

**Request for Proposal
For
Selection of Firm / Company
For
Design, Development, Integration,
Implementation & Maintenance of
Vehicle Check Report (VCR)
Mobile Application**



**Transport Department
Government of Andhra Pradesh**

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**GOVERNMENT OF ANDHRA PRADESH
TRANSPORT DEPARTMENT**

Tender No: 301/IT/2017

Date: 20.02.2017

Notice Inviting Tender (NIT)

Sl. No	Name of the work	Selection of Company for Design, Development, Integration, Implementation & Maintenance of Vehicle Check Report (VCR) Mobile Application, Government of Andhra Pradesh
1	Bid opening date on the website www.apecure.gov.in	20.02.2017 at 08:30 P.M
2	Last date for receiving Queries	22.02.2017 at 11:00 A.M
3	Time and Date of Pre-Bid Conference	23.02.2017 at 03:00 P.M at O/o Transport Commissioner, 1 st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
4	Response to queries latest by the Transport Department	25.02.2017 at 03:00 P.M
5	Bid Document Download End date and time	26.02.2017 at 10:00 P.M
6	Bid closing date and time	27.02.2017 at 10:30 A.M
7	Last Date and Time for receipt of Hard copies of Bids	27.02.2017 at 11:00 A.M at O/o Transport Commissioner, 1 st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
8	Time and date of opening technical bids and Oral presentations including product demo and implementation methodology.	27.02.2017 at 11:30 A.M at O/o Transport Commissioner, 1 st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
9	Time and opening of Financial bids	27.02.2017 at 03:00 P.M at O/o Transport Commissioner, 1 st Floor, NTR Administrative Block,

		RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
10	Tender Document Fee (Non Refundable)	Rs.5,000/-DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd.
11	Earnest Money Deposit	Rs. 25,000/- DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd or bank guarantee as mentioned in clause 2.4 of RFP.
12	Officer inviting Bids	On behalf of the Government of Andhra Pradesh (" GoAP "), the Transport Commissioner, Andhra Pradesh, invites eligible and competent bidders to submit their pre-qualification, technical and financial proposal for the Project, in accordance with conditions and manner prescribed in this RFP and other Bidding Documents issued by the Government of Andhra Pradesh, which is available on its website (http://www.aptransport.org/) and also on the GoAP e-procurement website (http://www.apecurement.gov.in/).
13	Address for Communication	O/o Transport Commissioner, 1 st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
14	Email ID	tc@aptransport.org , dtc_it@aptransport.org

The vendors participating for the first time in the e-procurement process on the GoAP e-procurement portal will have to complete the online registration process. Details of the pre requirements for such registration are available on the abovementioned e-procurement website.

FAQs in this regard may be accessed at

(http://www.eprocurement.gov.in/faqs_contractors.asp).

The Transport Commissioner reserves the right to reject any or all proposals without assigning any reason.

Note:

1. The above dates are tentative and subjected to change without any prior notice or intimation. Bidders should check website

www.apecurement.gov.in/ www.aptransport.org for any changes / addendums to the above dates and / or any other changes to this RFP. Bidders to confirm with AP Transport Department the time & venue, one day prior to any of the above scheduled event.

2. Eligibility cum Technical bid will be opened, in the presence of the vendor's representatives who choose to attend the opening of Technical bid. No separate communication shall be sent in this regard.

3. Commercial bid will be opened in the presence of the Vendor's representatives who are technically qualified.

Transport Commissioner
Government of Andhra Pradesh
Hyderabad

Important Clarifications

- 1.** Department means AP Transport Department
- 2.** Vendor or Service Provider means the selected bidder of the RFP document
- 3.** RFP or Tender means the Request for Proposal document.
- 4.** Recipient or Respondent or Bidder means to whom the RFP document is issued by the Department.
- 5.** Offer means response to RFP document submitted by Recipient to the Bank.

Abbreviations:

EMD	Earnest Money Deposit
SLA	Service Level Agreement
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
TCO	Total Cost of Ownership
PA-DSS	Payment Application – Data Security Standard
VAT	Value Added Tax
CMM	Capability Maturity Model
ISO	International Organization for Standardization
OWASP	Open Web Application Security Project
OSD	Original Solution Developer Company that has developed the solution for VCR Application

This document is meant for the specific use by the Company / person(s) interested to participate in the current Tendering process. This document in its entirety is subject to Copyright Laws. AP Transport Department expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders shall be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Department in the event that such a circumstance is brought to the notice of the Department. By downloading/purchasing the document, the interested party is subject to confidentiality clauses

1. Introduction and Disclaimer

1.1 Background

The Transport Department, Government of Andhra Pradesh, is responsible for the regulation of motor transport in the State of Andhra Pradesh. The Transport Department performs duties including grant of authorizations to drive (public/private) vehicles, issue of driving licenses, collection of vehicle taxes and taking action against permit/license holders who contravene the provisions of the Motor Vehicle Act, 1988, Andhra Pradesh Motor Vehicles Taxation Act, 1963 and the rules framed there under.

As part of implementation of road safety measures and enforcement of the provisions of the Motor Vehicle Act, 1988, Andhra Pradesh Motor Vehicles Taxation Act, 1963 and the rules framed there under, the Transport Department deploys its officers across various National Highways passing through the State of Andhra Pradesh, State Highways and other important roads, for inspection of vehicles and drivers and registration of offences under the Motor Vehicles Act 1988, if any. In addition, the Police department is also taking part in this implementation and issue challans for violating traffic rules like wrong parking, not wearing helmet, not wearing seat belt, improper printing of number plates, wrong side driving, not having driving licenses, Registration Certificates etc.

As part of the above enforcement, the Transport Department issues vehicle check report(s) ("**VCR Forms**") in connection with the offence(s) committed under the Motor Vehicle Act, 1988, Andhra Pradesh Motor Vehicles Taxation Act, 1963 and the rules framed thereunder, and/or in accordance with G.O. MS No. 108, dated August 18, 2011 issued by Transport, Roads and Buildings (Tr-I) Department of Government of Andhra Pradesh or such other policy issued in substitution, replacement or amendment thereof.

Presently, VCR Forms are manually prepared on printed forms at checking points by Motor Vehicle Inspectors or other designated checking officers of the Transport Department ("**Officers**") at the

location of the offence and thereafter the details are manually entered into the VCR entry module of Citizen Friendly Services of Transport Department (**CFST**) which is available at office premises. Each Officer is given a unique identification number and the inspector logs into the system using these credentials, whereupon the system automatically pulls the Officer's name and unique identification number.

As soon as the Officer enters the vehicle number, the system pulls all the required vehicle details from the central database. Similarly, when the Officer enters the driving license number, the relevant details shown in the VCR Form are pulled from the central database. The system also envisages auto-generation of a distinct number for every VCR Form along with a date and time stamp. Certain details required for issuing VCR Forms such as the place at which the vehicle is checked, details of the vehicle and/or the driver, etc. are entered manually. Further, where either the vehicle or the driver or both belong to another State, the relevant details are entered manually if such details are not available in the database. Once such details are entered manually the first time, these details are stored in the database and in subsequent cases, the system is designed to retrieve all required data from the database.

The Police Department imposes fines manually and the data is remaining with that department at various places and no centralised database is maintained and the information is not available with AP Transport Department.

The Transport Department has made note of the following concerns/issues with the existing system:

- (a) Duplication of the work - Data entry at checking point and entry of the same data into the system at the office premises;
- (b) All entries are made manually and the system does not authenticate such entries; this process increases the likelihood of errors;

- (c) Officers are not aware of the previous history of penalties / violations / pending challans of the vehicles/drivers at the time of generating VCR Forms at the place of checking;
- (d) Integration of history of penalties imposed by Police Department and AP Transport Department.
- (e) Instant availability of data for other state vehicles is not available with Officers.
- (f) Vaahan 4.0 integration is not there, hence the details of other state vehicles is not accessed.
- (g) Entry of data is not made on a real time basis which causes a delay in updating of the data available on the system.
- (h) Data regarding theft vehicles, vehicles wanted in Police cases is not available with the Officers at the place of checking and even at the Office also it is not available.
- (i) Analytics is not available for enabling Road Safety from the available data.

Taking the above issues into consideration, the Transport Department aims to

- a. Create a technological, mobile based solution to bring ease of interfacing and integration between
 1. AP Police and Transport Department.
 2. Online web application and VCR Solution.
 3. VCR and e-payment gateway.
 4. Sarathi and VCR Solution.
 5. Vaahan and VCR Solution.
 6. With a Bluetooth / Air print tooth Printer.
 7. SAS Analytics of the Transport Department.
- b. An innovative solution for automation of processes involved in generating VCR Forms and providing access of information to Officers, thereby increasing government transparency, greater

citizen satisfaction as well as significant reductions in operating costs.

- c. AP RTA Web & Mobile Application to be single point of interface for Police / Traffic Police; record / process each & every violation on road (driver / vehicle).
- d. Data analytics (Traffic analysis, violation analysis) layer to be built to make more sense out of the data.
- e. Biometric authentication and Geo-location based application for tracking of user checking points.
- f. Integration of CCTNS and Vahan and Sarathi APIs to mobile application to make instant available of history with Officers for taking proper action.

In pursuance of the above objective, the Transport Department has issued this RFP for selection of Vendors to implement the Project. The broad objectives for implementation of the Project include the following:

- (a) Developing the Vehicle Check Report (VCR) Mobile Application (s) ("**VCR Mobile Application**") for the purposes of:
 - (i) generating VCR Forms and automating the process of generating VCR Forms for violations and issuing receipts for payments in respect thereof,
 - (ii) Integrated E-challan application for AP Police and AP Transport Department.
 - (iii) providing a platform for paying the amounts reflected in the challans,
 - (iv) providing instant access to the Officers on information relating to previous history of penalties/violations of vehicles and drivers, and

- (v) auto-capturing the date, time and location of checking of vehicles/drivers;
- (b) Integrating the VCR (Vehicle Check Report) Mobile Application with
 1. The existing online web application of the Transport Department.
 2. AP Police CCTNS data in the online web application.
 3. VCR and e-payment gateway.
 4. Saarathi and VCR Solution.
 5. Vaahan and VCR Solution.
 6. Bluetooth / Air print tooth printer.
 7. Any other applications which help track and trace the Traffic Violator.
 8. SAS Analytics of the Transport Department.
- (i) Developing consistent visual elements and architecture for the VCR Mobile Application in a manner that is scalable and expandable, and ensuring that the iPad Application (iOS -10 or above), Android OS (Marshmallow / Nougat) and is complaint with [W3C] standard for mobile applications; and
- (j) Providing information on usage of the tablet including all necessary metadata, for the review and analysis of Transport Department.
- (k) The solution automates capturing of the GPS location of the VCR APP operation.
- (l) Authentication of the User through his finger print scan.

In addition, the VCR Mobile Application is envisaged to be designed and function *inter alia* in the following manner:

- (a) The VCR Mobile Application can be accessed through iPad / Android Tablet and should be accessible only through a Biometric authentication. The Log-in should be through a bio-metric and this bio-metric cannot be altered without the approval from the Transport head quarters.

- (b) The VCR Mobile Application must enable the Officers of AP Transport Department / Police Department to printout VCR Forms / receipts consisting of details such as the location, date, time, vehicle number, class of vehicle, name of the driver, driving license number, offence(s) for which the penalty is levied and penalty amount, and such other information as may be required by the Transport Department. Immediately thereafter, the backend server must push an SMS immediately to the owner as well as to the driver.
- (c) Apart from the VCR Form/receipt, the Officer should be able to generate and print out a charge sheet, which may be submitted to the Court.
- (d) Upon completion of one transaction, ONLY the VCR Mobile Application should shut down. The Officer should be able to undertake the next transaction only by re-logging into the system through a Biometric authentication.
- (e) The proposed solution will be integrated with the online web based application which is hosted in Azure Cloud. Successful Bidder is expected to make all efforts and commit all resources to make this project meet its objective.

For this purpose, the Transport Department has issued this RFP such that interested parties ("**Bidders**", which expression where applicable shall, unless repugnant to the context, jointly and severally include the members of a consortium) may submit their detailed proposals ("**Proposals**") as per provisions of the RFP.

The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP in order to identify the successful Bidder for the Project ("**Successful Bidder**").

The Successful Bidder shall, upon execution of the Development Agreement (*hereinafter defined*) (the "**Service Provider**"), be responsible for implementation of the Project including (a) the development of VCR Mobile Application, and (b) maintenance of the VCR Mobile Application, as per the development agreement prepared in accordance with the principles of contract specified

hereto (the "**Development Agreement**"), to be entered into between the Successful Bidder and the Transport Department.

The Development Agreement shall set forth the detailed terms and conditions governing the Service Provider and the Transport Department, including the scope of the Service Provider's services and obligations.

The Transport Department shall receive Proposals pursuant to this RFP in accordance with the terms set forth in this RFP and other documents provided / to be provided by the Transport Department pursuant to this RFP, as modified, altered, amended and clarified from time to time by the Transport Department (collectively, the "**Bidding Documents**"), and all Proposals shall be prepared and submitted in accordance with such terms on or before the date specified in **Clause [1.10]** for submission of the Proposals (the "**Due Date**"). It is clarified that the term 'Bidding Documents' includes the Development Agreement for the Project which shall be prepared in accordance with the principles of contract specified and executed with the Successful Bidder. The aforesaid documents and any addenda issued subsequent to this RFP, will be deemed to form part of the Bidding Documents.

1.2 Introduction

This request for proposal document ('RFP document' or RFP) has been prepared solely for the purpose of enabling AP Transport Department ('Department') to vendor/s for implementation of VCR Mobile Application for the Department.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or other arrangement in respect of the solution. The provision of the solution is subject to appropriate documentation being agreed between the Department and the eventual successful bidder.

