should be latest and State of Art.
2. The bidder shall provide any authentication and monitoring tools/Software application required for the same.
3. The proposed solution will include UPS, switches, racks and power related infrastructures at check posts and RTO.
4. The bidder shall provide UPS (with minimum 60 minutes) backup, stabilizer and router at RTOs and Check posts locations.
5. Power supply and generator will be provided by respective RTO at RTO offices of Daman and Diu raw power is to be supplied by respective RTO at each check posts.

Central Monitoring Centre (CMC)

- A central monitoring Centre shall be established at respective RTO. The CMC shall comprise of the following components to monitor all the Check posts centrally –

  - Display System – Video Wall
  - Storage of Video
  - Analysis and MIS system
  - Monitoring personnel

- The system shall be operational on 24*7*365 basis. The agency shall be responsible for operating, maintaining and updating the system completely. A link of the system shall be provided further to such other location as may be decided by respective DoT.

- The live feeds from all the lane cameras installed at all the Checkposts shall be monitored as well as the image shall be stored at CMC. The videos stored shall

be with date and time stamped.

- At CMC the video feeds from all the check post lanes shall be stored in the SAN storage proposed by SI for a period of 30 days. After a period of 30 days, SI shall take the backup of the video data on the tape media and store in tape library. The backup shall be kept for one year.

3.5.5 Network Connectivity Requirement

3.5.5.1 All the RTOs need to be connected with its respective checkposts.

3.5.5.2 The selected SI shall be responsible to provide the connectivity between Checkposts to CMC and CMC to DC.

Connectivity

There are 6 Checkposts in Daman and 2 in Diu and Central Monitoring Cell (CMC) will be located at respective RTO.

1) Presently, 12 or less check posts are to be covered under the project. Based on the load and requirement of each and every Checkposts SI shall quote higher bandwidth in the multiple of 2 Mbps. Number of Check-posts may be increased or decreased at the time of awarding of order.
2) Point of aggregation shall be at Central Monitoring Cell (CMC) at respective RTO for which the necessary terminating networking infrastructure shall be provided by SI.
3) For connectivity, SI shall provide appropriate Routers / Converters and manage the same for the contract period.

Internet Bandwidth:

At least 8 Mbps dedicated and unshared Internet bandwidth at DC, DR and CMC at RTOs shall be provided by SI**.**

SI connectivity Provider's Scope of Work:

1. SI has to supply, Install and configure server, racks and WAN end equipments like routers, modems, converter, last mile equipments, online UPS including proper earthling, Air-Conditioners, etc. to provide the Point to Point Leased Circuit connectivity. DOT shall not provide any infrastructure for installing these

equipments except 'Raw Electricity" and "Shared non AC Room".

2. SI is expected to do a complete site survey for feasibility for positioning of the terminating equipment. SI has to decide the output at each location (Ethernet/fiber etc.). The equipment/s to be deployed with its physical, electrical connectivity requirement for the project execution shall be supplied and deployed by the SI at no extra cost to DOT.

3. SI shall ensure that the data transmitted on Point to Point Leased Circuit connectivity links should not be accessed / mixed with public. SI has to ensure that Point to Point Leased Circuit connectivity should be fully secured and should fulfil the security requirements as per the IT-Act applicable from time to time. These links should be available in full duplex mode with sending and receiving available on the same circuit. For example, on a 128 kbps circuit, 128 kbps sending and128 kbps receiving should be possible simultaneously.

4. SI shall provide complete network diagram including detail technical Documentation for all the locations mentioned.

5. SI has to co-ordinate with application developer of VAHAN and SARATHI for successful implementation and commissioning of Web application.

6. SI shall ensure that their connectivity provider have proper upgradeability availability for primary links and secondary links and in case of requirement in future, the connectivity provider shall do it within one week time.

7. SI will be solely responsible for all liaison work, statutory and regulatory approvals, project requirements, follow up etc. during project planning, execution, and tenure of contract.

8. SI has to adhere to SLA as mentioned in bid. After verification of SLA by DoT or its designated agency, the quarterly payment will be released.

9. SI has to ensure redundancy management for the WAN part as per SLA.

10. SI has to carry out Post implementation Management of the services as per SLA agreement.

11. SI has to ensure that connectivity provider should provide Unique Circuit Id required to log the call and Escalation Matrix and Billing record document.

Proposed Bill of Material quoted for providing Network Connectivity (between Check Posts and respective RTO):

Sr. No.	Item	Bandwidth	Quantity	Remarks (If any)

Network Monitoring

SI should have state-of-art Network management centre at CMC for troubleshooting round the clock to ensure uninterrupted services. This NOC should be manned by technical staff (24X7) and have call logging and escalation procedures.

The types of reports that are required for the monitoring of the links are as follows:

- Link Utilization, Link errors (CRC, input errors, drops etc.)
- Link availability (Bifurcation of link downtime and other causes of link being down to be specified.)
- Link Latency
- Reports of link uptime should be provided per location per node and over connectivity. The same should also be configurable w.r.t to time.
- Traffic monitoring, bandwidth utilization report with committed information rate for all links

INSTALLATION AND COMMISSIONING PERIOD

SI has to install commission and establish links in all manners at all locations within 120 days from the date of award of contract. However, DoT reserves the right to develop any check post at later date within the period of TWO years from the date of award of the contract; and in this case, the time period for development of check post will be of 90 days from the date of receipt of communication by SI.

3.5.6 Operation and Maintenance Support

3.5.6.1 Operation and Maintenance Support for Application Software

The SI has to provide the operation and maintenance for the period of four years after warranty period of one year, post to go live

- Resolution of errors/bugs (if any), software updates, changes in the software that may be necessary due to legal/statutory changes etc.
- Ongoing technical support for application

- Fine Tuning updates/patches reporting
- Fixing logical/run-time errors in the applications
- Development, Testing and Implementation for Bug-Fixes
- Generate reports on changes made in applications
- Generate reports on change requests given to support team
- System administration and database management support
- Development of new application release
- Deployment of new application on production servers
- Synchronize the application release in all application servers of DOT, and DR
- Maintaining checklist for the status of deployment on all servers
- Monitoring and Reporting Server/ System performance

In addition to that, the SI shall be responsible to design and develop all change requests without any extra cost to DoT during the Operation and Maintenance period.

3.5.6.2 Operation and Maintenance Support for IT Hardware Infrastructure

SI bidder shall set up online helpdesk on web portal to log complaints of the users and issue the log ticket number and communicates the corrective measure. SI bidder shall provide Customer support interface with online, telephone and on-site support, and other deliverables as described below. This Service must be provided for entire infrastructure supplied by SI.

The scope of services to be offered by bidder is detailed below:

a. Provide warranty/on-site maintenance for infrastructure that shall be supplied and installed under this procurement throughout the period of contract as per SLA and also provide warranty execution/onsite maintenance of the Database S/W, digital signature in case of procured from the selected agency.
b. Ensure that all these equipment integrate and function as per the requirements and meet SLAs set out in this document.
c. Undertake Performance Tuning and ensuring optimum performance of the equipment supplied.
d. The support coverage shall be as per the service window mentioned in the Section – “Service Level”.
e. Provide manpower for operations (Centralized IT Infrastructure), maintenance and onsite warranty support of supplied items. This

would typically cover following services

- Network Management
- Weigh in motion Bridge Management
- Server Management
- Provide Service desk solution that enables end users to log their complaints or requests and tracks the same till the resolution.
- Provide Asset tracking solution which also tracks their associated contracts throughout their lifecycle.
- Server, Client, weigh in motion
- Bridge and Network device configuration and including Patch Management.
- Health and Performance Monitoring of entire web Application along with existing application and entire network.
- Functionalities validation of the entire web Application.
- Vulnerability check and reporting of entire web Application.
- Automation of routine IT processes.
- Capacity Utilisation, Monitoring and reporting (Central Side IT Infrastructure).
- Storage Management which includes configuration and patch update.
- OEM Liaoning, Support to Application vendor
- Assisting in Simulation test.
- Periodical check for DR site and BCP availability.
- Log clearance.
- Regular Backups and if required restoration (Central Side and client side IT Infrastructure).
- Primary to DR site Replication.
- Preventive Maintenance.

- Capacity Utilisation, Monitoring and reporting (Central Side IT Infrastructure).

- Recommend HW Upgrade, On Approval Upgrade HW due to Change in number of Users, number of Transactions of Central Side IT Infrastructure and after thorough checking by third party auditor to be appointed by DoT or by NIC.

- Assist government in decision making for addition/alternation of H/w, S/w with proper reports.

- Conduct performance audits and reports (Central Side IT Infrastructure)

- Corrective Maintenance
- Configuration Management
- Part replacements, in case of failure of the same
- Regular MIS report as decided by third party auditor/Government.
- Functional and performance testing services for the developed applications.

- The bidder shall maintain and deliver all technical drawing/design, network diagram/design in soft and hard copy to Department of Transport, Daman twice, one before execution and other after execution. Any change in it has to be follow by new version of drawing and designs in soft and hard copy. It will be property of Department of Transport, Daman.

- All the items should be numbered and painted in suitable colors at SI's cost as per the dead stock register which is maintained at local level. Any discrepancy in dead stock in future should be reported immediately to Department of Transport, Daman.

- Each supplier item must be tagged with the sticker and mentioned help desk telephone no., help desk e-mail no. and serial no. of the machine. it should be replaced every year.

- Every year each supplier item must be checked physically in all offices and gap analysis should be sent to Department of Transport, Daman.

- The End-of-life / end-of-sale of hardware should be 5 years.

Preventive Maintenance Services

This activity shall be carried out at least once in every quarter in addition to the normal maintenance required and sub activities are detailed as below:

a. Check for any loose contacts in the cables and connections.
b. Extract the log reports, study, draw logical conclusions, do fixes and then submit the final report to Department.
c. Conduct preventive maintenance (including inspection, testing, satisfactory execution of diagnostics and necessary repairing of the equipment), including existing H/w and S/w under AMC.
d. Cleaning and removal of dust and dirt from the interior and exterior of the equipment.
e. Check concealed and piped cabling, if necessary carry out repair.

Corrective Maintenance Services

a. Troubleshooting of hardware problem of all supplied equipments and rectification of the same.
b. Troubleshooting of OS and database and patch updation.
c. Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems.
d. Formatting the computers and reinstallation of peripherals with OS and all drivers and software and LAN setting.

