

Responses to the queries pursuant to the RFP of Tender no: SW 27032017131 - RFP for Selection of Service Provider for Issuance of Smart Card Based Vehicle Registration Certificate for Commissionerate of Transport, Government of Gujarat.

The bid queries have been responded in this document. RFP Document stands modified to the extent clarifications have been made as enclosed below. In addition, CoT makes following changes in the RFP bid document itself.

Contract Period

The contract period will be of **5 years**. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of **5 Years and extends for next Two years on the same rate**. The TSP agrees that in any case TSP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.

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1.	A.2/ page 9 Sr No 3 & 5 of PQ Table	Pre-Qualification Criteria:- Turnover & Net-worth certificates from Statutory Auditors	For turnover & Net worth requirement, certificate only from Statutory Auditor have been asked. We request that these certificates signed by any practising chartered accountant should also be accepted.	Statutory Auditor Certificate/chartered accounts certification will be considered.
2.	A.2/ page 9 Sr No 6 of PQ Table	The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission	We request to amend the clause as below:- The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services (Delivery/ Facilitation)	"The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/

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		date.	<p>applications for any state/ central government body/ Any Government Body/ PSU in India in last 5 financial years as on bid submission date.</p> <p>Or</p> <p>The lead bidder/consortium partner must have issued at Supplied at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications in India in last 5 financial years.</p>	Facilitation) applications for any state/ central government body/any govt. body/PSU in India in last 5 financial years as on bid submission date.
3.	A.2 / page 10 Sr No 10 of PQ Table	The bidder/lead bidder or the consortium partner should have a valid SCOSTA certificate in its own name, In case, the Bidder does not have a SCOSTA certificate in its own name, it must have an exclusive tie-up with smart card manufacturer for the supply of smart cards throughout the contract period having valid SCOSTA certificate in its name.	Since SCOSTA Card is one of the product required for the project, instead of tiding up with one OEM, exclusive tie up requirement should be removed .We request to allow bidder to tie up with any OEM and OEM should be in position to support multiple bidders. We request you to remove exclusivity clause related to OEM as OEM which is one part of the project may dictate In case the bidder is not a manufacturer, the Bidder should have agreement with the card manufacturer. In case the bidder at any point of time desires to change its cards' manufacturer / supplier, then	Please read the clause as below: The bidder/lead bidder or the consortium partner should have a valid SCOSTA certificate in its own name, In case, the Bidder does not have a SCOSTA certificate in its own name, it must have a exclusive tie-up with smart card manufacturer for the supply of smart cards throughout the contract period having valid SCOSTA certificate in its name.

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			the bidder has to acquire a fresh SCOSTA certificate for the same”	
4.	A.2 / page 11 Sr No 13 of PQ Table	The OEM of Smart card should have the capacity of production of minimum 50 Lac card per year.	Number of cards per year are required are @23 Lac. We request to remove this clause.	Not Accepted.
5.	F.26/ page 17	Post Declaration of the L1 Bidder, the L1 bidder will have to submit 10 sample 64 KB SCOSTA Smart Cards for testing and compliance as per Technical specifications and satisfaction of CoT. The testing of card shall be done by CIPET Chennai and the cost for the same has to be borne by the L1 bidder. The L1 bidder will be awarded the contract if the Sample Cards are found to be in compliance as per test reports. However the CoT at its discretion may go for a second round of testing with a new set of sample cards to be submitted by the L1bidder at the cost of the L1 Bidder.	In previous RFP, this requirement of part of Technical Evaluation and compliance of cards by CIPET was pre-requisite for opening of Financial bid. However, as per current RFP (CIPET testing post declaration of L1 bidder), a bidder may be declared as L1 bidder and then later he may be disqualified technically as testing of cards form an integral part of technical evaluation. So requesting to change the clause as “As Testing of Cards to be done previous to opening of Financial Bid.”	No Change. As per RFP.

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6.	12.1/ page 23	Prices payable to the service provider as stated in the Contract shall be subjected to upward and downward revision from the next year based on the cost inflation index released by the Govt. of India from 1st April of each year.	In general, Cost Inflation Index (CII) is used for calculation of capital gains. It does not seem relevant in service contracts as the operating cost never vary with any change in Cost Inflation Index. Therefore prices quoted should not have any co-relation with the CII.	Accepted. This clause stand deleted.
7.	4.1/ page 41	Services to be delivered by Bidder with required hardware, software and manpower	<ol style="list-style-type: none"> 1. We request that specific item wise “Bill of Material” for Hardware, Software and all other items which are newly required to be supplied and used as part of the project must be provided with exact quantities. Otherwise some bidders may go by assumptions based on their current understanding 2. Kindly clarify which VAHAN version (Whether Web Based or Client Server) will be provided for operations in each of the RTOs and whether there will be requirement of Server in any of RTOs .If so please mentioned exact specification of Server and number of Server required 3. Also please provide detailed specifications for each hardware item & every item to avoid any ambiguity giving more clarity. 	<p>1. Bill of material RTO/ARTO Level: The bill of material for hardware, software and other items should as per Annexure 1.</p> <p>Central Printing and Dispatching Location:</p> <p>a) to cater the requirement of printing and dispatching minimum 8000 smart card , bidder has to size, supply, install, manage and maintain required hardware, software, networking equipment and any other IT and non It equipment’s for the contract period without any extra cost.</p> <p>b) During the contract period bidder has to ensure the warranty and AMC/ATS support of supplied hardware, software and networking</p>

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			4. We request you to give details of mandatory man power required in each center	equipment and any other IT, non-IT equipment. There will not be separate payment made for this. c) in case the existing infrastructure capacity will not be sufficient , bidder has to supply and install the additional hardware, software, networking equipment and any other IT, non IT equipment to fulfill requirement and timely delivery of services without any extra cost during the contract period. 2. VAHAN 4.0 3. The minimum specification is given in Annexure 2. 4. List of minimum manpower required is given in Annexure 1.
8.	Submission Date	Submission Date	Considering size and scope of RFP we Request you to extend the bid submission date by 15 days from existing date of submission. This will also help bidders to give more efficient and competitive bid	2 to 3 weeks' time will be given to the bidders for bidding.
9.	EMD/ page 6	Bid security/EMD shall be submitted in the	It is requested that DD / Bank	No Change. As per RFP.

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		form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank (operating in India having branch at Ahmedabad/ Gandhinagar) in the name of "Gujarat Informatics Ltd." payable at Gandhinagar as per prescribed format given at SECTION VII) and must be submitted along with the covering letter.	Guarantee of any Scheduled Bank/ Private Bank should also be accepted.	
10.	A.2 / page 10 Sr No 12 of PQ Table	The bidder /lead bidder or consortium partner should have a support office in the state of Gujarat.	Is it okay of the office is situated in any city of the state of Gujarat?	As per RFP.
11.	C.9 /page 13	Documents Comprising the Bid <ul style="list-style-type: none"> The Technical Bid must be submitted physically at GIL as well as online. However, Financial Bid must be submitted online through the e- Tendering website of https://gil.nprocure.com using digital signatures. 	We understand that Financial Bid shall be submitted online only and there is no need to submit the physical copy of the financial bid. Please confirm.	Bidder has to also submit the financial bid physically at GIL. In case of any dispute, GIL will open physical financial bid.
12.	9.1/ page 22	During the development phase, any change in scope of work, or in design and development of Decision Support systems (DSS) or of Management Information system (MIS) shall not be construed as change Request order and instead will become part of scope of work accompanying this bid document.	How many days in advance will it be intimated to the Service Provider?	Sufficient time will be given.
13.	19.1/ page 25 &	COT by written notice sent to the service provider, may terminate the Contract, in	i. It is requested that Termination for Convenience clause should be	No Change. As per RFP.

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	34.1/ page 29	<p>whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for COT's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.</p> <p>&</p> <p>The contract period will be of 7 years. However the Department will take the review on all the activities carried out, performance reports submitted by bidder after the completion of 7 Years and extends for next three years on the same rate. The TSP agrees that in any case TSP shall not terminate the contract. However, the department reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.</p>	<p>available for either party i.e. Service Provider should also be given right to terminate the contract for convenience.</p> <p>ii. It is requested that minimum notice period in either case should be pre-defined.</p>					
14.	25.1/ page27	<p>Time limit project</p> <table border="1" data-bbox="506 1130 1031 1344"> <tr> <td data-bbox="506 1130 909 1308">Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)</td> <td data-bbox="909 1130 1031 1308">2 Months</td> </tr> <tr> <td data-bbox="506 1308 909 1344"></td> <td data-bbox="909 1308 1031 1344"></td> </tr> </table>	Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)	2 Months			<p>Considering the number of locations, refurbishment of centralized location & normal industry lead time for supply of hardware, it is requested that the 2 months' time limit may be increased to 3 months.</p>	<p>Revised Timeline: Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower and other arrangement at RTO and Central Printing and Dispatching Centre) - 3</p>
Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)	2 Months							

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				Months
15.	26.3/ page 27	COT shall verify the Invoice raised against the card dispatched & shall make the payment within 45 days after due verification.	<ol style="list-style-type: none"> 1. Considering the manpower intensive project and moreover work is repetitive in nature, we request that 90% payment should be made within 15 days after submission of invoice & 10% after invoice verification within next 15 days. 2. "Days" means "working days" or these days include intervening holidays? 	<ol style="list-style-type: none"> 1. Payment will be made within 30 days after due verification. If verification is pending for any reason than CoT shall release 90% payment and 10% remaining payment shall be made after verification and deduction of penalty, if any. 2. Days means calendar days.
16.	25/ page 27	Time limit project Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)	<ol style="list-style-type: none"> 1. Please clarify if all 37 RTO/ARTOs need any kind of civil work/ LAN Cabling/Electrical & Power back up Or Is this is all existing centres having all the above said. This is leaving to the open space for some bidders. We request you to clarify exact scope which is must doable and binding to every bidder to adhere 2. Area of the offices not given in the RFP, please provide. 	<ol style="list-style-type: none"> 1. RTO/ARTO: The space for sitting will be provided by RTO/ARTO. The other arrangement like LAN cabling, Power backup, Electrification work should be carry out by selected bidder. The Electricity charges should be borne by the bidder. RTO/ARTO will provide the NOC for separate meter for electricity. For central card printing and dispatching center, all the arrangement mentioned in scope of work and this

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				documents needs to be done by the bidder. 2. Approx. desk dimension will be 4x4 ft for each operator
17.	2/ page 31	The bidder should agree to provide warranty on the supplied smart cards during the duration of the project	Is Warranty required to be given for 7 years (10 years? If extended?)	No change. As per RFP.
18.	Note 3 of 3/ page 33	3.) The Overall penalty cap during the contract period shall be capped at 10% of monthly invoice value. However if such value of 10% is reached for any three consecutive months during the contract period, then the CoT will have the right to terminate the contract.	We request to revise the overall penalty cap to 5% of monthly invoice value.	The Overall penalty cap during the contract period shall be capped at 5% of monthly invoice value. However if such value of 5% is reached for any three consecutive months during the contract period, then the CoT will have the right to terminate the contract.
19.	Vision / page 34	Facility to citizens for direct online payment of fee/ taxes to the Transport Department	Please confirm who will provide the Payment Gateway Solution & its integration? Also who will bear the service charges applicable on any online payments?	1. CoT will provide the payment Gateway. 2. Citizen will bear the service charge applicable on any online payments
20.	Vision / page 34	Hence the project envisages creating and implementing a sustainable, scalable platform of G2C services delivery with the use of Information and Communication Technology (ICT). With the use of ICT, we have to ensure an effective, efficient and reliable and vibrant	Will Service Provider get paid by the RTO for each of the service mentioned in this clause as there is a cost for each service provided by the Service Provider?	This clause is revised as: “...They have to ensure that following services are to be delivered electronically and enhance citizen comfort & gain their confidence:

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		<p>service delivery. COT wants to make their customers delighted by giving them e-Service advantage. They have to ensure that following services are to be delivered electronically and enhance citizen comfort & gain their confidence:</p> <ul style="list-style-type: none"> • Issuance of Smart Card based Registration Certificates • Facility to Dealers for Registration at their point of sale. • Facility to citizens for direct online payment of fee/ taxes to the Transport Department • Other applications / facilities as desired by the Transport Department from time to time. 		<ul style="list-style-type: none"> • Issuance of Smart Card based Registration Certificates • Facility to citizens for direct online payment of fee/ taxes to the Transport Department”
21.	3.2.b/ page 36	<p>Online through VAHAN or offline at counter by token system. In online case, Application can submit application and take appointment online through the website. In offline case, applicant can submit application and take appointment at counter located in RTO through token system.</p>	<ol style="list-style-type: none"> 1. Which version of VAHAN will be made available at each of the RTOs for operation 2. Kindly mention whether any server is required at any of the RTOs if so specify its specification in BOQ 3. Is the Service Provider supposed to develop the Appointment booking system? 4. Which all software applications to be used at each site? 5. Whether applications will be client based or web based? 	<ol style="list-style-type: none"> 1. VAHAN 4.0 2. As this is web based system no server required. 3. No 4. VAHAN 4.0 software will be used at each site. 5. The application will be web based. 6. CoT may decide later on.

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			<p>6. Is system Integration with Vahan allowed or would it be a stand alone?</p> <p>7. Also require the Purging Policy of such data which would be remain on our Application post the data being pushed on the RTO (COT) server (If it stays)?</p>	
22.	3.2.g./ page 37	Aadhaar based KYC system should be implemented	Who will implement this and is all the required for the same to be provisioned by the Service Provider.	CoT Office in consultation with NIC implements the same. The bidder has to give support for implementation.
23.	3.2.h.iv/ page 37	Packed cover/envelop dispatch unique number will recorded in software.	Please confirm which software is referred here & who will provide the same?	Bidder has to develop the same.
24.	3.2.h.viii/ page 37	Undelivered smart card will be handed over to vehicle owner by verifying his identify proof by RTO.	<p>1. How do we contact the citizen?</p> <p>2. Will the RTO provide the Phone and what is the retention period of these cards if no one turns out to collect it from us?</p>	<p>The card envelop will have the address of respective for delivery of undelivered envelop.</p> <p>The undelivered card will be collected, recorded by manpower provided at RTO counter by service provider.</p> <p>The manpower provided by service provider will hand over the undelivered card to RTO officer.</p> <p>The RTO officer will deliver the undelivered card by</p>

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				<p>verifying identity of applicant/citizen. The SMS of undelivered card should be sent to the applicant/citizen.</p>
25.	4.1 (a)/ page 39	<p>a) System study, creation of functional specifications, software development, implementation, necessary upgrade & customizations including integration with VAHAN from time to time, maintenance, operations and issuance of document printing application (integrated with VAHAN from National Informatics Centre or any other system/application as instructed by Commissioner of Transport, Gujarat, wherein issuance can be done for paper based following document with security features & hologram for all transactions related to the following (including but not limited to new, renewal, duplicate etc. as the case may be):</p> <ul style="list-style-type: none"> i) Vehicle Permits (all types) ii) Fitness Certificates (for all Transport Vehicles) iii) Tax Certificates (for all Transport Vehicles) iv) No Objection Certificates (for all Vehicles) v) Tax Recovery Notice(s) vi) Paper copy of Vehicle Registration details (for all vehicles) 	<ol style="list-style-type: none"> 1. Please clarify whether Service Provider is responsible only for Front-End Application Development for these services or even for End-to-End Backend automation at Department level also? Also please share the complete workflow detail of these services for better understanding. 2. What is the front end and back end of Vahan and what all functionalities are required to be built in the new application? 3. Is supplier will be paid separately for these various services like Issue of certificate / notice? If not can you please provide estimate number of such type of certificate/ notices to be issue in year. 4. Is this certificates / Notices should be deliver by post / courier to applicant, if yes who will bear the cost? 	<ol style="list-style-type: none"> 1. Card Printing, and related Application 2. As above 3. No. These are carried out by CoT 4. By Post. CoT shall bear the cost

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		vii) Any other document as desired by Commissioner of Transport		
26.	4.1/ page 39	<p>Management Information system (MIS) including various reports generation. The selected bidder needs to establish a system for generate on of various Management Information System (MIS) Reports for the use of Transport Department from a web based system. The vendor needs to prepare/submit various reports as per the need of the Transport Department. Following are the list of indicative reports to be submitted, but not limited to that:</p> <ul style="list-style-type: none"> • Operator Wise application processed • List of RC Issued date wise, month wise, category wise separately • Number of transaction report- Daily, Monthly, Yearly • Cash Collection Report- Daily, Monthly, Yearly • Monthly report on Backup Plan and activity • Monthly restoration drill report • <input type="checkbox"/> Any other (s) as per requirement 	<p>Please clarify the following points:-</p> <ol style="list-style-type: none"> 1. Is there any cash to be collected by Service Provider from the applicant? 2. If yes, what would be the anticipated cash collection on daily basis for each RTO? 3. Who will be responsible for deposit of cash and its insurance cover? 4. Is there requirement of any cash box at each RTO? 5. What is collection and deposition process as it is not mentioned in RFP. 6. What is the frequency of remittance? And where does the remittance need to be done? 	<ol style="list-style-type: none"> 1. Yes 2. Depends. 3. CoT. Agency personnel shall hand over cash to RTO Officials daily with reports. 4. Yes 5. Agency has to submit every day to RTO official 6. As above.
27.	4.1/ page 39	Management Information system (MIS) including various reports generation.	It does not speak of the Smart cars/Vehicle Registrations that VFS shall collect from the Post as they are not delivered. How do we store them? Who would be responsible for them &	As above.

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			how long would we store them??	
28.	4.1 (a)/ page 39	For every update SMS should be sent to the applicant. The applicant should be able track the status of their application. The cost of the same should be barred by the bidder.	<ol style="list-style-type: none"> 1. Is this to be integrated with SP application or Vahan and what is the volume and for what services will the SMS will be sent? 2. Please confirm who will provide the SMS gateway & who will be responsible for SMS gateway integration. 3. We request that SMS charges should be borne by the COT to avoid impact of any future modifications in the process flow. 	<ol style="list-style-type: none"> 1. VAHAN 2. SMS Gateway shall be provided by CoT. Bidder will carry out integration. 3. SMS charges will be borne by the COT
29.	4.1 (d) (ii) / page 41	<p>Scope of Work</p> <p>(ii) Make available the Space of minimum 3000 sq. ft. at Ahmedabad/Gandhinagar or as required for the timely delivery of services as laid out in this RFP.</p>	<ol style="list-style-type: none"> 1. What is the time line for setting up the centralised office? 2. Is this a set up for a centralized location? 3. Will this be the centralized location from where the cards would be shipped to different RTO? 4. Will the RTOs communicate with the centralized location to print the cards? 5. Will the biometric data be captured at respective RTOs and then sent to the centralized location? 6. Who will bear the power charges? 	<ol style="list-style-type: none"> 1. as above 2. Yes 3. This will be the centralized location from where the cards would be dispatched to citizens at their address. 4. NIC will provide the SMS gateway, However the bidder will have to integrate the same with its tracking application for sending the status through SMS. 5. No. 6. All the expenditure of the central printing location should be borne by service

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				provider.
30.	d.vi/ page 41	Redundant Internet Connectivity for two different ISP's (min 10 Mbps) the Access to VAHAN and Fetching the Data for the Printing & Personalization of the RC Smart Card	Do we need to provision for individual centres or also for the central dispatch Centre?	Redundant Internet Connectivity for two different ISP's (min 10 Mbps) the Access to VAHAN and Fetching the Data for the Printing & Personalization of the RC Smart Card shall be provided by service provider at each RTO and Central card printing and dispatching location.
31.	d. vii/ Page 41	Upkeep and Facility management services of the said premises including Air Conditioning arrangements	We understand that facility management of centralised office is the responsibility of Service Provider however housekeeping/ facility management in the RTO / ARTO is not in the scope of Service Provider. Please clarify.	As above.
32.	e. / page 41	Deployment of necessary Manpower The service provider shall provide and deploy manpower on the Site and the central personalization center for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.	Is there any specific qualification requirement for the staff?	No. The manpower resources should have skill and experience in their respective trades and they are competent to execute or manage / supervise the work in a proper and timely manner.
33.	Bullet Point no	The rates of wages to be paid to outsource	As per clause 34 - (page 29), Contract	Revised:

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	10 of point (e)/ page 42	personnel shall increase @ 5% during the extended contract period in case contract is extended beyond one year of contract.	period is 7 years and as per referred clause, extension beyond one year has been mentioned. Please clarify whether 5% increase shall be given after every year?	"The rates of wages to be paid to personnel deployed under the project shall increase minimum @ 5% every year for the entire duration of the project."
34.	4.1.g./ Page 43	Training of Employees	<ol style="list-style-type: none"> 1. Is there any process manual shall be provided by COT for training staff on the rules and regulations? 2. Who will provide the training room for conducting these trainings? 3. Who will provide training to the staff on processes and how many days? 	<ol style="list-style-type: none"> 1. Manual may be provided. 2. Training the trainer approach 3. Agency shall carry out training to his staff.
35.	4.1.g.i / Page 43	Integration of various services and data with department's other functionalities like check post, HSRP etc.	Please provide complete details of the various services and data.	As per RFP.
36.	4.1.g.m / Page 43	The necessary LAN cabling and electrification work will be done by the Service Provider. The GSWAN connectivity will be provided by the Department. However, in case any problem in connectivity the Service Provider shall be responsible to provide the alternative way for doing business operation of RTO. Redundant connectivity should be provided by the selected bidder at respective RTO/ARTO to continue the functionality without hampering ongoing activities.	<ol style="list-style-type: none"> 1. Is this internet connectivity, please confirm. 2. Please provide the connectivity details for the primary bandwidth at each location and what all things will be used on primary connectivity. 3. What is the Internet speed required? 	<ol style="list-style-type: none"> 1.) GSWAN providing internet connectivity is already available at each of the RTO Offices. 2.) GSWAN Connectivity @ 10 Mbps 3) As above
37.	G (n)/ page 44	Service provider has to also provide the	Pricing for any additional service(s)	Pricing will be decided by

