Request for Proposal

for

Selection of System Integrator (SI)

for

Development of Application Software and Supply of IT Infrastructure

For

Commissionerate of Transport

(January, 2013)

(Tender no: SW03012013022)

Bid Processing fees: Rs 15,000/-

Gujarat Informatics Ltd
Block no. 1, 8th floor, Udyog Bhavan,
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Date of Pre-Bid Meeting: 22nd January, 2013 at 1500 hrs

Last date for submission of Online Bids: 5th Feb, 2013 up to 1500 hrs

Date of opening of Technical bids: 6th Feb, 2013 at 1530 hrs

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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 and Setting up and Maintenance of Network and IT Infrastructure for Commissioner of Transport (CoT).

The CoT intends to develop software applications for automation of processes for delivering G2C services. The software solution is envisioned to have components like an integrated Automated Checkposts System, grievance redressal, online feedback and integration with Central Monitoring Center (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. The vendor shall be responsible for providing all types of applications/services, as mentioned in Tender document and Scope of Work, as a part of this project.

I. GIL on behalf of CoT invites bids from bidders for providing IT services. 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 may download the RFP document from the website www.gujaratinformatics.com and https://gil.nprocure.com
III. The bid must be submitted online through https://gil.nprocure.com
IV. CoT reserves the right to reject any or all the Proposals in whole or part without assigning any reasons.
V. This RFP document is not transferable.
VI. Minimum absolute technical score to qualify for commercial evaluation is 75.
VII. The bid must be submitted online on https://gil.nprocure.com website
VIII. Bid Validity is 180 days.

The bidder shall submit the DD of Rs. 15,000/- towards bid processing charges and **Rs. 1 Crore** 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 and Network Infrastructure".** Bid Processing fees and E.M.D. must be in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Ahmedabad /Gandhinagar 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 vipulp@gujarat.gov.in prashantp@gujarat.gov.in	**15th January, 2013 up to 1500 hrs.**
2.	Place, date and time for Pre bid conference	**22nd January, 2013 at 1500 hrs.** Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar
3.	Last date and time for submission of EMD and Bid Processing fees in GIL (physically)	**5th February, 2013 up to 1500 hrs.**
4.	Last date and time for submission of bids (Online)	**5th February, 2013 up to 1500 hrs.**
5.	Place, date and time for opening of Bids	**6th February, 2013 at 1530 hrs.** Conference Room, Gujarat Informatics Ltd. Block No. 1, 8th Floor,

		Udyog Bhavan, Gandhinagar
6.	Contact person for queries	Dr. Neeta Shah Director (e-Governance), Gujarat Informatics Limited
7.	Address for communication	Director (e-Governance), Gujarat Informatics Ltd. Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar E-mail:neetas@gujarat.gov.in, info@gujaratinformatics.com Phone: 91-79-23256022 Fax: 91-79-23238925
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.
9.	Bid validity	180 days

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 from time to time.
2. "Proposal/bid" means proposal submitted by bidders in response to the RFP issued by CoT for selection of System Integrator.
3. "Competent Authority" means the Commissioner of Transport.
4. "Committee" means I.T. committee of the Commissioner of Transport (CoT)
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 CoT 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 State Government of Gujarat.
11. "CoT" means Commissioner of Transport, Gujarat.
12. "RTO/ARTO" means an officer of the Transport department designated Regional Office.
13. "Checkpost" meanscan office established by the department for checking vehicles on the road.
14. "Rules" means the CMVR and Gujarat Motor Vehicle Rules.
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. "GIL" means Gujarat Informatics Limited, Block No.1, 8th Floor, Udyog Bhavan, Gandhinagar – 382 017, Gujarat.
19. "Personnel" means professional and support staff provided by the SI and assigned to perform services to execute an assignment and any part thereof.

20. "Services" means the work to be performed by the SI pursuant to the selection by CoT and to the contract to be signed by the parties in pursuance of any specific assignment awarded to them by CoT.
21. "Go live" means the date on which the application is successfully deployed and used by client or signed by client as accepted

2.2 Introduction

2.2.1 Department of Ports and Transport is one of the key departments of State Government. It provides citizen centric services and collects taxes and fees. The department has the following HODs/ Boards/ Corporations under its ambit:

1) Commissioner of Transport
2) Gujarat State Road and Transport Corporation
3) Gujarat Maritime Board
4) Government Transport Services (GTS)

The Commissioner of Transport heads the Motor Vehicle Department. The Commissioner of Transport also functions as Secretary to the State Transport Authority. At the field level, there are 14 Regional Transport Officers, and 13 Asstt. Regional Transport Officers in the districts. In addition, there are 2 offices of the Inspectors of Motor Vehicles at Modasa and Gandhidham to increase outreach of services provided by the department.

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

- Enforcement of the Motor Vehicles Act 1988 and Rules framed thereunder
- Revenue Collection under the Bombay Motor Vehicles (BMV) Tax Act
- Framing Policies and plans for development of transportation sector in the state
- Implementation of Road Safety Measures

2.2.3 The organization structure in terms of various types of offices at different hierarchy levels are as shown below:

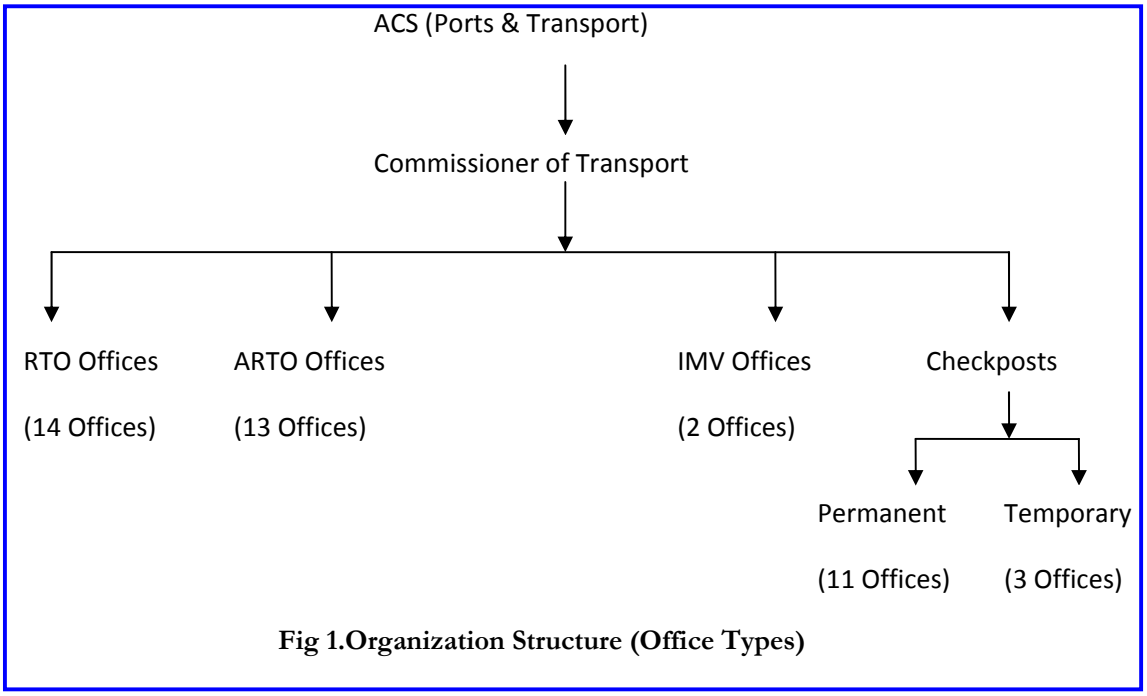


Fig 1.Organization Structure (Office Types)

The high level organization structure of the CoT is as follows:

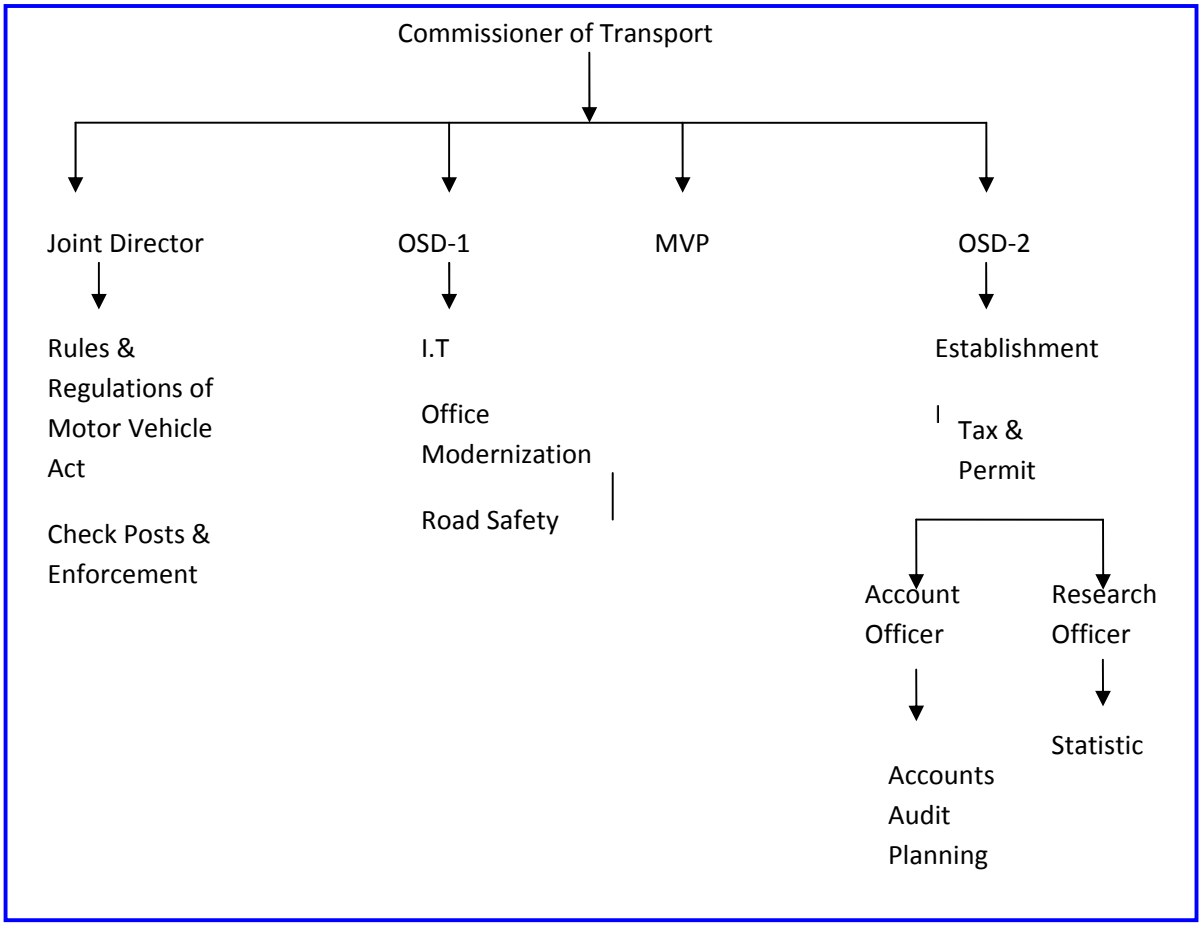


Fig 2.Organization Structure (CoT)

2.2.4 The objectives of having an integrated IT platform for the CoT are as follows:

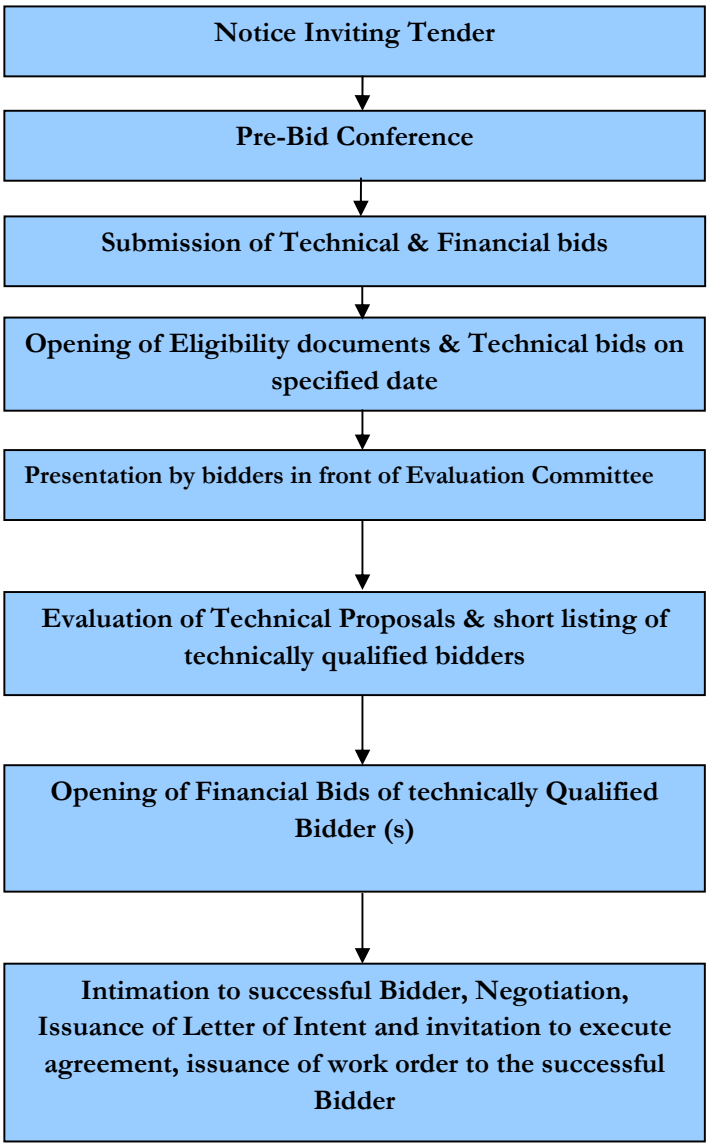
Sl. No.	Objectives
1.	To make the services of the department more citizen centric and citizen friendly
2.	To increase transparency in the processes of RTO
3.	Reengineering of Processes to increase efficiency of services and to simplify processes for the convenience of public
4.	To provide Administrative 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