1.3 Information Provided

The RFP document contains statements derived from information

believed to be reliable at the date obtained; but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether to enter a contract or arrangement with the Department in relation to the solutions. Neither the Department nor any of its employees, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this RFP document.

1.4 Recipients

The RFP document is intended for the information of the party (ies) to whom it is issued ("the Recipient" or "the Respondent") and no other person or organisation.

1.5 Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party without Department's written permission. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Department. The Department may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

1.6 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Department and its officers, employees, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of the Department or any of its officers, employees, or advisers.

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1.7 Scope and Description of the Project

The work includes

- 1.7.1 Study, Requirement understanding, Design, development and maintenance of VCR Mobile Application. It shall be integrated with technologies like GIS, payment gateway and Bluetooth / Air print etc.
- 1.7.2 The solution architecture should be able to address the future scalability requirements.
 - 1.7.2.1 Application should be easily customizable and easy to administer.
 - 1.7.2.2 The solution should have the flexibility to interact with other existing systems.
- 1.7.3 Development & Hosting environment

To provide information and operations with minimum number of clicks. Feature an interface that focuses on usability. The best way to do this is to follow the general application hierarchy.

Structure overall content with proper tagging to make them screen reader friendly and develop resolution independent design structure.

Front end Mobile application shall be designed and developed in a visually rich and appealing format. Look and feel should be attractive and as per the latest trends.

Styles, Fonts and color shall be consistent across the application and all are licensed.

Graphic design of the Mobile application should be professional, having corporate look and shall also be in-line with international standards/practices.

Web development/Hosting services should be supported on Windows & Linux platform.

Bidder should supply the required software for development of Mobile application. The necessary set up and licenses required for the Security set up and application development should be mentioned in the SRS document prepared.

Preferred technologies for App Development: iOS / Hybrid Mobile

- 1.7.4 The make mobile application accessible on all platforms like Windows, Android, Blackberry and iOS. It should work flawlessly across different platforms.
- 1.7.5 The mobile application should be easily opened on 10 kbps bandwidths. It should utilize as minimum as possible processing power and RAM.
- 1.7.6 All parameters related to load & infrastructure (such as mobile specifications, internet bandwidth etc.) to be factored in so that response time is always < 1 second.
- 1.7.7 The mobile application to be developed shall meet the requirement of AP Transport Department and shall comply with "Guidelines for Indian Government Websites (GIGW)" (Click the URL <http://web.guidelines.gov.in/compliance.php>)
- 1.7.8 Mobile application must have security features as follows.
 - 1.7.8.1 Vendor should also get the Security Audit certificate (Safe to Host Certificate) from Cert-in/Cert-in Empaneled agencies before hosting the services.
 - 1.7.8.2 Free from OWASP vulnerabilities (Open Web Application Security Project)
 - 1.7.8.3 Captcha Code on all forms, wherever required.

- 1.7.8.4 Storing of any kind of username and password in the encrypted form in the database.
- 1.7.8.5 Sending data from Mobile app to Server should be in encrypted form.
- 1.7.8.6 Session management
- 1.7.8.7 Audit/log Trail
- 1.7.9 The following fields are mandatory (manually filled or auto filled)
 - a. VCR number,
 - b. VCR Date,
 - c. Place of check i.e GPS Co-ordinates,
 - d. Name of the officer who booked the case,
 - e. Vehicle Registration Number,
 - f. State in which the vehicle is registered
 - g. Class of vehicle,
 - h. Name of the owner,
 - i. Address of the owner,
 - j. Description of the goods,
 - k. Proceeding from.... Proceeding to.....
 - l. Driver License Number.
 - m. Name of the Driver,
 - n. Address of the Driver,
 - o. Previous Violations history of the Driver.
 - p. Profile of driver based on the Violations committed by drawing from the SAS Analytics application.
 - q. Penalties for each of those violations and the sum total of the penalty.
 - r. Pending payments (fees & penalties) to the Transport / Police department.
 - s. Validity of existing Insurance policy.
- 1.7.10 The application shall facilitate the Checking Officer to enter the required details. However, should make use of the existing database to populate the data automatically and reduce duplication of data entry.

- 1.7.11 The authentication for opening the mobile/tablet and application through Fingerprint only.
- 1.7.12 GPS co-ordinates, photo of authorizing officer, date and time should be captured at the time of opening the application and as well as for every transaction.
- 1.7.13 VCR Receipt should be generated for every transaction and can print the same with Bluetooth / Airprint.
- 1.7.14 It is the responsibility of the vendor to integrate online secure E-payment gateway services with acceptance of credit and debit cards (Visa, Master and Maestro) and internet banking of public/private banks specified by AP Transport Department from time to time.
 - 1.7.14.1 Generation of receipts / acknowledgements.
 - 1.7.14.2 Automated reconciliation and generate necessary reports etc.
- 1.7.15 GPS location and battery level of the mobile/tablet should be captured for every hour for tracking.
- 1.7.16 The application should store data in local storage of mobile when the mobile/tablet is out of network coverage and should sync immediately as and when it come in network coverage area.
- 1.7.17 Should build libraries for list of penalties and fines as per requirement of AP Transport Department.
- 1.7.18 The mobile application should integrate with existing database APIs of AP Transport Department. Should carry out the Data migration/porting of existing data if required.
- 1.7.19 Feedback and tickets raising mechanism on the mobile app, a quick way to report bugs and provide suggestions or criticisms.
- 1.7.20 Should identify the App limitations.
- 1.7.21 Should identify Risks if any post App implementation along with mitigation plan.

1.7.22 Implementation and Testing

- 1.7.22.1 The selected Bidder will carry out the implementation as per the requirements and contents finalized during development phase. During this stage the bidder will provide access of the completed application to AP Transport Department for user testing and feedback.
- 1.7.22.2 After completion of development efforts, final testing will be carried out by the Bidder's Quality Assurance Team. The detailed QA report will be shared with AP Transport Department for final testing of mobile app by them.
- 1.7.22.3 The testing including Unit testing, integration testing, system testing, functional testing, peak load testing etc.
- 1.7.22.4 Selected Bidder would create an account on the respective App Store. The cost of the same would be borne by selected bidder.
- 1.7.22.5 UAT sign-off by AP Transport Department.

1.7.23 Deployment of System

- a. Deployment shall include implementation and maintenance of the developed mobile application.
- b. Bidder shall submit ideal minimum deployment requirements for the proposed mobile application that will be sufficient for the smooth functioning of the system without compromising the performance.
- c. The deployment requirements should consist of minimum required hardware, software, and networking items/components that AP Transport Department to arrange for the successful installation and implementation of Mobile application.

1.7.24 Operation and maintenance support

1. Identify and execute training requirements for successful execution of integrated Mobile Application.
2. Preparation of User, Design & Technical manuals and other documents in an easy to understandable and user friendly language with proper diagrams, screen-shots and charts wherever required
3. Support on Training / demo as and when required.
4. Scope of Warranty maintenance
5. Scope of Annual maintenance after warranty.
6. Service Level Agreement
7. Change management plan

1.7.25 Indicative Deliverables

The following are indicative deliverables. However actual deliverables will depend upon project specific requirements and will be finalized in consultation with AP Transport Department.

- a. SRS, High Level Design and Architecture Documents
- b. Performance Test Reports
- c. Security Test Reports
- d. UI Usability Reports
- e. Source code, Proprietorship, Deployment Script and patent - should provide the latest and complete source code along with all the requisite software (Source code, libraries, IDE etc.). AP Transport Department will be the sole proprietor of the Mobile application and bidder have no claim on the same.
- f. User Manual and SOP
- g. Technical and Design Manual
- h. Data Backup process and Archival Process

- i. Requirement Traceability matrix
- j. Data migration utility
- k. Data Model
- l. GIGW complaint certificate from STQC and Security Audit Certificate (Safe to Host Certificate) from Cert-in/cert-in empanelled agencies before hosting the services.
- m. Hands on training to the users over the developed Mobile application.
- n. Post implementation support / warranty (Support after UAT)
 - i. The bidder shall be responsible for installation, administration and maintenance of the Mobile application for the period of warranty after successful implementation and porting of data of AP Transport Department. The warranty would be for a period of ONE year after successful implementation of the website and warranty period would commence after the sign of UAT.
 - ii. During the warranty period, the bidder shall perform all the upgrade/new version update free of cost.
 - iii. Any call shall have to be attended within 24 hours and any major software issue shall be resolved with 2 days of being reported or as mutually decided upon.

1.26. The indicative timelines for execution of the Project are as follows

Deliverables	Timelines
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Deliverables	Timelines
Meetings and Discussions with the Transport Department	1 (one) week from the execution of the Services Agreement
Submission of work plan to the Transport Department for Mobile Application	2 (two) weeks from the execution of the Services Agreement
Submission of Mobile Application design document for approval of the Transport Department	3 (three) weeks from the execution of the Services Agreement
Submission of modified design Mobile Application, if required	1 (one) week from request of such modification from the Transport Department
Approval of Mobile Application design documents by the Transport Department	1 (one) week from receipt of design document from the Service Provider
Approval of the modified design documents for Mobile Application, where applicable	1 (one) week from receipt of modified design document from Bidder
Offering initial version of the Mobile Application to the Transport Department for User Acceptance Testing (UAT)	3 (three) weeks from approval of design by the Transport Department.
Conduct of the UAT by the Transport Department	2 (two) weeks from receipt of initial version of the Web Application from the Service Provider
Remedy for defective functions find found out at the time of UAT and QA Testing by the Service Provider	1 (one) week from getting the feedback from the Transport Department about UAT

Deliverables	Timelines
Carrying out Security Audit of Mobile Application and acceptance of Audit Report by the Transport Department and other hosting service provider	4 (four) weeks from completion of UAT and sign off by the Transport Department.
Launch of Mobile Application and submission of application source code, object code to the Transport Department.	Within 1 (one) week from the acceptance of Security Audit Report by the Transport Department
'Go-Live' of Mobile Application	Within 48 (forty eight) hours from the hosting of the Web Application
Submission of Technical and User Manuals. Training to the Users, as applicable.	Within 1 (one) week after commissioning of the Web Application
Submission of final updated version of source code, object code and technical knowhow.	1 (one) week after hands-on training to the Transport Department/Users in respect of the Web Application.
Closure Report	Within 1 (one) week of completion
Commencement of obligations under Clause 1.2.3	On and from the date of issuance of Co-Op.

1.27. The service level agreements to be adhered to by the Service Provider for the performance of its obligations in respect of the Project are as set out at **Annexure A**

1.7.26 The features and requirements indicated above are bare minimum. It does not limit the Bidders to provide features or specifications which are better than those mentioned above.

1.8 Interpretation

The statements and explanations contained in this RFP are intended to provide a better understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Service Provider set forth in the Services Agreement or the Transport Department's rights to amend, alter, change, supplement or clarify the scope of work. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Transport Department.

1.9 Brief Description of the Bidding Process

1.9.1 The Transport Department has adopted a single stage – 3 (three) cover process for selection of the Successful Bidder for the Project. Bidders would need to submit the following 3 (three) sets of documents in separate sealed envelopes as part of their Proposal:

- (a) **Qualification Submissions** (*as hereinafter defined*);
- (b) Documents relating to the qualifications of the Bidder and technical aspects of the Project ("**Technical Proposal**"), consisting of the details mentioned in **Annexure M** of this RFP; and
- (c) Financial proposal ("**Financial Proposal**") in accordance with **Annexure N** of this RFP.

1.9.2 Bidders are invited to examine the Project in greater detail, and to carry out, at their cost, such studies as may be required for submitting their respective Proposals including implementation of the Project.

- 1.9.3 The evaluation of the Proposals will be carried out in 3 (three) stages in the following manner:-
- (a) The first stage would involve evaluation in accordance with Clause 3.3 of the RFP. Based on the evaluation under Clause 3.3 of the RFP, qualifying Bidders shall be shortlisted for further evaluation.
 - (b) In the second stage, the Technical Proposals from Qualified Bidders would be evaluated to ascertain conformance with the technical requirements of the Project. Only those Qualified Bidders who are declared to be technically qualified in accordance with Clause 3.4 ("**Technically Qualified Bidders**") would be considered for evaluation in the next stage.
 - (c) In the third stage, the Financial Proposals of the Technically Qualified Bidders would be evaluated in accordance with Clause 3.5 of the RFP based on the evaluation criteria specified for evaluation of the Financial Proposal in order to identify the Successful Bidder.
 - (d) Proposals are invited for the Project on the basis of the highest Composite Bid Score.
- 1.9.4 Generally, the Technically Qualified Bidder who is adjudged to have the highest Composite Bid Score shall be declared the 'Successful Bidder'. In case such the Successful Bidder withdraws or is not selected for any reason, the reasons for the Successful Bidder not being selected shall be recorded in writing by the Transport Department and the Transport Department may, at its discretion, either invite fresh Proposals from the remaining Qualified Bidders or annul the bidding process.
- 1.9.5 Details of the process to be followed as part of the bidding process and the terms thereof are further spelt out in this RFP.

1.9.6 Any queries or request for additional information concerning this RFP shall be submitted in writing by speed post/ courier/ special messenger and by e-mail so as to reach the officer designated in Clause 2.12.7 by the date specified in Clause 1.10 below. The envelopes / communication shall clearly bear the following identification/ title:

**“Queries/Request for Additional Information:
RFP for the Project for
Design, Development, Integration, Implementation and
Maintenance of the Vehicle Check Report (VCR)
Mobile Application
for the Transport Department,
Government of Andhra Pradesh”**

1.10 Schedule of Bidding Process

The Transport Department shall endeavor to adhere to the following schedule.