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		related citizen services provided by RTO at RTO or other places at charges decided by the CoT. The charges fixed by CoT will be levied from the citizens by bidder for those services.	should be decided mutually between COT & Service provider to maintain appropriate business viability & continuity.	CoT.																												
38.	4. Turnover Details (In Lacs)/ page 49	<p>Turnover Details (In Lacs)</p> <table border="1" data-bbox="506 602 1045 850"> <thead> <tr> <th data-bbox="506 602 548 743">Sr. No.</th> <th data-bbox="548 602 632 743">Financial Year</th> <th data-bbox="632 602 716 743">Turnover in IT</th> <th data-bbox="716 602 800 743">Turnover from</th> <th data-bbox="800 602 842 743">Total</th> <th data-bbox="842 602 926 743">Net Profit</th> <th data-bbox="926 602 1045 743">Network</th> </tr> </thead> <tbody> <tr> <td data-bbox="506 743 548 781">1</td> <td data-bbox="548 743 632 781"></td> <td data-bbox="632 743 716 781"></td> <td data-bbox="716 743 800 781"></td> <td data-bbox="800 743 842 781"></td> <td data-bbox="842 743 926 781"></td> <td data-bbox="926 743 1045 781"></td> </tr> <tr> <td data-bbox="506 781 548 818">2</td> <td data-bbox="548 781 632 818"></td> <td data-bbox="632 781 716 818"></td> <td data-bbox="716 781 800 818"></td> <td data-bbox="800 781 842 818"></td> <td data-bbox="842 781 926 818"></td> <td data-bbox="926 781 1045 818"></td> </tr> <tr> <td data-bbox="506 818 548 855">3</td> <td data-bbox="548 818 632 855"></td> <td data-bbox="632 818 716 855"></td> <td data-bbox="716 818 800 855"></td> <td data-bbox="800 818 842 855"></td> <td data-bbox="842 818 926 855"></td> <td data-bbox="926 818 1045 855"></td> </tr> </tbody> </table>	Sr. No.	Financial Year	Turnover in IT	Turnover from	Total	Net Profit	Network	1							2							3							1. Please clarify the requirement of column “ Network ”.	It is typographical mistake. It is “Net worth”.
Sr. No.	Financial Year	Turnover in IT	Turnover from	Total	Net Profit	Network																										
1																																
2																																
3																																
39.	Section VIII/ Page 56	Notes to Financial Bid:- **The above price shall include all activities mentioned in the scope of work, Annual Maintenance Contract of all supplied Hardware by selected bidder, Development of Integration S/W, Salary of manpower, Administrative Charges of Manpower, Charges of SCOSTA card etc. Only space & basic Infrastructure, i.e., power supply and civil infrastructure shall be provided by CoT.	Please clarify who will bear the Electricity & Water charges for 1. RTO premises 2. Centralized Personalization Centre Card	As above.																												
40.	Section X/ page 61	Desktop for each counter	The specs mentioned are of old generation, We will propose our 280 G2 MT product here with core i3 6100 Also need a confirmation if it is okay with win 10 PRO and compatibility with the COT software?	As above.																												

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
41.	Section X/ page 61	UPS	<ol style="list-style-type: none"> 1. As regards the UPS, there are no specifications and even the rating is not defined. Please clarify. 2. What should be the capacity & respective Quantity of UPS? Please clarify. 3. The backup time is mentioned as 2 hrs, but on what load? Please clarify. 4. What is the Warranty Period for both UPS & Batteries? The contract period mentioned is of 7 years, please clarify. 5. For all other IT products, is it mandatory that the OEM should be TOP 5 brand as per IDC report? 6. Online UPS with suitable capacity to cover the requirement as per the site/Location <ul style="list-style-type: none"> • UPS capacity should be mentioned in KVA with detailed specification 7. Min 2 Hours Backup <ul style="list-style-type: none"> • Battery capacity should be clearly mentioned in "VAH" as per industry standard. 	As above.
42.	Section XI / page 63	Indicative Operational manpower	Are these numbers mandatory or Upward/ downward revision permitted to the Bidder?	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
43.	General		<ol style="list-style-type: none"> 1. Do we need to provision for Network Cabling and Patch Panels on Site? 2. Do we need to provision for Switch and Firewall On Site and at DC? 3. Do we need to provision for Server for Hosting the App at DC and Onsite? 4. Are we supposed to build the DC? 5. Is the DC supposed to be centralized in Gujarat State, or can we have the cloud Hosting? 6. Details on any specific requirement on Server and Hosting? 	<p>1.) Yes, as per the requirement from site to site under the project</p> <p>2), 3), 4), 5) and 6)The bidder shall not be responsible for creating a DC for the Department, However, the may assess the need and requirement for hosting and deployment for the applications (centralized/desktop/ mobile) for providing services under the SoW of this RFP</p>
44.	General	No of days	The number of days mentioned in the RFP is calendar days or working days?	As above.
45.	OLD RFP- The lead bidder/consortium partner must have minimum average consolidated annual sales turnover of Rs.	The bidder/lead bidder or consortium partner must have minimum average consolidated annual sales turnover of Rs. 50 Crore for last three consecutive years (2013-14, 2014-15, 2015-16) in the IT related activities or services or in the field of providing Smart Card enabled services or "IT based Across/Over the Counter Citizen Services (Delivery/Facilitation)". Sales in other activities or fields will not be accounted for	<p><i>Pre-Qualification Criteria- 3 Page-9</i></p> <p><i>Request to change from Certificate Requirement Should be changed from 'Statutory Auditor' to 'Chartered accountant'</i></p>	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	50 Crore for last three consecutive years (2012-13, 2013-14, 2014-15) in the IT related activities or services or in the field of providing Smart Card enabled services or "Across the Counter Citizen Services Delivery" or "Over the counter Citizen Facilitation Services". Sales in other activities or fields will not be accounted for this turnover criterion	this turnover criterion.		
46.	OLD RFP -The	The bidder/lead bidder or consortium partner	Pre-Qualification Criteria- 6 Page-9	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	lead bidder/consortium partner must have issued at Supplied at least 30 lacs SCOSTA cards / must have processed at least 30 lacs "Across the Counter Citizen Services Delivery" or "Over the Counter Citizen Facilitation Services" applications in India in last 5 financial years.	must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	<p>Change marked in red</p> <p>The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ Government Body/ PSU in India in last 5 financial years as on bid submission date.</p> <p>Or</p> <p>The lead bidder/consortium partner must have issued at Supplied at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications in India in last 5 financial years</p>	
47.	OLD RFP -In case the bidder is not a manufacturer, the Bidder should have	The bidder/lead bidder or the consortium partner should have a valid SCOSTA certificate in its own name, In case, the Bidder does not have a SCOSTA certificate in its own name, it must have an exclusive tie-up with smart card manufacturer for the supply of smart cards	<p>Pre-Qualification Criteria- 11 Page-10</p> <p>Since SCOSTA Card is one of the product required for the project, instead of tiding up with one OEM,</p>	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	agreement with the card manufacturer. In case the bidder at any point of time desires to change its cards' manufacturer / supplier, then the bidder has to acquire a fresh SCOSTA certificate for the same"	throughout the contract period having valid SCOSTA certificate in its name	<p>exclusive tie up should be removed and wording recommended similar to previous RFP where Exclusivity was removed in corrigendum.</p> <p>In case the bidder is not a manufacturer, the Bidder should have agreement with the card manufacturer. In case the bidder at any point of time desires to change its cards' manufacturer / supplier, then the bidder has to acquire a fresh SCOSTA certificate for the same"</p>	
48.		The OEM of Smart card should have the capacity of production of minimum 50 Lac card per year.	<p>Pre-Qualification Criteria- 13 Page-11</p> <p>Number of cards per year are required are @23 Lac. Recommend to remove this clause</p>	As above.
49.	Award Criteria	Post Declaration of the L1 Bidder, the L1 bidder will have to submit 10 sample 64 KB SCOSTA Smart Cards for testing and compliance as per Technical specifications and satisfaction of CoT. The testing of card shall be done by CIPET Chennai and the cost for the same has to be borne by the L1 bidder.	In previous RFP, this requirement of part of Technical Evaluation and compliance of cards by CIPET was pre-requisite for opening of Financial bid. However, as per current RFP (CIPET testing post declaration of L1 bidder), a bidder may be declared as L1 bidder	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		The L1 bidder will be awarded the contract if the Sample Cards are found to be in compliance as per test reports. However the CoT at its discretion may go for a second round of testing with a new set of sample cards to be submitted by the L1bidder at the cost of the L1 Bidder.	and then later he may be disqualified technically as testing of cards form an integral part of technical evaluation. So requesting to change As Testing of Cards to be done previous to opening of Financial Bid.	
50.	Prices	Prices payable to the service provider as stated in the Contract shall be subjected to upward and downward revision from the next year based on the cost inflation index released by the Govt. of India from 1st April of each year.	New clause inserted in this RFP. In general, Cost Inflation Index (CII) is used for calculation of capital gains. It does not seem relevant in service contracts as the operating cost never vary with any change in Cost Inflation Index. Therefore prices quoted should not have any co-relation with the CII.	As above.
51.	Prequalification Criteria, Page 9	The bidder/lead bidder or consortium partner must have executed at least one multi-location project having an implementation of minimum Twenty Five (25) locations within the last five years as on the bid submission date.	We suggest changing the number of locations in one project to 10 to allow wider participation.	No Change. As per RFP.
52.	Methodology & Criteria for evaluation, Page 16	The bidder with lowest one (L1) quotation in the Financial Bids. CoT/GIL may negotiate the price with the L1 bidder before the award of the contract	We request to use a QCBS mode of selection of the bidder as this a highly technical project. L1 based criteria will not do justice to bidders.	No Change. As per RFP.
53.	Time limit	Project Initiation (Site Preparation	Based on our experience of similar	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	project, Page 27	(Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower) timeline is 2 months.	work, we suggest you modify this timeline to 5 months. Gujarat is a large state with 37 RTOs/ARTOs spread over a wide geographical area. Implementing across the state in 2 months may not be feasible.	
54.	Section V, scope of Work, Page 34	Facility to Dealers for Registration at their point of sale.	Please specify this in detail to enable an optimum bid.	This is not required.
55.	Section V, scope of Work, Page 34	Other applications / facilities as desired by the Transport Department from time to time.	Please specify this in detail to enable an optimum bid.	Bidder has to facilitate the integration.
56.	Proposed Process flow of the System, page 34	algorithm of proposed process	As per our understanding, bidder has to provide an application which will take data from NIC software and then process the data for card printing. Please confirm the above.	Yes, the understanding is correct.
57.	Page # 9 Pre-Qualification Criteria	S.No - 2 - The bidder/lead bidder and consortium partner must be company registered under the Indian Companies Act, 1956 or 2013. The lead bidder should be engaged in the IT related activities or services for at least last five years. and in providing IT enabled "Across/over the counter" or backend support services within the last three years as on bid submission date.	a) Can partenship / proprietorship firm bid for the tender and b) Is consortium partner can be a partnership / proprietorship firm?	No Change. As per RFP.
58.	Page # 13 11 - Bid Prices	Point 4 - The price quoted shall be inclusive of customized development of solution as well	a) Please clarify what type of software requirement to be developed and what	Software for personalization and printing of the RC smart