2.2.5 The service delivery vision of the CoT 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**
  - Implementation of VAHAN and SARTHI software throughout all RTO/ARTO offices located in Gujarat
  - Digitization of Records and creation of integrated Database
  - A robust network to support department's storage processing and retrieval of integrated database
  - Complete web-based solution with e-payment facilities
  - Up-gradation and Automation of check posts across Gujarat
  - Creation of a Centralized State Registry of records
  - Creation and delivery of value added services like Communication through SMS, Alerts etc.
  - 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 31.03.2012	Work Orders / Client Certificates confirming year and area of activity
2.	The bidder must have turnover of at least Rs. 200 Crores for each of the last three financial years as on 31st March, 2012.	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 5 (five) such Integrated IT projects in last 5 years involving all the phases of SDLC for which the cost of each of the five project should not be less than 10 Crores.	Details of such projects undertaken along with clients' completion certification/letter.
4.	The Bidder should be a System Integrator (SI) having • ISO 27001: 2005 certification for IT Based Infrastructure Services (Information Security Management System) • CMM level 5 certification and ISO 9001:2011 • ISO 20000:2005 certification for IT based Infrastructure Services (IT Service Management) (Preferred)	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 and Desktops) 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 Manufactures (OEMs) of Servers and SAN, which includes the post sales support	The OEM undertaking letter

Sr. No.	Eligibility Criteria	Attachments
	activities for the entire project period.	
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 and 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 Commissioner of Transport office/ places specified by CoT.	Relevant undertaking
10.	Bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat or any of the PSU in the state of Gujarat.	Certificate / affidavit mentioning that the Bidder is not blacklisted by Government of Gujarat or any of the PSUs in the state of Gujarat 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 registration in India.	Proof of a valid Service Tax and VAT Registration in India.
13.	The Bidder should have at least one office in Gujarat and preferably support centers/logistics for the entire state. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of issue of work order if he is awarded the work.	The copy of Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement should be submitted as proof Or Undertaking Letter
14.	No Consortium will be allowed. The bidder must meet all the eligibility criteria by himself.	

2.5 Cost of Tender Document

1. Bid Processing Fee of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of DD in favour of "Gujarat Informatics Limited" payable at Gandhinagar, should be deposited towards cost of tender document.
2. Proposals not accompanied by Bid Processing Fees shall be rejected as non-responsive.
3. The Bid Processing fees will be non-refundable

2.6 Earnest Money Deposit (EMD)

1. Earnest Money Deposit **Rs. 1,00,00,000/- (Rupees One Crore only)** in the form of DD in favour of "Gujarat Informatics Limited" payable at Gandhinagar.
2. Proposals not accompanied by EMD shall be rejected as non-responsive.
3. The successful bidder's bid security will be discharged from GIL 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. CoT 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, CoT 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, 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. CoT 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

CoT 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 initialed 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://gil.nprocure.com. The proposal shall be exactly according to the presented formats given on the https://gil.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 Director (e-Governance)
Gujarat Informatics Ltd.
Block No. 1, 8th Floor,
Udyog Bhavan, Gandhinagar
Gujarat - 382010

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 CoT.

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://gil.nprocure.com. The bidder shall also complete the bid form as per Form I and submit it with the financial bid on https://gil.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 GIL, 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

CoT will form an evaluation Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, CoT, 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, CoT 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 75 % score in technical evaluation. At any point of time, if CoT feels that the bidder is hiding any information which will affect the project cost in short or long run, CoT may reject his bid without assigning any reason or explanation.

Price shall be loaded appropriately for the missing component/quantity/tax etc. Price quoted in the financial bid will be final. Bidder is required to fulfill 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 including operations and FM services for 5 years shall be considered.

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

Sl. No.	Particulars	Points System	Max. Marks
A. Organizational Strength			**50**
1	No. of years since the bidder is engaged in similar IT projects/solutions business, including procurement, maintenance and support of IT Infrastructure and setting up and maintenance of network infrastructure (as on 31.03.2012)	More than 8 Years – **10 marks** More than 5 and less than 8 Years – **5 marks** Upto 5 Years - **3 marks**	10
2	No. of projects for which bidder has demonstrable expertise and experience in developing web based integrated IT solutions involving all the phases of SDLC (Software Development Life Cycle) having minimum cost of Rs. 10 crores each in last 5 years.	10 projects or more **- 10 marks** 9 projects – **8 marks** 8 projects **– 6 marks** 7 projects **– 4 marks** 6 projects **– 2 marks** Less than or equal to 5 projects **– 0 marks**	10
3	Average annual turnover of bidder in last three financial years as on 31st March, 2012 from Software/IT product Development and Support service activities. • Year 2009-2010 • Year 2010-2011 • Year 2011-2012	More than Rs.1000 Crores **– 10 Marks** More than Rs.750 crores and upto Rs.1000 Crores **- 7 marks** More than Rs. 500 crores and upto Rs.750 Crores **– 5 marks** More than 200 crores and upto Rs.500 Crores **– 3 marks** Upto Rs. 200 crores – **0 marks**	10
4	Average Net Worth in each of Last three Financial Years. • Year 2009-2010 • Year 2010-2011 • Year 2011-2012	More than 200 Crores – **10 marks** More than 150 Crores and upto 200 Crores – **7 marks** More than 100 Crores and upto 150 crores – **5 marks** More than 50 Crores and upto 100 Crores – **3 Marks** Less than 50 Crores – **0 Marks**	10
5	Manpower deployed by the organization for IT projects in Gujarat as on 31st March, 2012.	More than 500 – 10 marks More than 300 and upto 500 – 5 marks More than 100 and upto 300 – 3 marks	10

Sl. No.	Particulars	Points System	Max. Marks
		Less than 100 – 0 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	Quality of the Helpdesk services proposed		2
4	**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	Bidder with maximum scalability in the particular component shall be awarded 3 marks and Bidder with 2nd highest scalability shall be awarded 2 marks and others shall be awarded 1 mark.	
	1. Compute Infrastructure (Number of free I/O Slots, Expansion supported in number of CPUs, etc.)		3
	2. Networking Infrastructure (Number of free interface Slots available)		3
	3. Storage Infrastructure (Additional Usable disc space available)		3
4	Non IT Components at Checkposts	Bidder with maximum no. of successful installations with same OEM shall be awarded maximum marks also considering tenure of installations, Bidder with 2nd highest no. of successful installations with same OEM	
	1. OEM		3
	2. No. of Installations with same OEM		
	3. Installed Since how many years		

Sl. No.	Particulars	Points System	Max. Marks
		shall be given 2 marks and others shall get 1 mark	
5	Market Share of OEM (Gartner OEM market share in Asia for the quarter ending March 2012)	Bidder with maximum market share in the particular component shall be awarded 2 marks and Bidder with 2nd highest share shall be awarded 1 mark and others shall be awarded 0 marks. Bidders are required to submit copy of the relevant market share documents	
	1. Compute Infrastructure		2
	2. Networking Infrastructure		2
	3. Storage Infrastructure		2
6	**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	Best proposal getting the 3 marks, 2nd best proposal gets 2 marks and the remaining shall get 1 mark	3
	Quality of the resources proposed for the Key positions	Evaluation based on 1.Qualification 2.Experience 3.Certification	3
		Sub Total (A + B)	**80**
C. Technical Presentation			
1	Technical Presentation	As below	20
Technical Marks (TM)			**100**
Minimum Qualifying Scores			**75**

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. CoT'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 technical score of 75 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 75 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 = 0.70** the weight given to the Technical Proposal; **P = 0.30** 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 CoT's Right to vary quantities of work at the time of award of contract

CoT reserves the right to increase or decrease quantity of work by 25% without any change in the 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, CoT 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 security deposit so as to guarantee his/her (Bidder) performance of the contract
2. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value 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 or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD-SD/102006/108/DMO Dated 30.03.2012 issued by Finance Department (The draft of Performance Bank Guarantee is attached herewith).
3. The Performance security shall be payable to the CoT as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.
4. The Performance Security will be discharged by CoT 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. CoT 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 CoT, 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 GIL / CoT.

2.20 Disqualification

CoT 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 non-responsive.
4. Failed to provide clarifications related thereto, when sought.
5. Declared ineligible by the Government of Gujarat, or any of the departments in the 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

The Purchaser 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:

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

CoT 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, CoT:

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 CoT or any personnel of Department 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, to CoT, 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 CoT 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 CoT 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 CoT 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.

Section – III

3 SCOPE OF WORK

3.1 Objective

The objective of having Integrated IT System for Transport is as under:

- Connecting all RTOs/ARTOs and Checkposts to Central Server
- Interconnecting and Supporting Operations of all RTO applications
- Automated Checkposts operations to increase the transparency and efficiency of the system
- Online interface for Citizens for delivering services to citizens through an 'Web Portal'.

3.2 Existing System

3.2.1.1 Existing System at RTOs:

There are 27 RTOs/ARTOs under Commissionerate of Transport spread across the State. Presently two applications (VAHAN and SARTHI) are functional at RTOs/ARTOs. Both the applications - VAHAN and SARATHI are developed by National Informatics Centre (NIC). All RTOs/ARTOs are working on a decentralized mode i.e. Client-Server architecture locally at respective RTOs/ARTOs.

VAHAN application is used for vehicle registration and related transactions and is being maintained by NIC. The database related to VAHAN application is stored locally at each RTO/ARTOs and on daily basis the database from each RTOs/ARTOs is synchronized through VPN connectivity to the Centralized Database i.e. State Register located at NIC. The same database gets synchronized with the National Register.

VAHAN-Vehicle Registration (Year: 2008-09 to 2011-12)	
Year	**Total Registration**
2008-2009	7,09,595
2009-2010	8,73,922
2010-2011	11,20,562
2011-2012	14,20,582

SARATHI application is used for issuance of Learning Licenses and Driving Licenses and related transactions. The database related to SARATHI application is stored locally at each RTO/ARTOs.

Year	Learning Licenses	Driving Licenses	Inter. Driving Permit
2008-09	9,47,141	9,24,853	13,953
2009-10	11,78,756	11,84,516	14,422
2010-11	6,92,651	10,16,379	9,886
2011-12	8,04,722	11,80,240	7,473

The figures mentioned above for VAHAN and SARATHI applications is a summary of total ttransactions of all offices. The detail bifurcation of the transactions carried out under VAHAN and SARATHI is given in section 9.10.

3.2.1.2 Existing System at Checkposts:

Currently, all the Checkposts have decentralized IT architecture. The verification process at the Checkposts almost manual. The current process flow of the Checkposts is as under:

- Stoppage of Vehicle
- Automatic Weighment
- Data Entry of Standard Parameters and Vehicle Number
- Calculation of Penalty Amount (Manual) incase of overloading/overdimension and issuance of memo
- Payment of Penalty amount
- Release of Vehicle

3.3 Challenges of current system:

I. The manual system takes lot of time for processing and delivery and involve a significant cost to the citizens to avail a service of the department.
II. There is no system in which various RTOs/ARTOs offices 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/ARTOs, including the modules under VAHAN and SARATHI, are mostly client server based applications.
VI. Applications need strong support in terms of hardware, connectivity
VII. The current website of the department provides limited services to the citizen.
VIII. The current website lacks user friendly, interactive and citizen centric features.
IX. Web-modules need to be upgraded and shall have greater reach
X. Head Office and other support structure needs to be upgraded

3.4 Need of Commissioner of Transport

- **Out of 27 RTOs across Gujarat, 19 RTOs will be covered under Centralized system. All 12 Checkposts and following 8 RTOs having high volume of transactions per day will be covered through decentralized system.**

  1. Ahmedabad
  2. Baroda
  3. Surat
  4. Rajkot
  5. Gandhinagar
  6. Palanpur
  7. Ahmedabad - East
  8. Bhuj

- For the above mentioned 8 RTOs and 12 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, Ahmedabad/Gandhinagar.

- The SI shall be responsible to for developing a Complete Automated System of Checkposts Operations Management which should include:
  - Vehicle Registration Number Recording System.
  - Tax or National Permit Verification System.
  - Automatic Measurement of Vehicle Parameters.
  - Automatic Checking of all attributes against standard values
  - Availability of Data base of standard parameters/ attributes.
  - Automatic Barrier Control System (Hardware to be made available by CoT).
  - Calculation of penalty amount and generation of receipts.
  - Payment of penalty and clearance of Vehicles.
  - Video Camera controlled Surveillance System giving the online data to central monitoring Cell.