Sl. No	Name of the work	Selection of Company for Design, Development, Integration, Implementation & Maintenance of Vehicle Check Report (VCR) Mobile Application, Government of Andhra Pradesh
1	Bid opening date on the website www.apetprocure.gov.in	20.02.2017 at 08:30 P.M
2	Last date for receiving Queries	22.02.2017 at 11:00 A.M
3	Time and Date of Pre-Bid Conference	23.02.2017 at 03:00 P.M at O/o Transport Commissioner, 1st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
4	Response to queries latest by the Transport Department	25.02.2017 at 03:00 P.M

5	Bid Document Download End date and time	26.02.2017 at 10:00 P.M
6	Bid closing date and time	27.02.2017 at 10:30 A.M
7	Last Date and Time for receipt of Hard copies of Bids	27.02.2017 at 11:00 A.M at O/o Transport Commissioner, 1st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
8	Time and date of opening technical bids and Oral presentations including product demo and implementation methodology.	27.02.2017 at 11:30 A.M at O/o Transport Commissioner, 1st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
9	Time and opening of Financial bids	27.02.2017 at 03:00 P.M at O/o Transport Commissioner, 1st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
10	Tender Document Fee (Non Refundable)	Rs.5,000/-DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd.
11	Earnest Money Deposit	Rs. 25,000/- DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd or bank guarantee as mentioned in clause 2.4 of RFP.
12	Officer inviting Bids	On behalf of the Government of Andhra Pradesh ("GoAP"), the Transport Commissioner, Andhra Pradesh, invites eligible and competent bidders to submit their pre-qualification, technical and financial proposal for the Project, in accordance with conditions and manner prescribed in this RFP and other Bidding Documents issued by the Government of Andhra Pradesh, which is available on its

		website (http://www.aptransport.org/) and also on the GoAP e-procurement website (http://www.apecurement.gov.in/).
13	Address for Communication	O/o Transport Commissioner, 1st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
14	Email ID & Contact Number	tc@aptransport.org , dtc_it@aptransport.org Number: 9848045338

1.28. To clarify and discuss issues with respect to the Project and the RFP, the Transport Department may hold Pre-Proposal meeting(s). The Transport Department will endeavor to hold the Pre-Proposal meeting as per bidding schedule specified in Clause 1.10 above.

1.29. The date, time and venue of the Pre-Proposal Meeting shall be:

Date: [23.02.2017]

Time: 03:00 P.M

Venue: O/o Transport Commissioner,
1st Floor, NTR Administrative Block,
RTC House, Pandit Nehru Bus Station complex,
Vijayawada, AP

1.30. Prior to the Pre-Proposal meeting(s), the Bidders may submit a list of queries and propose deviations, if any, to the Project requirements and/or the Services Agreement. Bidders must formulate their queries and forward the same to the Transport Department as per the time schedule set out in Clause 1.10 above. The Transport Department may, in its sole discretion or based on inputs provided by Bidders that it considers acceptable, amend the RFP.

1.31. Bidders may note that the Transport Department will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to

be submitted by the Bidders would have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the Bidding Documents with all its contents including the draft Services Agreement. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

1.32. Attendance of the Bidders at the Pre-Proposal meeting is not mandatory.

1.33. All correspondence / enquiries are to be submitted at the co-ordinates indicated below, in writing by facsimile/registered post/courier or by email:

Kind on	Transport Commissioner, Government of Andhra Pradesh
Address	O/o Transport Commissioner, 1 st Floor, NTR Administrative Block, RTC House, Pandit Nehru Bus Station complex, Vijayawada, AP
Facsimile	040 - 23321300
Email	tc@aptransport.org , dtc_it@aptransport.org

11.6 The Transport Department shall make available its responses, including a description of the enquiry, but without identifying its source, on the e-procurement website and/or its website. In addition, the Transport Department may choose to send to all Bidders, written copies of such responses to all the Bidders. No interpretation, revision, or other communication from the Transport Department regarding this solicitation is valid unless it is in writing and is signed by a person not less than the rank of the Commissioner for the Transport Department.

2. INSTRUCTIONS TO BIDDERS

A. GENERAL

2.1. General terms of Bidding

2.1.1.No Bidder shall submit more than one Proposal for the Project. A Bidder shall not be entitled to submit another Proposal, either directly or through its affiliate.

2.1.2.This RFP and the Bidding Documents are being provided only as a preliminary reference document by way of assistance to the Bidders who are expected to carry out their own surveys, investigations and other detailed examination of the Project before submitting their Proposals.

2.1.3.Not with standing anything to the contrary contained in this RFP, the detailed terms specified in the draft Services Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Services Agreement.

2.1.4.The Proposal shall consist of (a) the Qualification Submissions; (b) Technical Proposals; and (c) the Financial Proposal, which shall inclusive of taxes and indicated separately, to be quoted by the Bidder as per the terms and conditions of this RFP. The Financial Proposal should indicate the amounts mentioned therein, in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be considered.

2.1.5.The Bidder shall deposit a Bid Security of **Rs. 25,000/- (Rupees Twenty Five Thousand only)** in the form of DD from any scheduled bank in favour of Chief Accounts Officer and Financial advisor, O/o. Transport Commissioner, A.P., Hyderabad in accordance with the provisions of this RFP.

2.1.6.The Bidder should submit a Power of Attorney as per the format at **Annexure E**, authorizing the signatory of the Proposal to commit the Bidder.

- 2.1.7. Any condition or qualification or any other stipulation contained in the Proposal shall render the Proposal liable to rejection as non-responsive.
- 2.1.8. The Proposal and all communications in relation to or concerning the Bidding Documents and the Proposal shall be in English language.
- 2.1.9. The documents including this RFP and all attached documents, provided by the Transport Department are and shall remain or become the property of the Transport Department and are provided to the Bidders solely for preparation and the submission of a Proposal in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Proposal. The provisions of this Clause 2.1.9 shall also apply *mutatis mutandis* to Proposals and all other documents submitted by the Bidders, and the Transport Department will not return to the Bidders any Proposal, document or any information provided along therewith.
- 2.1.10. A Bidder shall not have a conflict of interest (the "**Conflict of Interest**") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Transport Department and not by way of penalty for, *inter alia*, the time, cost and effort of the Transport Department, including consideration of such Bidder's Proposal (the "**Damages**"), without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding process, if:
- (a) the Bidder, or its Associate (or any constituent thereof) and any other Bidder, any of its Associates (or any constituent thereof) have common controlling shareholders or other

ownership interest. Provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Associate (or any shareholder thereof having a shareholding of not more than 25% (twenty five percent) of the paid up and subscribed share capital of such Bidder or Associate thereof, as the case may be) in the other Bidder, or Associate thereof, as the case may be, is not more than 25% (twenty five percent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause 2.1.10, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "**Subject Person**") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% (twenty six percent) of the subscribed and paid up equity shareholding of such intermediary; or

- (b) such Bidder or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder or Associate thereof, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder or any Associate thereof; or
- (c) such Bidder has the same legal representative for purposes of the Proposal as any other Bidder; or

- (d) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both able to have access to each other's information about, or to influence the Proposal of either or each other; or
- (e) such Bidder or any Associate thereof has participated as a consultant to the Transport Department in the preparation of any documents, design or technical specifications of the Project.

Explanation 1: For purposes of this RFP, the term 'Associate' means, in relation to the Bidder /, a person who controls, is controlled by, or is under the common control with such Bidder / (the "**Associate**"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty percent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.

2.1.11. A Bidder shall be liable for disqualification and forfeiture of Bid Security if any legal, financial or technical adviser of the Transport Department in relation to the Project is engaged by the Bidder or any Associate thereof, as the case may be, in any manner for matters related to or incidental to such Project during the bidding process or subsequent to the (i) issue of the LOA or (ii) execution of the Services Agreement. In the event any such adviser is engaged by the Successful Bidder or Service Provider, as the case may be, after issue of the LOA or execution of the Services Agreement for matters related or incidental to the Project, then notwithstanding anything to the contrary contained herein or in the LOA or the Services Agreement and without prejudice to any other right or remedy of the Transport Department, including the forfeiture and appropriation of the Bid Security or Performance Security, as the case may be, which the Transport Department may have there under or otherwise, the LOA or the Services Agreement, as the case may be, shall be liable to be terminated without the Transport

Department being liable in any manner whatsoever to the Successful Bidder or Service Provider for the same. For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the Bidder or its Associate in the past but its assignment expired or was terminated prior to the issuance of this RFP. Nor will this disqualification apply where such adviser is engaged after a period of 5 (five) years from the date of commissioning of the Web Application in accordance with the Services Agreement.

2.1.12. This RFP is not transferable.

2.1.13. Any award of Project pursuant to this RFP shall be subject to the terms of Bidding Documents.

2.2. Requirements for Bidders

2.2.1. *Pre-Qualification Criteria*

(a) The Bidder shall be required to comply with the following pre-qualification criteria for being eligible to submit the Proposal:

#	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
Financial Capability		
1	The aggregate sales turnover of the Bidder from providing software design, development, implementation, application maintenance in the immediately preceding 3 (three) financial years should be Rs.10 Crores or more turn over.	Extracts from the audited Balance sheet and Profit & Loss Account of the Bidder in the format prescribed in Annexure K; OR Certificate from the statutory auditor certifying the compliance of the pre-qualification criteria.

#	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
Technical Capability		
1	The Bidder must have undertaken and completed 2 (two) projects for design, development implementation and maintenance of software and each of such projects shall be of a value (consideration paid to the Bidder for providing such services) not less than Rs. 10 lakhs , in last 5 (five) years.	<p>The Bidder has to be submit either of the following in connection with compliance of each of the 5 (five) pre-qualification criteria for Technical Capability:</p> <p>(a) Work Orders + Completion certificates from the client in format prescribed in Annexure L;</p> <p>OR</p> <p>(b) Work Orders + Self Certificate of Completion (Certified by the Statutory Auditor) in the format prescribed in Annexure J;</p> <p>OR</p> <p>(c) Work Orders + Phase Completion Certificate (for ongoing projects) from the client in format prescribed in Annexure L.</p>
2	The Bidder must have undertaken and completed 2 (two) projects for providing on site operation and maintenance support for Mobile application for a minimum period of 3 (three) years and each of such projects shall be of a value (consideration paid to the Bidder for providing such services) not less than Rs. 10 lakhs in last 5 years	
Others		

#	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
1	The Bidder shall be a single private/public limited company, incorporated under the Companies Act, 1956.	The Bidder has to submit the following: (a) Certificate of incorporation; (b) Copy of PAN; and (c) Copy of the Service Tax Registration
2	Manpower Strength – 20 or more employees should be employed including all the designations with qualifications as specified in Clause 2.2.1 (d) including Design, development & implementation, & Maintenance of Mobile application	Self-Certification by the authorized signatory with clear declaration of the number of staff – year wise, level/designation wise as per the format specified in Clause 2.2.1(d) below.
3	The Bidder should not have been black-listed by any Government or any Governmental agency/department	The Bidder should submit self-certification confirming that Bidder has not been black-listed by any Government or any governmental agency/department.
4	The Bidder must have submitted the Bid Security.	The Bidder should submit Bid Security in accordance with Clause 2.4 and Clause 2.1.5 of this RFP.

- (b) The team of employees meet with the following requirements in connection with execution of the project should be deployed by the Bidder for design, development, implementation and maintenance of Mobile application:

- (i) **Team Leader:** The minimum qualification of the team leader shall be the following: *ME/M.Tech in CSE/IT or MBA after BE/B.Tech in CSE/IT or MCA from any recognized university/Institution; 12 (twelve) years of experience with 5 (five) years as Team Leader in similar projects (development, implementation and maintenance of online web application software solutions).*
- (ii) **Software Architect-cum-Designer:** The minimum qualification of the software architect-cum-designer shall be the following: *BE/B.Tech in CSE/IT or MCA from any recognized university/institution; 7 (seven) years of experience in interfacing and integration of the solution components, designing software look-and-feel with visual design as well as with web standards taking into account customer's requirements.*
- (iii) **UI Designers:** The minimum qualification of the UI designers shall be the following: *BFA/B Arch./B.Design /MFA/Diploma in Graphics /Web Design; 3+ years of Experience*
- (iv) **Senior Quality Expert:** The minimum qualification of the senior quality expert shall be the following: *Graduate/Post Graduate with minimum 7 years of Experience; Preferably should have worked on laying down guidelines for getting ISO Certification, S/w development quality assurance frameworks; Exposure to finalization of the User Acceptance Process and Criteria.*
- (v) **Database Expert:** The minimum qualification of the database expert shall be the following: *Master's Degree in Computer Science or Engineering with 8+ years of experience with at least 5 years with DBMS; Relevant Database certifications.*

- (vi) **Database Administrator:** The minimum qualification of the database administrator shall be the following: *BE/B.Tech., in CSE/IT or MCA from any recognized university/institution; 7 (seven) years of experience in database design, development, administration etc.*
- (vii) **Content/Technical writers:** The minimum qualification of the content/technical writers shall be the following: *BA/MA (English)/Degree in Mass Communication with 2 years of Experience.*
- (viii) **Mobile application developers:** The minimum qualification of the web application developers shall be the following: *Graduate with at least 3 years of Experience; BE/B.Tech (Computer Science or IT) preferred; At least 2 years of Experience in Mobile Application Development.*
- (ix) **Solution/ Technology Architect:** The minimum qualification of the Solution/ Technology Architect shall be the following: *Degree in Computer Science or Engineering; 10+ years of experience with at least five years as a Technology Architect; Certified as an Architect in the technologies / stack(s) proposed for the project.*
- (x) **Software Tester:** The minimum qualification of the Software Tester shall be the following: *BE/B.Tech in CSE/IT or MCA from any recognized university/institution; 7 (seven) years' experience in various techniques and methods of software testing (black box testing, integration testing, etc.).*
- (xi) **Security Expert:** The minimum qualification of the Security Expert shall be the following: *B.E. /B.Tech (Preferably in CS/Electronics and Communications)/MCA ; 5 + years in IT security, Exposure to BS15000 process /ISO 27001/ BS 7799/ISO 20000/ ITIL or ITIL and CISSP, CISA certified.*