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		as cost of all readymade application software packages, tools etc. used/proposed for the purpose. This shall also include the cost of integration with the existing application, VAHAN of COT.	will be the scope of this software. b) Please provide the list of all readymade application software packages, tools etc.	Card along with online/ SMS based tracking and status update for each service step in the process and any other software/MIS application required to fulfill scope of work defined in the RFP.
59.	Page # 26-27 24 Site Preparation and Installation	24.1 COT is solely responsible for the preparation of the sites in compliance with the technical and environmental specification defined by the service provider. COT will designate the installation sites before the scheduled installation date to allow the service provider to perform a site inspection to verify the appropriateness of the sites before the deployment of software. This activity should be undertaken immediately after signing of the contract with COT so that there is no delay in implementation of software due to site problems. The Hardware/software requirement report should be submitted within the first 30 days after signing of the Contract with COT.	a) Please clarify what are the points included for preparation of the site by COT. b) Please clarify the technical and environmental specification required by COT.	1. As per Annexure 1 and 2. 2. Revised: COT is solely responsible for the preparation of the sites in compliance with the technical and environmental specification defined by the service provider. COT will designate the installation sites before the scheduled installation date to allow the service provider to perform a site inspection to verify the appropriateness of the sites before the deployment of software. This activity should be undertaken immediately after signing of the contract with COT so that there is no delay in implementation of software due to site problems. The Hardware/software

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
				requirement report should be submitted within the first 30 days after signing of the Contract with COT.
60.	Page # 27 25 Time limit project	25.1 The total time limit for the successful implementation of the project as per requirement of COT from the date of signing the contract which will be excluding the time required for approvals for the critical intermediate submissions. Time required for approval in normal circumstances may not exceed 20 working days for each such critical deliverables.	Since the vastness of project, we kindly request you to extend the time limit atleast for three months for Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)	As above
61.	Page # 36 3.2.Proposed Process flow of the System	e) After electronic approval, data will be pushed from VAHAN to concessionaire serverfor printing by the service provider's computer operator. The QR Code should also be printed on the card. f) After printing of smart card, Bulk KMS (key management system) of smart card will done by RTO at Central Location.	a) Please clarify who will provide the software for printing of RC on smart card. b) Please provide list of software which Service provder has to provide for RTO project.	a) Bidder has to develop and integrated with VAHAN. b). As per Scope of Work.
62.	Page # 36 3.2.Proposed Process flow of the System	g) Aadhar based KYC system should be implemented.	Please clarify/explain this point.	As above.
63.	Page # 39 4. SCOPE OF WORK	Page No - 43, Clause - m, m) The necessary LAN cabling and electrification work will be done by the	Please provide the bandwidth of GSWAN connectivity and ISP used by RTO offices.	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		Service Provider. The GSWAN connectivity will be provided by the Department. However, in case any problem in connectivity the Service Provider shall be responsible to provide the alternative way for doing business operation of RTO. Redundant connectivity should be provided by the selected bidder at respective RTO/ARTO to continue the functionality without hampering ongoing activities.	Please clarify required bandwidth for redundant connectivity.	
64.	Page # 55 6. Technical Specifications & Quantities of the Proposed Equipment	1. Smart Card Reader 2. Smart Card Printer 3. Smart Card (64KB SCOSTA) 4. Desktop 5. IP based Camera 6. Dot Matrix Printer 7. Laser Printer 8. A4 Scanner 9. Online UPS 10. Any other equipment that may be	Please provide details of current hardware specification and Quantities are used at each RTO/ARTO offices.	As per annexure 1.
65.	SECTION II: INSTRUCTIONS TO BIDDERS – Pre qualification criteria- category 2 / Page no.7	A consortium of maximum 2 nos. of members is allowed to participate in the	SECTION II: INSTRUCTIONS TO BIDDERS – Pre qualification criteria- category 2 / Page no.7	Question not clear.
66.	Bid Processing	Bid security/ EMD shall be submitted in the	We request the department to kindly	This has been clarified in pre-

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	fees & Bid Security/EMD, Page No. 6	form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission)	confirm, as per our understanding the Bid Security validity of 9 Month is only in case of Bank Guarantee. As the Demand Draft is issued with 3 Month Validity as Standard.	bid.
67.	2 Pre-qualification Criteria, Category 2, Page No. 7	A consortium of maximum 2 nos. of members is allowed to participate in the bid. Either members of consortium must fulfill the eligibility criteria individually.. All the consortium members would be responsible for execution of the complete project and comply with all the terms & conditions of Bid Document.	No Consortium is required, as the department is only considering the Turn Over and Experience of Individual bidder only not as together. Secondly, department has clearly and categorially asked for the exclusive tie up with the SCOSTA Smart Card Manufacturer, having the capacity of production of minimum 50 Lac card per year. In the light of above the consortium should be removed.	No Change, As per RFP
68.	Clause 1 / Page No. 8	A bid may come from either a single bidder, or from a consortium. In case of a Consortium, a Lead bidder must be specified and fully empowered to represent the Consortium. The Department will sign all contracts with bidder or lead bidder. The lead bidder has to submit the consortium agreement as per draft given in this document along with the bid.	No Consortium is required, as requested above.	No Change, As per RFP
69.	Clause 2/ Page No. 9	The bidder/lead bidder and consortium partner must be company registered under the Indian companies Act, 1956 or 2013.	Being Citizen centric Smart Card based DL/ RC Project on BOO/T basis, The bidder/lead bidder and consortium partner must be company	No Change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		The lead bidder should be engaged in the IT related activities or services for at least last five years. and in providing IT enabled "Across/over the counter" or backend support services within the last three years as on bid submission date.	registered under the Indian companies Act, 1956 or 2013. The lead bidder should be engaged in the IT related activities or Smart Card Enabled DL/ VRC Services for at least last five years.	
70.	Clause 3 / Page No. 9	The bidder/lead bidder or consortium partner must have minimum average consolidated annual sales turnover of Rs. 50 Crore for last three consecutive years (2013-14, 2014-15, 2015-16) in the IT related activities or services or in the field of providing Smart Card enabled services or "IT based Across/Over the Counter Citizen Services (Delivery/Facilitation) ". Sales in other activities or fields will not be accounted for this turnover criterion.	Being Citizen centric Smart Card based DL/ RC Project on BOO/T basis, the Turnover should be minimum 100 Cr in the same field, so suggested clause. The bidder must have minimum average consolidated annual sales turnover of Rs. 100 Crore for last three consecutive years (2013-14, 2014-15, 2015-16) in the IT related activities or services or in the field of providing Smart Card enabled services.	No Change, As per RFP
71.	Clause 5 / Page No. 9	The bidder/lead bidder or consortium partner must have a positive net worth of Rs. 30 Crores. (Measured as paid up capital plus free reserves) in last financial year.	Being Citizen centric Smart Card based DL/ RC Project on BOO/T basis, positive net worth should be minimum 50 Cr, and the suggested clause as follows: The bidder must have a positive net worth of Rs. 50 Crores. (Measured as paid up capital plus free reserves) in each of the last three audited financial years i.e 2014, 2015 and 2016.	No Change, As per RFP
72.	Clause 6 / Page	The bidder/lead bidder or consortium partner	Being Citizen centric Smart Card based	No Change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	No. 9	must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	DL/ RC Project on BOO/T basis, we would suggest that only experience of Transport Department Player's specialized in DL/RC Project should be given preference, Suggested Clause: The bidder must have issued at least 1 Crore SCOSTA DL/ VRC Cards in India in last 5 financial years as on last date of submission of bids.	
73.	Clause 7 / Page No. 9	The bidder/lead bidder or consortium partner must have executed at least one multi-location project having an implementation of minimum Twenty Five (25) locations within the last five years as on the bid submission date.	Being Citizen centric Smart Card based DL/ RC Project on BOO/T basis and as Gujarat itself has more than 35 Nos. RTO's /ARTO's Locations. So we suggest clause as follow: The bidder must have executed at least one multi-location DL/ RC projects having an implementation of minimum Fifty (50) locations.	No Change, As per RFP
74.	Clause 8 / Page No. 10	The bidder/ lead bidder or consortium partner should have executed/ ongoing similar* experience in the field of IT as a System Integration/ Operation with at least one project of worth 25 crore or 3 projects of worth 10 crore each within the last five years as on the bid submission date	Being Citizen centric Smart Card based DL/ RC Project on BOO/T basis, we would suggest to only consider experience of Smart Card based DL/VRC Project The bidder/lead bidder or consortium partner should have executed/ ongoing similar experience in Smart Card based DL/ VRC Project with at least one project of worth 25 crore or 3	No Change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			projects of worth 10 crore each within the last five years as on the bid submission date	
75.	Clause 9 / Page No. 10	The bidder/ lead bidder or consortium partner must have a minimum 250 employees on its payrolls as on bid submission date. Out of 250 employees, 100 should be technically qualified professionals.	The lead bidder must have a minimum 300 employees on its payrolls as on bid submission date.	No Change. As per RFP.
76.	Clause 10/ Page No. 10	The bidder/lead bidder or consortium partner must have any one certification from following three along with ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	These certificate are bare minimum requirement of any IT based project, so we request the department to consider: The bidder/lead bidder or consortium partner must have any two certification from following three along with ISO 9001:2008. -ISO 20000 -ISO 27001:2013 -PCI CMMI Level 3	No Change, As per RFP
77.	Clause 26 / Para 2/ Page No. 17	Post Declaration of the L1 Bidder, the L1 bidder will have to submit 10 sample 64 KB SCOSTA Smart Cards for testing and compliance as per Technical specifications and satisfaction of CoT. The testing of card shall be done by CIPET Chennai and the cost for the same has to be borne by the L1 bidder. The L11 bidder will be awarded the contract if the Sample Card are found to be in compliance as per test reports. However the CoT at its	In the earlier tender this was the pre-requisite and one of the eligibility criteria clause for technical qualification and should be kept as the same before deceleration of L1 Bidder as complete project is based on Smart Card Quality Only.	No Change. As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		discretion may go for a second round of testing with a new set of sample cards to be submitted by the L1bidder at the cost of the L1 Bidder.		
78.	Clause 8.1 / Page No. 22	The L1 bidder, post award of the contract will have to submit the sample cards for testing by CIPET Chennai and the charges of the same shall be borne by the successful bidder.	In the earlier tender this was the pre-requisite and one of the eligibility criteria clause for technical qualification and should be kept as the same before deceleration of L1 Bidder as complete project is based on Smart Card Quality Only.	No Change, As per RFP
79.	Clause 12.1 / Page No. 23	Prices Prices payable to the service provider as stated in the Contract shall be subjected to upward and downward revision from the next year based on the cost inflation index released by the Govt. of India from 1st April of each year.	Kindly clarify as being Citizen centric Smart Card based DL/ RC Project on BOO/T basis, for tenure of 7-10 Years calculation is to be done in advance so we cannot rely on Cost inflation index. In place of this we would request you to fix the price revision of 10% after every 2 Years.	No Change, As per RFP
80.	Clause 19.1 / Page No. 25	COT by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for COT's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.	This clause should be deleted and the contract termination need be decided mutually as proper penalty terms and SLA is already there in the Tender.	No Change, As per RFP
81.	Clause 26 /	Payment terms	Being Citizen centric Smart Card based	No Change, As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	Page No.27	<p>26.1 The COT/GIL shall certify actual implementation. The TSP has to ensure proper hand-holding & support of the system.</p> <p>26.2 SP shall raise the monthly invoice based on No. of personalized RC card dispatched along with the following information.</p> <p>26.2.1 RTO wise card issuance & Dispatch report</p> <p>26.2.2 Bank Statement of Salary paid to their Employees</p> <p>26.2.3 Bidder should setup MIS for electronically verification.</p> <p>26.3 COT shall verify the Invoice raised against the card dispatched & shall make the payment within 45 days after due verification.</p> <p>26.4</p> <p>26.5 In case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, the SP would be paid an adhoc amount of 90% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.</p> <p>26.6 SP'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 English / Gujarat based.</p> <p>26.7 Payment shall be made in Indian Rupees. While making payment, necessary TDS</p>	<p>DL/ RC Project where the complete payment is done by the vendor itself so the payment term should be on monthly basis within 30 Days from the date of submission of Invoice. For any penalty if any, can be deducted from PBG/ future invoices.</p>	