Configuration Management Services

a. The Bidder shall maintain a record of hardware as well as software and all other items supplied in this tender including the details of policies implemented on the servers, n/w, databases and web/app servers.
b. Bidder shall keep soft copies of the configurations of each of the devices mentioned above.
c. Bidder shall define change management procedures to ensure that no unwarranted changes are carried out on the equipments. All the changes carried out by Bidder must be formally approved by Department of Transport, Daman, and its designated Agency and

recorded.

d. Bidder shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations.

e. These configurations shall not be accessible in general except the authenticated representative of department and must be kept confidential under the authority of project manager or a lead administrator/manager.

f. Online monitoring of all inventory so that as and when necessary, it can be accessed and verified for each client including existing H/w and S/w.

Server Management Services

a. Bidder shall manage the servers on end-to-end basis like server administration, performance tuning, security, hardware and software support and upkeep of the server.

b. Handling of OS related issues, installation of OS upgrades and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers.

Project Management Structure

The bidder needs to provide detailed Project Management Structure along with the required manpower for successful execution of project. The following are the details of the Project Management Services to be offered for the Infrastructure deployment services covering Servers, Storage, Backup and Restore covering Primary site, DR site and client side infrastructure Site of Proposed Developed Application as defined in their respective Scope of Works:

1. The objective of the Project Management Service is to provide a systematic approach to managing the project from inception through implementation for 5 year after Final Acceptance Test and finally delivery of the system / services.
2. The project management involvement is throughout the entire project life cycle from Data centre pre-planning, project kick-off, project inception, project design, Infrastructure implementation, deployment,

FAT to project hand-over for operations and maintenance.

3. Overall responsibility - To manage the Proposed Developed Application Infrastructure deployment services covering Servers, Storage, Backup and Restore project for solution related components/systems, after Scope of Work finalization through to project delivery, implementation, customer acceptance and project closure.
4. Ownership and accountability – To manage teams of technical delivery consultants, partners and third-party suppliers (if any) to execute project plans to ensure that engagements/projects under Project Manager's supervision are delivered to meet - contractual, time schedule, quality and key customer satisfaction objectives.
5. To setup and manage Project Management team consists of all constituents who are involved in the roll out of the Infrastructure for the Successful implementation.
6. To enforce work process structure and methodologies to enable the project team to perform their tasks effectively.
7. Central tracking of all project status from inception to production.
8. To manage project plan schedules for timely delivery for all activities as mentioned in bid.
9. To manage Customer's expectations and communications.
10. To manage quality, issues and change and escalations of implementation.
11. To identify project variances and steps to be taken to recover to the project plan
12. Reporting – To provide timely and accurate updates, reports and escalations to Department of Transport, Daman and its designated Agency’s senior management on the health of project delivery operations.
13. To manage different Partners for the delivery of the project.
14. To highlight technology risks and red alerts, if any.
15. To plan for live operation of the proposed systems
16. To manage the deployment of the new systems
17. To organize project reviews and evaluation
18. To gather and manage project documentation
19. To obtain sign-offs for project deliverables

Storage and Backup Architecture and Deployment Services

This service includes:

- The development of a detailed Test Procedures Plan;
- The installation and configuration of the SAN and SAN Switch system according to the SAN Build Specification Report;
- The development of a detailed Backup Build Specification and Test Procedures Plan;
- The installation and configuration of the Tape Library and backup Software according to the Backup Build Specification Report;
- The Installation of licenses for the required software modules according to the Build Specification Report;
- The connection of the SAN system to the SAN Switch;
- Configuration of Storage and SAN for connectivity of hosts;
- Installation testing of the final implementation, according to the accepted Storage and Backup Test Procedure Plan;
- A system hand-over, explaining the configuration of the storage and Backup Infrastructure as documented in the relevant Build Specification, to the appropriate staff before project completion.
- Provide periodical statement for project control and evaluation (so that transition can be smooth)
- Approve policy for configuration on Firewall (Rules creation, filtering and opening of required ports) and access rights for users at all levels.

SI will be expected to work jointly with Department of Transport, Daman RTO Diu and its designated agency:
To carry out the above mentioned activities under Support services and Management and to adhere to uptime and SLA in the Bid, SI shall provide the Manpower as mentioned in the Manpower section below.

3.5.7 Help Desk

- The SI has to provide central online help desk support in English & Gujarati for the contract period of 5 years.
- The Helpdesk shall be operational 24X7.
- All problems/issues faced by officials of DoT, RTO or Check posts need to be solved through helpdesk.

3.5.8 Manpower

The SI shall provide onsite manpower support for facility management services for 5 years from the date of installation as under: The below mentioned manpower have to interact & coordinate with DoT& NIC for handholding & Technical support for Application & Hardware Related issues at RTO and Check posts.

Sr. No.	Location	No. of manpower required	Shift	Qualification and Experience
1	CMC, DR Site and Data Centre at respective RTO.	1 technical person and 2 Technical support person each set at RTO, Daman. 1 technical person and 2 Technical support person each set at RTO, Silvassa. 1 technical person and 1 Support Manpower at RTO, Diu.	24*7	**Technical Manpower:** • B.E. in IT/CE/EC or MCA through recognized University/ Technical Institutes with minimum First class • More than three years of relevant IT experience **Support Manpower -1:** • Graduate in IT/EC/CE through recognized University / Technical Institutes. • More than One year of relevant IT experience. **Support Manpower -2:** • Minimum BE in Mechanical Engineering through recognized University / Technical Institutes along with knowledge of computer. • More than One year of relevant experience. All the Technical person and support person should be capable to handle issues related to Network, Server, Application, Database and Storage, Security, EMS / NMS, and NOC Engineers, weigh bridge, camera, etc. Engineers should have relevant experience along with relevant certifications like CCNA / CCNP / CISSP or OEM certified engineers on Network / Server / Storage/ Backup / EMS / Security.

2	Project Management Unit at RTO, Daman. (from 15 days from date of award of contract till 60 days after Go-live)	3 Technical Persons	Working Hours – 1 Shift	**1. Project Manager:** B.E. (IT or related field) with MBA and at least 3 years of experience in handling similar project. **2. Data Administrator:** B.E. in IT related fields with at least 3 years of experience in handling similar IT projects. **3. Mechanical Engineer** M.E. / B.E. in Mechanical Engineering with at least 3 years of experience in automobile sector.
3	Security Guard with Gun	1 at each check post	24*7	1. Minimum 12th Pass 2. Between age of 20 to 40 years 3. Physically Fit 4. Valid Arms licence for Daman. **5.** Preferably retired from Armed forces, para-military or central police force
4	Security In-charge	1 at each RTO	Working Hours	1. Minimum Graduate 2. Between age of 40 years to 65 years 3. Physically Fit 4. Preferably retired from Armed forces in rank equivalent to Major.

Indicative Roles and Responsibilities of Manpower:

1. IT Hardware infrastructure, Network and Database Management
2. Single point of responsibility for coordinating with the respective vendors
3. Single point of responsibility for coordinating with the respective vendors
4. IT Hardware infrastructure, Network and Database Management
5. Application operational assistance
6. Periodical training, if required.
7. Regular Database synchronization management
8. Single point of responsibility for coordinating with the respective vendors.

9. C.M.C.:-
   - To manage IT infrastructure, network equipment, security devices, Video wall etc.
   - Continuous observation of the all Checkposts lanes on video wall in consultation with officials of DoT. In case any problem found, inform the concerned authority to take the appropriate action.
   - Take back up of Video stored in the Storage media to Tape Library.
   - For help **Desk support:** Provide Service desk support to end users

The respective DoT shall be responsible to pay for 180 Days consideration for PMU Unit; in case of delay in Go-live or completion, the cost of PMU during delay period shall be borne by SI.

For later development of check post, the PMU shall be for 90 days only.

10. **Central Site at RTO, Daman, Diu and Dadra & Nagar Haveli:**
    - IT Hardware infrastructure, Network, Application and Database Management
    - IT Asset track management
    - Server, Client and Network device configuration management including Patch Management
    - Health and Performance Monitoring of entire web Application along with existing application
    - Regular Backups and if required restoration (Central Side and client side IT Infrastructure)
    - Primary to DR site Replication
    - Capacity Utilisation, Monitoring and reporting

3.6 Bilingual Support in Application Software

The application software modules to be developed by the SI should support Gujarati and English languages.

3.7 Project Phases:

Stage I: Design Phase

1. Documentation of the existing process of service delivery across all services/schemes of Checkposts and.
2. Document existing Services Levels of Checkposts.

3. Propose Service Levels, based upon benchmarking / opportunities for improvement of Checkposts.
4. Identification of Business Process Reengineering requirement to achieve the proposed service levels, including legal changes required of Checkposts.
5. Documentation of To-Be Process maps in line with the BPR proposed of Checkposts.
6. Cost Benefit Analysis of the proposed changes.
7. Design the User Requirements Specification of the DoT applications of Checkposts.
8. Capacity Building / Training Plan
9. SI shall integrate the Modules developed by NIC with the new application modules and the web portal
10. Prepare System Requirement Specification (SRS) for application development
11. Design the Change Management Plan
12. Design and seek approval of the implementation Strategy from DoT prior to the commencement of the implementation plan
13. Design Hardware, network architecture and other infrastructural requirements, based on applications to be developed and submit Bill of Material to the DoT.

Stage II: Implementation Phase

1. Procurement of specified hardware components
2. Software development, integration and Deployment
3. Project monitoring and progress reporting to the DoT on regular basis.

Stage III: IT Infrastructure and other hardware required to meet scope of work of check posts, Network and Application Testing and Project Go-Live

1. Development of UAT procedures and test cases
2. Provide IT Infrastructure requirements and other hardware required to meet scope of work of Checkposts based on the application developed by SI.
3. Bug fixing and incorporate feedback from Users.
4. End User Training
5. Rollout/Implementation of Application across all the RTOs and Check posts
6. Interface with front end delivery centres for application Go-Live
7. Application Testing through STQC and Security audit of the application through CERT-In empanelled agency.

Stage IV: Post Implementation – Warranty and Support

SI will be responsible for providing support, in terms of application support, Hardware components, network, for a period of 5 years to Department of Transport from the date of Go-Live of the application software and successful integration with the DoT portal. This includes one year of warranty support and four years of post implementation support after completion of warranty period of one year.