(xii) **Training and Change Management Expert:** The minimum qualification of the Training and Change Management Expert shall be the following: *MBA with Specialization in HR/ Change Management; Minimum 3 year of experience in delivery of User Training Programs.*

- (c) The same professional/personnel should not be placed in more than 1 (one) role / position.
- (d) Bidders should submit the above mentioned details of qualifications of their employees, team wise, in the following format:

Sl. No	Employee Name	Designation	Qualifications	Experience	Area of expertise	Period of association with the Bidder

2.3. Proposal and its contents

2.3.1. The Bidder shall submit the documents/information listed in sub-clauses (a) and (b) of this Clause 2.3.1 (collectively "**Qualification Submissions**"):

- (a) The following documents shall be submitted by the Bidder:
 - (I) Letter of Proposal as per **Annexure F**;
 - (II) Power of Attorney as per **Annexure E**, authorizing the signatory of the Proposal to commit the Bidder;
 - (III) Letter of Commitment as per **Annexure G**;

- (IV) Anti-Collusion Certificate as per **Annexure H**;
 - (V) Bid Security as per **Annexure I and Clause 2.4 below**;
 - (VI) Proof of payment of cost towards Bidding Documents, in case downloaded from internet; and
- (b) The Bidder shall submit all the documents specified in Clause 2.2.1(a) in support of the compliance of the pre-qualification criteria mentioned in Clause 2.2.1(a) above ("**Qualification Documents**").
 - (c) The Bidder should also submit a compliance sheet listing out all the documents submitted by the Bidder as part of the Qualification Submissions and indicating whether the Bidder has submitted all the documents to be submitted as part of the Qualification Submissions.

2.3.2. The Bidder shall submit the Technical Proposal as per **Annexure M** of the RFP.

2.3.3. The Bidder shall submit the Financial Proposal as per **Annexure N** of the RFP.

2.3.4. The opening of Bidding Documents and acceptance thereof shall be undertaken substantially in accordance with this RFP.

2.4. Bid Security

2.4.1. A Bidder is required to deposit, along with its Proposal, a bid security of **Rs. 25,000/- (Rupees Twenty Five Thousand only)** (the "**Bid Security**"), which shall be refundable within a period of 180 (one hundred and eighty) days from the date of opening of the Proposals in accordance with this RFP, except in the case of the Successful Bidder whose Bid Security shall be retained till such Successful Bidder has provided a Performance Security under the Services Agreement.

- 2.4.2. The Bid Security shall be in the form of a DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, O/o. T.C, A.P, payable at Hyderabad or bank guarantee in favour of Transport Commissioner, Government of Andhra Pradesh issued by any scheduled bank in India, as per the format specified at **Annexure I**. The validity period shall not be less than 180 (one hundred and eighty) days from the Due Date.
- 2.4.3. The Bid Security shall be kept valid throughout the Proposal Validity Period and shall be extended, if so required by the Transport Department, in case of any extension in Proposal Validity Period in accordance hereof.
- 2.4.4. The Proposal shall be summarily rejected if it is not accompanied by the Bid Security.
- 2.4.5. In addition to the grounds for forfeiture of the Bid Security specified elsewhere in this RFP, the Bid Security shall be forfeited in the following cases:
- (a) If the Bidder modifies or withdraws its Proposal except as provided in Clause 2.15;
 - (b) If the Bidder does not provide, within the time specified by the Transport Department, any supplemental information sought by the Transport Department for evaluation of the Proposal;
 - (c) If the Bidder withdraws its Proposal during the interval between the Due Date and expiration of the Proposal Validity Period;
 - (d) If the Successful Bidder fails to provide the Performance Security and/or execute the Services Agreement with the Transport Department within the stipulated time or any extension thereof provided by the Transport Department; and
 - (e) If any information or document furnished by the Bidder is or discovered to be misleading, a misrepresentation, inaccurate or untrue in any material respect.

2.4.6. Any such misrepresentation / inaccuracy / improper response etc. as specified in Clause 2.7.2 shall lead to the disqualification of the Bidder. If such disqualification / rejection occurs after the Proposals have been opened and the Shortlisted Bidder / Successful Bidder gets disqualified / rejected, then the Transport Department reserves the right to:

- (a) invite the remaining Qualified Bidders to submit their Proposals for the selection of the Service Provider; or
- (b) take any such measure as may be deemed fit in the sole discretion of the Transport Department, including annulment of the bidding process.

2.5. Cost of Bidding

The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the bidding process. The Transport Department will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

2.6. Verification of Information

2.6.1. It shall be deemed that by submitting a Proposal, the Bidder has:

- (a) made a complete and careful examination of the Bidding Documents;
- (b) received all relevant information requested from the Transport Department;
- (c) accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Transport Department relating to any of the matters referred to in this RFP;
- (d) satisfied itself about all matters, things and information including matters necessary and required for submitting an

informed Proposal, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations there under;

- (e) acknowledged and agreed that any inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred to hereunder shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Transport Department, or a ground for termination of the Services Agreement by the Service Provider;
- (f) acknowledged that it does not have a Conflict of Interest; and
- (g) agreed to be bound by the undertakings provided by it under and in terms hereof.

2.7. Verification and Disqualification

2.7.1. The Transport Department reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP and/or the other Bidding Documents and the Bidder shall, when so required by the Transport Department, make available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by the Transport Department shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Transport Department there under.

2.7.2. In case it is found during the evaluation or at any time before signing of the Services Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification conditions have not been met by the Bidder, or the Bidder has made misrepresentation or has given any incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Service Provider either by issue of the LOA or entering into of the Services Agreement, and if the Successful Bidder has already been issued the LOA or has entered into the Services Agreement, as the case may be, the same shall,

notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Transport Department to the Successful Bidder or the Service Provider, as the case may be, without the Transport Department being liable in any manner whatsoever to the Successful Bidder or the Service Provider. In such an event, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as damages, without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement, or otherwise.

B. DOCUMENTS

2.8. Contents of the RFP

This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below, and will additionally include any addenda issued in accordance with Clause 2.10.

Notice Inviting Tender

- Section 1. Introduction
- Section 2. Instructions to Bidders
- Section 3. Evaluation of Proposals
- Section 4. Fraud and Corrupt Practices
- Section 5. Miscellaneous

and the following Annexures

- Annexure A – Service Level Agreements and related Damages
- Annexure B – Functional / Technical Evaluation Sheet
- Annexure C - Undertaking of Information Security
- Annexure D – Details of the employees to be deployed by the Service Provider for operation and maintenance of the Mobile application
- Annexure E – Format of the Power Of Attorney for Signing the Proposal
- Annexure F – Format of the Letter of Proposal

- Annexure G – Format of the Letter of Commitment
- Annexure H – Format of Anti-Collusion Certificate
- Annexure I – Format of the Bank Guarantee for Bid Security
- Annexure J – Format of Self Certificate of Completion
- Annexure K – Format of the extracts from the audited Balance sheet and Profit & Loss Account
- Annexure L – Format of the completion certificate from the client
- Annexure M – Contents of the Technical Proposal
- Annexure N – Contents of the Financial Proposal

2.9. Clarifications

- 2.9.1. Bidders requiring any clarification on the RFP may notify the Transport Department in writing by registered post acknowledgement due / courier / facsimile and/or by e-mail in accordance with Clause 1.9.6. The Bidders should send in their queries on or before the date mentioned in the schedule of bidding process specified in Clause 1.10. The responses will be sent by e-mail and shall also be made available at the e-procurement website and/or the website of the Transport Department, as specified in this RFP.
- 2.9.2. The Transport Department shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, the Transport Department reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Transport Department to respond to any question or to provide any clarification.
- 2.9.3. The Transport Department may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the Transport Department shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by the Transport Department or its employees or representatives shall not in any way or manner be binding on the Transport Department.

2.10. Amendment of RFP

- 2.10.1. At any time prior to the Due Date, the Transport Department may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP and/or provide additional documents by the issuance of addenda.
- 2.10.2. Any addendum issued hereunder will be in writing and shall be sent to all the Bidders and shall also be made available at the e-procurement website and/or the website of the Transport Department, as specified in this RFP.

C. PREPARATION AND SUBMISSION OF PROPOSALS

2.11. Format and Signing of Proposal

- 2.11.1. The Bidder shall provide all the information sought under this RFP/Bidding Documents. The Transport Department will evaluate only those Proposals that are received in the required formats and complete in all respects.
- 2.11.2. The Bidder shall submit the proposal in 3 (three) separate covers, namely,
- (a) Qualification Submissions as specified in Clause 2.3.1;
 - (b) Technical Proposal as per **Annexure M**; and
 - (c) Financial Proposal as per at **Annexure N**.
- 2.11.3. The Proposal and its copy shall be typed and signed by the authorized signatory of the Bidder who shall also initial each page, in blue ink. The Proposal and its copy, respectively, shall be bound in hard cover and the pages shall be numbered serially. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initiated by the person(s) signing the Proposal.

2.11.4. The Bidder shall submit 1 (one) original and 1 (one) copy of the entire Proposal. In the event of any discrepancy between the original and the copies, the original shall prevail.

2.12. Sealing and Marking of Proposals

2.12.1. The Bidder shall seal each of the 3 (three) parts of the Proposal in separate covers. The 3 (three) sealed covers shall be placed in a single outer cover, clearly marking each of the envelopes as "**ORIGINAL**".

2.12.2. Similarly, the copies of 3 (three) parts of the Proposal shall be sealed in separate envelopes and placed in a single larger cover, clearly marking each of the envelopes as "**COPY**".

2.12.3. The documents accompanying the Proposal shall be placed in a separate envelope and marked as "**ENCLOSURES OF THE PROPOSAL**". The documents shall include:

(a) Bid Security in the format at **Annexure – I**; and

(b) Power of Attorney for signing of Proposal in the format at **Annexure – E**.

2.12.4. A true copy of the documents accompanying the Proposal, shall be bound in hard cover and the pages shall be numbered serially. Each page thereof shall be initiated in blue ink by the authorized signatory of the Bidder. This copy of the documents shall be placed in a separate envelope and marked "Copy of Documents".

2.12.5. Both the 'original', the 'copy' and the 'enclosures of the proposal' shall be placed in a single larger envelope and sealed.

2.12.6. Each of the envelopes (outer and inner) shall clearly bear the following identification:

**Proposal for the Project for
Design, Development, Implementation, Integration,
Implementation and Maintenance of the Vehicle Check Report
(VCR) Mobile Application**

for the Transport Department, Government of Andhra Pradesh”

2.12.7. The envelopes shall be addressed and submitted to:

Kind Attention Transport Commissioner,
Government of Andhra Pradesh

Address O/o Transport Commissioner,
1st Floor, NTR Administrative Block,
RTC House, Pandit Nehru Bus Station complex,
Vijayawada, AP

2.12.8. If the envelopes are not sealed and are not marked as instructed above, the Transport Department shall assume no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Bidder. Further, such Proposal may, at the sole discretion of the Transport Department, be rejected.

2.13. Proposal Due Date

2.13.1. Proposals should be submitted by 11:00 A.M IST on 27.02.2017 i.e. Due Date specified in the schedule of the bidding process specified at Clause 1.10 at the address provided in Clause 2.12.7 in the manner and form as detailed in this RFP/Bidding Documents. A receipt of acknowledgement thereof should be obtained from the person specified at Clause 2.12.7 or his authorized representative.

2.13.2. The Transport Department may in its sole discretion, in order to afford the Bidders a reasonable time for taking an addendum into account, or for any other reason to be recorded in writing, by issuing an addendum in accordance with Clause 2.10, extend the Due Date uniformly for all Bidders.

2.14. Late Proposals

Proposals received by the Transport Department after the specified time on the Due Date shall not be eligible for consideration and shall be summarily rejected.

2.15. Modifications / substitution/ withdrawal of Proposals

2.15.1. The Bidder may modify, substitute or withdraw its Proposal after submission, provided that written notice of the modification, substitution or withdrawal is received by the Transport Department prior to the Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder on or after the Due Date.

2.15.2. The modification, substitution or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with Clause 2.12, with the envelopes being additionally marked "**MODIFICATION**", "**SUBSTITUTION**" or "**WITHDRAWAL**", as appropriate.

2.15.3. Any alteration/ modification in the Proposal or additional information supplied subsequent to the Due Date, unless the same has been expressly sought for by the Transport Department, shall be disregarded.

2.16. Rejection of Proposals

2.16.1. Notwithstanding anything contained in this RFP, the Transport Department reserves the right to reject any Proposal and to annul the bidding process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor. If the Transport Department rejects or annuls all the Proposals, it may, in its discretion, invite all eligible Bidders to submit fresh Proposals hereunder.

2.16.2. The Transport Department reserves the right not to proceed with the bidding process at any time, without notice or liability, and to reject any Proposal without assigning any reasons.

2.17. Validity and Extension of the Proposals

2.17.1. Proposal shall remain valid for a period not less than 180 (one hundred and eighty) days from the Due Date ("**Proposal Validity Period**"). The Transport Department reserves the right to reject any Proposal, which does not meet this requirement.