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		deductions will be made. 26.8 A sub account to be opened by the bidder for making all the statutory payments related to employees. The details of ESI/EPF payments to be attached with the invoice.		
82.	Penalties Clause 3 / Page No.31	Delay beyond the 3 days 2% value of per card per day delay. <ul style="list-style-type: none"> • The delay in preparation of card will be calculated on Monthly basis. • The cumulative delay of all delayed days of card which were prepared late will be summed up • 2% penalty on value of the total delayed days per card will be calculated & levied on the monthly payable amount. i.e. if vendor has made a delay of : 10 cards for 4 days in 1st month, 20 cards for 3 days in 2nd month, The penalty will be levied for the 1st and 2 nd month will be 40,60 card days delay Respectively If the card value is Rs. 100, Then penalty shall be as follows: 1st Month – Rs. 2% of 40 card days delay x Rs. 100=Rs. 80 will be the penalty amount 2nd Month – Rs. 2% of 60 card days delay x Rs. 100=Rs. 120 Will be the penalty amount	Delay beyond the 3 days 2% value of per card per day delay, should be the maximum penalty. We would request you to kindly clarify and explain with example further penalty term.	Illustration: 10 cards for 4 days in 1st month, The penalty will be levied for the 1 month will be 40 card days delay If the card value is Rs. 100, Then penalty shall be as follows: 1 Month – Cost of 40 Cards (40 Nos. * Rs. 100=Rs. 4000) Now 2% of Rs. 4000 =Rs. 80 will be the penalty for the 1 Month
83.	Penalties Clause 3 / Page	Delay in dispatch of RC Smart Card Delay beyond the 3 days	Delay beyond the 3 days 2% value of per card per day delay,	2% value of per card per day delay.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	No.31	<p>2% value of per card per day delay.</p> <ul style="list-style-type: none"> The delay in dispatch of card will be calculated on monthly basis. The cumulative delay of all delayed days of card which were dispatched late will be summed up 2% penalty on value of the total delayed days per card will be calculated & levied from the monthly payable amount. <p>i.e. if vendor has made a delay of: 10 cards for 4 days in 1st month, 20 cards for 3 days in 2nd month, The penalty will be levied for the 1st and 2nd month will be 40,60 card days delay respectively, If the card value is Rs. 100, Then penalty shall be as follows: 1st Month – Rs. 2% of 40 card days delay x Rs.100=Rs. 80 will be the penalty amount 2nd Month – Rs. 2% of 60 card days delay x Rs. 100=Rs. 120 Will be the penalty amount</p>	<p>should be the maximum penalty.</p> <p>We would request you to kindly clarify and explain with example further penalty term.</p>	<ul style="list-style-type: none"> The delay in dispatch of card will be calculated on monthly basis. The cumulative delay of all delayed days of card which were dispatched late will be summed up 2% penalty on value of the total delayed days per card will be calculated & levied on the quarterly payable amount. <p>i.e. if vendor delay 5 cards for 4 days, 5 cards for 3 days, 10 cards for 5 days The total penalty will be levied for the month will be 20+15+50= 85 card days delay. If the card value is 100 rs. Then 2% of 8500 will be 170 rs.</p>
84.	Section X (Minimum Technical Specification)/Page No. 62	Dot Matrix Printer for each Counter	Kindly clarify the actual requirement of the Dot Matrix Printer.	Kindly see revised BoM to be given RTO/ARTO as per Annexure 1.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
85.	Section X (Minimum Technical Specification) / Page No.62	Scanner	Kindly Clarify the actual requirement of the Scanner.	The supporting documents enclosed with the application needs to be scan by DEO at RTO/ARTO level. Application along with all the supporting documents.
86.	Clause 10/ Page No. 10	The bidder/lead bidder or consortium partner must have any one certification from following three along with ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	These certificate are bare minimum requirement of any IT based project, so we request the department to consider: The bidder/lead bidder or consortium partner must have any two certification from following three along with ISO 9001:2008. -ISO 20000 -ISO 27001:2013 -PCI CMMI Level 3	No Change. As per RFP.
87.	Section X (Minimum Technical Specification) / Page No. 62	Paper Jacket for Smart Cards	Can we have advertisement on pre-printed jacket?	Yes. The content to be printed on the Paper Jacket will be provided by CoT.
88.	Section X (Minimum Technical Specification)/Page No.62	Note: The items should be deployed by the bidder should be procured from the reputed OEM Quoted item should be latest and should not have been decalred end of sale and end of support	Kindly Clarify that the Bidder has to submit the MAF (Manufacturer Authorization Format) at the time of submission of bid/ proposal.	Yes.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
89.	Scope Of Work (Section 4.1, b; point v)/ Page No. 40	Blank	No text mentioned	Please ignore this blank.
90.	Scope Of Work (Section 4.1, a) {MIS including various reports generation}/ Page No. 39	For every update SMS should be sent to the applicant	For what all updates do the service provider needs to send the SMS?	1. Receipt of application. 2. Application Processed. 3. Approved/Reject 4. Card Print 5 Card Dispatched 6 Card delivered/Undelivered The SMS will be sent through NIC.
91.	Clause 2 / Page 5	Blank	No text mentioned	Please ignore this blank.
92.	Clause 26.4/ Page No. 27	Blank	No text mentioned	Please ignore this blank.
93.	Scope of Work 4.1 A	i) Vehicle Permits (all types) ii) Fitness Certificates (for all Transport Vehicles) iii) Tax Certificates (for all Transport Vehicles) iv) No Objection Certificates (for all Vehicles) v) Tax Recovery Notice(s) vi) Paper copy of Vehicle Registration details (for all vehicles) vii) Any other document as desired by Commissioner of Transport	Request us to give the Annual Volume for doing the cost analysis, also clarify whether we have to provide only manpower or we need to provide the paper and the printer also.	As above.
94.	Centralized	d) Centralized Card	How the KMS will be done?	NIC shall help.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	card personalization on center page 41	Personalization Centre		
95.	Centralized card personalization on center page 41	d) Centralized Card Personalization Centre	Whether the space or the rent will be provided by the department or the Service Provider has to bear the expense of Space,	Service Provider has to bear all he expense for Centralized Card Personalization Centre
96.	Packing and card dispatching page 42	f) Packing and card dispatching	Who shall provide the Stationary, for the packing and dispatching of the Card,	The selected agency has to provide the same.
97.	Clarification of bids Page 15	During evaluation of bids, GIL may, at its discretion, ask the Bidder for a clarification of its bid. GIL may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.	We would request the department to kindly clarify "unreasonably", this is ambiguous, The parameter for the evaluation need to be clear and contained, Secondly all prospective bidder will be depositing the EMD and PBG for executing the agreement/ work in case of non-performance same can be forfeited. The low prices are in favor of department and the public in large so this cannot be the cause of elimination. This criteria itself is causing confusion request to remove the same.	As Per RFP.
98.	Taxes and duties	Taxes and Duties	In the light of new taxation "GST" may be implemented. We request the	The L1 evaluation will be carry out without tax.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			department to kindly incorporate the new taxation in the clause and further department should be liable to pay any future tax implication.	Taxes will be payable separately, as applicable at the time of invoicing and payment. In case of GST, GST will be paid.
99.	Section - II (Clause - C, Point No. 2). Page -13	Earnest Money Deposit Rs. 50,00,000/- (Rupees Fifty Lakhs only) in the form of DD in favour of "Gujarat Informatics Limited" payable at Gandhinagar.	In the 2nd para, it is mentioned 'Proposals not accompanied by EMD (in form of DD/BG) shall be rejected as non-responsive EMD in the form of DD/BG. Kindly clarify where any of both DD or BG mode of payment is acceptable?	Yes. Either DD or BG will be acceptable.
100.	Section - II (Clause - E, Point No. 23, Para-2). Page - 16	Note: - Every page of Technical Compliance Sheet will be signed by Bidder without overwriting. Whenever required the proof for every commitment has to be submitted, Technical brochures should be attached where ever available).	Kindly clarify if there is a specific format for 'Technical Compliance Sheet'?	Bidder has to give the technical compliance against each prequalification and technical requirement in their format.
101.	Section - II (Clause - F, Point No. 26, Para-2). Page - 17	Post Declaration of the L1 Bidder, the L1 bidder will have to submit 10 sample 64 KB SCOSTA Smart Cards for testing and compliance as per Technical specifications and satisfaction of CoT.	Kindly refer Section - II (Clause - E, Point No. 20, Para-4), Page -15. Financial Bids of only those bidders whose cards found as per Standards by CIPET and qualify on the basis of evaluation of technical bid will be opened in the presence of the representatives of the qualified bidders at pre-specified time and date which will be communicated to the qualified bidders well in advance.	Revised Clause: "Financial Bids of only those bidders who meet the pre-qualification criteria and technical requirement will be opened in the presence of the representatives of the qualified bidders at pre-specified time and date which will be communicated to the qualified bidders well in