3.8 Details of the activities

1. Documentation

The SI shall prepare all necessary documentation for the project, and provide them to the DoT for review, approval, record, reference etc as mentioned in this RFP. The following is the list of deliverables (but not limited to) in the form of documents to be submitted by the SI in the course of project implementation.

a. As-Is process Report for all the existing application modules used by RTOs at respective Checkposts
b. Business Process Re-engineering report for the all the services for RTOs at Checkposts
c. To-Be process map based on the BPR report for all the selected services for RTOs at Checkposts
d. User Requirement Specification documents for all the selected processes
e. System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, data flow, workflow based on the BPR report, interface specifications, application security requirements.
f. SRS would also include all the application modules, as mentioned above, and it should be developed as an integral part of the new applications being developed by SI. All the necessary study for the application modules has to be completed by SI along with the compilation of User Requirement Specification report.
g. Software Design Documents including Software Architecture design, Logical and Physical Database Design, Programming Logic, Workflows etc.
h. Integration Test cases and results for applications developed
i. Integration Plan with other applications, hardware and weigh bridge.
j. Complete Source Code with documentation.
k. Inspection and testing procedures manual including QA Policy as per STQC Test Plans and Test cases (Functional testing, Volume testing, Stress/Load testing,

Usability testing, Performance testing, Security testing, Facility testing, Configuration testing, Recovery testing, Documentation testing, Procedure testing, Install ability testing, Storage testing,

Serviceability testing)

l. Software Testing Documentation (including details of defects/bugs/errors and their resolution)

m. Details study report for the requirement of IT Infrastructure based on the application developed.

n. Security Level Design Document and implementation of Security policy

o. Inspection and Training Manuals and literature

p. Systems Administration Manuals

q. User and Operation manuals

r. Periodic Status and Review Reports

2. Change Management

Introducing any change needs to consider the impact that change will have on all stakeholders – both within and outside the department. It is therefore necessary, for the SI, to formulate a change management strategy that encompasses the requirements of the end user and the employees. The SI should ensure that change management starts from the project planning stage and continues throughout the life of the project. It is essential to understand that change management is not a onetime activity. It is a continuous activity propagating to complete life of the project and touching all the stakeholders involved in the project

The Change Management Plan suggests the key strategies needed to address the aforementioned change implications having highest impact.

3.9 Proposed timelines for Implementation

Activity	Timelines (in Days)	Deliverables
Phase I – Design and Development		
Project Initiation and Team Mobilization	**T =** 15 Days from Date of Award of Contract.	1. Detail Project Plan Submission 2. Detail of Resource Profile Submission

Completion of Design, Development and Coding of application solution including integration of existing application.	**T1= (T + 60 Days)**	1. AS-IS report Submission 2. Business Process Re-engineering Report Submission 3. To-Be report (For all the modules already developed by other agencies and also the service identified in the Conceptualization report) Submission 4. Functional Requirement specification Submission 5. Software Requirement Specifications Report Submission 6. Architecture and DB design Report Submission 7. Deployment Plan Submission
Supply and installation of IT Infrastructure AND Supply and Installation of Cabin, weigh in motion Bridge and Check-post Infrastructure.	**T2 =(T+100 Days)**	1. Delivery and Commissioning of IT Infrastructure. 2. Delivery and Installation of weigh in Motion Bridge and setting up of check post infrastructure.
Testing, UAT and Training to staff (For applications developed by the Vendor) AND Setting up of connectivity and dry / trial run.	**T3 =(T+115 Days)**	1. Setting up of Connectivity 2. Test Cases 3. Test Reports 4. UAT Sign-off Certificate 5. Training to Staff
Phase II – Go-Live		
Go-Live	**T4= (T3+5 Days)**	Certificate of successful integration
1 year Warranty support post Go-Live	**T5 = (T4+1 year)**	On call support and cost support for the applications and hardware components
Phase III - Operation and Maintenance Support after Go-Live		
Warranty and Operation and Maintenance Support after Go-Live for all applications developed and IT infrastructure	**T6= (T5+4 Year)**	Monitoring Framework, Escalation Reports, Reports with details of Support / Warranty Activities carried out. The frequency of these reports will be notified later

Note:

1. **T:**15 Days from Date of Award of Contract.
2. For Warranty and Maintenance timelines **Go-Live of Phase II B** will be applicable.
3. Time taken by NIC for development/updation, customization & deployment at both central& de-centralized RTO locations as well as time taken for data migration by NIC will not be accounted in the timelines of SI.

4. **The respective DoT shall be responsible to pay for 180 Days consideration for PMU Unit; in case of delay in Go-live or completion, the cost of PMU during delay period shall be borne by SI.**

5. **For later development of check post, the PMU shall be for 90 days only.**

6. The detailed stages of above timeline and their respective "T" stage is stated below:

Sl. No.	Activity	"T" Stage
1	**Application Development as per item no. 1 of financial bid**	
	Acceptance of User Requirement Specification including Automation of Checkpost application and web portal requirements	**T1**
	Successful Commissioning of software on user's platform including Automation of Checkpost application, integration of RTOs applications: VAHAN and SARTHI and web portal requirements	**T1**
	Submission of report from STQC and Security audit clearance certificate and user's manual (Operational Manual) of overall system	**T2**
	All the modules fully functional & the systems Goes Live	**T4**
	After completion of application support for one year including change request & bug fixing, if any.	**T5**
2	**IT infrastructure, system software, Database, security equipment's, network equipment, weigh bridge, camera, devices for RTOs, Central Site and DR site**	
	Inspection of the supplied Goods & its delivery at the site suggested by DoT	**T2**
	completion of inspection by DoT or authorized agency appointed by DoT and installation at site	**T2**

Section – V

4 Payment terms

4.1 Payment Schedule by each DoT / RTO:

Sl. No.	Activity	Payment (%)
1	**Project Go-Liveas per items in Form 1 & 2 of financial bid**	
	After project go-live	100% payment will be released
2	**Manpower support for period of 5 years as per item no. 4 & 8 of Form-1 and item no.6 of Form-2and Part-6 of financial bid**	Will be paid Quarterly after the end of each quarter.
3	**Connectivity for period of 5 years – as per item no. 5 of Form-1 & 2 of financial bid**	Will be paid Quarterly after the end of each quarter.
4	**Operational and Maintenance support for period of 4 years for application development after completion of warranty support of one year as per Form-3 details.**	Will be paid Quarterly after the end of each quarter.

4.2 Payment Procedure

1. The SI shall certify actual implementation. The SI has to ensure proper hand-holding and support of the system.
2. SI shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule and submit the invoice to DoT.
3. DoT shall verify the Invoice raised against the milestone achieved and shall make the payment.
4. The SI's request(s) for payment shall be made to DoT along with the 2 original copies of invoice and necessary documents and certification by SI as per 1 above. Payment shall be made in Indian Rupees.
5. Quarterly payments for Item no. 2,3&4 shall start from Go-live.

Section – VI

5 SERVICE LEVEL AGREEMENT and PENALTY CLAUSE

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the SI to DoT for the duration of the contract for providing Software Applications, Hardware, Training, Maintenance and Warranty support against the stated scope of work. DoT shall regularly review the performance of the services being provided by the SI and the effectiveness of this SLA.

5.1 Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

- "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available to DoT and users. Uptime, in percentage, of any IT component can be calculated as:

  Uptime % = (uptime) / (Total Time – Maintenance Time) * 100

- "Downtime" shall mean the time period for which the specified services / components with specified technical and service standards as per SLAs are not available to DoT and users and excludes the scheduled outages planned in advance for the DoT IT infrastructure.
- "Incident" refers to any event / abnormalities in the functioning of DoT specified services that may lead to disruption in normal operations of DoT services.
- "Response Time" shall mean the time taken (after the incident has been reported at the concerned reporting centre), in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation.

  The resolution time shall vary based on the severity of the incident reported.

5.2 Categories of SLAs

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The SI shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the SI shall be reviewed by DoT against this SLA. The SI shall:

1. Discuss escalated problems, new issues and matters still outstanding for resolution.
2. Review of statistics related to rectification of outstanding faults and agreed changes.
3. Obtain suggestions for changes to improve the service levels.

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

5.2.1 Implementation related penalty of service levels

5.2.1.1 Implementation related penalty for Application software

These SLAs shall be strictly imposed and a software audit/certification shall be carried out at the sole discretion of DoT for certifying the performance of the applications against the target performance metrics as outlined in the table below:

Service Category	Target	Severity	Penalty
Successful completion of Design, Development and Coding of all the modules.	As per delivery Schedule	Critical	**A Penalty of 0.10% of contract value per day for delay in Go-live.**
Testing and UAT of all the modules.	As per delivery Schedule	Critical	
Application Training and Handholding Support of all the modules.	As per delivery Schedule	Medium	
Commissioning and Go-Live	As per delivery Schedule	**Critical**	

Note: If the bidder is not adhering to the individual milestones as defined in the delivery schedule, the cumulative penalty will be levied for the delayed days, at the sole discretion of DoT. If delay exceeds 240 days from the date of award of the contract, DoT may have

rights to terminate the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

The SLA applicable after the implementation shall be purely measured on the availability of the services at all sites.

5.2.2 Operational Related Penalty

5.2.2.1.1 Checkposts Application and weigh in Motion Bridge related SLAs

Sl. No	Measurement	Target	Penalty
1	Availability of Application and weigh Bridge> Downtime required for maintenance, new initiatives undertaken by SI or for Performance enhancement measures shall not be considered while calculating application availability.	>= 99%	INR 5,000 for every 1 hour of downtime per Checkposts at a stretch or in parts on a quarterly basis. And INR 2,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours on a quarterly basis.

5.2.2.1.2 Web portal related SLAs

Sl. No	Measurement	Target	Penalty
1	Availability > Downtime required for maintenance, new initiatives undertaken by SI or for Performance enhancement measures shall not be considered while calculating application availability.	>= 99%	INR 15,000 for every 8 hours of downtime at a stretch or in parts on a quarterly basis. And INR 2,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours on a quarterly basis.

5.2.3.1 RTO, DR, DS Site and CMC - IT Infrastructure

The Service Window for Operation – 24 hrs x 7 Days in three shifts SLA Objectives

The Bidder shall provide onsite support for a period of five years from FAT at the Primary and manage DR Site from primary site and in case of requirements -travel to DR site at his cost. Bidder shall ensure comprehensive maintenance, troubleshooting and repair of all IT infrastructure supplied by SI and covered under the contract, including replacement of parts as may be required, to make the system operational. Availability of system is paramount and SI shall be responsible for ensuring the same.

These SLAs are mandatory and obligatory for SI bidders to meet with an exception of dependency on network availability/power supply and end user's infrastructure availability with quality and shall be determined by availability of systems at primary site or DR site, and not at end user machine.

The support services are expected during following defined work timings.