2.17.2. In exceptional circumstances and for reasons to be recorded in writing, prior to expiry of the abovementioned Proposal Validity Period, the Transport Department may request Bidders to extend the Proposal Validity Period for an additional period of 90 (ninety) days.

2.18. Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Transport Department in relation to, or matters arising out of, or concerning the bidding process. The Transport Department will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Transport Department shall not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Transport Department or as may be required by law or in connection with any legal process.

2.19. Correspondence with the Bidder

Save and except as provided in this RFP, the Transport Department shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Proposal.

2.20. Appointment of Consultant(s)

The Transport Department may utilize the services of consultant(s) or advisor(s) to assist the Transport Department in the examination, evaluation, and comparison of Proposals.

3. EVALUATION OF PROPOSALS

3.1. Opening and Evaluation of Proposals

- 3.1.1. The Transport Department shall open the Proposals at 11:30 A.M on 27.02.2017, at the venue specified in Clause 1.6.2 and in the presence of the Bidders who choose to attend.
- 3.1.2. The Transport Department will subsequently examine and evaluate the Proposals in accordance with the provisions set out in this Section 3.
- 3.1.3. To facilitate evaluation of the Proposals, the Transport Department may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.
- 3.1.4. The Transport Department will constitute a committee to evaluate the responses of the Bidders ("**Committee**"). The Committee constituted by the Transport Department shall evaluate the Proposals and other responses to the RFP including all supporting documents / documentary evidence. The failure by any Bidder to submit requisite supporting documents / documentary evidence, may lead to rejection of the Proposal. The decision of the Committee in the evaluation of responses to the RFP shall be final.
- 3.1.5. The Committee may ask for meetings with the Bidders to seek clarifications on the Proposals. The Committee reserves the right to reject any or all Proposals on the basis of any deviation(s) from requirements under the Bidding Documents. Each of the responses shall be evaluated as per the criteria and requirements specified in the Bidding Documents.

3.2. Contacts during Proposal Evaluation

Proposals shall be deemed to be under consideration immediately after they are opened and until such time the Transport Department makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, the Bidders and/or their representatives or other interested parties must refrain, save and except as required under the Bidding Documents, from contacting

by any means, the Transport Department and/or their employees/representatives on matters related to the Proposals under consideration.

3.3. Test of responsiveness

3.3.1. As part of evaluation of Proposals, the Transport Department will at first determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall not be considered responsive if the Proposal *inter alia* does not contain all the information/documents (complete in all respects) requested as part of the Qualification Submissions as per this RFP and/or Bidding Documents (in formats as specified for the same). Without prejudice to the generality of the foregoing, the Transport Department will determine (whether or not any of the following is required to be submitted as part of the Qualification Submissions), whether the Proposal:

- (a) is received/deemed to be received by the Due Date including any extension thereof pursuant to Clause 2.13;
- (b) is prepared, signed, sealed and marked as stipulated in Clause 2.11 and Clause 2.12;
- (c) is accompanied by the Bid Security as stipulated in Clause 2.4;
- (d) is accompanied by the Power of Attorney, the format for which is specified in **Annexure E**;
- (e) contains any condition or qualification;
- (f) is not non-responsive in terms hereof;
- (g) is accompanied by a demand draft towards cost of the Bidding Documents, in case the same has been downloaded from the internet; and/or
- (h) such other conditions as the Transport Department may prescribe as part of the Bidding Documents.

3.3.2. The Transport Department reserves the right to reject any Proposal:

- (a) of a Bidder who fails to meet the pre-qualification criteria set out in Clause 2.2.1 of this RFP;
- (b) of a Bidder who fails to provide the Qualification Submissions including the Qualification Documents in support of the pre-qualification criteria; or
- (c) which is non-responsive.

3.3.3. The Technical Proposal(s) of only those Bidders whose Proposals are not rejected under Clause 3.3.2 ("**Qualified Bidders**") will be evaluated by the Transport Department in accordance with 3.4 below. The Proposal(s) which are rejected under Clause 3.3.2 will not be further evaluated by the Transport Department.

3.4. Evaluation of Technical Proposals

3.4.1. The Committee will evaluate the Technical Proposals of the Qualified Bidders for technical evaluation under Clause 3.3.3 of this RFP. The evaluation of the Technical Proposals shall involve the following stages:

- (a) The Committee will first review the Technical Proposal to confirm whether all the documents/information to be submitted by the Qualified Bidders as part of the Technical Proposal have been submitted by the Qualified Bidders. Only those Qualified Bidders who have submitted all such documents/information as part of the Technical Proposal in accordance with the requirements of the Bidding Documents in shall be deemed to be qualified for second stage of the technical evaluation.
- (b) The Second stage of evaluation is an evaluation of the Proof of Concept of the Mobile APP submitted by the Bidder. The Mobile APP should consist of workflow which is enclosed in Annexure -1. Non-Submission of the PoC will lead to disqualification of then bidder.

(c) As part of the above exercise, the Committee will examine the following.

Sl. No	Criteria	Documents to be submitted by the Bidder	Contents to be included	Marks Break up	Maximum Marks Out of 100
1	Application Demo and Presentation	Demonstration showcasing the features as mentioned	Application features in-line with the requirements specified in this RFP	6	30
			Capability of the solution to interface with Department's core Application and 3 rd party applications etc.	6	
			Technical readiness towards scalability, redundancy and business continuity including application's regular updating process	6	
			Organizational structure of the bidder including technical and operational support capabilities, roadmap for enhancement of product features and user experience	6	
			Mobile Security setup (device level as well as application / solution level), roadmap to meet growing security challenges	6	

Sl. No	Criteria	Documents to be submitted by the Bidder	Contents to be included	Marks Break up	Maximum Marks Out of 100
2	Functional and Technical specification	Annexure B	Functional Requirements	6	6
3	Mobile application development platform capabilities	Annexure B	Development Platform capabilities	6	6
4	Detailed Project Plan	Note on Detailed Project Plan	Complete development, implementation & integration plan	4	14
			Capacity building & change management plan including training planner	4	
			Operations & Mobile Application maintenance plan	6	
			Risk assessment & mitigation plan	6	
5	Project Methodology, Support and Documentation	Note on Project Methodology, Support and Documentation	Software testing plan & methodology	5	26
			UAT plan & methodology	5	
			Quality testing & security auditing	5	
			Handling & post implementation support	5	
			Documentation & user manuals	3	

Sl. No	Criteria	Documents to be submitted by the Bidder	Contents to be included	Marks Break up	Maximum Marks Out of 100
			Documentation updates to correspond with each software releases.	3	
6	Project Management	(i) Note on Project Management	Project plan & implementation schedule	3	18
		(ii) Project Plan & schedule as per Appendix M3 hereto to this Annexure M	Key milestones and deliverables (along with example deliverables, where possible)	3	
			Bill of material of all components proposed for solution without cost (e.g. software, hardware etc.)	3	
		(iii) Bill of Material as per Appendix M4 hereto to this Annexure M	Manpower deployment plan for Project	3	
			CVs of the key personnel implementing all the components of the Project	3	
		(iv) CV of proposed personnel as per Appendix M5 hereto to this Annexure M	Citations of earlier experiences (Past Assignments)	3	
			TOTAL	100	

- (b) Technical assessment shall be done only if the bidder is found eligible as per the Eligibility Criteria stipulated in this RFP document. Non-compliance of even one condition mentioned in eligibility criteria may render the bid ineligible.
- (c) Technical assessment shall broadly cover the following:
 - i. Submission made by bidders in their response to this RFP as per the template provided.
 - ii. Presentation made by the bidder covering product features, support, implementation and maintenance strategy, company's financial and project management capabilities etc.
 - iii. Certificates and audit reports submitted by the Bidder.
- (d) Commercial proposal shall be opened only for the short-listed bidders who have secured minimum cut-off mark of 70% score or more in the Technical assessment.
- (e) In case only one participant bidder gets 70% or more score, then the next highest scoring bidder may also be selected for commercial evaluation at the sole discretion of the Department. In case none of the participant bidders scores 70% score or more, the commercial bid of only top 2 bidders on the basis of the technical and functional assessment may be opened at the sole discretion of the Department. The difference between top two bidders should not be more than 5%. Bids scoring less than 60% marks will be disqualified.
- (f) After the evaluation of the eligibility criterion and technical compatibility, the price bid of only technically qualified bidders (as per the criteria mentioned herein) shall be considered for price bid evaluation. The Department reserves its right to seek and obtain substantiating data from the bidders for verification of the credentials submitted. The date of opening of Commercial Bid, if there is a change from the date mentioned, shall be advised separately to all technically qualified bidders, if required.

3.5. Evaluation of Financial Proposals

3.5.1. The Financial Bids of Technically Qualified Bidders will be opened on the prescribed date.

3.5.2. Commercial proposal should give all the relevant price information. No information should be kept blank. Offer should be in strict conformity with the format as given in **Annexure – N**.

- i. The Best and firm price should only be quoted (as per the format enclosed).
- ii. The bidder must quote in Indian Rupees (INR) only. Bids in currencies other than INR would not be considered and the bid will be rejected forthwith.
- iii. The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the last date of opening of commercial bid.
- iv. The prices offered shall be on a fixed price basis inclusive of all taxes and should not be linked to the foreign exchange or any other variable. The prices offered should be inclusive of the following.
 - a. Installation, integration, implementation, customization and training to Department's staff.
 - b. Annual Maintenance Charges for each year over a span of 5 years after first year of implementation under the warranty period.

3.6. Selection of the Successful Bidder

3.6.1. The bidder who quotes the least price will be adjudicated as the Successful Bidder for award of the Project.

3.6.2. In the event, more than one Qualified Bidder quotes the same price, Qualified Bidder who amongst them has the highest Technical Score will be adjudicated as the Successful Bidder.

3.6.3. Refusal/failure to commit implementation of the application as per terms of RFP shall result in disqualification of the vendor from this process as well as future procurements of Department and forfeiture of EMD.

3.7. Issue of Letter of Award by the Transport Department

The Transport Department will notify the Successful Bidder by email and by issuance of a Letter of Award ("LOA") that its Proposal has been accepted.

3.8. Acceptance of Letter of Award and Execution of the Services Agreement

3.8.1. Within 2 (two) weeks from the date of issue of the Letter of Award, the Successful Bidder shall sign the Letter of Award signifying its consent to the terms and conditions specified therein and return the signed copy of the same to the Transport Department. The Successful Bidder shall execute the Services Agreement for the Project, within 30 (thirty) days of the issue of LOA or within such further time as Transport Department may agree to in its sole discretion.

3.8.2. Contract Period

The period of contract is 5 (five) years from the date of agreement, which may be extended for a period of 1 (one) year based on the requirements of the Department.

3.8.3 Performance Bank Guarantee

10% of the bid amount shall be given in the form bank guarantee from any scheduled bank at the time of entering into agreement which will be valid for the period of 5 (five) years by the successful bidder.

4. FRAUD AND CORRUPT PRACTICES

- 4.1. The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process and subsequent to the issue of the LOA and during the subsistence of the Services Agreement. Notwithstanding anything to the contrary contained herein, or in the LOA or the Services Agreement, the Transport Department may reject a Proposal, withdraw the LOA, or terminate the Services Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or the Service Provider, as the case may be, if the Transport Department determines that the Bidder or the Service Provider, as the case may be, has directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process. In such an event, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as damages, without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement, or otherwise.

- 4.2. Without prejudice to the rights of the Transport Department under Clause 4.1 hereinabove and the rights and remedies which the Transport Department may have under the LOA or the Services Agreement, or otherwise, if a Bidder or the Service Provider, as the case may be, is found by the Transport Department to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, or after the issue of the LOA or the execution of the Services Agreement, such Bidder or the Service Provider, as the case may be shall not be eligible to participate in any tender or RFP issued by the Transport Department during a period of 2 (two) years from the date such Bidder or the Service Provider, as the case may be is found by the Transport Department to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.

4.3. For the purposes of this Clause 4, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) "corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Transport Department who is or has been associated in any manner, directly or indirectly, with the bidding process or the LOA or has dealt with matters concerning the Services Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of 1 (one) year from the date such official resigns or retires from or otherwise ceases to be in the service of the Transport Department, shall be deemed to constitute influencing the actions of a person connected with the bidding process); or (ii) save and except as permitted under this RFP, engaging in any manner whatsoever, whether during the bidding process or after the issue of the LOA or after the execution of the Services Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Services Agreement, who at any time has been or is a legal, financial or technical adviser of the Transport Department in relation to any matter concerning the Project;
- (b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding process;
- (c) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the bidding process;
- (d) "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Transport Department with the objective of canvassing, lobbying or in any manner influencing or attempting to

influence the bidding process; or (ii) having a Conflict Of Interest; and

- (e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding process.

5. MISCELLANEOUS

- 5.1. The bidding process shall be governed by, and construed in accordance with, the laws of India and the Courts at Vijayawada shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the bidding process.
- 5.2. The Transport Department, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- (a) suspend and/ or cancel the bidding process and/or amend and/or supplement the bidding process or modify the dates or other terms and conditions relating thereto;
 - (b) consult with any Bidder in order to receive clarification or further information;
 - (c) retain any information and/or evidence submitted to the Transport Department by, on behalf of, and/ or in relation to any Bidder; and/or
 - (d) independently verify, disqualify, reject and/ or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 5.3. It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Transport Department, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection with the bidding process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

ANNEXURE A

Service Level Agreements (SLAs) and related Damages

1. The key performance requirements stated in the tables below ("**SLAs**") need to be ensured by the Successful Bidder at all times during the performance of its obligations by the Successful Bidder. These performance requirements shall be strictly imposed and a continuous monitoring would be done to ensure the performance of the portal against the target performance metrics. The performance requirements have been logically segregated in the following categories:
 1. Functional Availability;
 2. Operational maintenance
 3. Project Implementation; and
 4. Compliance to Procedure.