- Integration of VAHAN and SARTHI databases with Checkpost's application for validating transactions at Checkposts.

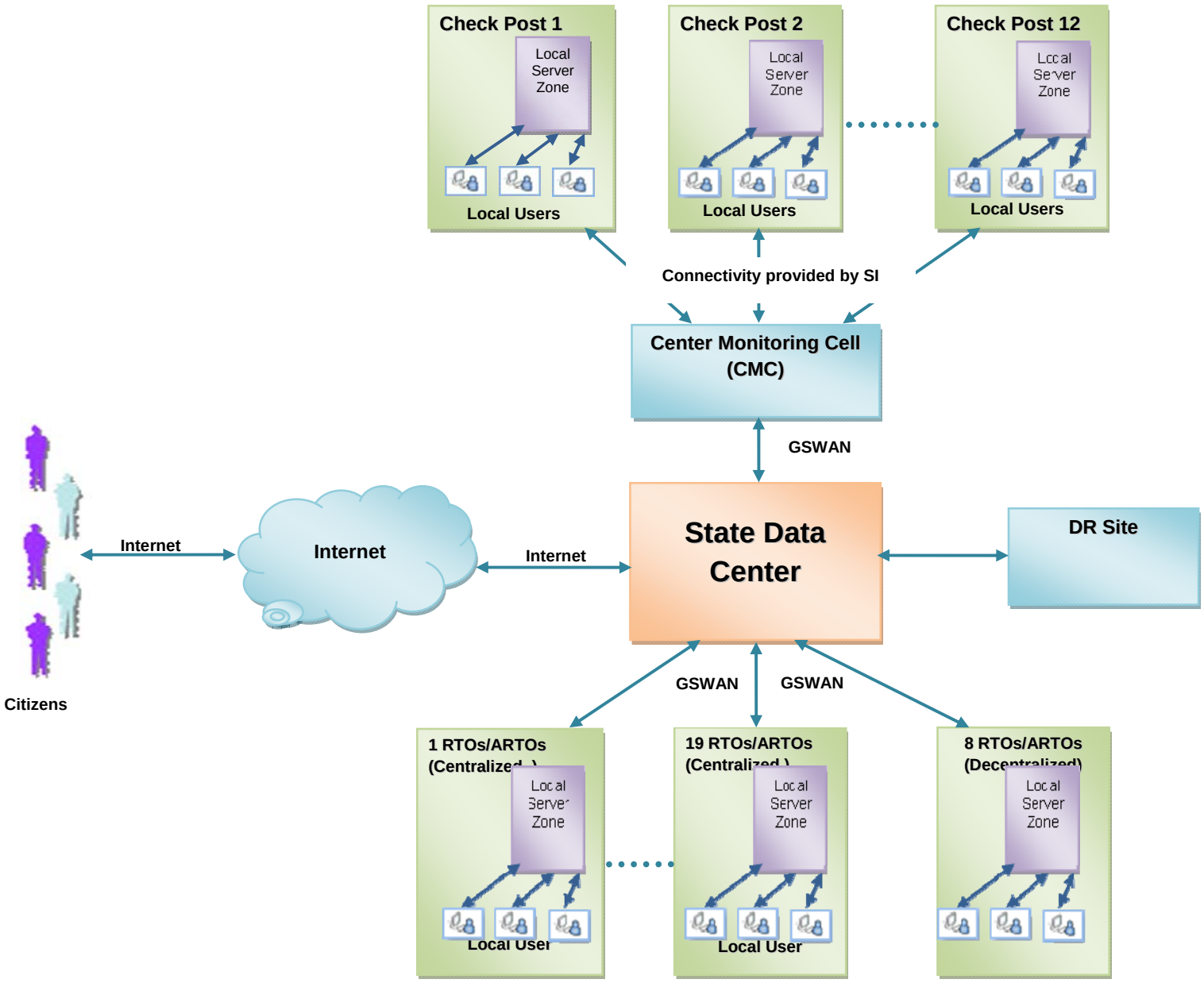
- Full-fledged web portal with integration of all the applications of the RTOs and Checkposts.

- Online Application submission, Status Updation and SMS Alerts.
- 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 Checkposts for storing and processing the same.
- **Office equipments like desktop PCs/Printers/scanners, etc. are excluded from the scope of this bid. Therefore bidding need not quote for the same.**

3.5 Scope of Work

3.5.1 Indicative System Architecture

- Indicative System Architecture is a combination of the centralized a well as decentralized model. Stakeholders and other applications use gateway and portal for information access.
- Out of 27 RTOs 19 RTOs will be directly connected to Central Server at GSDC, Gandhinagar through GSWAN whereas, remaining 8 RTOs will be in decentralized mode having the local servers and storages. The data will be synchronized on daily basis in Central Server at GSDC, Gandhinagar through GSWAN.
- **All 12 checkposts will work on decentralized mode having local server and storage at each Checkpost which will be connected with CMC through the connectivity provided by SI.**
- CMC will be connected with Central Server at SDC through GSWAN.
- 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 at New Delhi having 1:1 replication of Central Site
- The diagram depicting the indicative System Architecture for the CoT is given below:



3.5.2 Application Development, Deployment and Integration

3.5.2.1 RTO/ ARTOs

- The selected SI shall be responsible for migration/integration and regular updation of existing applications- VAHAN and SARTHI.

VAHAN Application

VAHAN software has been developed by NIC for application/ transaction related to registration of vehicles and related processes.

Government of Gujarat has implemented VAHAN in all RTO / ARTO office in the state and majority of operation related to registration are being carried out through VAHAN.

Brief of VAHAN Software:-

- VAHAN support de-centralizes architecture, client –server base window application. Presently, each RTO / ARTO has its own local server and LAN.
- For limited purpose, NIC has connected each RTO /ARTO's local server with State Register server through VPN (service taken by BSNL). Every day each RTO / ARTO local server's incremental data comes to State Register server at defined time.
- All State registers are connected with National Register. VPN and National Registers are being monitoring, controlling and maintain by NIC.

Applications implemented in VAHAN:-

A. Registration
   a) Temporary Registration
   b) New Vehicle Registration (Same Region, other Region/ State)
   c) Other state old vehicle
   d) Alteration made in vehicle
      - Petrol to CNG/LPG conversion and vice-versa
      - Private vehicle to Taxi conversion and vice-versa
   e) Transfer of Ownership
   f) NOC (No objection Certificate)
   g) NDC (No Due Certificate)
   h) Hypothecation / Hire purchase Agreement Addition
   i) Termination of Hypothecations
   j) Name / Address Change
   k) Duplicate copy of Registration Certificate (RC)

B. Fitness of Vehicles
   a) FC (Fitness Certificate)
      - Transport Vehicles
      - First time after registration 2 year, then every one year vehicle has to undergo fitness test
   b) CPI (Certificate of periodic inspection)-
      - Non –Transport Vehicle more than 7 seat

- First time after registration 2 year, then every one year vehicle has to undergo fitness test

c) Renewal of Registration
- Non –Transport Vehicle less than 7 seat
- 15 year after registration

C. Recurring Tax Payment of Vehicles

Application yet to be implemented in VAHAN (Under development and Verification)

- DA (Departmental Action)
- Permit except National permit

Major Transaction /Processes of VAHAN Software

- Data import
- Cash Collection
- Data entry
- Data Approval
- Number assign to vehicles
- Different MIS generation
- Printing of Form 24 and RC book
- Dispatch of RC book
- Administrative editing rights
- Flat file generation

Technical Details

- Application type: Client–Server base window application
- Front end Technology :- VB 6.0 (Programming Language)
- Back end Technology:- Oracle 10g (Database)
- Client OS support : Windows XP
- Server OS support: Linux

Additional Facilities provided by NIC

A. National Register for different limited MIS :-

National Register web address is http://vahan.nic.in. Authorized user of this portal can get different MIS regarding vehicle, income and search vehicle details etc. At present details of vehicles registered using Vahan software can only be made available. For Gujarat state, project of

digitization of legacy data of old vehicles is under progress and very shortly, registration data of all types of vehicles can be queried using above portal.

B. SMS Service:-

Using SMS facility, authorized Mobile user can get the registration details of vehicles registered using Vahan software. Registered mobile user can send SMS with following syntax.

Vahan GJ01AC2345 to 09212357123.

In reply he will get the Vehicle details for Registration number GJ01AC2345 like RTO Details, Owner name, Model and Type of Vehicles, Class of Vehicle and Validity, Hypothecation and Fitness details.

SARATHI Application

SARATHI software has been developed by NIC for application related to Driving Licence and related processes. Government of Gujarat has implemented SARATHI in all RTO / ARTO offices and majority of operation related to Licence are being carried out through SARATHI.

Brief of SARATHI Software:-

- SARATHI support de-centralizes architecture, three tier base window application. Presently, each RTO / ARTO has its own local server and LAN.
- For limited purpose, NIC has connected each RTO /ARTO's local server with State Register server through VPN (service taken by BSNL). **At present in Gujarat state, all RTO / ARTO's local server incremental data not comes to State Register due to bulk Driving Licence Data**. **It will be made available very shortly.**
- All State registers are connected with National Register. VPN and National Registers are being monitoring, controlling and maintain by NIC.

Applications implemented in SARATHI:-

a. New Learning Licence
b. New Driving Licence
c. Addition of class of vehicle in DL
d. Renewal of DL
e. Duplicate copy of DL
f. Authorization of PSV(Public service vehicle) Badge
g. IDP (International Driving Permit)

Application yet to be implemented in SARATHI (Under development and Verification)

1) Enforcement(DA - Departmental Action)
2) Conductor Licence
3) Driving School Registration

Major Transaction /Processes of Sarathi Software

1) Cash Collection
2) Data entry
3) Data Approval
4) Biometrics Capture
5) LL Test
6) Printing of Learning License (LL)
7) Different MIS generation
8) Thumb verification
9) Administrative editing rights
10) Data Pushing to another server

Technical Details:

1) Application type: Three tier windows application
2) Front end Technology :- JAVA JRE 1.5 (Programming Language)
3) Back end Technology:- Oracle 11g (Database)
4) Client OS support : Windows XP
5) Server OS support: Window 2003 Standard edition

Additional Facilities provide by NIC:-

National Register for different limited MIS:-
Driving Licence National Register web address is http://sarathi.nic.in. At present this portal can give details of Driving License issued using Sarathi software. However within very shortly, legacy license data will also be made available on this portal for query purpose. There is no user/password required to access this information. **At present Gujarat state Driving Licence data not available in National Register. It will be made available very shortly.**

- SI shall be responsible to provide the integration support of the applications developed / being developed by NIC.
- Integration of the existing applications with new application for Checkposts Automation developed by SI.

- SI shall be responsible for deployment of existing applications - VAHAN and SARTHI developed by NIC and provide 5 years support including database management, configuration, Operation and maintenance etc.
- SI shall provide the training for hand holding, however, operational training of VAHAN and SARTHI will be provided by NIC
- During the contract period of five years, the selected SI shall be responsible to provide the platform for other department's application for fetching the master database and restoring and upgrading database in master storage (as and when required)
- The technical details of both the applications are as under:

Sr. No.	Modules	Database	Front End	Architecture	No. of locations installed	Status of Application
1.	VAHAN	Oracle 10g	VB	2 Tier	26	Operational
2.	SARTHI	Oracle 11g	Java	2 Tier	26	Operational

3.5.2.2 Checkposts

There are total 12 checkposts. The SI has to develop following application software modules for automation of Checkposts operations.

I. Automated Checkposts System:

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
- Tax paid
- Availability of Valid National Permit
- Weight of Vehicle
- Dimensions in terms of:
  - Length
  - Breadth
  - Height

In light of above parameters, the application system for Checkposts Operation should act as a single integrated system aspects i.e. License Plate (Vehicle) Recognition system (LPR), 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. For this purpose, a snapshot of number plate will be taken by the fixed camera, put up especially for this purpose. Based on the image, the number will be entered in the system by data entry operator. In the event of availability of software which should read and recognize the number, the process will be done automatically in the future.
- **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.
- **Automatic Measurement of Vehicle Parameters:** Measurement of dimensions to decide whether the vehicle is over / under-dimension compared to the allowed dimensions as described in the registration details. The vehicle will be weighed by the weigh bridge established for this purpose, and the actual weight will be automatically available to the system. The dimension measurement system should work without human intervention.
- **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.
- **Availability of Data base of standard parameters/ attributes:** The vendor 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 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 Ahmedabad/ Gandhinagar to monitor Checkposts operations based on live feedback. The images will be required to be stored for a pre-defined period.

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 shall be responsible for providing one time operational Training and Yearly Refresher Training to the identified officials of CoT/ Checkposts authority as and when required. **Approximately 35 nos. of officials are to be trained.**

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 EQDC 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 web portal which would facilitate the two way communication between citizens and the administration.
- 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 integrated with Web portal to facilitate the citizens for online application, any kind of transactions and updation of the status.
- 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 following two components:

- Submission of complaints/grievances to the CoT through email by applicants and generation of UNIQUE ID for each such complaint at the time of submission of the complaint
- Virtual Space where applicants can file their queries/grievances and seek redressal through live chatting with designated personnel through an online chat window. The personnel will handle each query and generate a unique complaint ID, to be given to each applicant for each 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 center, which may be adopted by the CoT for real time handling of grievances, in the future.