Timings	24x7
Prime Hour	24 hours x 7 days in three shifts
Period	Five years (from the date of FAT or Go-Live)
Locations	At RTO, Daman and Diu and all check posts
Total shifts	Three shifts

IT Infrastructure Service Level - Severity Level Definitions

Severity Levels	**Response Time from time of logging complaint**	**Restoration Time -if under control/scope of SI**
L1: Non availability of system at data centre/primary site.	30 min	1 hours
L2: System Impaired but available.	120 minutes	12 Hours
L3: Problem / System Operation Normal but need improvements.	240 minutes	5 working days or as mutually agreed

Detailed explanation of the Severity levels and possible responses are described below:

Severity 1 problem: Complete System Down/not available at data centre or at Check Post and work is halted. (Excluding reasons attributable to power shut down, network congestion/non availability)

- System hangs (unable to save work in progress);
- System functionality failure causes data losses or renders system unusable;
- Functionality failure renders system ineffective;
- System malfunction causes mission-critical applications to restart, hang, or suspend; and
- Security breach vulnerability is identified.

Severity 1 Response: Customer's request for support will be transferred to the first available engineer on site and checked at the primary server site for availability. Engineer will take all decisions as may be necessary to make the system available either through replacement of the damaged part or redirecting the users to DR site.

Severity 2 problem: System Impaired but available. System is not operating with full capability but is still operational. Some examples of severity 2 calls may include but are not limited to:

- Impaired or broken functionality with significant impact to applications;
- Frequent system failure, but no data loss; and
- Significant system performance degradation.

Severity 2 Response: An engineer will respond to Customer's request for support after due preliminary analysis of root cause within 1 hour of receiving the request and prepare a plan for restoration in consultation with the govt. appointed project manager and execute the same to make the system available in 6 hours days.

Severity 3 Problem - System Operation Normal but need improvements. System is up and running with limited or no significant impacts. Some examples of Severity 3 calls may include:

- Bugs which cause limited or no direct impact to performance and functionality;
- Request to replace a bug /provide workaround;
- Limited impact –performance not as per the specified std,; and
- Changes in systems/access controls/tuning requirements.

Severity 3 Response: An engineer can be expected to respond to Customer's request for support within four (4) hours of receiving the request. The engineer will solely determine on-site support as appropriate. The Resident engineer will propose the plan for restoration in consultation with govt. appointed coordinator and resolve the issue not later than 6 working days or as may be mutually agreed between Govt and SI bidder.

Service Level measurement, definitions, targets and measurements in table below

No	Measurement	Definition	Target	How to Measure
1	System availability at the primary server room (not at client/user machine end)	Availability={1[(system downtime) / (Total Time-Maintenance Time)]}	Minimum 98.5% uptime measured on a quarterly basis.	Log reports of the system

System log files shall be conclusive and should provide sufficient proof of the availability of the system.

Penalties for not meeting SLAs

Non meeting of SLAs would attract a penalty calculated on cumulative basis in a quarter, of Rs 2000/- per hour for every hour of downtime beyond the period allowed under uptime and calculated as detailed below. SI bidder will have sole responsibility to make the system available as quickly as possible including use of DR resources as may be determined by the SI to meet the SLA requirements.

Penalty Calculations

- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs.
- Total Time shall be measured on 24*7 basis.
- Penalty charges will be Rs.2000/- for every non-compliance hour to be charged on quarterly basis beyond the restoration times specified above for various severity levels and respective resolution times.
- Any planned downtime for maintenance shall be with prior written permission from DoT and must be intimated to all users.

5.2.4 Operational Related Penalty for IT & Non-IT Hardware Uptime Services related SLAs

5.2.4.112 Checkposts and RTOs IT Infrastructure

The Service Window for IT Infrastructure:
At 12 Check Posts – 24 hrs X 7 Days every year
At 3 RTOs – 24 hrs X 7 Days every year

SLA Objectives

The Bidder shall provide onsite support for a period of five years at all Checkposts and 3 RTO offices and in case of requirements - travel to other site offices on need basis at his cost. Bidder shall ensure comprehensive maintenance, troubleshooting and repair including formatting, virus cleaning and installation all drivers and software of all IT as well as non-IT infrastructure and covered under the contract, including replacement of parts as may be required, to make the system operational. Availability of system is paramount and SI shall be responsible for ensuring the same.

Severity level will be decided by DoT and its decision for identification of severity level will be final and binding.

Pl note: These SLAs are mandatory and obligatory for SI bidders to meet with an exception of dependency on network availability/power supply.

The support services are expected during following defined work timings.

Item	**For 12 Check Posts & 3 RTOs**
Timings	24 hours x 7 days
Prime Hour	24 hours x 7 days in three shifts
Period	Five years (from the date of FAT)
Location	All Check Posts / RTO offices as mentioned in the RFP

Infrastructure Service Level at RTO/CMC/DC and Check post:

As per the criticality of the items, the different level of response and restoration time has been defined as below:

Item	**Response Time from the time of logging complaint**	**Max. Restoration Time**
IT / Non-IT Equipments if affecting availability as per 5.2.2 and 5.2.3	1 Hour	4 Hours
IT / Non-IT Equipments if not affecting availability as per 5.2.2 and 5.2.3	4 Hour	72 Hour

Service Level measurement, definitions, targets and measurements in table below

No	Measurement	Definition	Target	How to Measure
1	System availability	Availability={1[(system downtime) / (Total Time-Maintenance Time)]}	Minimum 95% uptime measured on a quarterly basis.	Log reports of the Help Desk Management system

Note: Uptime of IT as well as Non- IT Infrastructure/uptime defined is as mentioned above, (service window as defined above) excluding reason attributable to power failure. Helpdesk Management System log reports generated by SI and the log report shall be conclusive and sufficient proof of the availability of the system.

Penalties for non-compliance to SLA

Non-compliance of SLA would attract a penalty calculated on cumulative basis in a quarter, of Rs. 2,000/- per every hour of down time for IT equipments as well as Non-IT equipments beyond the period allowed under uptime and calculated as detailed above. SI bidder's sole responsibility is to make the system available as quickly as possible as may be determined by the SI to meet the SLA requirements.

Penalty Calculations

- Penalty calculations shall be calculated on accumulated non-compliance from the above SLA beyond the system availability as per target mentioned above.
- Total Time shall be measured as per the service window mentioned above.
- Penalty charges will be Rs. 2,000/- per every non-compliance hour to be charged on quarterly basis beyond the restoration times and availability target specified above.
- Any planned downtime for maintenance shall be with prior written permission from DoT and must be intimated to all users.

Processes (For entire IT Infrastructure)

Reporting Procedures

- The SI representative will prepare and distribute SLA performance reports in an agreed upon format by 5th working day of beginning of every quarter. SI will prepare MIS reports as directed by DoT. DoT will monitor evaluator and give strategic decision based on periodic MIS reports.
- DoT will decide the payment to be made to SI based on these reports to DoT.
- DoT's decision on it will be final and SI will resolve issue within time prescribed by DoT.

Issue Management Process

- DoT or SI may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.
- DoT and the SI's representative will determine which committee or executive level should logically be involved in restoration.
- A meeting or conference call or video conferencing will be conducted to resolve the issue in a timely manner.
- DoT and SI will develop a temporary, if needed, and the permanent solution for the problem at hand. The SI then communicates the restoration to all interested parties.
- In the event a significant business issue is still, the arbitration procedures described in the contract will be used.

Problems reporting and restoration process Step

1: SI vendor to set up a help desk.

Step 2: Any User can call up SI Central Help-desk or log a problem on Web Portal and obtain a problem ticket.

Step 3: SI Central Help-desk will try to resolve the problem over the phone, if it can't be resolved, Help-desk will assign the ticket to Resident Skilled Manpower and also inform complaint via communiqué or on phone.

Step 4: Resident Skilled Manpower will analyze the problem, resolve and report back to the User

- If the problem is related to connectivity, the technical person will take a log of the application availability and also demonstrate the same to the coordinator depending on the availability of the coordinator. Log sheets of the system shall be a valid document to demonstrate the availability of the system ad SLA requirements
- If the problem is related to Infrastructure, concerned Vendor will be called / ticket will be logged
- If any problem requires necessary approvals from the concerned U. T. officers and once approved, necessary action will be taken
- Ticket will be updated in the system with the action taken / being taken

5.2.5 Connectivity from Checkposts to CMC and vice-versa related SLAs

SLA Objectives

SI has to provide connectivity and maintain Uptime as follows:

General Conditions

During the period of SLA the bidder shall ensure proper functioning and uptime of Point to Point connectivity – intranet and Internet Bandwidth - as mentioned in scope of work. Uptime shall be calculated as shown below:

Uptime (in %) = Total No. of Hours in the year-Total Downtime (in Hours) x100

Total No. of Hours in the year

The bidder shall maintain the uptime to highest possible efficiency during the period

Bidder has to carry out shifting of the bandwidth/connectivity in case of shifting of office location or closing of particular office location

For the purpose of measurement, “downtime”, or “fault duration”, constitutes any period of time during which the Leased Circuit is unable to transfer data due to the reasons assignable to bidder’s /connectivity provider’s network.

Causes of downtime shall be limited to

- Leased equipment (i.e. FOT) failures, supplied by bidder to the subscriber.
- Circuit Outrage (at bidder end only)
- Leased Circuit Software failures/malfunction
- Power Outages (in bidder)
- Human error (in bidder)
- Process failure (in bidder)
- Local Loop failure between the bidder and subscribers.

Down time ends upon the successful transmission of data to and from such site or circuit being shown transmitting data as per the prescribed testing procedure of bidder.

A. Point to Point Connectivity between Check Post and CMC /DC /RTO:

Service Levels:

- Minimum Uptime of 98.50% shall be maintained by SI for each and every Point to Point Links between Check posts and CMC.

Penalties:

The bidder shall be responsible for maintaining the desired performance and availability of the services. The bidder should ensure the prompt service support during Contract period.

Uptime Penalty

In case uptime falls below guaranteed level, DoT will impose the penalty are as given below. Further, if uptime any locations during the any quarter is less than 85%, DoT will not make any payment for the quarter for that location and in case of failure at RTO, it will be considered as all locations.

Uptime Quarterly Basis:

Parameter	Condition of breach	Penalty
Service availability of any links between CPs and CMC	**Actual Uptime <98.5%**	Rs. 2,000/- per Hour on downtime.