2. In the event of any failure by the Successful Bidder to adhere to any of the performance requirements/ SLAs stated in tables below, the Successful Bidder shall immediately pay to the Transport Department the amounts mentioned in the column titled '*Damages*' in the tables below. The Service Provider agrees and acknowledges that the amounts specified herein below are a genuine pre-estimate of the loss suffered by the Transport Department in the event of failure by the Contractor meeting the SLAs. Certain slabs have been created for each of SLA and corresponding penalty would be imposed on Successful Bidder. The damages are stated as percentage of certain components of cost, for example, support cost or call centre cost etc. In the event of any non-payment of damages by the Successful Bidder, the Transport Department shall be entitled to deduct such amounts from any amounts payable by the Transport Department to the Successful Bidder.

1. Project Implementation/Deliverables/Development

#	SLA Parameter	Target Performance for the SLA Parameter	Description	Damages
	Capacity Building	At least 80% of the trainees should give a rating of satisfactory or above.	The feedback of the attendees must be taken after every training session and this feedback should be leveraged for improving the capacity building program Feedback survey to be provided to each attendee by the Bidder.	INR 10,000/- per Training session.
	Delay in any of the Project Milestone	<7 days	Measured as the difference between the agreed planned date for the milestone and the actual date of its completion	If the Bidder fails to achieve the completion of any milestone within defined duration, the payment to him will be liable for deduction of 1% of the payment for that milestone for delay of 7 days or part thereof.
	Completion of Design, develop, tests and deployment of the Mobile Application	<=2 weeks delay in Roll out of the Web Application	Completion of Project - Roll out of Web Application would mean Go-live of the Web Application with all services to the	1% of the total Project Cost (excluding recurring expenses) for every week delay or part thereof.

#	SLA Parameter	Target Performance for the SLA Parameter	Description	Damages
	and rollout all the services including deployment man power for Mobile Application maintenance,	>2 weeks to 4 weeks delay in Rollout of system	satisfaction of the Users & Transport Department and confirming to the Web Application response time parameters as defined in this RFP.	2% of the total Project Cost (excluding recurring expenses) for every week delay or part thereof.
		>4 weeks delay in Rollout of Web Application		Transport Department reserves the right of terminating the contract with revocation of PBG

2. Functional Availability

#	SLA Parameter	Target Performance	Description	Damages
Mobile Application Availability and Performance				

#	SLA Parameter	Target Performance	Description	Damages										
	Availability of Critical Functionalities of the mobile Application as specified below. <ul style="list-style-type: none"> ▪ All forms of application ▪ Payment Gateway ▪ SMS Gateway ▪ SMTP/Mail Gateway ▪ To be specified if any 	>=99.9%	Availability of all functionalities for at least 99.9% of time measured on monthly basis for 24x7x365 time period. Script /monitoring software based checking daily to be facilitated by the Service Provider. Non-availability of even one of the agreed services would amount to deviation for this purpose.	Damages will be levied as per the following table <table border="0" style="width: 100%;"> <tr> <td style="width: 30%; text-align: right;">% of Availability</td> <td style="width: 70%;"></td> </tr> <tr> <td style="text-align: right;">Damages as % of the Quarterly Cost of the Support Cost for the Web Application</td> <td></td> </tr> <tr> <td style="text-align: right;"><99.9% & >=99%</td> <td style="text-align: center;">0.5%</td> </tr> <tr> <td style="text-align: right;"><99% & >=98%</td> <td style="text-align: center;">1%</td> </tr> <tr> <td style="text-align: right;"><98% & >=97%</td> <td style="text-align: center;">2%</td> </tr> </table> <p>For each additional drop of 1% in performance below 97%, 2% Quarterly payment of Support Cost for Web Application will be additionally levied.</p>	% of Availability		Damages as % of the Quarterly Cost of the Support Cost for the Web Application		<99.9% & >=99%	0.5%	<99% & >=98%	1%	<98% & >=97%	2%
% of Availability														
Damages as % of the Quarterly Cost of the Support Cost for the Web Application														
<99.9% & >=99%	0.5%													
<99% & >=98%	1%													
<98% & >=97%	2%													

#	SLA Parameter	Target Performance	Description	Damages
	Availability of all remaining functionalities of the Mobile Application	>=99.6%	Availability of all functionalities for at least 99.6% of time measured on monthly basis for a 24x7x365 time period.	<p>Damages will be levied as per the following table</p> <p>% of Availability Damages as % of the Quarterly Cost of the Support Cost for Web Application</p> <p><99.6% & >=99% 0.5%</p> <p><99% & >=98% 1%</p> <p><98% & >=97% 2%</p> <p>For each additional drop of 1% in performance below 97%, 2% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>
	Average time taken for loading pages	98% within the limit of: 2 seconds Bandwidth of 512 kbps	Script /monitoring software based checking daily checking to be facilitated by the Service Provider.	<p>Damages will be levied as per the following table</p> <p>% of No. of Transactions Damages as % of the Quarterly Cost of the Support Cost for the Web Application</p> <p><98% & >=97% 0.5%</p> <p><97% & >=96% 1%</p>

#	SLA Parameter	Target Performance	Description	Damages
	Response time for all Business Transactions	98% of Business transactions within the limit of 6 seconds on 512 Kbps internet connection	Response time of services measured at an interval of 30 minutes and averaged monthly.	<96% & >=95% 2% For each additional drop of 1% in performance below 95%, 2% Quarterly payment of Support Cost for the Web Application will be levied additionally.

3. Operational Maintenance

#	SLA Parameter	Target Performance	Description	Damages
	Web Application Scheduled Maintenance including Backup and Archival.	100 % of scheduled maintenance should be carried out with Zero down time.	Measures timely maintenance or enhancement in the Web Application. The Service Provider shall provide a detailed Web Application enhancement / maintenance plan on the commencement of the project	0.5% of all quarterly support charges, per unscheduled Maintenances counted quarterly

#	SLA Parameter	Target Performance	Description	Damages
	Problem Response Time	>=95% within 15 Minutes	Average time taken to acknowledge and respond once an incident is logged through one of the agreed channels. This is calculated for all incidents reported within the reporting quarter (12 x 7 x 365)	<p>Damages will be levied as per the following table</p> <p>% of Transactions with >15 minutes response time</p> <p>Damages as % of the Quarterly Cost of the Support Cost for the Web Application</p> <p><95% & >=93% 0.5%</p> <p><93% & >=91% 1%</p> <p><91% & >=89% 2%</p> <p>For each additional drop of 1% in performance below 89%, 2% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>

#	SLA Parameter	Target Performance	Description	Damages
	Time to Resolve (MTTR - Minimum Time to Resolve)	<p>For Critical calls, 100% of the requests should be resolved within 4 hours of problem reporting.</p> <p>For High level calls, $\geq 95\%$ should be resolved within 8 hours of problem reporting.</p> <p>For Medium level calls $\geq 95\%$ should be resolved within 24 hours of problem reporting</p>	Time taken to resolve the reported problem.	<p>Damages will be levied as per the following table</p> <p>% of Transactions with more response time as mentioned in SLA Table (severity wise)</p> <p>Damages as % of the Quarterly Cost of the Support Cost for Web Application</p> <p>$< 100\%$ & $\geq 98\%$ 0.5%</p> <p>$< 98\%$ & $\geq 96\%$ 1%</p> <p>$< 96\%$ & $\geq 94\%$ 2%</p> <p>For each additional drop of 1% in performance below 94%, 2% Quarterly payment of Support Cost for Web Application will be levied additionally.</p>

#	SLA Parameter	Target Performance	Description	Damages								
	Percentage of reopened incidents	<=2%	For all incidents which are designated resolved by the Bidder, but are re-opened by the client. This is calculated for all incidents reported within the quarter.	<p>Damages will be levied as per the following table</p> <p>% of re-opened incidents Damages as % of the Quarterly Cost of the Support Cost for Web Application</p> <table> <tr> <td><=4%</td> <td>&>2%</td> </tr> <tr> <td>0.5%</td> <td></td> </tr> <tr> <td><=6% &>4%</td> <td>1%</td> </tr> <tr> <td><=8% &>6%</td> <td>2%</td> </tr> </table> <p>For each additional drop of 2% in re-opened incidents above 8%, 2% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>	<=4%	&>2%	0.5%		<=6% &>4%	1%	<=8% &>6%	2%
<=4%	&>2%											
0.5%												
<=6% &>4%	1%											
<=8% &>6%	2%											
	Submission of Root Cause Analysis (RCA) reports	<p>Within 5 Days for Critical and High level incidents</p> <p>Within 7 days for Medium level incidents.</p>	This is calculated during the quarter, Bidder to submit RCA Reports.	For delay of every 2 days in submitting Root Cause Analysis (RCA) report above 5 days, 1% of Quarterly payment of Support cost for the Web Application will be levied additionally.								
Reporting & Analysis												

#	SLA Parameter	Target Performance	Description	Damages
	Average response Time for simple query of the Central Data repository	< 4 sec	Measured as the response time for the output of a simple reporting query from the central database without taking into account the network latency.	<p>Damages will be levied as per the following table</p> <p>Average Response Time (in Seconds) Damages as % of the Quarterly Cost of the Support Cost for the Web Application</p> <p><6 &gt;=4 0.5%</p> <p><8 &gt;=6 1%</p> <p><10 &gt;=8 2%</p> <p>For each additional drop of 2 seconds in performance below 10 seconds, 3% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>

#	SLA Parameter	Target Performance	Description	Damages								
	Average response Time for Medium complex query of the Central Data repository	< 7 sec	Measured as the response time for the output of a simple reporting query from the central database without taking into account the network latency.	<p>Damages will be levied as per the following table</p> <table border="0"> <tr> <td>Average Response Time (in Seconds)</td> <td>Damages as % of the Quarterly Cost of the Support Cost for the Web Application</td> </tr> <tr> <td><9 & >=7</td> <td>0.5%</td> </tr> <tr> <td><11 & >=9</td> <td>1%</td> </tr> <tr> <td><13 & >=11</td> <td>2%</td> </tr> </table> <p>For each additional drop of 2 seconds in performance below 13 seconds, 3% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>	Average Response Time (in Seconds)	Damages as % of the Quarterly Cost of the Support Cost for the Web Application	<9 & >=7	0.5%	<11 & >=9	1%	<13 & >=11	2%
Average Response Time (in Seconds)	Damages as % of the Quarterly Cost of the Support Cost for the Web Application											
<9 & >=7	0.5%											
<11 & >=9	1%											
<13 & >=11	2%											

#	SLA Parameter	Target Performance	Description	Damages										
	Average response Time for highly complex query of the Central Data repository	< 10 sec	Measured as the response time for the output of a simple reporting query from the central database without taking into account the network latency.	<p>Damages will be levied as per the following table</p> <table border="0"> <tr> <td>Average Response Time (in Seconds)</td> <td>Damages as % of the Quarterly Cost of the Support Cost for the Web Application</td> </tr> <tr> <td><12</td> <td>&gt;=10</td> </tr> <tr> <td></td> <td>0.5%</td> </tr> <tr> <td><14 &gt;=12</td> <td>1%</td> </tr> <tr> <td><16 &gt;=14</td> <td>2%</td> </tr> </table> <p>For each additional drop of 2 seconds in performance below 16 seconds, 3% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>	Average Response Time (in Seconds)	Damages as % of the Quarterly Cost of the Support Cost for the Web Application	<12	>=10		0.5%	<14 >=12	1%	<16 >=14	2%
Average Response Time (in Seconds)	Damages as % of the Quarterly Cost of the Support Cost for the Web Application													
<12	>=10													
	0.5%													
<14 >=12	1%													
<16 >=14	2%													
	Timelines of availability for the scheduled canned reports	On time	Measured as the availability of scheduled/periodic canned reports in the system as per pre-set date/time	For Each occurrence of un-availability, 1% of Quarterly payment of Support Cost for the Web Application will be levied additionally.										