Online Forum for Feedback and Suggestions:

Creation of a virtual space for the Commissioner of Transport in social sites such as Facebook, Orkut etc. where citizens/users can post relevant topics and have discussions on them. The forums may also have video content or links to same which can be of use to the citizens for educational/awareness purposes. This feature is proposed as a future enhancement to the envisioned web portal for the CoT. Nevertheless, provision for the same should be made by the SI.

3.5.3 Database Migration and Management

- The selected SI shall be allowed to use any database for new proposed applications.
- SI shall be responsible for migrating the existing database of the VAHAN and SARTHI application developed by NIC and management of the same for 5 years.
- The centralized database should be replicated on the NIC server for integration with GoI web applications as and when required.

3.5.4 IT infrastructure

SI is expected to visit all the RTOs and Check Posts offices of CoT and study the applications working on RTOs (VAHAN and SARATHI) as well as the operations carried out at Check Posts. and also study the existing hardware used at RTOs/ARTOs for Vahan and Sarathi application. Based on the work load and transactions of each offices SI shall propose the IT Hardware infrastructure which shall cater the need of CoT for next 5 Years.

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 CoT. 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 Hardware Infrastructure required is as follows:

At Central Site (State Data Centre (SDC) and Disaster Recovery (DR) Site):

Sr. No.	Item	Min. Qty. at SDC	Min. Qty. at DR site
1	Application Server (For Vahan, Sarathi, Checkpost Application,Web Portal)	4	4
2	Database Server	4	4

3	Web Server	2	2
4	Maintenance Server	2	2
5	Backup Server	2	2
6	Chassis Enclosure in case of blade servers	As required	As required
7	SAN Switch	2	2
8	SAN Storage (with capacity to cater the need for next 5 years)	1	1
9	Tape library with backup Software	1	1
10	Network Switch - L3	1	1
11	Network Cabling	As required	As required
12	Any other equipments to fulfill the scope of work	As required	As required

For 8 RTOs working on Decentralized Mode:

Sr. No.	Item	Min. Qty. at each RTOs
1	Application Server (Vahan and Sarathi)	2
2	Database Server (Vahan and Sarathi)	2
3	Router/ Network Switch	1
4	UPS with 1 hour back up time	As required
5	Network Cabling	As required
6	Any other equipments to fulfill the scope of work	As required

For 19 RTOs working on Centralized mode:

Sr. No.	Item	Min. Qty. at each RTOs
1	Network Switch	As required
2	Network Cabling	As required
3	Any other equipments to fulfill the scope of work	-

For 12 checkposts working on Decentralized Mode:

Sr. No.	Item	Min. Qty. at each CheckPosts
IT Infrastructure equipments		
1	Application Server	1
2	Database Server	1
3	UPS with 1 Hour backup time	As required
4	Router / Network Switch	As required
Surveillance equipments		
5	Fixed 3 MP Camera for Number Plate capture (Per Lane per Checkposts)	As required
6	Fix 3 MP Camera for Surveillance (Covers 2 Lane)	As required

7	PTZ 20 X 1.3 MP Camera	1
8	IR Illuminator (10 - 15 Mtr. Range) for fixed cameras only	As required
9	Video management Software along with Automatic Number Plate Recognition (ANPR)	Ar required
Electrification and cabling related work		
10	Power Cable, Cat5 cable with all required accessories (1 each per camera)	As required
11	Electrification and LAN Cabling	As required
Non-IT equipments		
12	Non-IT equipments for fulfilling the Checkpost automation scope of work a. Vehicle dimension measurement b. Barrier Control System	As required
13	Any other equipments to fulfill the scope of work – Such as lightening for Cameras, necessary electrification, LAN cabling, etc.	-

At Checkposts, SI shall install Application, Database Servers, UPS and Neworking Equipments as well as proposed Checkposts application shall be hosted on the installed servers which shall be accessed locally. 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.

For Central Monitoring Centre (CMC):

Sr. No.	Item	Qty.
1	Server	As required
2	PC Workstation for Video Management System	As required
3	UPS at Ahmedabad RTO	1
4	SAN Switch	As required
5	SAN Storage (with capacity to cater the need for next 5 years)	As required
6	Tape library with backup Software	As required
7	Router / Network switch	As required
8	Rack for equipments	As required
9	Joystick	4
10	Network Monitoring Software	1
11	Video Wall Unit of 46 inches with matrix of 3X3 (LCD display and associated accessories)	-
12	Electrification and other necessary cabling	-
13	Any other Equipments to fulfill the scope of work	-

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

1. Supply, install, operate, maintain and provide warranty related support services including AMC/ATS/upgrades/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 installation
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. Supply of SSL certificates for the entire system with 5 years validity from date of FAT.
8. On-site warranty for five years from date of FAT.
9. SI manpower have to collaborate with application provider of CoT to ensure that the entire IT setup provides suitable compatible platform for running the existing applications and deliver the performance metrics of response time.
10. 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.
11. 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 CoT 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 GIL/CoT.

12. 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.

12.1 Proposed Bill of Material quoted for Data Centre and DR Site

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

12.2 Proposed Bill of Material quoted for 19 RTOs/ARTOs working on Centralized Mode

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

12.3 Proposed Bill of Material quoted for 8 RTOs working on Decentralized Mode

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

12.4 Proposed Bill of Material quoted for 12 Checkposts working on Decentralized Mode

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

12.5 Proposed Bill of Material quoted for Central Monitoring Cell (CMC)

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. Any authentication and monitoring tools/Software application required, bidders have to propose the same.
3. The proposed solution will include UPS, switches, racks and power related infrastructures at CMC, checkposts and RTO
4. UPS will be with min. 60 minutes backup, stabilizer, router at CMC and RTOs and Checkposts
5. Power supply and generator will be provided by CoT. The diesel cost shall be paid by CoT upon certification but SI shall be responsible for providing manpower and running the system as per the requirement

Central Monitoring Centre (CMC)

- A central monitoring cell shall be established at Ahmedabad/ Gandhinagar at location specified by the CoT. 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 location in Sachivalaya as may be decided by CoT.
- The live feeds from all the lane cameras installed at all the Checkposts shall be monitored as well as stored at CMC. The videos stored shall be date and time stamped.
- At CMC the video feeds from all the checkpost 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 be take the backup of the video data on to the tape media and store it in tape library.

3.5.5 Network Connectivity Requirement

3.5.5.1 All the RTOs/ ARTOs and CMC will be connected with Central Site by GSWAN.

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

Connectivity

There are 13 Checkposts in Gujarat and Central Monitoring Cell (CMC) is located at RTO, Ahmedabad.

1) Presently, CoT wishes to connect 12 Checkposts except Bhavnagar Checkposts with CMC (RTO, Ahmedabad) with Point to Point Leased Circuit connectivity with at least 2 Mbps dedicated b/w at each Office. Further, based on the load and requirement of each and every Checkposts SI shall quote higher bandwidth in the multiple of 2 Mbps. Number of office may be increased or decreased at the time of order to be awarded.
2) Point of aggregation shall be at Central Monitoring Cell (CMC) for which the necessary terminating networking infrastructure shall be provided by SI.
3) SI shall provide appropriate Routers / Converters and manage the same for the contract period for connectivity.

Internet Bandwidth:

1) Providing dedicated and unshared Internet bandwidth at SDC – Gandhinagar – **at least 4 Mbps.**
2) Providing dedicated and unshared Internet Leased Line connectivity at DR site – **at least 2 Mbps**.

SI connectivity Provider's Scope of Work:

1. The Intranet connectivity between **all check posts** to CMC on Point to Point Leased Circuit connectivity is envisaged as main link**. SI needs to configure routers/switches and necessary equipments to fulfill the scope of work at all location.**
2. SI has to supply, Install and configure WAN end equipments like routers, modems, converter, last mile equipments, online UPS including proper earthling etc. to provide the Point to Point Leased Circuit connectivity. COT will not provide any infrastructure for installing these equipments except 'Raw Electricity" and "Shared non AC Room".
3. 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 COT.
4. SI has to ensure that the data transmitted on Point to Point Leased Circuit connectivity links should not be accessed / mixed with public network. SI has to ensure that Point to Point Leased Circuit connectivity should be fully secured and should fulfill 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 and 128 kbps receiving should be possible simultaneously.

5. SI shall provide complete network diagram including detail technical Documentation for all the locations mentioned.
6. SI has to co-ordinate with application developer of VAHAN and SARATHI for successful implementation and commissioning of Web application.
7. 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.
8. 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.
9. SI has to adhere to SLA as mentioned in coming chapter. After verification of SLA, by CoT or its designated agency, the quarterly payment will be released.
10. SI has to ensure redundancy management for the WAN part as per SLA
11. SI has to carry out Post implementation Management of the services as per SLA agreement.
12. 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 CMC) and Internet Bandwidth (Web Portal):

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

Network Monitoring

SI should have state-of-art Network management center 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.

SI or their Connectivity providers will provide a web view of the network available at its NOC. This view should show all the locations with zooming facility to see a part of it in detail.

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 16 weeks from the date of award of contract.

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.

- 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 COT, and Far 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 CoT during the Operation and Maintenance period.

3.5.6.2 Operation and Maintenance Support for IT Hardware Infrastructure

SI bidder shall set up centralized helpdesk at CMC (RTO, Ahmedabad) 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. The space for helpdesk facility would be provided by Govt. of Gujarat. This Service must be provided for entire I.T. infrastructure newly supplied by SI.

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

a. Provide warranty/on-site maintenance for IT 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 on site warranty support of all the existing and supplied items. This would typically cover following services
    - Network 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 IT Asset tracking solution which also tracks their associated contracts throughout their lifecycle.
    - Server, Client and Network device configuration and including Patch Management
    - Health and Performance Monitoring of entire web Application along with existing application.
    - 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 Liasoning, 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 through checking by third party auditor to be appointed by Commissionerate of Transport.
- 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 Commissionerate of Transport 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 Commissionerate of Transport.
- 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 Commissionerate of Transport.
- 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 Commissionerate of Transport.

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 canceled and piped cabling if necessary and repairing.

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 Commissionerate of Transport, GoG 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 Datacenter 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 Commissionerate of Transport 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 Commissionerate of Transport, GoG 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 help desk support for the contract period of 5 years (Helpdesk support may be provided by the 5 technical manpower providing by SI at CMC)
- Central Helpdesk will be located at the CMC (RTO, Ahmedabad) and the Helpdesk shall be operational 24X7.
- All problems/issues faced by officials of CoT at RTO/ 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:

Sr. No.	Location	No. of manpower required	Shift	Qualification and Experience
1	8 Decentralized RTOs	1 at each RTO	Working Hours	• Diploma in IT/EC/CE through recognized University/ Technical Institutes • More than One year of relevant IT experience
2	19 Centralized RTO	1 at each RTO	Working hours	• Diploma in IT/EC/CE through recognized University/ Technical Institutes • More than One year of relevant IT experience

3	12 Checkposts	4 Nos: 1 at each CP having high volume of transactions	24 * 7	• Diploma in IT/EC/CE through recognized University/ Technical Institutes • More than One year of relevant IT experience
		8 Nos: 1 at each CP having Low volume of transactions	1 shift	
4	Central Monitoring Cell (CMC)	2 Technical persons 1 Support person	24 * 7	**Technical Manpower**: • B.E.IT/CE/EC or MCA through recognized University/ Technical Institutes with minimum First class • More than two years of relevant IT experience **Support Manpower**: • Any Graduate with One year work experience in Government Domain • Should have computer literacy
5	Central Site at GSDC Gandhinagar	4 Technical persons	Working hours – 1 Shift	• All the Technical Specialists for Network, Server, Application, Database and Storage, Security, EMS / NMS and NOC Engineers should be graduates with at least 3 years of experience in production environment along with relevant certifications like CCNA / CCNP / CISSP or OEM certified engineers on Network / Server / Storage/ Backup / EMS / Security.

Indicative Roles and Responsibilities of Manpower:

1. **8 Decentralized RTO:**
   - IT Hardware infrastructure, Network and Database Management
   - Application operational assistance
   - Periodical training, if required.
   - Regular Database synchronization management
   - Single point of responsibility for coordinating with the respective vendors

2. **19 Centralized RTO:**
   - Application operational assistance
   - Periodical training, if required.
   - Single point of responsibility for coordinating with the respective vendors

3. **12 Checkposts:**
   - IT Hardware infrastructure, Network and Database Management
   - Application operational assistance
   - Periodical training, if required.
   - Regular Database synchronization management
   - Single point of responsibility for coordinating with the respective vendors

4. **CMC:**
   - **For CMC:** 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 CoT. In case any problem found, inform the concerned authority to take the appropriate action.
   - Take backup of Video stored in the Storage media to Tape Library.
   - For help **Desk support:** Provide Service desk support to end users

5. **Central Site at GSDC Gandhinagar:**
   - 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 Language of the Application Software

The application software modules to be developed by the SI should support Gujarati, Hindi 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 CoT 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 CoT 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 CoT.