B. Internet Bandwidth Connectivity:

Service Levels:

Minimum uptime SLA of Internet Bandwidth Connectivity at DC and DR site shall be of**98.5% on 1:1 ratio.**

Penalties

The Service Provider shall be responsible for maintaining the desired performance and availability of the system/services. Operational penalty will be imposed for each 'Hour' delay or part there of delay, until actual availability of agreed Internet Bandwidth. If the Service Provider fails to provide services as specified above, the following penalty will be imposed.

Parameter	Condition of breach	Penalty
Internet Bandwidth availability	**Actual Uptime <98.5%**	Rs.5,000/- per Hour on downtime beyond agreed quarterly down time on all days.

Section – VII

6 ROLES and RESPONSIBILITIES OF STAKEHOLDERS

6.1 Department of Transport (DoT) / RTOs

1. Receive and appraise proposals / suggestions from the SI and NIC for project implementation
2. To form Project Management Group (PMG) for monitoring the implementation program at U.T. as well as District level.
3. Ensure that the SI conducts a detailed BPR exercise while developing and implementing the automated system at Checkposts.
4. Assist in Organizational capacity building.
5. Monitoring implementation, consolidation and approvals of AS-IS, BPR, Products, Case studies etc.
6. Identify the pilot districts/offices and approve the project report for taking up the Phase I for project implementation.
7. Define the services/schemes for Pilot project implementation as prescribed in the selection criteria
8. To enter into necessary MoUs/agreements with SI/other implementing agencies/service providers for defining service levels for identified services, ensuring service level adherence, implementation and sustainability of the pilot project and subsequent state wide rollout.
9. Work as driver for policy, regulatory and other relevant changes.
10. Providing Financial Support as per the project requirements.
11. Assist in providing Infrastructure and other support to the SI
12. Take an appropriate decision on the mode and degree of integration of DoT applications with the other central / state Schemes of the existing physical, digital and institutional infrastructure of various Government Departments.
13. Review and approve the sustainability (revenue) model for pilot project and the replication of the same for State wide rollout
14. Propose the State wide rollout based upon common software, approach and financial model following the completion of the pilot project.

15. To take all publicity measures and campaigning through media like TV, radio, newspaper, conferences, seminars, public meetings, banners and posters etc for creating awareness about transformation through e-Governance for the benefit of the public.

6.2 SI/Bidder:

1. Provide close tie-ups with all the stakeholders in the Project at all levels, including field level.
2. Provide commitment and support to bring-in the process changes.
3. Work closely with the different department officials, field agents, support agencies etc. to undertake the field work, comprehend the requirements, document the observations and redesign the processes by doing BPR of Checkposts.
4. Help build capacity for the staff and executive resources at all levels, by providing necessary training and undertaking awareness campaigns.
5. To provide services, IT resources, and capacity building for creation of ecosystem for high adaptability of backend computerization and e-Governance initiatives as per departments vision.
6. Coordinate and facilitate interactions between the various stakeholders like Department of Transport, Administration officials, other instrument vendors and NIC through its project coordinators and mobile teams.
7. As an empanelled SI for providing implementation support to the Department of Transport, they would be responsible for:
    a. Preparation of Project Framework, including aspects like scalability, security, manageability and integration features.
    b. Submit suggestions on Business Process Reengineering (BPR).
    c. Carrying out the field study in order to understand the requirements of the citizens, existing delivery mechanism, levels of interfaces with the Governments, the impediments and difficulties in accessing the services and information.
    d. Designing an efficient and effective end to end service delivery process.
    e. Understanding the capacity building requirements and help create a facility for development of capacity.

For additional Details on the Roles and Responsibility of the SI please refer to Scope of work section III.

6.3 National Informatics Centre (NIC)

1. NIC has been providing considerable support to State and District Administration in the design and implementation of e-Governance Initiatives.
2. Given the experience and presence of NIC personnel at various Levels in government hierarchy, the DoT may choose the services of the NIC in providing necessary guidance and support during development of the software solution required for online provisioning of the services selected under the Project. However, the decision on the same is left to the DoT taking into account local factors such as:
    a. Availability of manpower
    b. Ease of integration with existing initiatives
    c. Availability of existing applications for services proposed
    d. Prior experience
    e. Ease of implementation for State
3. In the event the DoT chooses to take the services of any external agency for application development and deployment i.e. SI, NIC may be co-opted into the various implementation committees (State and District) to benefit from their knowledge of the existing applications and facilitate integration of various initiatives.
4. Provide necessary assistance in complete Knowledge Transfer of existing modules developed for the department.
5. NIC to complete implementation of the application modules of VAHAN and SARTHI. On successful development and testing of the applications, provide the required technical support to the SI for integration of the module with the new applications developed by SI.
6. Provide necessary guidance from time to time in apprising SI of challenges that might pose a threat to smooth implementation of the project, based on their experience.

6.4 IT Department.

IT Department will be included during execution and work supervision

Scope of work related roles & responsibilities:

Particulars / Activities	Scope of Work	
	Supply/Develop	Maintenance
Data Centre @ various RTOs		
Application		
CheckPosts Application	SI	SI
Web Portal Application	SI	SI
IT Infrastructure		
Server, racks, etc.	SI	SI
Web Portal	SI	SI
Storage	SI	SI
LAN Cabling	SI	SI
Electrification	SI	SI
Disaster Recovery Site		
Application		
CheckPosts Application	SI	SI
Web Portal Application	SI	SI
IT Infrastructure		
CheckPosts Application	SI	SI
Web Portal	SI	SI
LAN Cabling	SI	SI
Electrification	SI	SI
RTOs		
VAHAN & SARATHI - Integration	SI	SI
CheckPosts		
Application	SI	SI
IT Infrastructure	SI	SI
LAN Cabling	SI	SI
Non-IT Infrastructure	SI	SI
Weigh Bridge	SI	SI
Camera	SI	SI
Electrification	SI	SI

Air-Conditioning	SI	SI
Furniture	SI	SI
Civil Work	SI	SI
Consumables	SI	SI
Central Monitoring Cell (CMC)		
IT Infrastructure (Server & Video call, etc)	SI	SI
Storage	SI	SI
Electrification	SI	SI
LAN cabling	SI	SI
Air-Conditioning	SI	SI
Furniture	SI	SI
Civil Work	SI	SI
Consumables	SI	SI
Connectivity		
Intranet Connectivity		
CheckPosts to CMC	SI	SI
CMC to DC, DR	SI	SI
Internet Bandwidth		
At DC, DR and CMC site	SI	SI
Man Power		
RTOs	SI	SI
Checkposts	SI	SI

-:DATA STORAGE MATRIX:-

SR No.	Location	Data Storage		Local Storage		Replication/Updation /from/to		Back up Procedure after Duration of local storage
		Category	Type of Database	Volume	Duration	Central Database	Frequency	
1	**Check post**	Data	CP Application	FULL	72 Hours	DC	Online	
		Video	Video	FULL	72 Hours	DC	Online	
2	**CMC at RTO**	Video	Video	Partial	30 Days	DC	Online	Back-up on suitable Media & the same to be kept for 1 year
3	**D.C & D.R at RTO**	Data	Web Portal	Full	N.A.	DC	Online	
			CP Application	Full	N.A.	DC	Online	

Connectivity Matrix

#	Description	Min. No. of Links	Type of Connectivity	Minimum Bandwidth Required	Actual Bandwidth Required	Responsibility
Intranet Connectivity						
A	**CheckPosts to CMC**		Wired / Wireless / mix	At least 6 Mbps	SI has to Size based on Transaction and Load of Respective Sites	SI
Internet Connectivity						
A	**Internet Connectivity at DC, CMC @ RTO**	1	Internet	At least 8 Mbps	SI has to Size based on Transaction al Load of Respective Sites	System Integrator

Section – VIII

7 GENERAL TERMS and CONDITIONS

7.1 Application

These general conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the DoT shall be final and binding on the SI.

7.2 Relationship between parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'DoT' and 'the SI. The SI subject to this contract for selection has complete charge of personnel and sub-SI, if any, performing the services under the Project executed by DoT from time to time. The SI shall be fully responsible for the services performed by them or on their behalf hereunder. The DoT will allocate work/assignment to the SI.

7.3 Standards of Performance

The **SI** shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The **SI** shall always act in respect of any matter relating to this contract as faithful advisor to DoT. The **SI** shall abide by all the provisions/Acts/Rules etc of Information Technology prevalent in the country as on the date of the requirements and design submissions. The SI shall conform to the standards laid down in RFP in totality.

7.4 Delivery and Documents

As per the time schedule agreed between parties for specific projects given to the SI from time to time, the SI shall submit all the deliverables on due date as per the delivery schedule. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan, pattern, samples or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact, all the documents prepared by the SI under this contract shall become the exclusive property of DoT. The SI may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from DoT. DoT reserves right to grant or deny any such request.

7.5 SI Personnel

The SI shall employ and provide such qualified and experienced personnel as may be required to perform the services under the specified project as assigned by DoT. This is a specialized domain

of 'e Governance' and it is desirable from the SI to deploy the personnel, who have adequate knowledge and experience in the domain related with this project. It is desirable that the SI shall hire the services of domain Specialists, if required, to work on the Project effectively.

7.6 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India and that of the U.T. of Daman & Diu .

7.7 Use of Contract Documents and Information

1. The SI shall not, without DoT's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the in connection therewith, to any person other than a person employed by the SI in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend to only as far as may be necessary for purposes of such performance.
2. The SI shall not, without DoT's prior written consent, make use of any document or information except for purposes of performing the Contract.
3. Any document, other than the Contract itself, shall remain the property of DoT and shall be returned (in all copies) to DoT on completion of the SI's performance under the Contract if so required by the DoT.

7.8 Governing Language

The Contract shall be written in English Language. English version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English Language. All submissions/documentations/manuals/codes shall be in English only except the user manual.

7.9 Intellectual Property Rights

1. All the deliverables submitted by the SI under the contract including source code, IPR shall be the exclusive property of DoT.
2. All supplied components shall be IPv6 enabled.
3. The SI shall indemnify DoT against all third-party claims of infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.
4. All the Deliverable and Application Software developed by the SI for DoT, then the

copyright/IPR of that software/deliverable will be with DoT. The bidder shall not sell or use (fully / partly) that software for service of other customers in India.