#	SLA Parameter	Target Performance	Description	Damages									
	Average generation time for any custom or analytics report	< 15 Sec	Measured as the elapsed time between submitting as request for a custom or analytics report and the generation and display of the report to the user.	<p>Damages will be levied as per the following table</p> <p>Average elapsed Time (in Seconds)</p> <p>Damages as % of the Quarterly Cost of the Support Cost for the Web Application</p> <table border="0"> <tr> <td data-bbox="1007 801 1117 846"><17</td> <td data-bbox="1117 801 1406 846">&gt;=15</td> <td data-bbox="1007 846 1406 891">0.5%</td> </tr> <tr> <td data-bbox="1007 891 1117 936"><19</td> <td data-bbox="1117 891 1406 936">&gt;=17</td> <td data-bbox="1007 936 1406 981">1%</td> </tr> <tr> <td data-bbox="1007 981 1117 1025"><21</td> <td data-bbox="1117 981 1406 1025">&gt;=19</td> <td data-bbox="1007 1025 1406 1070">2%</td> </tr> </table> <p>For each additional drop of 2 seconds in performance below 21 seconds, 3% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>	<17	>=15	0.5%	<19	>=17	1%	<21	>=19	2%
<17	>=15	0.5%											
<19	>=17	1%											
<21	>=19	2%											

#	SLA Parameter	Target Performance	Description	Damages								
	Rectification time for any reported violation of SLA with respect to page response time.	< 48 hrs	Measured as the elapsed time between reporting of a SLA violation for any page response and the resolution of the issue in order to meet the SLA.	<p>Damages will be levied as per the following table</p> <p>Average elapsed Time (in hours) Damages as % of the Quarterly Cost of the Support Cost for the Web Application</p> <table border="0"> <tr> <td data-bbox="1013 808 1086 842"><60</td> <td data-bbox="1278 808 1396 842">&gt;=48</td> </tr> <tr> <td colspan="2" data-bbox="1110 848 1203 882">0.5%</td> </tr> <tr> <td data-bbox="1013 889 1214 922"><72 &gt;=60</td> <td data-bbox="1305 889 1366 922">1%</td> </tr> <tr> <td data-bbox="1013 929 1214 963"><84 &gt;=72</td> <td data-bbox="1305 929 1366 963">2%</td> </tr> </table> <p>For each additional drop of 1 hour in performance below 84 hours, 3% Quarterly payment of Support Cost for the Web Application will be levied additionally.</p>	<60	>=48	0.5%		<72 >=60	1%	<84 >=72	2%
<60	>=48											
0.5%												
<72 >=60	1%											
<84 >=72	2%											

Annexure B Functional / Technical Specifications

Functional / Technical Specifications: The proposed VCR Mobile application should have capability of performing the following functions. (Bidder is required to submit their response as "Available", "Not available", where details are required to be mentioned, bidder can provide specific facts. The response for these specifications will be assessed in the Product demonstration and presentation by the Bidder for evaluating the capability of the application and the development platform)

Sl.No	Features and Details	Response
	VCR Mobile Application platform	
	iOS	
	Android (Marshmallow / Nougat)	
	Any other platforms to be specified	
	Mode of communication	
	GSM	
	CDMA	
	Type of Mobile Application	
	Mobile application	
	WAP	
	Mobile browser based	
	Any other type to be specified	
	Integration with the existing systems	
	Core RTA Web Application	
	Citizen Services Application	
	SMS gateway	
	Payment gateway	
	Email gateway	
	VCR Mobile Application interface	
	Message format ISO 8583	

	Socket connection	
	Web services/XML over HTTP/HTTPS	
	Integration with 3rd Party Service providers/software/middleware (3rd Party aggregation would be based on standard APIs / Message format which would be provided / discussed at the time of implementation)	
	Vahan application	
	Sarathi application	
	E Cops, CCTNS etc.	
	<p>Details of third party software/middleware interfaced with the proposed application (Department expects the Bidder to mention any other software/middleware / 3rd party application required for their solution and factor the same in their offer including commercials. Department will not accept any request for additional hardware/software and / or support for implementation of the solution</p> <ul style="list-style-type: none"> ▪ Name of 3rd party software / middleware interfaced ▪ Type of interface and details of APIs to support communication ▪ Techniques with which the 3rd party application can be interfaced with the proposed solution 	
	VCR Mobile Application functionality	
	A) Information	
	Access to Vehicle information in RTA application	
	Access to Vahan, Sarathi for record search	
	Previous penalties enquiry search	
	Pending challan enquiry	
	Access to Driving license information in RTA application	
	B) Transaction	
	Issue of Challan	

	Updating the information like mobile number etc.	
	Payment receipt	
	C) Support / Request Services	
	View payment status	
	View SMS status	
	View Transaction History	
	Content based services	
	Geo-location based push / notifications services	
	Geo-location based services for nearby e-seva and meeseva centres	
	Geo-location based nearby RTA check point	
	Device monitoring like battery level, GPRS connection speed etc.	
	Capture vehicle & driver photo	
	Personalization	
	Application support for theme/skin personalization	
	Officer personalized date/time format in searching the historical data	
	User personalized amount format (User can personalize the amount with/without thousand separators etc.)	
	Auto up-gradation of the Application as per OS version (The requirement states OS version, if there is any upgrade of OS then application should upgrade irrespective of device.)	
	Application capability to refresh and fetch details of vehicle information, driver information, penalties information etc. (It is expected that the application should have inbuilt auto sync/refresh capability, so that when a new record is added then application should fetch the details from the application server without manual refreshing.)	

	Display on top the status of transaction flow of various transactions to educate the user.	
	Innovative Offerings in a phased manner (The cost of this customization would be as per the agreed rate of technical support agreement with Department at the time development).	
	Customer information App Mobile App for each customer to register with his vehicle number or driving license number and can install in his mobile and know the status of his penalties, payment history etc.	
	Mobile wallet (Bidder is expected to provide necessary interface to mobile wallet application as and when implemented by Department for instant deduction of penalties from registered mobile app)	
	Notification through an alert for system down to administrator / technical team	
	Vendor to propose any line items such as additional mobile apps that enhances user experience. (It is expected from the bidder that in addition to VCR Mobile application if any additional application can be developed on the mobile application development platform should be suggested by the bidder. The feasibility and implementation setup for such additional application is beyond the scope of the RFP and the broader details can be shared by the bidder post RFP.	
	Registration and Download activity of VCR Mobile application	
	Registration method Registration will be 1 user only 1 device from security point of view.	
	Activation of Mobile application	

	Please specify another information	
	Downloading VCR Mobile application	
	Download URL sent in the SMS for successful registration	
	Apple Store	
	Android Store	
	Windows Store	
	Link on Department's website	
	Security	
	Multi-factor authentication (Token / OTP/CaptCHA/Security Question). Minimum two factor authentication required. Finger print and photo capture mandatory as one of the authentication to login the application.	
	Data transmission with end to end encryption (Standard encryption algorithms like 3DES, AES, RSA, PKI scheme, with minimum encryption strength of 256 bit.)	
	Platform support for SSL transactions and external certifying authority	
	Support to store data in the platform database in encrypted format	
	Ability to store access credentials in encrypted format in the user's handset.	
	Ability to lock the application due to incorrect authentication, remotely block access etc.	
	Ability to terminate Mobile application session and automatic log off application after lapse of defined period of inactivity.	
	Transaction should be auditable and reliable- platform to have intelligence to handle cases like: <ul style="list-style-type: none"> ▪ Battery runs out while executing transactions ▪ Dropout in GPRS connection ▪ Backend and host system down 	
	Scalability and Availability	

	No. of concurrent users the platform can support and handle requests in a second Department is currently having _____ users and growing. Bidder should size the solution for multi-fold increase with adequate scalability for users and simultaneous requests.	
	Total time for a typical payment transaction execution	
	Mention whether the scalability is dependent upon software / hardware	
	Restart and recovery process inbuilt in the application in the event of transaction or process failure (In an event where a transaction could not complete and no proper message is displayed to the user, then on restoration application should display the status of the transaction)	
	Control features within the application to ensure integrity of data (input and update, maintained totals, audit trails, error reports etc.)	
	Mention details regarding the interoperability of information which can be used by other applications. (Bidder is required to provide details regarding interoperability of the system.)	
	Mention the support available for load balancing circumstances	
	Application scalability to meet the future up gradations to and all new handset/platform coming in the industry.	
	Application support to work on 2G/3G/4G environment / platform	
	Application capability to work on encrypted / non-encrypted mode as per the requirement of the department.	
	Application platform support for native, hybrid-web, hybrid combination (hybrid with additional native UI and code capability) and mobile web app.	

	Support for Admin team log-in or API to integrate with Department's CRM / Contact centre for various activities such as <ul style="list-style-type: none"> ▪ Block stolen device number ▪ Regenerate access credentials ▪ Change device 	
	Application should support simulator environment for testing of new features across all devices and respective OS	
	Capability of the proposed solution to push new changes over the air without frequent uploading on App store of various platforms.	
	Solution capability to provide force update / upgrade	
	Reports / MIS, Reconciliation and Monitoring	
	Administrative Web Portal for reports / MIS, monitoring and reconciliation reports	
	Compliance of web portal with OWASP (Open Web Application Security Project) standards / guidelines.	
	Provision to assign specific rights / privileges to platform administrators for secure and restricted access.	
	Provision to create different user groups with different sets of rights and permission from AP RTA application	

	<p>Administrator Web portal capability for</p> <ol style="list-style-type: none"> i. Search various records ii. Approve user creation iii. Register and De-register users for mobile application iv. Terminate the users v. Maintenance of activation requests vi. Change of device / Mobile number of users vii. All administrator activities logged to indicate the creation modification and deletion of data. viii. The web portal support to work on maker and checker concept for any addition, deletion, modification request made by the authorized users. ix. Support bulk upload for creation of users x. Handle concurrent uses of the same user ID xi. Set thresholds, frequency limits (daily, weekly and monthly) etc. <p>(The web admin portal offered with the proposed solution should have setting / configuration of parameters to customize handset type and change mobile number of user on request. The web portal should log the handset type of the user on first activation and if the user changes the handset, then accordingly the handset type should update)</p>	
	<p>Transaction log reports (The validity period will be one year or more)</p>	
	<p>Session log reports (One user can have only one active session, if user is logged then system should not allow to login and display appropriate message)</p>	
	<p>Transaction wise reports (with various filters such as type of transaction / Mode of transaction / amount wise / office wise / financial / non-financial etc.)</p>	
	<p>User activity based reports</p>	
	<p>Dynamic report generation with query builder features</p>	
	<p>Access to database for ad hoc report generation</p>	

	An audit trail of all the registrations done with details of the mode of request, activation type, date time, etc., stores in the database.	
	Web portal support to generate reports, logs audit trails regarding each and every transaction.	
	Provision to download reports in standard formats namely txt, xls, csv, xml, pdf etc.	
	Web portal support for configuration of NEFT on holidays with timing.	
	Web portal support for configuration of access method, menu items, authentication for financial / non-financial transaction etc.	
	Web portal support for various type of alerts like SMS, emails etc.	
	Web portal support to include an alert and monitoring system to report the system down alert. The number of hours the system remained down with time period during the day/week/month/year.	
	Availability of Report for system uptime during the day/week/month/year	
	Web portal support to generate daily settlement report for m-commerce transactions with bifurcation of payment gateway commission and department's amount	
	Provision to generate reports for registration and activation failure	
	Provision to generate report for transactions monthly/quarterly/half-yearly/yearly	
	Reporting Dashboard with ability to gauge the various services.	
	The predefined pages of the web portal should handle web application security threats like Cross-site scripting, SQL injection flaws, malicious file execution, Information leakage, improper error handling, broken authentication and session management, Insecure Cryptographic storage, failure to restrict URL access.	

	Web pages in the portal to solely communicate via SSL.	
	Availability of an export feature to backup App configuration data.	
	Support and maintenance	
	Provision to inform system downtime activity to the Department 48 hours before the schedule maintenance activity through email	
	Provision to send prior notification to Department through email and telephone, in case of exigency, if any unscheduled system maintenance activity that needs to be carried out to keep the system up.	
	Ability to provide a 365 x 24 x 7 telephone number and email ID to be used for reporting issues and problem resolution. Escalation matrix with email ID and problem classification with time period for resolution.	
	Provision for Push notification of system down to users through the application over the air, if required by Department	
	Statutory and regulatory requirements / enhancements	
	If any, please specify	
	Standards for Mobile application	
	Mandatory compliance of the mobile application with the PA-DSS guidelines / standards	

	<p>The proposed mobile application should offer protection against the following specific risks</p> <p>Privacy</p> <ul style="list-style-type: none"> ▪ Preventing identity impersonation from lost or stolen mobile devices or device credentials. ▪ Preventing account takeover or identity impersonation from credentials harvested via key loggers or other malware. <p>Fraud</p> <ul style="list-style-type: none"> ▪ Prevent surfing ▪ Prevent the disguise of mobile transaction totals, origin and destination <p>Compliance</p> <ul style="list-style-type: none"> ▪ The mobile application should comply with the security principles and practices issued by the Indian Government. <p>Application</p> <ul style="list-style-type: none"> ▪ OS security check up. Application should have capability to detect if the application is running on a jail-broken/rooted/malware infected device. ▪ Capability of the application to read SIM serial No. and IMEI no. ▪ Blacklisting/blocking of older versions of the Application on the back end, if there is a security breach. ▪ Security logging where all security event that happen inside the application should be logged and sent to the back-end-server. 	
	<p>For Mobile payment transactions, the application should have inbuilt security mechanism to:</p> <ul style="list-style-type: none"> ▪ Prevent account data from being intercepted when entered into a mobile device ▪ Prevent account data from compromise while processed or stored within the mobile device ▪ Prevent account data from interception upon transmission out of the mobile device 	

	<p>Compliance to usability Audit – Best design practices to benchmark</p> <ul style="list-style-type: none"> <input type="checkbox"/> Home screen / layout and landing screens <input type="checkbox"/> Navigation <input type="checkbox"/> Information architecture <input type="checkbox"/> Graphics and Animation / text <input type="checkbox"/> System User Dialogue and forms <input type="checkbox"/> Accessibility <input type="checkbox"/> Task efficiency <input type="checkbox"/> Language <input type="checkbox"/> Visual Clarity <input type="checkbox"/> Control and feedback <input type="checkbox"/> Functionality and features <input type="checkbox"/> errors 	
	Implementation Plan	
	<p>List of key phases of application implementation and deployment</p> <p>Provide a detailed implementation plan / schedule that identifies the various activities, timeframe for implementation of each activity, interdependence between activities, key milestones etc.</p>	
	<p>Provide plans for initial installation of proposed system</p> <p>Details of resources required during the implementation phase and implementation services available on site/offsite.</p>	

Annexure – C

(On the Letterhead of the Bidder)

Undertaking for Information security

Sub: RFP for Implementation of VCR Mobile Application

We hereby undertake that the proposed application software to be supplied will be free of malware, free of any obvious bugs and free of any covert channels (of the version of the application being delivered as well as any subsequent versions / modifications done)

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)

Name and Title of Signatory

Address

Location

Date]

ANNEXURE D

(On the Letterhead of the Bidder)

Details of the employees to be deployed by the Service Provider for operation and maintenance of the Mobile Application

Sl.No	Designation	General Shift	06:00 to 14:00 Shift	14:00 to 22:00 Shift	22:00 to 06:00 Shift	Total number of Employees
1	Project Manager	1	0	0	0	1
2	Team Lead	1	0	0	0	1
3	Database Administrator	1	0	1	1	3
4	Sr. Software Developer	1	0	1	0	2
5	Jr. Software Developer	0	1	1	1	3
6	Application Support Engineer	0	1	1	1	3
7	Network Administrator	1	0	0	0	1
8	System Administrator	1	0	0	0	1
9	DEO	0	0	0	0	0

ANNEXURE E

Format of the Power Of Attorney for Signing the Proposal¹

[To be executed on stamp paper of appropriate value.]