Stage II: Implementation Phase

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

Stage III: IT Infrastructure and other hardware required to meet scope of work of checkposts, 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/ARTOs and Checkposts
6. Interface with front end delivery centers for application Go-Live
7. Application Testing through EQDC 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 Commissioner of Transport from the date of Go-Live of the application software and successful integration with the CoT 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 CoT 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 CoT at Checkposts
b. Business Process Re-engineering report for the all the services for CoT at Checkposts
c. To-Be process map based on the BPR report for all the selected services for CoT 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
j. Complete Source Code with documentation.

k. Inspection and testing procedures manual including QA Policy as per EQDC 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. These strategies have been classified as:

3.9 Proposed timelines for Implementation

Activity	Timelines (in Weeks)	Deliverables
Phase I – Design and Development		
Project Initiation and Team Mobilization	**T**	Detail Project Plan Submission Detail of Resource Profile Submission
Completion of Design, Development and Coding of application solution including integration of existing application	**T1= (T + 16)**	• AS-IS report Submission • Business Process Re-engineering Report Submission • To-Be report (For all the modules already developed by other agencies and also the service identified in the Conceptualization report) Submission • Functional Requirement specification Submission • Software Requirement Specifications Report Submission • Architecture and DB design Report Submission • Deployment Plan Submission
Testing, UAT and Training to staff (For applications developed by the Vendor in Phase I)	**T2= (T1+4)**	Test Cases Test Reports UAT Sign-off Certificate Training to Staff
Supply and installation of IT Infrastructure and set up connectivity	**T3= (T+ 16)**	Delivery and Commissioning of IT Infrastructure and setting up connectivity
Phase II – Go-Live		
Go-Live	**T4= (T3+2)**	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:** Date of Award of Contract.
2. For Warranty and Maintenance timelines **Go-Live of Phase II B** will be applicable.

Section – IV

4 SPECIFICATIONS

4.1 Acceptance Criteria

The primary goal of Testing and Acceptance would be to ensure that the project meets requirements, standards, specifications and performance prescribed in the RFP document, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Performance
- Availability
- Security
- Manageability
- Standards and Protocols

The project would be designed to meet all functional, non-functional and management requirements as mentioned in the RFP document.

For each of the project requirements, there are operational requirements, deliverables and a set of standards, wherever applicable as per the following:

4.1.1 Performance Criteria

Performance would be that aspect of service, which would be measured in terms of throughput and latency. Higher throughput and lower latency values would represent good performance of a service. Throughput would represent the number of service requests served per unit time. Latency would be the round-trip time between sending a request and receiving the response.

4.1.2 Availability Criteria

High Availability would be a key requirement. The applications must provide citizens and department officials with timely, continuous access to information 24X7. The log files of the applications must also be able to rebound or recover from any planned or unplanned system downtime, ensuring a minimal impact on the operations. Availability would be the quality aspect of whether the service is present or ready for immediate use. Availability represents the probability that a service is available. Larger values represent that the service would always be ready to use while smaller values indicate unpredictability of whether the service will be available at a particular time. Also associated with availability is time-to-repair (TTR). TTR would represent the time it takes to repair a service that has failed.

4.1.3 Security Criteria

Security would be the aspect of the service of providing confidentiality and non-repudiation by authenticating the parties involved, encrypting messages, and providing access control. The applications can have different approaches and levels of providing security, depending on the service requester. Security requirements such as single sign on, encryption of passwords, logs etc. is a must.

Commissioner of Transport's application security will be of utmost priority. The forms should be protected from improper data input, both in the user's browser and at the remote server. The e-mail addresses presented on the website should also be protected with anti-spam measures. Databases should be secured via username/password protection and potentially sensitive information should be secured using industry-standard encryption algorithms.

4.1.4 Manageability

Manageability needs to be a crucial aspect of Commissioner of Transport's applications and website. The Implementation Partner - SI has to ensure that the solution deployed has adequate monitoring and tracking features for measuring the utilization and availability of resources. This includes:

- Remote Monitoring of Status and Statistics of all high-level components
- Management capability to start/ stop/ restart services and systems
- Auto discovery of all components manageable
- Auto discovery of all other system components
- Ability to track changes in configuration of the system components to help track service
- System disruptions

4.1.5 Standards and Protocols

- The project should be completed as per the standards and protocols applied for design, development, hosting and maintenance of an automated system.
- The software applications and website developed under this Contract shall conform to the standards and when no applicable standard is mentioned; to the authoritative standard appropriate to the country of origin and such standards shall be the latest issued by the concerned institution.
- The web application development standards shall be in line with the Government of India guidelines given at www.web.guidelines.gov.in

4.2 Development Criteria

The deliverable components of this RFP include:

- A web-based system by which CoT staff members, officials, and interested citizens can find comprehensive information about the initiative including organizational structure, roles and responsibilities, supporting documentation, downloadable files, and ongoing management.
- The design, look, and feel of the User Interface will be approved by the CoT.
- A relational database(s) to be used for application management, site maintenance, calendaring and activities, and related documents.
- A system to control user access privileges. Granted privileges are based on roles and responsibilities including site administration and content management, calendar, activities, and document maintenance.
- Monthly or on demand reports/queries showing G2C and G2B service usage statistics.
- Monthly/Quarterly report on application up-time hosted at the Data Centre
- Monthly report on Network Utilization and up-time
- Weekly Error Log for Network and Applications

4.2.1 Development of Software Applications

The software applications must be developed in the global industry standard environment. The bidder must justify the choice of development environment. The applications must be developed and hosted utilizing industry standard, commercially available tools. The bidder must list all tools to be used to develop and maintain the website, as well as the hosting platform hardware and software.

4.2.2 Location of Development

All work must be done at the bidder's location and utilizing hardware and software provided by the bidder, unless explicitly agreed to by the CoT.

4.2.3 Development Control

The bidder must use all reasonable care to protect the integrity of the software applications during development. Use of a version and library control tool is desired. The bidder must describe the development environment to be used.

4.2.4 Project Management and Project Plan

The bidder must provide an experienced Project Manager to oversee the development of the website and software applications and should serve as primary point of contact for the Commissioner of Transport. The bidder must follow an established Project Management

methodology conforming to the best practices of the Project Management. The bidder must describe the methodology to be used.

During the Technical Presentation, the bidder must provide the CoT with a detailed Project Plan for the development of the CoT application. This Project Plan must include at minimum the Project Charter, a work breakdown structure showing all proposed milestones and deliverables, and a listing of all project issues and risks.

4.2.5 Status Reports

The bidder must provide weekly status reports to the CoT during the development effort. These reports must be submitted by close of business on each Monday and must reflect status against the Project Plan as of close of business on the previous Friday. Any falsification of these status reports or failure to inform the CoT of issues impacting the deliverables or timeframe of the project may result in cancellation of the contract.

4.2.6 System Defects Correction

The bidder must respond to all reports of system defects for the duration of the contract (up to 5 years). The bidder must correct all "**Critical severity**" problems (system not functioning, no workaround) within 48 hours; all "**Medium severity**" problems (system not functioning, workaround available) within five business days; all "**Low severity**" problems (not impacting basic functionality) within ten business days.

4.2.7 Version Control and Bug Fixing

The bidder must make any modifications necessary for the duration of the contract (up to 5 years) to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software.

4.3 Hosting Criteria

The bidder must work with the CoT to provide a detailed implementation plan, including but not limited to, orderly process of inventory, version control, and load all application materials, assignment of user rights and security, and verification of correct functionality. The bidder must present an implementation plan to the CoT for their approval by the beginning of the test period.

It is proposed that the application would be hosted in State Data Center, as per provisions provided by Department of Science and Technology, Gujarat; however the final decision regarding the primary site for hosting would rest entirely with the CoT. However, the bidder

shall be responsible to set up the Central Monitoring Cell (CMC). The CMC will be set up at such location in Ahmedabad or Gandhinagar as CoT may decide.

4.3.1 Availability

The applications and network must be available as per the Service levels defined. The bidder must state how that availability is to be provided, including all measures such as mirrored servers. The bidder must show the ability to report availability to CoT on a quarterly basis, and must indicate how availability is to be verified. In all cases, the state infrastructure is to be utilized.

4.3.2 Accessibility

The CoT applications must meet the standards for software application and network accessibility. The bidder must test the applications with a commercially available accessibility monitor, and with a leading accessibility tool, if necessary.

4.3.3 Traffic Statistics

The bidder must show the ability and report application traffic statistics to the CoT on a weekly / monthly basis, as required.

4.3.4 Security

The bidder must take rigorous provisions to prevent unauthorized alteration or damage to the applications and all related modules and databases. The bidder must describe in detail all measures to be taken, including the use of firewalls, monitoring for intrusion detection, etc. The bidder must also specify the dependencies, if any, in achieving the desired level of security.

(**NOTE:** This information will be kept confidential.)

4.3.5 Backup and Recovery

The bidder must provide and successfully test backup and recovery capabilities for the applications and related databases. The bidder must describe this functionality, and the frequency of backup.

4.3.6 Uptime and Performance

The bidder must provide sufficient provisions to ensure that all application functionality, including data access, file downloads, and online transactions, is performed within commercially acceptable response times. The bidder must state the capacity that will be

available for the applications, and what tools and techniques will be used to continuously monitor application performance.

4.4 Access Control and User Authentication:

The bidder must prepare the access control and User Authentication policy and get it approved by CoT. The bidder shall be responsible to provide access control and User Authentication management during the period of contract.

Section – V

5 PAYMENT TERMS

5.1 Payment Schedule

Sl. No.	Activity	Payment (%)
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	15% payment will be released
	Successful Commissioning of software on user's platform including Automation of Checkpost application, integration of RTOs applications: VAHAN and SARTHI with migration of existing database with Checkposts and web portal requirements	35% payment will be released
	Submission of report from EQDC and Security audit clearance certificate and user's manual (Operational Manual) of overall system	15% payment will be released
	After Go-Live	20% payment will be released
	After One year subject to removal of bugs	15% payment will be released
2.a	**IT infrastructure, system software, Database, security equipment's, devices as per item no. 2.a of financial bid – for RTOs, Central Site and DR site**	
	Physical delivery at the site suggested by CoT	70% payment will be released
	After completion of inspection by GIL and installation at site	15% payment will be released
	After project go-live	15% payment will be released
2.b	**IT infrastructure, system software, Database, security equipment, network equipment and devices as per item no. 2.b of financial bid – for Checkposts and CMC**	
	Physical delivery at the site suggested by CoT	70% payment will be released
	After completion of inspection by GIL and installation at site	15% payment will be released
	After project go-live	15% payment will be released
2.c	**Hardware Equipment's required at each Checkposts to meet the scope of work (excluding item no. 2b above) - as per item no. 2.c of financial bid**	

	Physical delivery at the site suggested by CoT	70% payment will be released
	After completion of inspection by CoT or authorized agency appointed by CoT and installation at site	15% payment will be released
	After project go-live	15% payment will be released
3	**Manpower support for period of 5 years as per item no. 3 of financial bid**	Will be paid Quarterly after the end of each quarter.
4	**Connectivity for period of 5 years – as per item no. 4 of financial bid**	Will be paid Quarterly after the end of each quarter.
5	**Operational and Maintenance support for period of 4 years for application development after completion of warranty support of one year as per item no. 5 of financial bid**	Will be paid Quarterly after the end of each quarter.

5.2 Payment Procedure

1. The CoT/GIL 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 CoT.
3. CoT 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 CoT along with the 2 original copies of invoice and necessary documents. The invoice should be Gujarat based.
5. Payment shall be made in Indian Rupees.

Section – VI

6 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 CoT for the duration of the contra
ct for providing Software Applications, Hardware, Training, Maintenance and Warranty support against the stated scope of work. CoT shall regularly review the performance of the services being provided by the SI and the effectiveness of this SLA.

6.1 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 CoT 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 CoT and users and excludes the scheduled outages planned in advance for the CoT IT infrastructure.
- "Incident" refers to any event / abnormalities in the functioning of CoT specified services that may lead to disruption in normal operations of CoT services.
- "Response Time" shall mean the time taken (after the incident has been reported at the concerned reporting center), 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.

6.2 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 CoT 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.

6.2.1 Implementation related penalty of service levels

6.2.1.1 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 CoT 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 **1%** of contract value of Software Application per week delay.
Testing and UAT of all the modules.	As per delivery Schedule	Critical	A Penalty of **1%** of contract value of Software Application per week delay.
Application Training and Handholding Support of all the modules.	As per delivery Schedule	Medium	A Penalty of **1%** of contract value of Software Application per week delay.
Commissioning and Go-Live	As per delivery Schedule	Medium	A Penalty of **1%** of contract value of Software Application per week delay.

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 weeks, at the sole discretion of CoT. If delay exceeds maximum delay weeks at the particular milestone, CoT 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 Central site as well as decentralize site.

6.2.1.2 Implementation related penalty for IT Hardware Infrastructure

- If the bidder fails to deliver and install the requisite IT Hardware Infrastructure at within 16 calendar weeks from the issue of the confirmed purchase order, then a penalty of 1% of value of hardware per week delay will be deducted for the payment of hardware. In case of site is not ready or due reasons beyond the control of supplier, then CoT shall decide on taking in to consideration of such factor for the extension of delivery and installation period of the equipments.
- Delay in excess of 10 weeks after the permissible delivery and installation schedule will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- In case, the selected bidder does not supply the ordered items for any reason, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which purchaser has to pay to the next or other selected bidder for purchase of the said items.