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			<i>Kindly clarify.</i>	advance.”
102.	Section - III (Clause - 25.1) Page 27	Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower). Maximum Time-limit = T+2 Months	<i>Considering the number of sites and geographical spread-out locations, the maximum time-limit should be raised from T+2 Months to T+3 Months after the signing of contract and submission of PBG</i>	As above.
103.	Section - IV (Clause 3) Page 31	<p>PENALTY: Delay in Printing and personalization of RC on Smart Card. Delay beyond the 3 days. 2% value of per card per day delay.</p> <p>* The delay in dispatch of card will be calculated on monthly basis.</p> <p>* The cumulative delay of all delayed days of card which were dispatched late will be summed up</p> <p>* 2% penalty on value of the total delayed days per card will be calculated & levied from the monthly payable amount. i.e. if vendor has made a delay of: 10 cards for 4 days in 1st month, 20 cards for 3 days in 2nd month, The penalty will be levied for the 1st and 2nd month will be 40,60 card days delay respectively,</p> <p>If the card value is Rs. 100, Then penalty shall be as follows:</p> <p>1st Month - Rs. 2% of 40 card days delay x Rs.</p>	<p><i>These clauses should be added:</i></p> <p><i>"If such delay is due to non-receipt of flat file, which is beyond the control of Bidder then no penalty should be levied."</i></p> <p><i>"If there is a delay in KMS by Govt. Staff, which is beyond the control of Bidder then no penalty should be levied."</i></p>	The delay which is not account of bidder will not be considered as a delay during the project.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		<p>100=Rs. 80 will be the penalty amount 2nd Month - Rs. 2% of 60 card days delay x Rs. 100=Rs. 120 Will be the penalty amount</p>		
104.	Section - V (Clause - 4.1 (a)). Page -39	<p>Bidder would be required to perform following services and deliver them under the Projects:</p> <p>a) System study, creation of functional specifications, software development, implementation, necessary upgrade & customizations including integration with VAHAN from time to time, maintenance, operations and issuance of document printing application integrated with VAHAN from National Informatics Centre or any other system/application as instructed by Commissioner of Transport, Gujarat, wherein issuance can be done for paper based following document with security features & hologram for all transactions related to the following (including but not limited to new, renewal, duplicate etc. as the case may be):</p> <p>i) Vehicle Permits (all types); ii) Fitness Certificates (for all Transport Vehicles); iii) Tax Certificates (for all Transport Vehicles); iv) No Objection Certificates (for all Vehicles); v) Tax Recovery Notice(s); vi) Paper copy of Vehicle Registration details (for all vehicles);</p>	<p><i>Please clarify whether production of these paper documents are extra in addition to Smart Cards since the Financial format does not include this.</i></p> <p><i>What is the production of each of the paper document category for the last 5 years?</i></p> <p><i>Will the COT supply the security stationaries and holograms OR will it be supplied by the vendor?</i></p>	As Above

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		vii)Any other document as desired by Commissioner of Transport.		
105.	Section - V (Clause - 3.2 (e)). Page -36	After electronic approval, data will be pushed from VAHAN to concessionaire server for printing by the service provider's computer operator. <i>The QR Code should also be printed on the card.</i>	<i>MoRTH guidelines does not state about the printing of QR Code on Smart Cards. Kindly clarify.</i>	Removed: The QR Code should also be printed on the card.
106.	Section - VIII (Financial Bid Format). Page - 56	<i>Price per issuance of 64KB SCOSTA Smart Card (In Rs.) Excluding Taxes = _____</i> Taxes / Duties Applicable: Please Specify each Applicable Taxes Separately. i) ii) iii) Total Price after all taxes / duties = _____	<i>The Department may kindly clarify that the L1 Bidder shall be selected based on "Price per issuance of 64kb SCOSTA Smart Card (in Rs.) excluding taxes" and not on "Total Price after all taxes/duties". Moreover, the taxing system shall be changed after introduction of GST.</i>	As above
107.	Pg. 9, Clause 10 of PQ Criteria	The bidder/lead bidder or consortium partner must have any one certification from following three along with ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	As the project scope carries all the components of the mentioned quality certifications like Hardware Supply, Software Development, Service Delivery, System Integration etc. So, we would request to make it having all the certifications compulsory for this tender.	No Change. As per RFP.
108.	Pg. 17, Clause 26 "Award Criteria"	Subject to ITB Clause 28, COT will award the contract to the successful bidder decided as per the evaluation procedure mentioned in ITB clause no. 23 mentioned above.	Recommendation for Zonewise Allotment of Work similar on grounds of IGR i.e. Only 1 zone to 1 Bidder. This will be beneficial to the authority in	No Change. As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			terms of - availability of better Price options, Risk Mitigation, more competition.	
109.	Pg. 42, Clause F (ii)	The Service Provider shall be responsible for providing, printing and preparing the envelop, putting the smart card along with pre- printed paper card jacket, Letter and such other material as decided in the cover and sealing the cover/envelop.	There is contradiction to this clause because as per Pg. No. 37 Cl. H(i) it is mentioned that Cover/ Envelopes will be provided by the RTO Offices. Kindly Clarify and confirm.	Cover/ Envelopes shall be provided by selected service provider.
110.	Pg. 62, Clause - Section X: Minimum Technical Specification	DMPs, IP Cameras & Scanners	We request you to provide the Approx Quantity of IP Cameras, Scanners & DMPs. This will help in having the exact Project requirement.	As above
111.	Pg. 62, Clause 4.1 "Services to be delivered by Bidder with required hardware, software and manpower"	System study, creation of functional specifications, software development, implementation, necessary upgrade & customizations including integration with VAHAN from time to time, maintenance, operations and issuance of document printing application integrated with VAHAN from National Informatics Centre or any other system/application as instructed by Commissioner of Transport, Gujarat, wherein issuance can be done for paper based following document with security features & hologram for all transactions related to the following (including but not limited to new, renewal, duplicate etc. as the case may be):	Kindly clarify, who will provide the stationary with security features and Hologram for all transactions related to Issuance of said certificates.	As above

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
112.	Page no 9, Point no 6 Pre-quali- Criteria	The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services (Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	We would request to kindly consider at least 60 lacs SCOSTA cards or must have processed at least 60 lacs in last 5 years.	No Change. As per RFP.
113.	Page 10; Clause 09	The bidder/ lead bidder or consortium partner must have a minimum 250 employees on its payrolls as on bid submission date. Out of 250 employees, 100 should be technically qualified professionals.	The requirement of having given number of employees in a firm's roll prior to award of a tender seems to be stringent. It should be post award of the work order. Therefore, we request you to please remove this clause from the PQ as it is not relevant on the date of bid submission.	No Change. As per RFP.
114.	Page 10; Clause 10	The bidder/lead bidder or consortium partner must have any one certification from following three along with ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	As you are aware that ISO 20000 is for Service, ISO 27001:2005 is for Information Security & PCI CMMI Level 3 is for Software Development. The importance of each certification is vital for the quality health of the project. Therefore, asking for only one of the certification to be eligible to participate may not be appropriate to ensure quality services. Therefore, it should be that the participant should be fulfilling all the laid down conditions of quality control.	No Change. As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
115.	Page 13; Clause 13	Bid Security / Earnest Money Deposit : . Earnest Money Deposit Rs. 50,00,000/- (Rupees Fifty Lakhs only) in the form of DD in favour of "Gujarat Informatics Limited" payable at Gandhinagar. . Proposals not accompanied by EMD (in form of DD/BG) shall be rejected as non-responsive.	EMD should be allowed in the form of Bank Guarantee. Please confirm bidder can submit EMD in the form of Bank Guaranty (BG).	As above
116.	Page 10; Clause 11	The bidder/lead bidder or the consortium partner should have a valid SCOSTA certificate in its own name, In case, the Bidder does not have a SCOSTA certificate in its own name, it must have an exclusive tie-up with smart card manufacturer for the supply of smart cards throughout the contract period having valid SCOSTA certificate in its name	It is in the interest of the project that this condition should be fulfilled by the lead bidder/consortium partner and not by the Smart Card manufacturer. The responsibility for delivery of the project shall lie with the bidder/consortium partner and NOT with the Smart Card manufacturer. Therefore, it should be made mandatory that the bidder or consortium partner (which will be having an agreement with the department / lead bidder) should have a Valid SCOSTA certificate in its own name from NIC throughout the contract period.	No change. As per RFP.
117.	Page 09; Clause 03	The bidder/lead bidder or consortium partner must have minimum average consolidated annual sales turnover of Rs. 50 Crore for last three consecutive years (2013-14, 2014-15, 2015-16) in	This PQ condition regarding turnover is not clear, Please clarify the condition of minimum average consolidated annual sales turnover in case of Consortium for a Lead Bidder &	No Change. As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		the IT related activities or services or in the field of providing Smart Card enabled services or "IT based Across/Over the Counter Citizen Services (Delivery/Facilitation) ". Sales in other activities or fields will not be accounted for this turnover criterion.	Consortium partner. Please clarify. It is suggested that such condition should be allowed to be fulfilled together by the bidder/consortium partner as both have the responsibility to deliver the project.	
118.	Page 09; Clause 05	The bidder/lead bidder or consortium partner must have a positive net worth of Rs. 30 Crores. (Measured as paid up capital plus free reserves) in last financial year.	This PQ condition is not clear regarding positive net worth of Rs 30 Crores, Please clarify the condition of having a positive net worth of Rs 30 Crores in case of Consortium for a Lead Bidder & Consortium partner. It is suggested that such condition should be allowed to be fulfilled together by the bidder/consortium partner as both have the responsibility to deliver the project.	No Change. As per RFP.
119.	Page 09; Clause 06	The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	We are entering into an era of digitization and laying down condition of issuance of 75 Lac SCOSTA cards seems to be harsh as it shall restrict the competitive participation. Therefore please relax this condition of issuance of 75 lacs SCOSTA Cards by the bidder or consortium partner because volume of projects varies from project to project executed by Govt. Of India or States. Expertise of processing	No Change. As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			of large volumes should be verified and <u>putting a Constant figure of 75 lacs SCOSTA card</u> will restrict the competition. We therefore request you to please allow firms who have issued SCOSTA Smart Cards of volumes to the tune of 10 lacs or 20 lacs or 30 lacs or 40 lacs or above and should be allowed to take part in this bid which will enable healthy competition.	
120.	Page 10; Clause 08	The bidder/lead bidder or consortium partner should have executed/ongoing similar* experience in the field of IT as a System Integration/ Operation with at least one project of worth 25 crore or 3 projects of worth 10 crore each within the last five years as on the bid submission date.	Please provide details of the projects worth if two (02) projects is to be submitted in the said bid.	Revised: "The bidder/lead bidder or consortium partner should have executed/ongoing similar* experience in the field of IT as a System Integration/ Operation with at least one project of worth 25 crore or 2 projects of worth 15 crore or 3 projects of worth 10 crore each within the last five years as on the bid submission date.
121.	SECTION I: INVITATION FOR BIDS (IFB) Page No: 5	Last date and time for submission of proposals (Technical and commercial) (Online)	Please extend the due date for submission of bid by 2 weeks	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
122.	2 Pre-qualification Criteria Page No: 7	Category 2: In case of consortium. A consortium of maximum 2 nos. of members is allowed to participate in the bid.	Kindly increase the consortium members to 3 or 4.	No Change, As per RFP.
123.	26 Payment terms Page No. 27	SP shall raise the monthly invoice based on No. of personalized RC card dispatched along with the following information.	Request you to consider to release of advance / mobilization advance equal to 10% of total project value towards deployment of project to the successful bidder, within 10 days of signing of agreement	No Change, As per RFP.
124.	Clause: 4.1 - (a) Page No: 39	System study, creation of functional specifications, software development, implementation, necessary upgrade & customizations including integration with VAHAN from time to time, maintenance, operations and issuance of document printing application	<ol style="list-style-type: none"> 1. Please provide list of services to be developed by SI. 2. Please provide the list of services to be integrated with VAHAN. 3. Services at dealer end – we need a list of citizen services to be developed by SI. For ex. Fresh Registration – transport, Fresh Registration – non transport etc, Kindly provide the same. 4. Citizen services - we need a list of citizen services to be developed by SI. For ex. Change of address, Transfer of ownership etc. 5. List of all remaining services for ex. Approval of Applications – RTO logging into VAHAN portal and approve. Please confirm. 6. List of integrations in SI scope – please provide detailed list 	As per RFP.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
125.	Clause: 4.1 - (a) Page No: 39	Management Information system (MIS) including various reports generation	Provide the list of MIS reports	Minimum Indicative list of reports has been provided under the Scope of Work, page 39 of the RFP Document.
126.	Section VIII: Format of Financial Bid Page No: 56	**The above price shall include all activities mentioned in the scope of work, Annual Maintenance Contract of all supplied Hardware by selected bidder, Development of Integration S/W, Salary of manpower, Administrative Charges of Manpower, Charges of SCOSTA card etc. Only space & basic Infrastructure, i.e., power supply and civil infrastructure shall be provided by CoT.	Required Infrastructure like server space for those services to be developed by SI – is it in SI scope. Kindly confirm	Yes. All application, data of agency shall be hosted in Agency's server.
127.	Section VIII: Format of Financial Bid Page No: 56	**The above price shall include all activities mentioned in the scope of work, Annual Maintenance Contract of all supplied Hardware by selected bidder, Development of Integration S/W, Salary of manpower, Administrative Charges of Manpower, Charges of SCOSTA card etc. Only space & basic Infrastructure, i.e., power supply and civil infrastructure shall be provided by CoT.	SI Server hosting - Cloud hosted / on premise? Please clarify.	On premise. As per RFP.
128.	SECTION I: INVITATION FOR BIDS (IFB) Page No: 6	Bid security/EMD shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank	Please accept the Bank Guarantee from any Scheduled Bank/ Private Bank also.	As above.
129.	2 Pre-qualification	6. The bidder/lead bidder or consortium partner must have issued at least 75 lacs	Please consider the experience of OEMs of SCOSTA card manufacturer to	No Change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	Criteria Page No: 9	SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	fulfill this criteria.	
130.	2 Pre-qualification Criteria Page No: 9	7. The bidder/lead bidder or consortium partner must have executed at least one multi-location project having an implementation of minimum Twenty Five (25) locations within the last five years as on the bid submission date.	1. Please relax the no of locations to 8 for the project involves user enrollment or card issuance. 2. We have implemented software project at more than 25 locations and the project involves beneficiary registration /enrolment. Can it be considered. Kindly clarify.	1. No Change, As per RFP 2. Any IT project having implementation with 25 or more locations for Across/Over the counter services shall be considered.
131.	11 Bid Prices Page No. 13	The rates of any Indian duties, VAT and other taxes which will be payable by the Client on the goods (if any) if this contract is awarded, should be quoted separately	Request you to exclude all the taxes from the price bid. All the taxes must be paid as per the actuals.	As above.
132.	E. BID OPENING AND EVALUATION OF BIDS Page No: 15	GIL will open all bids (only Technical Bids at the first instance), in the presence of Bidder or his representative who choose to attend, and at the following address :	We understand that it is not mandatory to attend technical bid opening as the bid submission process is online and opening will also be done online. Kindly clarify.	Bidder may choose to attend or not attend.
133.	E. BID OPENING AND EVALUATION OF BIDS Page No: 15	Financial Bids of only those bidders whose cards found as per Standards by CIPET	Kindly share the standard by CIPET for smart cards. It will help bidders to identify compliant OEM during bidding process.	The smart card will be checked by CIPET, Chennai, for the Compositions of the card body as per the requirement mentioned in the