5. While passing on the rights (license) of using any software/software tool, the SI shall ensure that such rights are inclusive of the use of that software for development in addition to deployment.
6. The software licenses supplied by SI shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to DoT for the entire period of contract. All the licenses and support should be in the name of DoT from the date of procurement.
7. In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the SI shall act expeditiously to extinguish such claim. If the SI fails to comply and DoT is required to pay compensation to a third party resulting from such infringement, the SI shall be responsible for the compensation including all expenses, court costs and lawyer fees. DoT will give notice to the SI of such claim, if it is made, without delay

7.10 Inspection/Testing

Application Related:

1. DoT or its representative shall have the right to inspect and/or to test the software or work of the SI to confirm their conformity to the Contract specifications at no extra cost to the DoT.
2. The applications must be tested at STQC or at the location specified by DoT or NIC at the cost of SI. The SI must include testing cost in their financial bid. The different types of tests that has to be performed through STQC/other competent agency are as mentioned below:

Functional testing	Volume testing
Stress/Load testing	Usability testing
Performance testing	Security testing
Facility testing	Configuration testing
Recovery testing	Documentation testing
Procedure testing	Install ability testing
Storage testing	Serviceability testing

Application Security Audit:

In addition to inspection and testing before Go-live, the SI shall also be responsible to get application security audited by CERT-In Empanelled application security Auditors at the cost of the SI and submit the Security Audit Clearance Certificate issued by CERT-In Empanelled Security Auditors.

After go-live, the security audit of the application will be done every six months by SI wherein the SI shall be responsible for patching the bugs, vulnerabilities and any technical issues found in security audit and submit certificate.

1. The SI must submit the test results to DoT.
2. Should any inspected or tested software fail to conform to the specifications, the DoT may reject the software and the SI shall either replace/redevelop the rejected software or make alterations necessary to meet specification requirements free of cost to DoT.
3. DoT's right to inspect, test and, where necessary, reject the software / deliverable after the software deployment at Project Site shall in no way be limited or waived by reason of the software previously been inspected, tested and passed by DoT for its representative prior to the software deployment.
4. No clause in the RFP document releases the SI from any warranty or other obligations under this Contract.
5. The inspection of the working of the developed software shall be carried out to check whether the software is in conformity with the requirements described in the contract. The tests will be performed after completion of installation and commissioning of all the software at the site of installation. During the test run of software, no malfunction, partial or complete failure of any module of software or bugs in the software is expected to occur. All the software should be complete and no missing modules/sections will be allowed. The SI shall maintain necessary logs in respect of the result of the test to establish to the entire satisfaction of DoT, the successful completion of the test specified. An average uptime efficiency of 99% for the duration of test period shall be considered as satisfactory. On successful completion of acceptability test and after DoT is satisfied with the working of the software on the, the acceptance certificate of DoT will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the software.
6. Before the Application modules are taken over by DoT, the SI shall supply operation manuals. These shall be in such details as will enable DoT to use the software as stated in the specifications. The documentation shall be in the English/Gujarati language and in such form and numbers as stated in the contract document. Unless and otherwise agreed, the software shall not be considered to be complete for the purpose of taking over until such documentation has supplied to DoT.

IT infrastructure Related at all sites:

1. The bidder will have to offer the post installation inspection and full maintenance at all sites of all equipments supplied.
2. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of U. T. Administration of Daman & Diu.
3. The DoT's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Sites shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.

7.11 Change Orders

1. DoT may, at any time, by written order given to the SI make changes within the general scope of the Contract in any one or more of the following:
    a. Designs, specifications, requirements of which software or service to be provided under the Contract are to be specifically developed / rendered for DoT;
    b. The place of delivery; and/or the Services to be provided by the SI.
2. Training of personnel of the DoT in terms of hours/subjects will be without any additional cost.
3. If any such change causes an increase or decrease in the cost of, or the time required for, the SI's performance of any provisions under the Contract, equitable adjustments shall be made in the Contract value or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the SI for adjustment under this clause must be asserted within thirty (30) days from the date of the SI's receipt of the DoT's change order.

7.12 Suspension

DoT may, by written notice period to SI, suspend all payments to the SI hereunder if the SI fails to perform any of its obligations under this contract including the carrying out of the services, provided that such notice of suspension.

1. Shall specify the nature of failure.
2. Shall request the SI for remedy of such failure within a period not exceeding thirty (30) days after receipt by the SI of such notice of failure.

7.13 Termination

Under this Contract, DoT may, by written notice to terminate the SI in the following ways:

1. Termination by Default for failing to perform obligations under the Contract of if the quality is not up to the specification or in the event of non adherence to time schedule and the notice period will be of 30 days.
2. **Termination for Convenience**: DoT by written notice sent to the SI, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that the termination is for DoT's convenience, the extent to which performance of the SI under the Contract is terminated, and the date upon which such termination becomes effective.
3. **Termination for Insolvency**: DoT may at any time terminate the Contract by giving written notice to the SI, if the SI becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the SI, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DoT.

In all the three cases termination shall be executed by giving written notice to the SI. Upon termination of the contract, payment shall be made to the SI for:

1. Services satisfactorily performed and reimbursable expenditures prior to the effective date of termination
2. Any expenditure actually and reasonably incurred prior to the effective date of termination

No consequential damages shall be payable to the SI in the event of such termination.

7.14 Force Majeure

Notwithstanding anything contained in the RFP, the SI shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the SI and not involving the SI's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the DoT regarding Force Majeure shall be final and binding on the SI.

If a Force Majeure situation arises, the SI shall promptly notify to the DoT in writing, of such conditions and the cause thereof. Unless otherwise directed by the DoT in writing, the SI shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.15 Payments in case of Force Majeure

During the period of their inability of services as a result of an event of Force Majeure, the SI shall be entitled to continue to be paid under the terms of this contract, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period of the services and in reactivating the service after the end of such period.

7.16 Limitation of Liability

In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability

7.17 Resolution of Disputes

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

Department doesn't go for any arbitration on dispute and department decision will be final and binding on the SI.

7.18 Taxes and Duties

The SI shall fully familiarize themselves about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by DoT under the contract. The SI, sub SI and personnel shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law.

The billing should be done in respective DoT / RTO only.

7.19 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in the respective district of DoT / RTO only.

7.20 Binding Clause

All decisions taken by DoT regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

7.21 Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement.

8 ANNEXURE

8.1 FORM I: Bid Proposal Form

Reference:

Date:

Tender No.:

To .....

Sir / Madam,

Having examined the Bidding Documents including Addenda Nos. _____ (insert numbers, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to render **IT Solution and other products / equipments as Total Solution Provider for Development of Application Software and IT Infrastructure and development of Check Post for Department of Transport (DoT)** in conformity with the said bidding documents for the same as per the technical and financial bid and such other sums as may be ascertained in accordance with the Financial Bid submitted online and made part of this bid.

We undertake, if our bid is accepted, to render the services in accordance with the delivery schedule which will be specified in the contract document that we will sign if the work order given to us.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to fixed amount based on the estimation of the total project cost for the due performance of the Contract, in the form prescribed by Department of Transport.

We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening as mentioned under the Instruction to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Amount: _____ Rupees: _____

Name: _____

Address: _____

Purpose of Commission or gratuity: _____

(if none, state “none”)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 20 ____

Signature (in the capacity of)

Duly authorized to sign Bid for and on behalf of _____

8.2 FORM II: Particulars of the Bidder's Organization

1. Tender for Selection of Total Solution Provider for Development of Application Software and Setting up and Maintenance of Network and IT Infrastructure for Department of Transport.	
2. Name and full address of the firm/ Company/ Organization	---------- ----------
3. Registered Office with full address, Telephone No(s) Fax No(s) E-mail address Website URL	---------- ---------- ---------- ---------- ----------
4. Income Tax Registration number. (PAN)	----------
5. GST Registration Details.	----------
6. Whether Public Limited Company or Private Limited Company or any other entity (Give details)	---------- ----------
7. In case of a company, details of Director, Managing Director etc and their Share holding and their respective liabilities in carrying this tender and discharge of subsequent	---------- ---------- ----------
8. Whether any establishment is in Gujarat / Maharashtra / U.T. of Daman & Diu. If so detailed address of the same and activity carried on there.	---------- ----------
9. Name and addresses and designation of the persons who will represent the Bidder while dealing with DoT (Attach letter of authority)	---------- ---------- ----------
10 . Consortium will be allowed. But the details of the all joint venture companies may be furnished.	_____ _____ _____

Note: Above details are mandatory, Bidder may use additional sheets for above submittals.

(Authorized Signatory)

Name:_____

Designation and Authority:_____

Place:_____

Date:_____

Stamp:_____

Company Name:_____ Business Address:_____

Note : **Along with the below details Mandatory Documents Shall be submitted online**

1. Work Orders / Client Certificates confirming year and area of activity.
2. Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years.
3. GST Registration Details.
4. Income Tax Registration number. (PAN)
5. Company Registration Details
6. Form 1 to Form 5 of Annexure 8 .
7. Copy of EMD and Tender Fee.
8. FORM II: Particulars of the Bidder's Organization of Annexure 8.

8.3 FORM IV: Performance Statement

For each project, please provide a profile based on the following template. The profile for single project must not exceed one page.

Sl. No.	Information Sought	Details
Customer Information		
1	Customer Name	
2	Name of the contact person from the client organization who can act as a reference with contact coordinates	
	Name	
	Designation	
	Address	
	Phone Number	
	Mobile Number	
	Email ID	
Project Details		
3	Project Title	
4	Start Date / End Date	
5	Current Status (In Progress / Completed)	
6	Number of responding firm's staff deployed on this project (peak time)	
Value of the Project		
7	Order value of the project (in rupees lakhs)	
8	Narrative description of project: (Highlight the components / services involved in the project that are of similar nature to the project for which this Tender is floated	
9	Description of actual services provided by the responding firm within the project and their relevance to the envisaged components / services involved in the project for which this RFP is floated	
10	Description of the key areas where significant contributions are made for the success of the project	
11	Order Copies and Performance Certificate received from Client is attached with this statement	

8.4 FORM V: Project Team

Using the format below, please provide the summary information on the profiles you propose to include for evaluation and the roles they are expected to play in the project:

Sl. No.	Proposed Role	Number of Resources	Area of Expertise	Key Responsibilities

CV for Professional Staff Proposed

Please provide detailed professional profiles of the staff proposed for evaluation. The profile for a single staff member must not exceed two pages.