6.2.2 Operational Related Penalty for Software Uptime

6.2.2.1.1 Checkposts Application related SLAs

Sl. No	Measurement	Target	Penalty
1	Application 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 1,00,000 for every 10 hours of downtime per Checkposts at a stretch or in parts on a quarterly basis. And INR 80,000 for every subsequent hour of downtime at a stretch or in parts for total down time more than 10 hours on a quarterly basis.

6.2.2.1.2 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	>= 99%	INR 50,000 for every 10 hours of downtime per Checkposts at a stretch or in parts on a quarterly basis. And INR 40,000 for every subsequent hour of downtime at a

	considered while calculating application availability.		stretch or in parts for total down time more than 10 hours on a quarterly basis.

6.2.3 Operational Related Penalty for Hardware Uptime – Central Site Services related SLAs

6.2.3.1 GSDC, DR 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)
Locations	CMC (At RTO, Ahmedabad), Primary and BCP Site (managed from primary site)
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 center/primary site	30 min	6 hours
L2: System Impaired but available.	120 minutes	3 working days
L3: Problem- System Operation Normal but need improvements.	240 minutes	6 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 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;
- Serious but predictable management system failure; 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 2 hours 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 3 working 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
- System performance support questions
- 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 1000/- 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.1000/- 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 CoT and must be intimated to all users.

6.2.3.2 19 RTOs - IT Infrastructure

The support services for 19 RTOs/ARTOs working on Centralized mode are expected during following defined work timings.

	For 19 RTOs
Timings	10 hours x 6 days
Prime Hour	9 am to 7 pm every day
Period	Five years (from the date of FAT)
Location	At 19 RTO/ARTO offices as mentioned in the RFP

Infrastructure Service Level

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

Item	**Response Time from the time of logging complaint**	**Max. Restoration Time**
IT Equipments required for RTOs/ARTOs Operations working on centralized mode	1 Hour	8 Hours

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 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. 1,000/- per every hour of down time for 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 on 24X7 basis.
- 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 CoT and must be intimated to all users.

6.2.4 Operational Related Penalty for Hardware Uptime – Decentralized sites Services related SLAs

6.2.4.1 12 Checkposts and 8 RTOs IT Infrastructure

The Service Window for IT Infrastructure:

At 12 CheckPosts – 24 hrs X 7 Days every year

At 8 RTOs – 10 hours X 6 days every week

SLA Objectives

The Bidder shall provide onsite support for a period of five years at all Checkposts and 8 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 CoT 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.

	For 12 Check Posts	**For 8 RTOs**
Timings	24 hours x 7 days	10 hours x 6 days
Prime Hour	24 hours x 7 days in three shifts	9 am to 7 pm every day
Period	Five years (from the date of FAT)	Five years (from the date of FAT)
Location	All Check Posts offices as mentioned in the RFP	At 8 RTO offices as mentioned in the RFP

Infrastructure Service Level

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 Equipments required for Checkpost Operations	4 Hour	12 Hours
Non-IT Equipments required for Checkposts Operations	4 Hour	12 Hours
IT Equipments required for RTO office operations working on decentralized mode	1 Hour	4 Hours

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. 1,000/- 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 on 24X7 basis.
- Penalty charges will be Rs. 1,000/- 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 CoT 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 CoT. CoT will monitor evaluator and give strategic decision based on periodic MIS reports.
- CoT will decide the payment to be made based on these reports to CoT.
- CoT's decision on it will be final and CoT will resolve issue within 24 hours.

Issue Management Process

- CoT 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.
- CoT 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.
- CoT 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 GSWAN, Resident Engineer will be asked to contact the concerned help-desk of GoG, 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 GoG officers and once approved, necessary action will be taken
- Ticket will be updated in the system with the action taken / being taken

6.2.5 Connectivity from Checkposts to CMC 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 and Internet Bandwidth as mentioned in scope of work. Uptime shall be calculated as shown below:

$$\text{Uptime (in \%)} = \frac{\text{Total No. of Hours in the year-Total Downtime (in Hours)}}{\text{Total No. of Hours in the year}} \times 100$$

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

Service Levels:

- The Point to Point connectivity links shall be commissioned at all locations within 16 weeks from the date of letter of intent / purchase order
- Minimum Uptime of 98.50% shall be maintained by SI for each and every Point to Point Links between Checkposts 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, CoT will impose the penalty are as given below. Further, if uptime any locations during the any quarter is less than 85%, CoT will not make any payment for the quarter for that location and in case of failure at HO, it will be considered as all locations.

Uptime Quarterly Basis for CMC, RTO Ahmedabad:

Penalty in % of Quarterly Amount:

Sr. No.	Parameter	Condition of breach	Penalty
1	Service availability of any links between CPs and CMC	Actual Uptime <98.5%	(98.5 *less* Actual Uptime)% of the Quarterly Bill of the affected link

❖ **Late Commissioning Penalty**

If bidder fails to install and commission the Point to Point connectivity links at all locations within 16 weeks from the date of letter of intent / purchase order, CoT will

impose the penalty 0.05% of one time cost per location per week. More than 3 days will be count as one week, subject to a maximum 10% of onetime cost.

B. Internet Bandwidth Connectivity:

Service Levels:

- Minimum uptime SLA of Internet Bandwidth Connectivity at SDC 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.

Sr. No.	Parameter	Condition of breach	Penalty
1	**Internet Bandwidth availability**	**Actual Uptime <98.5%**	During working days from 10:00 AM to 06:00 PM, Rs.10,000/- per Hour on downtime beyond agreed quarterly down time. During 06:00 PM to 10:00 AM, Rs.5,000/- per Hour on downtime beyond agreed quarterly down time.

Section – VII

7 ROLES and RESPONSIBILITIES OF STAKEHOLDERS

It is suggested that this project would require a 3 tier structure to be followed, with CoT at the top tier being assisted by various consultants and committees. The SI would be the 2nd tier taking over the reins from NIC and providing a complete support system for successful execution of this project. NIC, who, till now have been involved in the development of the some of the applications such as VAHAN and Sarathi, would form the tier 3 and provide all the necessary support and documentation of the earlier applications to the SI. However the final decision in this regard rests with the CoT on level of engagements for SI and NIC.

7.1 Commissioner of Transport (CoT)

1. Receive and appraise proposals / suggestions from the SI, GIL and NIC for project implementation
2. To form Project Management Group (PMG) for monitoring the implementation program at State 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 CoT 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.

7.2 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. Commissioner of Transport and GIL would also work closely with the Total Solution Provider for developing and customizing the software and implementing the technical solutions.
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 Commissioner of Transport, Administration officials, other instrument vendors, NIC and GIL, through its project coordinators and mobile teams.
7. As an empanelled SI for providing implementation support to the Commissioner 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.

7.3 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 CoT 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 CoT 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 CoT 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 Sarathi being developed for CoT. 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.

Section – VIII

8 GENERAL TERMS and CONDITIONS

8.1 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 CoT shall be final and binding on the SI.

8.2 Relationship between parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agent as between the 'CoT' 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 CoT from time to time. The SI shall be fully responsible for the services performed by them or on their behalf hereunder. The CoT will allocate work/assignment to the SI.

8.3 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 CoT. 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.

8.4 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 CoT. The SI may retain a copy of such documents, but shall not use anywhere, without taking permission, in writing, from CoT. CoT reserves right to grant or deny any such request.

8.5 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 CoT. 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.

8.6 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 State of Gujarat

8.7 Use of Contract Documents and Information

1. The SI shall not, without CoT'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 CoT'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 CoT and shall be returned (in all copies) to CoT on completion of the SI's performance under the Contract if so required by the CoT.

8.8 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.

8.9 Intellectual Property Rights

1. All the deliverables submitted by the SI under the contract including source code, IPR shall be the exclusive property of CoT.
2. All the components shall be IPv6 enabled.
3. The SI shall indemnify CoT 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 CoT, then the copyright/IPR of that software/deliverable will be with CoT. 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 CoT for the entire period of contract. All the licenses and support should be in the name of CoT 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 CoT 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. CoT will give notice to the SI of such claim, if it is made, without delay

8.10 Inspection/Testing

Application Related:

1. CoT 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 CoT.
2. As per Govt. Of Gujarat circular dated 10th March 2006, the CoT applications must be tested at EQDC, GIDC, Gandhinagar or at the location specified by CoT 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 EQDC/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, 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.

1. The SI must submit the test results to CoT.
2. Should any inspected or tested software fail to conform to the specifications, the CoT 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 CoT.
3. CoT'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 CoT 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 CoT, 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 CoT is satisfied with the working of the software on the, the acceptance certificate of CoT 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 CoT, the SI shall supply operation manuals. These shall be in such details as will enable CoT 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 CoT.

IT infrastructure Related:

1. **Centralized IT Infrastructure at Data Centre, DR Site and CMC:** The bidder will have to offer the post installation inspection after delivering and installing the equipments at the Data center and at BCP site or the place specified in the RFP.
2. **IT Infrastructure required at Sites other than Data Centre, DR Site and CMC:** The bidder will have to offer the inspection at EQDC, Gandhinagar as per the sample size mentioned in this bid before delivering to the respective customer sites. The cost of the same has to be borne by the selected system Integrator.

3. 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 Government of Gujarat.
4. The CoT/GIL'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.

8.11 Change Orders

1. CoT 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 CoT;
    b. The place of delivery; and/or the Services to be provided by the SI.
2. Training of personnel of the CoT 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 CoT's change order.

8.12 Suspension

CoT may, by written notice 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.

8.13 Termination

Under this Contract, CoT may, by written notice 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.
2. Termination for Convenience: CoT 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 CoT's convenience, the extent to which performance

of the SI under the Contract is terminated, and the date upon which such termination becomes effective.

a. The software that is complete and ready for rendering / deployment within 30 days after the SI's receipt of notice of termination shall be accepted by CoT at the Contract terms and prices. For the remaining services, CoT /GIL may elect:
    i. To have any portion completed and delivered at the Contract terms and prices; and/or
    ii. To cancel the remainder and pay to the SI an agreed amount for partially completed software and for software previously procured by the SI.

3. Termination for Insolvency: CoT /GIL 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 CoT/GIL.

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.

8.14 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 CoT regarding Force Majeure shall be final and binding on the SI.

If a Force Majeure situation arises, the SI shall promptly notify to the CoT in writing, of such conditions and the cause thereof. Unless otherwise directed by the CoT 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.

8.15 Payments incase 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 purposes for the purpose of the services and in reactivating the service after the end of such period.

8.16 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.

8.17 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 CoT 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 Gujarat only.

8.18 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the courts situated in State of Gujarat only.

8.19 Binding Clause

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

8.20 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.

9 ANNEXURE

9.1 FORM I: Bid Proposal Form

Reference:

Date:

Tender No.: GIL/

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 as Total Solution Provider for Development of Application Software and IT Infrastructure for Commissioner of Transport (CoT)** 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 Commissioner 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 _____

9.2 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 Commissioner 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. Service Tax Registration No.	----------
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. 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 CoT/ GIL (Attach letter of authority)	---------- ---------- ----------
10. Details of service / support network and infrastructure available in Gujarat. (If Any)	---------- ----------
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:_____	

9.3 FORM III - Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)
Ref: Bank Guarantee No.
Date:

To
Name and Address of the Purchaser/Indenter
_____
_____

Dear Sir,

In consideration of Name and Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s. …… …… having Principal Office at …… (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of _____by issue of Purchase Order No……. Dated …… issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, _____having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs._____(Rupees_____) to the OWNER/PURCHASER on demand at any time up to_____ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/ PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____2012

_____
Signed and delivered by

_____

For and on Behalf of

Name of the Bank and Branch and
Its official Address

9.4 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	

9.5 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 (project-wise):	
	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 willful 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:_____

9.6 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

Sr. No.	Description	Total Amount (Rs.)
1	Cost of • Application Development for Automation of Checkposts including design, development, implementation, training and testing • Integration of RTOs applications- VAHAN and SARATHI including migration of existing database with Checkposts • Design, development and successful deployment of web portal. • This includes one year warranty support from Go-live **Component wise break up : Part: 1**	
2A	Cost of IT infrastructure, system software, Database, security equipment's, devices as proposed by bidder as mentioned in **Part: 2A** required for following locations including 5 years warranty support after Go-live. • 8 RTOs on Decentralized System • 19 RTOs/ARTOs on Centralized System • GSDC as Central Site • DR site	
2B	Cost of IT infrastructure, system software, Database, security equipment, network equipment and devices as proposed by bidder as mentioned in **Part 2B** required for following locations including 5 years warranty support after Go-live. • CMC at Ahmedabad RTO • 12 Checkposts in Decentralized System	
2C	Cost of Non IT Hardware Equipment required at 12 Checkposts to meet the scope of work excluding **2B above** as proposed by bidder as mentioned in **Part 2C**	

3	Total charges for Technical Manpower resources at state and district level for five years from the date of Go-live. **(4 at GSDC + 27 at RTO/ARTOs + 12 at Checkposts + 3 at CMC)** as proposed by bidder as mentioned in **Part: 3**	
4	Cost of connectivity for 5 years as proposed by bidder as mentioned in **Part: 4**	
5	Cost of Operation and Maintenance support for Application development and Database Migration for four years after one year of warranty period for all RTOs, Checkposts, CMC, Central site and DR site.	
Grand Total (Rs.)		
Optional Services		
6	**Charges per Additional Manpower, if required**	
6.1	Application Developer for future application development	
6.2	Network Administrator	
6.3	Database Administrator	
6.4	Support Engineer – RTO	
6.5	Support Engineer – Checkposts	
6.6	Support Engineer – CMC	
7	**Charges for creating the platform/ interface for sharing and upgrading the master data with external departmental application**	

Note:

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

Signature **Name**

Date

Seal **Place**

Part 1:

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 Checkpost and Web portal requirements				
2	URS,SRS including Checkpost and Web portal requirements				
3	Design, Development and Coding including Checkpost and Web portal requirements				
4	Testing, UAT and Training of overall system				
5	One Year Warranty Support after Go-Live				
				Total Amount(Rs.)	