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
				RFP.
134.	23 Methodology & Criteria for evaluation Page No: 16	Bidder has to submit the entire solution, implementation plan, proposed methodology, including training and application / technical support for the successful completion of the project.	Kindly clarify on the technical bid evaluation criteria (marking system).	No marking system for technical bid evaluation.
135.	23 Methodology & Criteria for evaluation Page No: 16	The bidder with lowest one (L1) quotation in the Financial Bids. CoT/GIL may negotiate the price with the L1 bidder before the award of the contract. In case of a tie where two or more bidders have quoted the same price, CoT/GIL will re-invite the financial bid among those bidders.	1. Technical evaluation criteria is unmentioned in the RFP document, hence we understand that bidders complying with all the technical bid and qualification requirement will be qualify for financial bid evaluation and the project will be awarded to L1 bidder.	Yes.
136.	7 Performance Security Page No: 21	The Successful bidder has to submit Performance Bank Guarantee @ 10% of contract Value of financial bid	1. How will department calculate the contract value. Kindly clarify. 2. It is requested to provide the estimated number of SCOSTA card to be issued for the entire period of project. It will help bidder to do pricing and also for calculating the project value. 3. It is requested to accept the performance bank guarantee (PBG) equal to 10% of annual project value and PBG to be renewed annually for the next 6 years.	1. The contract value will be calculated as currently no. of card issued per year*5 Years*per card price. 2. The details of card issued in current year is given in the RFP. 3. No Change, As per RFP
137.	12 Prices Page No: 23	12.1 Prices payable to the service provider as stated in the Contract shall be subjected to	Kindly remove this clause. This clause is only applicable for the commodities	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		upward and downward revision from the next year based on the cost inflation index released by the Govt. of India from 1st April of each year.	but not for the services. Hence, it is requested to accept annual price escalation of 10% or 15%. Kindly clarify.	
138.	25 Time limit project Page No: 27	Project Initiation (Site Preparation (Development of Software, commissioning of H/w and other peripheral, Deployment of Manpower)	Please extend the project deployment timelines to three months, as project involves multi location deployment and recruitment of manpower.	As above.
139.	25 Time limit project Page No: 27	Operation Period: 7 Years + Extendable up to 3 years based on performance	At what price / rate the project will be extended after 7 years.	As above.
140.	26 Payment terms Page No. 27	SP shall raise the monthly invoice based on No. of personalized RC card dispatched along with the following information.	Request you to consider to release of advance / mobilization advance equal to 10% of total project value towards deployment of project to the successful bidder, with in 10 days of signing of agreement	No Change. As per RFP.
141.	3.2.Proposed Process flow of the System Page no: 37	g) Aadhar based KYC system should be implemented.	Kindly elaborate on KYC system implementation. Who will implement Aadhaar based KYC system and how it will be done.	As above.
142.	3.2.Proposed Process flow of the System Page no: 37	h) ii) Printing the vehicle owner address on smart card dispatch cover/envelop.	Can't we use "Window Envelope", as the RC already has applicant name and address details.	No. window envelop shall not be use.
143.	Clause: 4.1 - (a) Page No: 39	System study, creation of functional specifications, software development, implementation, necessary upgrade & customizations including integration with	1. Please provide list of services to be developed by SI. 2. Please provide the list of services to be integrated with VAHAN.	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		VAHAN from time to time, maintenance, operations and issuance of document printing application	<p>3. Services at dealer end – we need a list of citizen services to be developed by SI. For ex. Fresh Registration – transport, Fresh Registration – non transport etc, Kindly provide the same.</p> <p>4. Citizen services - we need a list of citizen services to be developed by SI. For ex. Change of address, Transfer of ownership etc.</p> <p>5. List of all remaining services for ex. Approval of Applications – RTO logging into VAHAN portal and approve. Please confirm.</p> <p>6. List of integrations in SI scope – please provide detailed list</p>	
144.	Clause: 4.1 - (a) Page No: 39	Management Information system (MIS) including various reports generation	Provide the list of MIS reports	As above.
	Clause: 4.1 - (b) Page No: 39	b) Operationalization of Single Window System The concessionaire cum Data Entry Operator of the service provider shall be responsible for providing computer peripheral	Kindly provide the detailed list of hardware items to be provided at each counter.	As above.
145.	Clause: 4.1 - (b) Page No: 40	vi) Collection of short tax or fee, if required.	Kindly elaborate on the process for payment collected at each location/counter / site. Who will be responsible for custody of the payment received.	As above.
146.	Clause: 4.1 - (c) Page No: 40	c) Making available pre-printed Smart Cards at Central Location:	Kindly provide the list of fields to be printed on the card or provide a	As per CMVR form 23 A

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
			sample of printed card.	
147.	Clause: 4.1 - (c) Page No: 40	ix) Deployment of Smart Card related peripherals like Smart Card Printer's, Card Drives, desktops etc.	Kindly provide the detailed list of hardware items to be provided at central printing location	As above.
148.	Clause: 4.1 - (e) Page No: 41	e) Deployment of necessary Manpower	Can bidder outsource /sub contract this activity.	Outsourcing / sub-contracting will not be allowed.
149.	Clause: 4.1 - (e) Packing the card and dispatching Page No: 42	iv) The COT shall bear the postal/courier expenses incurred in distribution of card.	It is requested that card must be send through registered post only. We also understand that service provider will bear the cost of distribution of cards through registered post.	The COT shall bear the postal/courier expenses incurred in distribution of card. CoT may decide on sending the card through post/registered post.
150.	Section VII: Format Technical Bids Page No: 55	Section VII: Format Technical Bids	1. It is requested to provide the location wise (counter wise and central printing location) hardware items and tentative quantify required. 2. Is there any requirement of Biometric finger print scanner, Web Camera, Signature Pad at each counter to capture applicant details. Kindly clarify. 3. What is the purpose of smart card reader and where will it be provided(Counter or central printing location). Kindly confirm.	1) As Above. 2.) As per RFP. 3.) The Smart Card Reader shall be utilized for KMS of the RC cards, the same shall be done at the Central smart card Personalization Centre
151.	Section VIII: Format of Financial Bid	**The above price shall include all activities mentioned in the scope of work, Annual Maintenance Contract of all supplied	Required Infrastructure like server space for those services to be developed by SI – is it in SI scope.	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	Page No: 56	Hardware by selected bidder, Development of Integration S/W, Salary of manpower, Administrative Charges of Manpower, Charges of SCOSTA card etc. Only space & basic Infrastructure, i.e., power supply and civil infrastructure shall be provided by CoT.	Kindly confirm	
152.	Section VIII: Format of Financial Bid Page No: 56	**The above price shall include all activities mentioned in the scope of work, Annual Maintenance Contract of all supplied Hardware by selected bidder, Development of Integration S/W, Salary of manpower, Administrative Charges of Manpower, Charges of SCOSTA card etc. Only space & basic Infrastructure, i.e., power supply and civil infrastructure shall be provided by CoT.	SI Server hosting - Cloud hosted / on premise ? Please clarify.	As above.
153.	Section VIII: Format of Financial Bid Page No: 56	Section VIII: Format of Financial Bid	<ol style="list-style-type: none"> 1. Request you to exclude all the taxes from the price bid. All the taxes must be paid as per the actuals. 2. Kindly clarify whether the cost quoted will be applicable for first year only or for all the 7 years 3. How will COT arrive or calculate the total project value or contract value. 	As above.
154.	Section VIII: Format of Financial Bid Page No: 56	Section VIII: Format of Financial Bid Prices payable to the service provider as stated in the Contract shall be subjected to upward and downward revision from the next year based on the cost inflation index released by the Govt. of India from 1st April of each	Kindly remove this clause. This clause can be applicable for the commodities but not for the services. Hence, it is requested to accept annual price escalation of 10% or 15%. Kindly clarify.	As above.