Sl. No.	Description	Details
1	Name	
2	Designation	
3	Role proposed for	
4	Current responsibilities in the responding firm	
5	Total years of relevant experience	
6	Years of experience with the responding firm	
7	Educational qualifications:	
	Degree	
	Academic institution graduated from	
	Year of graduation	

	Specialization (if any)	
8	Professional certifications (if any)	
9	Professional Experience details (projectwise):	
	Project name	
	Client	
	Key project features in brief	
	Location of the project	
	Designation	
	Role	
	Responsibilities and activities	
	Duration of the project	
10	Covering Letter: Summary of the Individual's experience which has direct relevance to the project (maximum 1 page)	

Each CV must be accompanied by the following undertaking from the staff member:

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any will full misstatement described herein may lead to my disqualification or dismissal, if engaged.

[Signature of staff member] Date:

(Authorized Signatory) Name:_____ Designation and Authority:_____ Place:_____

Date:_____ Stamp:_____ Company Name:_____ Business Address:_____

8.5 FORM VI: Financial Bid

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Section III of Tender Document:

Financial Bid Format

FORM 1

For Each RTO separately:

Sr. No.	Description	Total Amount (Rs.)
1	Cost of Software Infrastructure:- • Application Development for Automation of Checkposts including design, development, implementation, training and testing • Design, development and successful deployment of web portal. • System softwares and security. • This includes one year warranty support from Go-live **Component wise break up.**	
2	Cost of IT Hardware infrastructure, equipment's and devices as proposed by bidder and required for D.S., D.R. and CMC at RTO including 5 years warranty supports after Go-live. **Component wise break up.**	
3	Cost of Non IT Hardware Equipment and Infrastructure required at D.S., D.R. and CMC at RTO to meet the scope of work excluding **2 above** as proposed by bidder**.** **Component wise break up.**	
4	Total charges for Technical Manpower resources for five years from the date of Go-live excluding PMU. **Manpower wise break up.**	
5	Cost of connectivity for 5 years as proposed by bidder.	
6	Total charges for Technical Manpower resources for PMU for 180 days. **Manpower wise break up**	
7	Total charges for Technical Manpower resources for PMU for 90 days. **Manpower wise break up**	
8	Total charges for Security Incharge for five years.	
Grand Total (Rs.)		**Grand Total (Rs.)**
Optional Services		
9	**Charges per Additional Manpower, if required**	
9.1	Application Developer for future application development	
9.2	Network Administrator	
9.3	Database Administrator	

9.4	Support Engineer – RTO /CMC	
9.5	**Charges for creating the platform/ interface for sharing and upgrading the master data with external departmental application**	

FORM 2

For Each Check Post separately:

Sr. No.	Description	Total Amount (Rs.)
1	Cost of IT Hardware infrastructure, equipment's and devices as proposed by bidder and required for Check post including 5 years warranty supports after Go-live. **Component wise break up.**	
2	Cost of Non IT Hardware Equipment and Infrastructure required at Check Post to meet the scope of work excluding **1 above** as proposed by bidder and including 5 years warranty supports after Go-live**.** **Component wise break up.**	
3	Cost of Weigh in Motion Bridge and related civil Infrastructure required at Check Post to meet the scope of work excluding **1 & 2 above** as proposed by bidder **and** including 5 years warranty supports after Go-live. **Component wise break up.**	
4	Cost of Cabin and related civil & Electrical Infrastructure required at Check Post to meet the scope of work excluding **1, 2& 3 above** as proposed by bidder and including 5 years warranty supports after Go-live**.** **Component wise break up.**	
5	Cost of connectivity for 5 years as proposed by bidder.	
6	Total charges for Security Guard with Gun.	
Grand Total (Rs.)		
Optional Services		
7	**Charges per Additional item / product /equipment, if required**	

Note:

The cost of the above parts should be matched with the breakup of each component mentioned in Part.

Signature **Name**

Date Seal Place

FORM -3

Separate for each RTO

Part 1: For D.S., D.R. and CMC

Sl. no.	Item Description Original	Total Man-month Efforts	Rate per man-month	Tax (Rs.)	Total amount (Rs.)
		A	B	C	D= A* [B+C]
1	Conceptualization, As-Is, BPR and To-be including Check post and Web portal requirements. URS, SRS including Checkpost and Web portal requirements. Design, Development and Coding including Checkpost and Web portal requirements. Testing, UAT and Training of overall system				
2	One Year Warranty Support after Go-Live				
			Total Amount(Rs.)		

Part 2: For D.S., D.R. and CMC

Sl. No.	Item of IT infrastructure, hardwares, servers, Database, security equipment's, devices	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Warranty cost (Rs.)					Total Cost with out tax (Rs.)	Total Tax (Rs.)
				Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5		
		A	B	C	D	E	F	G	H = B * [A+C+D+E+F+G]	I
TOTAL AMOUNT (Rs.)										

Part 3: For D.S., D.R. and CMC

Sl. No.	Item of Non-IT infrastructure, hardwares, devices, furniture, etc.	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Warranty cost (Rs.)					Total Cost with out tax (Rs.)	Total Tax (Rs.)
				Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5		
		A	B	C	D	E	F	G	H = B * [A+C+D+E+F+G]	I
TOTAL AMOUNT (Rs.)										

Part 4: For Check post

Sl. No.	Item of IT infrastructure, hardwares, servers, Database, security equipment's, devices	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Warranty cost (Rs.)					Total Cost with out tax (Rs.)	Total Tax (Rs.)
				Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5		
		A	B	C	D	E	F	G	H = B * [A+C+D+E+F+G]	I
TOTAL AMOUNT (Rs.)										

Part 5: For Check Post

Sl. No.	Item of Non-IT infrastructure, hardwares, devices, furniture, etc.	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Warranty cost (Rs.)					Total Cost with out tax (Rs.)	Total Tax (Rs.)
				Yr. 1	Yr. 2	Yr. 3	Yr. 4	Yr. 5		
		A	B	C	D	E	F	G	H = B * [A+C+D+E+F+G]	I
TOTAL AMOUNT (Rs.)										

Part 6: For Manpower

(please refer list at 3.5.8)

Sr. no.	Manpower requirement	Cost per man-month without tax (Rs.)	Total Cost for 5 years or days (Rs.)	Tax on 5 years or days cost (Rs.)	Total cost with tax (Rs.)
		B	C = A*B*60	D	E= C+D
1.	Technical Manpower at RTO				
2.	Security in-charge				
3.	Check posts Guard for 24* 7 in 3 shifts				
4.	PMU – 180 days				
5.	PMU – 90 Days				
6.	Total Cost (Rs.)				

Part 7: Cost of Connectivity at each RTO and Check Post

Sr. NO.	Item	Total Onetime Cost (Without tax) In Rs. On Installation	Total Recurring Cost for five year (without tax) in Rs.					Tax (In Rs.)	
			Y1	Y2	Y3	Y4	Y5	For one time cost	For Recurring

8.6 Form VII - Format for Statement of Deviation

Sr. No.	Reference No. of Clause and Page No.	Deviation in the Proposal	Brief Reason

8.7 Form VIII - Request for Clarification

Bidder's Request For Clarification			
Name of Organization submitting request		Name and position of person submitting request	Address of organization including phone, fax, email points of contact
			Tel: Fax: E-mail:
Sr.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			
3			
4			

8.8 Form VIII - Request for Deviation

Sr. No.	Reference Clause No. And Page No.	Deviation, if any.	Brief Reason

8.9 CHECK POST OPERATION

The indicative layout of check post infrastructure:

8.10 Location Details

Address Details of DoT / RTOs:

Sr. No	RTO/ARTO	Name of Officer	Address	STD Code	Phone No	Fax No
1	RTO, Daman	Shri Nitin Jindal (Deputy Director Transport)	RTO Office Airport Road, Nani Daman-396210 Email: rtodaman-dd@nic.in	0260	2260140	2263361
2	RTO, Diu	P.S Jani (Ad. Director Transport)	Collector Office, Fort Road, Diu Email: rtodiu-dd@nic.in	02875	2525111	252333
3	RTO, DNH	Shri Rakesh Kumar, Deputy Director (Transport)	Transport Bhavan, Silvassa – Bhilad Road, Village- Athal, Silvassa – 396230. Email: adt-dnh@nic.in or ddtr.dnh123@gmail.com	Mob. 82873 64605 Mob. 81403 30099		

Details of Check Posts

Sr. No	Checkpost Name	District	Address
1.	Patalia	Daman	Patalia, Nani Daman
2.	Jani Vankad	Daman	Jani Vankad, Nani Daman
3.	Athiawad	Daman	Athiawad, Nani Daman
4.	Dabhel	Daman	Dabhel, Nani Daman
5.	Kachigam	Daman	Kachigam, Nani Daman
6.	Bamanpuja	Daman	Bamanpuja, Moti Daman
7.	Tad	Diu	Tad , Diu
8.	Ghoghola	Diu	Ghoghala, Diu
9.	Dadra	Dadra & Nagar Haveli	Dadra, Dadra & Nagar Haveli
10.	Naroli	Dadra & Nagar Haveli	Dadra, Dadra & Nagar Haveli
11.	Kherdi	Dadra & Nagar Haveli	Dadra, Dadra & Nagar Haveli
12.	Khanvel / Surangi	Dadra & Nagar Haveli	Dadra, Dadra & Nagar Haveli

8.11 Self Declaration FORM

TO, ...

Sir/Madam,

Having examined the Bidding Documents including Bid No.: ---------- the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for ----------.

We undertake,if our bid is accepted, to provide ....., in accordance with the terms and conditions in the Tender document.

If our bid is accepted we will obtain the guarantee of a bank for a sum equivalent to 10% of the Contract value, in the form prescribed by the purchaser.

We agree to abide by this bid for a period of 120 days after the date fixed for opening of Price Bid section under the Instruction to Bidders and shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that in competing for (and if the award is made to us, in executing the above contract), we will strictly observe the laws against fraud and corruption in force in the U.T. namely Prevention of Corruption Act.

We understand that you are not bound to accept the lowest or any bid you may receive.

We have not been under a declaration of ineligibility for corrupt and fraudulent practices, and / or black-listed or debarred by any Govt. Department/PSU of ANY Government in the past 5 years, ending on 31st December 2018. We have not imposed any condition in conflict with the tender condition if it is found it should be treated as withdrawn.

We have not been convicted for any criminal cases(s) by any Govt. Department/PSU regarding any supply and contracts with our firm/company.

We have not breached/violated any contractual conditions so far to any Govt. Department / PSU.

In case any of the above statements made by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD and / or PBG and / or cancel the award of contract

Dated this _____ day of_____201

Signature: _____

(in the Capacity of) :_____

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder/ lead bidder in case of consortium.