Part 2A:

Sl. No.	Item of IT infrastructure, system software, 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
8 RTOs working on Decentralized mode										
1										
19 RTOs/ARTOs working on Centralized mode										
1										
GSDC as Central Site										
1										
DR site										
1										
1Total Amount(Rs.)										

Part 2B:

Sl. No.	Item of IT infrastructure, system software, Database, security equipment, network equipment and 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
CMC at Ahmedabad RTO										
1										
2										
12 Checkposts in Decentralized mode										
1										
Total Amount(Rs.)										

Part 2C:

Sl. No.	Item of Non IT Hardware Equipment required at Checkposts	Per unit Onetime cost without tax (Rs.)	Req. (in Nos.)	Warranty cost with out tax (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
12 Checkposts										
1										
Total Amount(Rs.)										

Part 3:

Sr. no.	Manpower requirement	Total Man-month Efforts	Cost per man-month without tax (Rs.)	Total Cost for 5 years (Rs.)	Tax on 5 years cost (Rs.)	Total cost of 5 years with tax (Rs.)
		A	B	C = A*B*60	D	E= C+D
1.	RTOs for working hours	26				

2.	Checkposts for 24* 7 in 3 shifts	36				
3.	CMC for 24 * 7 in 1 shift	12				

Part 4

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
1	**Cost of Connectivity**								

9.7 Form VII - Format for Statement of Deviation

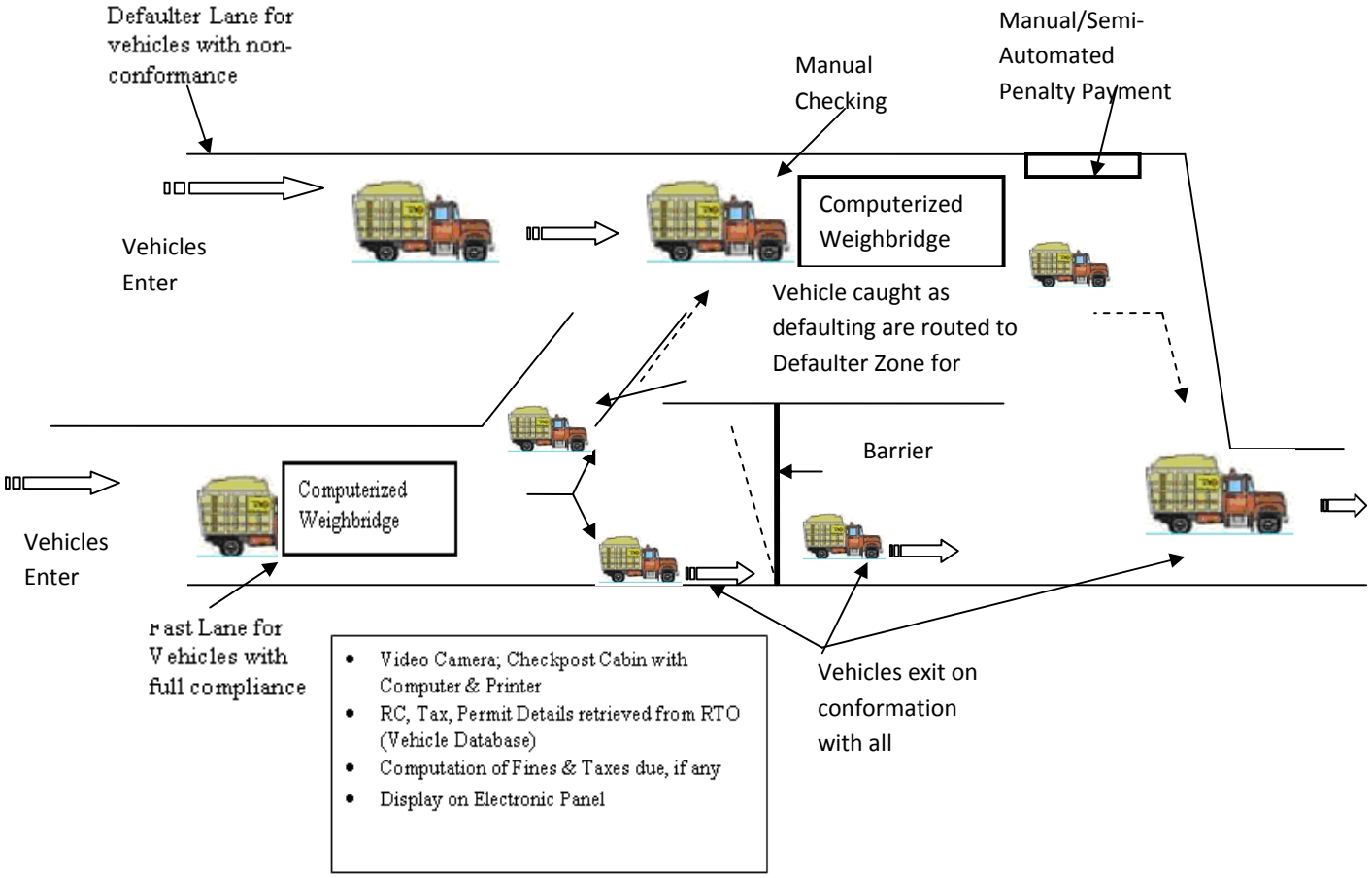
Sl. No.	Reference of Clause No. and Page No.	Deviation in the Proposal	Brief Reason

9.8 Form VIII - Request for Clarification

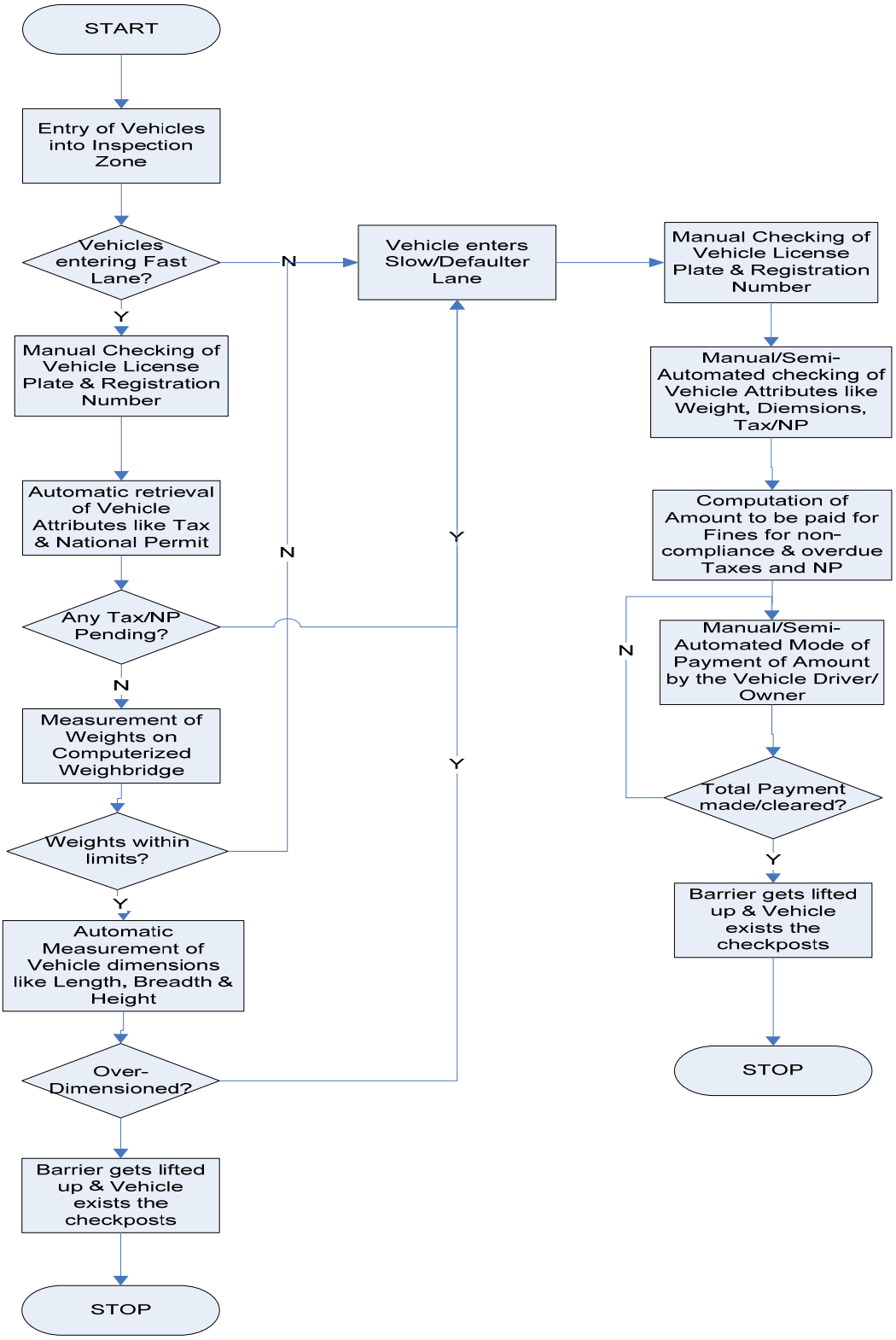
Bidder's Request For Clarification			
Name of Organization submitting request		Name and position of person submitting request	Address of organization including phone, fax, email points of contact
			Tel: Fax: E-mail:
S.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification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

9.9 Checkpost Operations

The lane movement of vehicles is as depicted below in the diagram:



The flow of Checkpost operations is depicted by the flowchart given below:



9.10 Location Details

Address Details of RTOs and ARTOs

Sr. No	RTO/ARTO	Name of Officer	Address	STD Code	Phone No	Fax No
1	RTO Ahmedabad	J. M. Bhatt	RTO Office, Subhash Bridge, Sabarmati,Ahmedabad- 380027. Website:www.rtoahmedabad.gujarat.gov.in	79	27559696	27559697
2	RTO Mahesana	R. B. Panchal I/C	RTO Office, Near Khari Nadi, Palavasna highway, Mahesana - 384002. Website: www.rtomehsana.gujarat.gov.in	2762	226947	225078
3	RTO Rajkot	D. R. Patel I/C	RTO Office, Near Market yard, Rajkot - 360001. Website: www.rtorajkot.gujarat.gov.in	281	2703366	2701833
4	RTO Bhavnagar	T. R. Detroja I/C	RTO Office, Dhanechi Vadla, Bhavnagar - 364003. Website: www.rtobhavnagar.gujarat.gov.in	278	2424004	2424293
5	RTO Surat	Y. A. Bandi I/C	RTO Office, Ring Road, Nanpura, Surat - 385001. Website: www.rtosurat.gujarat.gov.in	261	2464902	2349697
6	RTO Vadodara	M. M. Makwana	RTO Office, Near Varasiya Road, Vadodra - 390006. Website: www.rtovadodara.gujarat.gov.in	265	2561130	2562497
7	RTO Nadiad	C. P. Rana	RTO Office, Opposite Gov. Circuit, Mile Road, Kheda-Nadiad -387001. Website: www.rtokheda.gujarat.gov.in	268	2550213	2568103
8	RTO Palanpur	M. I. Patel I/C	RTO Office, Balaram Road, Highway, Palanpur (Banaskatha) - 385001. Website: www.rtobanaskantha.gujarat.gov.in	2742	252370	252374
9	RTO Himatnagar	A. R. Upadhyay I/C	RTO Office, Savghadh vijapur Road, Himatnagar, Sabarkatha. Website: www.rtosabarkantha.gujarat.gov.in	2772	222597	223797
10	RTO Jamnagar	S. C. Shah I/C	RTO Office, Lal Bangla Compound, Jamnagar - 388005. Website: www.rtojamnagar.gujarat.gov.in	288	2672100	2550360
11	RTO Junagadh	Y. D. Bhatt I/C	RTO Office, Majevadi Darvaja, Junagadh - 362001. Website: www.rtojunagadh.gujarat.gov.in	285	2657609	2650691
12	RTO Kuch-Bhuj	A. R. Vora	RTO Office, Madhaper Road, Near Military Hospital,Kutch-Bhuj - 370000. Website: www.rtokutch.gujarat.gov.in	2832	251566	221950