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		year.		
155.	Page 39 Clause 4	Scope Of Work – 4.1 a) Maintenance, operations and issuance of document printing application	Is this the scope of COT or agency has to develop the application and integrate with the VAHAN application	Yes. This is in scope of selected service provider.
156.	Page 39 Clause 4	Scope Of Work – 4.1 a) Issuance of documents with security features & Hologram	Is this the scope of COT or agency?	As above.
157.	Page 39 Clause 4	Scope Of Work – Services to be delivered with required Hardware , Software, and Manpower	Setup for these services is involved with initial investments. Request for advance payment of 75 % claimed in the contract for all these services.	No change, As per RFP
158.	2.5 (9)	The bidder/lead bidder or consortium partner must have a positive net worth of Rs. 30 Crores. (Measured as paid up capital plus free reserves) in last financial year.	The bidder/lead bidder or consortium partner must have a positive net worth . (Measured as paid up capital plus free reserves) in last financial year.	No change, As per RFP
159.	2.6 (9)	The bidder/lead bidder or consortium partner must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs “IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	The bidder/lead bidder or consortium partner must have issued at least 50 lacs SCOSTA cards or must have processed at least 50 lacs “IT based Across/Over the Counter Citizen Services (Delivery/ Facilitation) applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	No change, As per RFP
160.	2.8 (10)	The bidder/lead bidder or consortium partner should have executed/ongoing similar* experience in the field of IT as a System	The bidder/lead bidder or consortium partner should have executed/ongoing similar* experience in the field of IT as	No change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
		Integration/ Operation with at least one project of worth 25 crore or 3 projects of worth 10 crore each within the last five years as on the bid submission date.	a System Integration/ Operation with at least one project of worth 15 crore or 3 projects of worth 5 crore each within the last five years as on the bid submission date.	
161.	2.9 (10)	The bidder/ lead bidder or consortium partner must have a minimum 250 employees on its payrolls as on bid submission date. Out of 250 employees, 100 should be technically qualified professionals.	The bidder/ lead bidder or consortium partner must have a minimum 100 employees on its payrolls as on bid submission date. Out of 100 employees, 50 should be technically qualified professionals.	No Change. As per RFP.
162.	2.10 (10)	The bidder/lead bidder or consortium partner must have any one certification from following three along with ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	The bidder/lead bidder or consortium partner must have any one certification from following three - ISO 9001:2008. ISO 20000 ISO 27001:2005 PCI CMMI Level 3	No Change, acceptable. As per RFP.
163.	Pre-Qualification Criteria / Page no 09 / Sr. No 03	The bidder/lead bidder or consortium partner must have minimum average consolidated annual sales turnover of Rs. 50 Crore for last three consecutive years (2013-14, 2014-15, 2015-16) in the IT related activities or services or in the field of providing Smart Card enabled services or "IT based Across/Over the Counter Citizen Services (Delivery/Facilitation) ". Sales in other activities or fields will not be accounted for this turnover criterion.	Will Aadhaar / NPR Project Experience be considered under IT Based Counter citizen services?	If the services delivered to citizen across/over the counter than it will be considerable.
164.	Pre-	The bidder/lead bidder or consortium partner	Instead of 75 lacs will 25 lacs be	No change, As per RFP

S.No	Bidding Document Reference (Clause/page)	Content of RFP requiring clarification	Points of Clarification required	Responses of Queries
	Qualification Criteria / Page no 09 / Sr. No 06	must have issued at least 75 lacs SCOSTA cards or must have processed at least 75 lacs "IT based Across/Over the Counter Citizen Services(Delivery/ Facilitation) Applications for any state/ central government body/ PSU in India in last 5 financial years as on bid submission date.	considered?	
165.	5, Page No.9	The bidder/lead bidder or consortium partner must have a positive net worth of Rs. 30 Crores. (Measured as paid up capital plus free reserves) in last financial year.	Central Public Sector units (CPSU's) may be exempted	No change, As per RFP

Annexure 1:

Bill of material and Minimum manpower at RTO/ARTO Level

Sr. No	Location	DEO (Operator)	Computer	Laser Printer	Scanner	UPS
1	Ahmedabad	10	10	10	10	1
2	Mehasana	4	4	4	4	1
3	Rajkot	8	8	8	8	1
4	Bhavnagar	4	4	4	4	1
5	Surat	8	8	8	8	1
6	Vadodara	8	8	8	8	1
7	Nadiad	4	4	4	4	1
8	Palanpur	4	4	4	4	1
9	Himatnagar	4	4	4	4	1
10	Jamnagar	5	5	5	5	1
11	Junagadh	4	4	4	4	1
12	Bhuj	7	7	7	7	1
13	Suraendaranager	4	4	4	4	1
14	Amreli	4	4	4	4	1
15	Valsad	4	4	4	4	1
16	Bharuch	4	4	4	4	1
17	Gadhara	4	4	4	4	1
18	Gandhinager	4	4	4	4	1
19	Bardoli	3	3	3	3	1
20	Dahod	3	3	3	3	1
21	Navasari	4	4	4	4	1
22	Rajpipla	3	3	3	3	1
23	Anand	3	3	3	3	1
24	Patan	4	4	4	4	1
25	Porbandar	4	4	4	4	1
26	Vyara	3	3	3	3	1
27	Ahmedabad (East)	7	7	7	7	
28	Waghai (Ahwa - Dang)	3	3	3	3	1
29	Modasa (Arravalli)	3	3	3	3	1
30	Veraval (Girsomnath)	3	3	3	3	1
31	Botad	3	3	3	3	1
32	Chota udepur	3	3	3	3	1
33	Lunavada (Mahisagar)	3	3	3	3	1
34	Morbi	3	3	3	3	1
35	Jamkhambhalia (Dave Bhoomi	3	3	3	3	1

Sr. No	Location	DEO (Operator)	Computer	Laser Printer	Scanner	UPS
	Dwarka)					
36	Bavla	3	3	3	3	1
37	Gandhidham	3	3	3	3	1
	TOTAL	158	158	158	158	36

For Central Printing and Dispatching Location:

All the required arrangement to print and dispatch daily 8,000 or more smart card

- Minimum Space of minimum 3000 sq ft at Ahmedabad/Gandhinagar or as required for the timely delivery of services as laid out in this RFP.
- Highly secured facility for purpose of smart card RC Printing and personalization using CCTV, Role based access control etc.
- All necessary hardware, software, networking equipment's, other IT-Non IT equipment's, AMC/ATS of all hardware, software, networking equipment's, other IT-Non IT equipment's, furniture's and fixtures for timely personalization of Smart Cards
- Biometric based Access Control system for restricted entry and exit, log of the entry and exits.
- Redundant Internet Connectivity for two different ISP's (min 10 Mbps) the Access to VAHAN and Fetching the Data for the Printing & Personalization of the RC Smart Card
- Upkeep and Facility management services of the said premises including Air Conditioning
 - i.) Provisioning of Electricity and required Power backup arrangements
 - ii.) Required manpower for the day to day O & M of all IT and Non-IT equipment for the centralized card personalization center.

Minimum Manpower at Central Card Printing and Dispatch Centre							
Sr. No	Location	Project Manager	SUPERVISOR	CARD PRINT OPERATOR	DISPATCH CLARK	SECURITY PERSON	TOTAL
1	Central Dispatch Centre	01	05	25	25	14	70

Annexure 2

Below are the minimum specifications of the equipment's required for the implementation of the project.

**Item Name	Minimum Specifications
SMART CARDS	<ul style="list-style-type: none"> • Microprocessor based Integrated Circuit(s) card with contacts and with a minimum of 64 KB EEPROM Compliant with ISO/IEC 7816-1, 2 & 3 • Supply voltage 3 V -nominal • Compliant to SCOSTA v1.2b dated March 15, 2002 and amended from time to time, as may be prevailing from time to time approved by NIC. The certificate for same must be attached along with compliance certificate or assurance to get the new SCOST A certificate as per Notice. number31 / SCOSTA / SKS / 07, DATED 08.05.2007 • Protocol T=0 or T=1 • Data retention min. 10 years data retention The Card should be with a hologram and a pre printed card sr. number and the approved art work by the CoT • Minimum 3,00,000 EEPROM write cycles. • Operating ambient temperature range -25 to + 55 Degree Celsius. • Plastic Construction PET (at least 60 %) and PVC with Color Printing on Glossy Surface with Overlay. • Smart Cards must have data objects for card sequence number (Tag 5F34) and cards primary account no (TAG SA) at the MF level as per ISO 7816-6. Once programmed these data objects cannot be changed.
SMART CARD PERSONALIZATION PRINTER	<ul style="list-style-type: none"> • Print process: Dye Sublimation • Resolution: 300 dpi • Print Speed approximately 30seconds per side • Colors – up to 16.7 million colors by using YMCKO /KO ribbon • Capable of Edge to Edge printing Having card input hopper and in built cleaning system • Capable of printing and personalization of smart card electronically • Personalization in single pass Smart card encoder within the printer should be PC/SC, ISO 7816 complaint, support 3V chip card with T= 0 and T=1 Protocol
SMART CARD READER	<ul style="list-style-type: none"> • PC/SC ISO 7816 compliant, support 3V chip card with T=0 and T=1 protocol, Serial/USB Port. Preferably readers should support PC/SC drives and OCF
Desktop for each counter	<ul style="list-style-type: none"> • Intel Core i3-4130 Processor (3M Cache, 3.40 GHz) or higher with minimum 4 GB DDR3/DDR4 RAM, 500 GB SATA or higher

	hard disk, 18.5" or higher wide screen LED Backlit based TFT Monitor, Mouse, 8x or better Internal DVD R/W, with all required Operating System Licenses as well as software
UPS	<ul style="list-style-type: none"> • Online UPS with suitable capacity to cover the requirement as per the site/Location • Min 2 Hours Backup • Maintenance Free Batteries • Overall Efficiency >90%
Dot Matrix Printer for each counter	• 80 Column or 136 column Dot Matrix Printer as required
Laser Printer for Dispatch	<ul style="list-style-type: none"> • A4 Size Mono Laser Printer
IP Camera for surveillance	<ul style="list-style-type: none"> • 25 FPS minimum frame rate, HD Resolution, Support H.264, PoE, ONVIF Compliant with required DVR/NVR and 1 month backup.
Scanner	<ul style="list-style-type: none"> • Speed: Min 20 ppm with ADF at 300 dpi or better • Document scanning: Duplex • Port: 1 USB 2.0, 1SCSI • Paper Size support: A4, A5,custom, legal, letter • Support OS: Windows 7, 10 (32 & 64 Bit)
Paper Jacket for Smart Card	<ul style="list-style-type: none"> • Should be made of paper of min 200 GSM • Size: Proper fit as per the Smart Card Dimension • Pasting should be edge to edge and non-residual • Art work: CoT Approved Artwork
Electrification & LAN work	<ul style="list-style-type: none"> • Required electrification and LAN cabling in all RTO/ARTO offices

****Note**

- The above items to be deployed by the bidder should be procured from the reputed OEM.
- Quoted item should be latest and should not have been declared end of sale and end of support.
- AMC/Services and Spares should be available in Gujarat for the quoted items.
- The quoted product should be available with all OS and other required Software with licenses and necessary updates/upgrades for the same.
- Bidder should have to provide the devices and equipment's as per the minimum requirement specified above, However the will to deploy the necessary hardware to meet the overall requirement of the project.