ANNEXURE-1

Weigh in Motion Bridge Specifications

S. n.	Specification / Standard	Remarks
1.	**Specification, fabrication, construction, manufacturing, parts and material conforming to all of the following applicable Indian or equivalent international standards:** **1. IS 9281 (1, 2, 3 & 4)** **2. IS 2062 (platform material steel) and IS 800 (fabrication and construction)** **3. IRC 5 (road bridge), IRC 3 (dimensions and weight) and IRC 24** **4. IS 2074 (epoxy coating) and IS 3043 (Earthling)** **5. BS 4 (or British standards for Longitudinal joints)** **6. OMIL C5 (Load cell performance)** **7. IP 65 (S.S. Junction Box)** **8. Digital Indicator:** **I. Serial Interface : RS 232/485/422 or RS 232/20Ma** **II. Housing : Stainless Steel** **III. Internal Resolution : 16777216**	
2	**The weigh in motion bridge shall be inspected and certified for complete design including foundation, material of construction, fabrication, load cells and all other items by one of the agencies:- IRS / DNV / LLYODS / BV / SGS / CEIL.** **Verification and stamping of weigh in motion bridge by Legal Metrology Dept. by SI.**	
3	**Principal particulars:** **i. Capacity : 100 Tons * 20 kilograms** **ii. Platform Length : 18m** **iii. Platform width : 03m** **iv. Duel /Triple Axel rating: Min. 50T DTA / Min. 65T TTA** **v. Mounting: Surface mountable** **vi. Sandwitch chequered steel deck design** **vii. External steel surface must be blast cleaned before application of primer and epoxy coatings** **viii. Load Cells: 8 Nos.** **a. Capacity: Min. 45T each** **b. Height: Min. 200mm** **c. Construction: Steel** **d. Safe load: 125% of rated capacity** **e. Ma. Load: 150% of rated capacity.** **f. Destructive load: 220% of rated capacity.** **g. Repeatability and creep: Better than +/- 0.010% FS in load cell**	

ANNEXURE-2

Cabin Specification

This work involves the following:

The SI has to design, manufacture / fabricate, transport, erect / install the cabin along with Protection Barrier. The cabin shall have sufficient capacity and space to accommodate at least two persons along with equipments.

Booth is to provide a safe, sheltered environment for Toll Collector and to protect the Toll Collection Equipment inside the Cabin. It is to be designed to provide a Controlled Comfortable Working Environment for continuous task of toll collection. Each Cabin shall have protection barriers to safeguard the toll booth against direct impact, side scraping and split loads from trucks / vehicles (stationed next to the booth).

The cabin is to be designed for gusting winds upto 180 Km / Hr. and shall be fire resistant.

The cabin shall be protected against the ingress of dust and water.

Suggestive Technical Specifications for Toll Booth & Protection Barrier are detailed below:

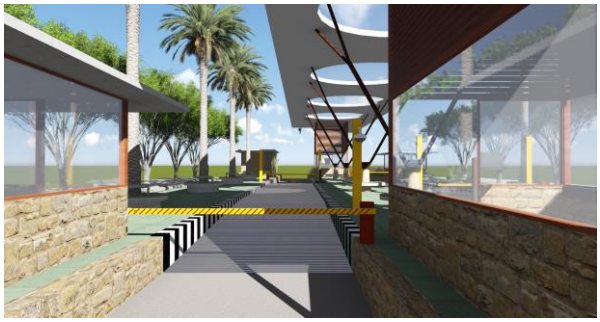
Sl No.	Component	Description
(1)	Structural Skeleton of Toll Booth	60 x 60 x 2.5 mm thick Special Aluminium Section
(2)	Door & Windows	Aluminium Door & Windows with necessary hardware.
(3)	Glass – 5 mm (toughened)	For Door & Window Panels
(4)	Ceiling	10 mm Polycarbonate sheet resting on 15 x 15 mm Sq. Frame.
(5)	Table	32 mm thick board with Fascia & Laminate.
(6)	Electricals: Complete Electrical Fitting with 2.0 mtr. Tail length of wire from bottom of Toll Booth.	Light – 1 No. 38 W Bulb. Table Fan – 1 No. Power Point – 2 Nos. (5 Amp.)
(7)	Panels	Top Panels of 300 mm width of 9 mm pre-laminated board with 1 mm thick Aluminium Sheet pasted on it.
(8)	False Ceiling	9 mm pre-laminated board suspended at level 270 mm from above with suitable anchor.
(9)	Finishing	Powder coated aluminum section sealed with EPDM Gaskets.
(10)	Flooring	32 mm board resting on 50 x 50 x 4 mm MS Angle with service access topped with 1 mm PVC / Mablex Tiles.
(11)	Protection Barrier	114 mm OD X 5.4 mm Thick MS Pipe with 10 mm Thick MS Base Plate.
(12)	Painting with Colour Scheme	Spray Painting

ANNEXURE - 3

Specifications for RFID Reader

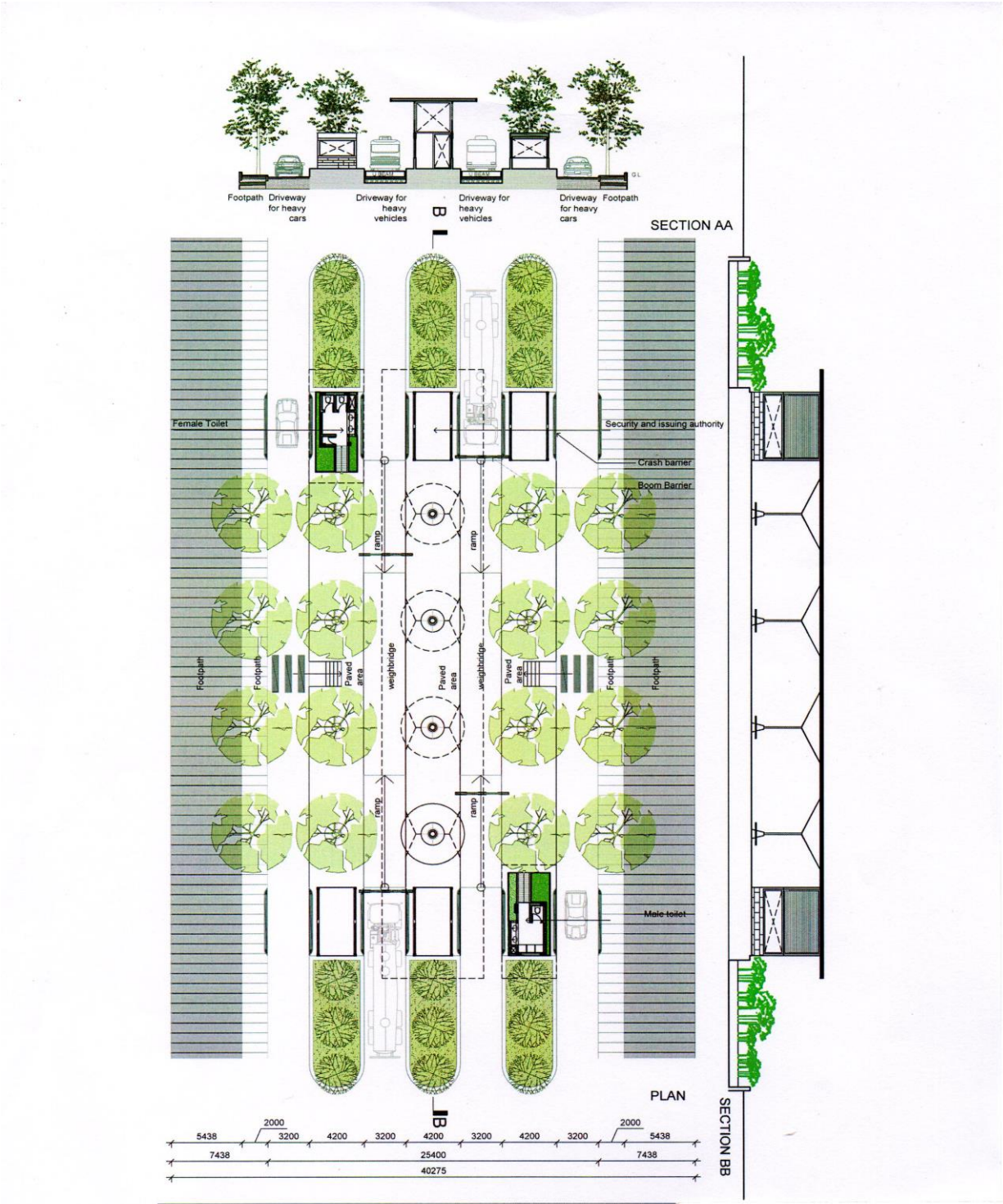
Sr. no.	Parameter	Particular
1.	**Frequency**	UHF 865 MHZ to 867 MHZ *
2.	**Communication**	Ethernet/ Serial communication (EIA standard RS 232 C)
3.	RF Power maximum	1 W – transmitted & 4 W – EIRP (Equivalent Isotropically Radiated Power)
4	Reading distance	With the Transceiver mounted typically at a height of 6 m above the road surface, the coverage of the antenna shall not exceed a diameter of 3.6m.
5	Antenna	Circularly Polarized
6	Protocol	EPC Gen 2, ISO 18000-6C and shall comply with the general conformance requirements of the standard
7	Visual diagnostics	The Transceiver shall have LED indicators for sense, transmit Fault and Power which shall be visible clearly to the operator on ground while the system is operational.
8	Environmental	IP 65 or better for outdoor units
9	Relative Humidity	95% Condensing
10	Upgradeability	The firmware should be upgradable to support future protocols.
11	Transaction Capability	Reading of Tag & EPC memory for at least 2 Tags per second for a moving vehicle with a speed limit of 40 kilometers/ hour.
12	Enclosure	Light weight enclosure for the RFID Transceiver and circularly polarized Antenna
13	Automatic Vehicle Identification at Toll Point	1. The communication sequence between the Transceiver and Tag shall conform to ISO 18000-6C. 2. The Transceiver shall retrieve the Tag and EPC memory contents for those Tags whose EPC code satisfies the mask stored in the Transceiver for a matching entry. The EPC code shall be used to index into the database from where the Tag ID, Vehicle registration number, the Vehicle class code and the initiation code will be retrieved from the database and verified against the corresponding values read from the Tag.
14	Official Requirement	For accessing data through FRID Tag and its usage, the required norms, criteria and standards of MoRTH, GOI, NHAI and NIC from time to time needs to be followed by the SI.

8.12 Beautification details of Border Check Post



NOTE-

The above beautifications design must be included in bidder's RFP document.



DRAWINGS OF STRUCTURE HOUSING WEIGHBRIDGE