Address Details of RTOs and ARTOs

Sr. No	RTO/ARTO	Name of Officer	Address	STD Code	Phone No	Fax No
13	ARTO Surendranagar	J. H. Trivedi	ARTO Office, Ground Floor, C Block, MS Building, Khorali Road, surendranagar -363001. Website: www.artosurendranagar.gujarat.gov.in	2752	283152	285634
14	ARTO Amreli	V. K. Parmar	ARTO Office, Second floor, M. S. Building, Rajmahel Compound. Amreli - 365001. Website: www.artoamreli.gujarat.gov.in	2792	223313	-
15	RTO Valsad	K. M. Parmar	RTO Office, Atakpardi, Dharanpur Road, Valsad - 369001. Website: www.rtovalsad.gujarat.gov.in	2632	226622	227903
16	ARTO Bharuch	K. L. Hadia	ARTO Office, Nandevan Chockdi, Bharuch - 392001. Website: www.artobharuch.gujarat.gov.in	2642	240653	-
17	RTO Godhra	J. N. Barewadiya	ARTO Office, Near Commerce College, Godhra -389001. Website: www.artogodhra.gujarat.gov.in	2672	242724	-
18	ARTO Gandhinagar	R. A. Acharya	ARTO Office, Sec-30,Gandhinagar - 382030. Website: www.artogandhinagar.gujarat.gov.in	79232	61122	61976
19	ARTO Bardoli	M. G Patel I/C	ARTO Office, Opposite Power House, Octroy Naka,Bardoli -344601. Dis: Surat. Website: **www.artobardoli.gujarat.gov.in**	2622	223457	-
20	ARTO Dahod	U. B. Pandya	ARTO Office, Dharbada Chockdi, Highway bypass,Dahod -389051. Website: www.artodahod.gujarat.gov.in	2673	243200	243479
21	ARTO Navsari	B. S. Trivedi	ARTO Office, Italva, Navsari -396445. Website: www.artonavsari.gujarat.gov.in	2638	250525	-
22	ARTO Rajpipla	P. N. Tank	ARTO Office, Sevasadan Office, Collector Office Building,R No.-13/14, DIS: Narmada - 393145. Website: www.artonarmada.gujarat.gov.in	2640	224948	-
23	ARTO Anand	A. R. Shah	ARTO Office, Sevasadan Ground, D.S.P. Office, Borsad Chockdi, Anand -388001. Website: www.artoanand.gujarat.gov.in	2692	264800	-
24	ARTO Patan	C. N.	ARTO Office, GIDC Astet Building, No-	2766	223100	-

Address Details of RTOs and ARTOs

Sr. No	RTO/ARTO	Name of Officer	Address	STD Code	Phone No	Fax No
		Rathod	3, Near Navjivan Hotel, Sidhpur Cross Road, Patan - 384265 Website: www.artopatan.gujarat.gov.in			
25	ARTO Porbandar	P. J. Jaiswal	ARTO Office, Opposite D. S. P. Office, New Kuvara, Vadia Road, Porbandar - 360575. Website: www.artoporbandar.gujarat.gov.in	286	2222215	-
26	ARTO Vyara	P. V. Sevak	ARTO Office, Japanis Farm, Unai Road Vyara.	2626	223390	-
27	ARTO Vastral		Vastral, Ahmedabad			

Address Details of Check Posts

Sr. No	Checkpost Name	Officer Name	Address	STD Code	Phone No	Fax No
1	Checkpost Bhilad,	H.I. Berawala	Checkpost Bhilad, Ta:Umargam, Dis: Valsad, Pin: 396105.	230	2784002	-
2	Checkpost Waghai	A.J. Shaiyad	Checkpost Waghai, Ta: Vasda, Dis: Navsari, Pin: 394730.	2631	246201	246286
3	Checkpost Songadh	J.D. Patel	Checkpost Songadh, At: Pankhari, Ta: Songadh, Dis: Surat, Pin: 394670.	2624	221496	-
4	Checkpost Zalod	K.Y. Jani	Checkpost Zalod, Ta: Zalod, Dis: Panchmahal, Pin: 389170.	2679	224350	-
5	Checkpost Dahod	K.Y. Jani	Checkpost Dahod, Ta: Dahod, Dis: Panchmahal, Pin: 389151.	2673	240168	-
6	Checkpost Chhota Udepur	J.M. Mithapara	Checkpost Chhota Udepur, Ta: Chhota Udepur, Dis: Baroda, Pin:391165.	2669	233193	-
7	Checkpost Shamlaji	K.H. Bhii	Checkpost Shamlaji, Ta:Bhiloda, Dis: Sabarkantha, Pin: 386655.	2771	240122	-
8	Checkpost Ambaji	R.A. Modh	Checkpost Ambaji, Abu Road, Dis: Banaskantha, Pin: 386655.	2749	264600	-
9	Checkpost Amirgadh	A.C. Shah	Checkpost Amirgadh, Ta: Amirgadh, Dis: Banaskantha, Pin: 385130.	2742	232023	-
10	Checkpost Tharad	J.N. Chaudhry	Checkpost Tharad, Ta: Tharad, Dis: Banaskantha, Pin: 385565.	2737	222190	223790
11	Checkpost Gundari-Thavar	R.A. Modh	Checkpost Gundari-Thavar, Ta: Disa, Dis: Banaskantha, Pin: 385535.	2748	222299	236695
12	Checkpost Samkhiyali	P.D. Zala	Checkpost Samkhiyali, Ta: Bhachau, Dis: Kuch-bhuj, Pin: 370150.	2837	283517	-
13	Checkpost Jamnagar	S.P. Patel	Checkpost Jamnagar, Khambhaliya Road, Near Samarth Hospital, Jamnagar, Pin: 360001.	288	2910198	-

9.11 Details of Transactions (SARATHI and VAHAN)

Office wise Transaction details of Licenses / SARATHI					
Sr. No.	Name of District	Year	Learning licenses	Driving licenses	Inter Driving Permit
1	2	3	4	6	10
1	Ahmedabad	2008-09	55473	82466	4371
		2009-10	88938	202523	4027
		2010-11	102228	204439	3106
2	Mehsana	2008-09	22535	33515	412
		2009-10	45893	42765	478
		2010-11	13943	32957	156
3	Rajkot	2008-09	60687	61391	432
		2009-10	188947	102478	433
		2010-11	53623	88204	332
4	Bhavnagar	2008-09	22379	33005	180
		2009-10	23785	32820	380
		2010-11	32344	31901	96
5	Surat	2008-09	148027	126235	1246
		2009-10	121377	129774	1181
		2010-11	73177	85167	997
6	Vadodara	2008-09	115351	83621	2566
		2009-10	96149	100255	2326
		2010-11	70101	107565	1410
7	Nadiad	2008-09	31327	24002	495
		2009-10	35759	29138	663
		2010-11	15560	18896	374
8	Palanpur	2008-09	40052	19949	5
		2009-10	67142	40494	36
		2010-11	18599	20379	15
9	Himmatnagar	2008-09	47101	33124	81
		2009-10	61724	34725	131
		2010-11	33172	30012	57
		2007-08	30542	50303	96
10	Jamnagar	2008-09	40780	42640	114
		2009-10	20874	41166	108
		2010-11	25079	51849	92
11	Junagadh	2008-09	28245	28885	106
		2009-10	55606	66003	79

Office wise Transaction details of Licenses / SARATHI					
Sr. No.	**Name of District**	**Year**	**Learning licenses**	**Driving licenses**	**Inter Driving Permit**
		2010-11	20004	14683	58
12	**Bhuj-Gandhidham**	**2008-09**	50118	51803	84
		2009-10	53037	54690	75
		2010-11	41317	61026	82
13	**S'nagar**	**2008-09**	34474	71629	56
		2009-10	35792	31786	55
		2010-11	18305	25637	28
14	**Amreli**	**2008-09**	15439	13963	78
		2009-10	18895	16374	39
		2010-11	24171	38921	20
15	**Valsad**	**2008-09**	32254	35657	284
		2009-10	42817	43802	245
		2010-11	13355	32097	182
16	**Bharuch**	**2008-09**	26459	27500	465
		2009-10	37715	31939	544
		2010-11	16780	35635	607
17	**Godhara**	**2008-09**	36338	18661	92
		2009-10	19630	52881	94
		2010-11	13585	19396	71
18	**Gandhinagar**	**2008-09**	42392	34663	509
		2009-10	58478	20210	613
		2010-11	46857	22799	496
19	**Bardoli**	**2008-09**	9905	17203	220
		2009-10	13138	17974	591
		2010-11	5448	12807	253
20	**Dahod**	**2008-09**	6440	7964	21
		2009-10	7509	7711	12
		2010-11	6817	7373	10
21	**Navsari**	**2008-09**	21956	24036	674
		2009-10	21279	25601	607
		2010-11	12280	21951	474
22	**Rajpipla**	**2008-09**	3828	3008	21
		2009-10	4570	4044	33
		2010-11	4297	6751	10
23	**Anand**	**2008-09**	33456	22196	1266
		2009-10	29612	22396	1457

Office wise Transaction details of Licenses / SARATHI					
Sr. No.	**Name of District**	**Year**	**Learning licenses**	**Driving licenses**	**Inter Driving Permit**
		2010-11	18875	19550	831
24	**Patan**	**2008-09**	15778	18492	79
		2009-10	22213	26002	98
		2010-11	7024	13176	51
25	**Porbandar**	**2008-09**	6347	9245	96
		2009-10	7877	6965	117
		2010-11	5710	13208	78
	T O T A L	**2008-09**	**947141**	**924853**	**13953**
		2009-10	**1178756**	**1184516**	**14422**
		2010-11	**692651**	**1016379**	**9886**

Vehicles Population (VAHAN) Years : 2008-09 to 2010-11			
Sr. No.	**Office**	**Year**	**Total**
1	AHMEDABAD	2008-2009	2211024
		2009-2010	2381453
		2010-2011	2600572
2	MEHSANA	2008-2009	398848
		2009-2010	424567
		2010-2011	457326
3	RAJKOT	2008-2009	964186
		2009-2010	1047109
		2010-2011	1155882
4	BHAVNAGAR	2008-2009	405098
		2009-2010	429327
		2010-2011	464264
5	SURAT	2008-2009	1516258
		2009-2010	1614340
		2010-2011	1752118
6	VADODARA	2008-2009	1109973
		2009-2010	1198413
		2010-2011	1299837
7	NADIAD	2008-2009	535768
		2009-2010	559639
		2010-2011	590938
8	PALAMPUR	2008-2009	178908
		2009-2010	196983
		2010-2011	218186
9	HIMATNAGAR	2008-2009	311477
		2009-2010	339580
		2010-2011	378141
10	JAMNAGAR	2008-2009	375759
		2009-2010	406779
		2010-2011	446237
11	JUNAGADH	2008-2009	345088
		2009-2010	372624
		2010-2011	407340
12	BHUJ-GANDHIDHAM	2008-2009	427586
		2009-2010	466716
		2010-2011	511561

Vehicles Population (VAHAN) Years : 2008-09 to 2010-11			
Sr. No.	**Office**	**Year**	**Total**
13	SURENDRA- NAGAR	2008-2009	184932
		2009-2010	199962
		2010-2011	216735
14	AMRELI	2008-2009	122814
		2009-2010	135096
		2010-2011	151212
15	VALSAD	2008-2009	477459
		2009-2010	506203
		2010-2011	543301
16	BHARUCH	2008-2009	331815
		2009-2010	356567
		2010-2011	388424
17	GODHRA	2008-2009	180575
		2009-2010	196342
		2010-2011	215104
18	GANDHI- NAGAR	2008-2009	276414
		2009-2010	301463
		2010-2011	336748
19	BARDOLI	2008-2009	145766
		2009-2010	158566
		2010-2011	168497
20	DAHOD	2008-2009	99083
		2009-2010	109822
		2010-2011	123165
21	NAVSARI	2008-2009	142967
		2009-2010	163197
		2010-2011	187240
22	PATAN	2008-2009	60829
		2009-2010	71077
		2010-2011	84644
23	PORBANDER	2008-2009	46596
		2009-2010	54149
		2010-2011	63372
24	RAJPIPLA	2008-2009	18653
		2009-2010	21397
		2010-2011	25619
25	ANAND	2008-2009	130775

Vehicles Population (VAHAN) Years : 2008-09 to 2010-11			
Sr. No.	**Office**	**Year**	**Total**
		2009-2010	161202
		2010-2011	199515
26	VYARA	2008-2009	0
		2009-2010	0
		2010-2011	7157
TOTAL (GUJARAT)		2008-2009	10998651
		2009-2010	11872573
		2010-2011	12993135

Details of Vehicles passed at Checkposts, Gujarat State				
Sr. No	**CP office**	**No of Lane**	**Approximately Number of Vehicles passed in last two years at CP (In + out)**	**Approximately Number of Vehicles get defaulted in last two years at CP (In + Out)**
1	CP Bhilad,	11	7200	850
2	CP Waghai	NA	250	36
3	CP Songadh	6	3700	800
4	CP Zalod	2	200	40
5	CP Dahod	6	1400	220
6	CP Chhota Udepur	Not Computerized	15	5
7	CP Shamlaji	9	7000	770
8	CP Ambaji	2	170	25
9	CP Amirgadh	4	1900	290
10	CP Tharad	2	800	110
11	CP Gundari	4	1500	130
11	CP Thavar	2	350	40
12	CP Samkhiyali	6	3500	300
	TOTAL	**54**	**28145**	**3716**

9.12 Self Declaration FORM

The
----------,

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 Gujarat namely Prevention of Corruption Act 1988.
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 in Gujarat Government in the past 5 years, ending on 31st December 2012. 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 in Gujarat 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 Gujarat.

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_____2011

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.