Know all ye men by these presents, we, (*name of the Bidder and address of the registered office*) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms. (*name of the attorney*), son/daughter/wife of and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the "**Attorney**") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for (i) design, development, testing, implementation of the VCR Mobile Application; (ii) operation and maintenance of the VCR Mobile Application and (iii) other activities incidental thereto, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh ("**Project**") proposed by the Transport Department, Government of Andhra Pradesh (the "**Transport Department**") including but not limited to signing and submission of all applications, Proposals and other documents and writings, participate in Bidders' and other conferences and providing information / responses to the Transport Department as per the Bidding Documents including the **RFP dated [●]**, representing us in all matters before the Transport Department, signing and execution of all contracts in connection with the Project and undertakings consequent to acceptance of our Proposal, and generally dealing with the Transport Department in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Services Agreement with the Transport Department;

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said

¹ This POA needs to be submitted in original.

Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAS EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2016.

For.....

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Accepted

Notarised

(Signature, name, designation and address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders resolution / power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

ANNEXURE F

(On the Letterhead of the Bidder)

Format of the Letter of Proposal

Subject: Submission of the Proposal in accordance with the RFP dated [20.02.2017]

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents:

- (i) design, development, testing, implementation of the **VCR Mobile Application;**
- (ii)** operation and maintenance of the **VCR Mobile Application and**
- (iii)** other activities incidental thereto,

Our correspondence details with regard to this Proposal are

#	Information	Details
	Name of the Contact Person	
	Address of the Contact person	
	Name, designation and contact, address of the person to whom, all references shall be made, regarding this Proposal	
	Telephone number of the contact person	
	Mobile number of the contact person	
	Fax number of the contact person	
	Email ID of the contact person	
	Corporate website URL	

We are hereby submitting our Proposal in accordance with the Bidding Documents. We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading in any manner, we are liable to be dismissed from the selection process or will lead to the termination of our engagement during the implementation of the Project.

We hereby declare that our Proposal submitted in response to the Bidding Documents is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

ANNEXURE G

(On the Letterhead of the Bidder)

Format of the Letter of Commitment

Date: [●]

To:

The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

Re: (i) design, development, testing, implementation of the **VCR Mobile Application**; (ii) operation and maintenance of the **VCR Mobile Application** and (iii) other activities incidental thereto, **in the manner specified in the RFP dated [20.02.2017], for the Transport Department of the State of Andhra Pradesh (“Project”)**.

Sir,

This has reference to the Proposal being submitted by _____ (*name of the Bidder*) in respect of the Project.

We hereby acknowledge and confirm the following:

We, _____, have examined in detail and have understood and satisfied ourselves regarding the requirements of the Project, including in respect of the following:-

- (a) The Request for Proposal issued by the Transport Department; and
- (b) All subsequent written communications issued by the Transport Department to the Bidders.

For _____

Name:

Designation:

[Please specify the name and designation of the person(s) signing on behalf of the Bidder]

ANNEXURE H
Format of the Anti-Collusion Certificate

(On the Letterhead of the Bidder)

Date: [●]

To:

The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

We hereby acknowledge, certify and confirm that in the preparation and submission of our Proposal for (i) design, development, testing, implementation of the VCR Mobile Application; (ii) operation and maintenance of the VCR Mobile Application and (iii) other activities incidental thereto, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh ("**Project**"), we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as illegal, corrupt or anti-competitive or jeopardise our ability to implement the Project in accordance with the Bidding Documents and/or applicable law.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with our Proposal in respect of the Project.

Dated this _____ Day of
_____, 2016

(Name of the Bidder)

(Signature of the Authorised Person)

Name:

Designation:

[Please specify the name and designation of the Authorised Person]

ANNEXURE I

Format of the Bank Guarantee for Bid Security

Dated: [●]

Bank Guarantee No.:

1. In consideration of you, the Transport Department, Government of Andhra Pradesh, having its office at Dr. Baba Saheb Ambedkar Building Khairatabad, Hyderabad – 500004, (hereinafter referred to as the "**Transport Department**", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Proposal of (a company registered under the Companies Act, 1956) and having its registered office at (hereinafter referred to as the "**Bidder**" which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns), for the (i) design, development, testing, implementation of the **VCR Mobile Application**; (ii) operation and maintenance of the **VCR Mobile Application and (iii) other activities incidental thereto**, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh ("**Project**") pursuant to the **RFP dated [20.02.2017]** issued in respect of the Project and other related documents including without limitation the draft services agreement (hereinafter collectively referred to as "**Bidding Documents**"), we [(*Name of the Bank*)] having our registered office at and one of its branches at (hereinafter referred to as the "**Bank**"), at the request of the Bidder, do hereby in terms of Clause 2.1.5 read with Clause 2.4 of the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Transport Department an amount of Rs. **25,000/-** (Rupees Twenty Five thousand only) (hereinafter referred to as the "**Guarantee**") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder

fails to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents.

2. Any such written demand made by the Transport Department stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
3. We, the [*please insert details of the bank issuing this bank guarantee*] (hereinafter referred to as the "**Bank**"), do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Transport Department is disputed by the Bidder or not, merely on the first demand from the Transport Department stating that the amount claimed is due to the Transport Department by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Proposal open during the Proposal Validity Period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. **25,000/-** (Rupees Twenty Five Thousand only).
4. This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the Due Date or for such extended period as may be mutually agreed between the Transport Department and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
5. We, the Bank, further agree that the Transport Department shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, *inter alia*,

the failure of the Bidder to keep its Proposal open during the Proposal Validity Period set forth in the said Bidding Documents, and the decision of the Transport Department that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Transport Department and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

6. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
7. In order to give full effect to this Guarantee, the Transport Department shall be entitled to treat the Bank as the principal debtor. The Transport Department shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Proposal Validity Period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Transport Department, and the Bank shall not be released from its liability under these presents by any exercise by the Transport Department of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Transport Department or any indulgence by the Transport Department to the said Bidder or by any change in the constitution of the Transport Department or its successor entity or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
9. We undertake to make the payment on receipt of your notice of claim on us addressed to [*name of Bank along with branch address*] and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.
10. It shall not be necessary for the Transport Department to proceed against the said Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Transport Department may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealised.
11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Transport Department in writing.
12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.
13. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to Rs. 25,000/- (Rupees Twenty Five Thousand only). The Bank shall be liable to pay the said amount or any part thereof only if the Transport Department serves a written claim on the Bank in accordance with paragraph 9 hereof, on or before [•] (*indicate date falling on the 180th day after the Due Date*).

Signed and Delivered by Bank

By the hand of Mr./Ms, its and authorised official.

(Signature of the Authorised Signatory)

(Official Seal)

ANNEXURE J

**Format of the Self Certificate of Completion
(Certified by the Statutory Auditor)**

[On the letterhead of the Bidder]

A. Completed Projects during the last five years (extra rows may be added if required):

#	Name of the Client	Date of start of Project	Date of Completion of Project	Description of Project	Website Address of the Client	Cost of the Project in Indian Rupees

B. Ongoing Projects during the last five years (extra rows may be added if required):

#	Name of the Client	Date of start of Project	Date of Completion of Project	Description of Project	Website Address of the Client	Cost of the Project in Indian Rupees

#	Name of the Client	Date of start of Project	Date of Completion of Project	Description of Project	Website Address of the Client	Cost of the Project in Indian Rupees

[Please affix the signature of the authorized signatory of the Bidder and the statutory auditor of the Bidder with name, designation, seal and date]

ANNEXURE K

Format of the extracts from the audited Balance sheet and Profit & Loss Account

[On the letterhead of the Bidder]

Annual turnover details of the Bidder from [insert relevant details]

#	Financial Year	Turnover in Indian Rupees
A	2013 - 2014	
B	2014 - 2015	
C	2015 - 2016	
Aggregate Annual Turnover (A+B+C)		

[Extra rows may be added, if required]

**Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the above mentioned financial years shall submit as supporting evidence.*

- 1. Please affix the signature of the authorized signatory of the Bidder with name, designation, seal and date here.**

- 2. Please affix the signature of the authorized signatory of the statutory auditor of the Bidder with name, designation, seal and date here.**

Note: IT related activities/ services should mean projects involving development of software, end to end Integrated IT Software Implementation, system integration, supply of hardware, provisioning hosting & maintenance services, providing networking support, providing operational and maintenance services for integrated IT software and IT infrastructure.

ANNEXURE L

Format of the completion certificate from the client

[On the letterhead of the client]

General Information	
Name of the project	
Client for which the project was executed	
Name, address and contact details of the client	
Project Details	
Description of the Project	
Scope of services	
Service levels being offered/Quality of Service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (Number of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work order	

Signature:

Name of the Authorized signatory:

Company seal:

Date:

ANNEXURE M

Contents of the Technical Proposal

Note to Bidders: Bidders are required to present sound, complete, and competent technical and functional architecture solution and are expected to address the various technical / functional parameters mentioned in the RFP document in their proposed solution. Bidders should also include the Bill of Materials (wherever applicable) for all the software and hardware components, products and tools that are proposed for the (i) Design, development, testing, implementation of the VCR Mobile Application; (ii) Operation and maintenance of the VCR Mobile Application and (iii) Other activities incidental thereto,

The Bidder shall submit the following documents / information as part of the Technical Proposal:

1. The Bidder shall submit the Letter of Technical Proposal as specified in **Appendix M1** hereto to this **Annexure M**.

The Bidder shall submit the documents mentioned in the “*Documents to be submitted by the Bidder*” column in the table below along with support documents and drawings, if any. The contents of such document should include all the contents specified in the “*Contents to be included*” column in the table below. While submitting the documents, the Bidder should ensure that the contents should be mentioned separately, wherever applicable, for each of the components of the Project (being(i) design, development, testing, implementation of the VCR Mobile Application;(ii) operation and maintenance of the VCR Mobile Application and (iii) other activities incidental thereto), in accordance with the RFP/Bidding Documents.

#	Criteria	Documents to be submitted by the Bidder	Contents to be included
1	Application Demo and	Demonstration showcasing the	Application features in-line with the requirements specified in this RFP

#	Criteria	Documents to be submitted by the Bidder	Contents to be included
	Presentation	features as mentioned in digital format in pen drive or CD	Capability of the solution to interface with Department's core Application and 3 rd party applications etc.
			Technical readiness towards scalability, redundancy and business continuity including application's regular updating process
			Organizational structure of the bidder including technical and operational support capabilities, roadmap for enhancement of product features and user experience
			Mobile Security setup (device level as well as application / solution level), roadmap to meet growing security challenges
2	Functional and Technical specification	Annexure L	Functional Requirements
3	Mobile application development platform capabilities	Annexure L	Development Platform capabilities
4	Detailed Project Plan	Note on Detailed Project Plan	Complete development, implementation & integration plan
			Capacity building & change management plan including training planner
			Operations & Mobile Application maintenance plan
			Risk assessment & mitigation plan

#	Criteria	Documents to be submitted by the Bidder	Contents to be included
5	Project Methodology, Support and Documentation	Note on Project Methodology, Support and Documentation	Software testing plan & methodology
			UAT plan & methodology
			Quality testing & security auditing
			Handling & post implementation support
			Documentation & user manuals
			Documentation updates to correspond with each software releases.
6	Project Management	(v) Note on Project Management	Project plan & implementation schedule
		(vi) Project Plan & schedule as per Appendix M4 hereto to this Annexure M	Key milestones and deliverables (along with example deliverables, where possible)
			Bill of material of all components proposed for solution without cost (e.g. software, hardware etc.)
			Manpower deployment plan for Project
		(vii) Bill of Material as	CVs of the key personnel implementing all the components of the Project

#	Criteria	Documents to be submitted by the Bidder	Contents to be included
		<p>per Appendix M3 hereto to this Annexure M</p> <p>(viii) CV of proposed personnel as per Appendix M5 hereto to this Annexure M</p>	<p>Citations of earlier experiences (Past Assignments)</p>
7	Proposed Architecture & Other Details	<p>(i) Note on Proposed Architecture & Other details</p> <p>(ii) Technology Stack as per Appendix M2 hereto to this Annexure M</p>	<p>Overall Architecture</p> <p>Technical architecture including data architecture</p> <p>Security architecture</p> <p>Network architecture</p> <p>Integration with Payment Gateway and PKI enablement of the Architecture</p> <p>Integration with various existing applications/databases as well as provision for future</p> <p>Helpdesk architecture</p> <p>Back office architecture</p> <p>Enterprise management system to capture SLA metrics</p> <p>Backup and archival architecture</p> <p>Disaster recovery plan</p>

#	Criteria	Documents to be submitted by the Bidder	Contents to be included
			<div data-bbox="805 342 1394 472">Hosting Requirements like hardware, network, band width, security requirements</div> <div data-bbox="805 472 1394 577">Technology stack (hardware/software) requirements</div> <div data-bbox="805 577 1394 674">Requirements for application development environment</div>

2. The Bidder should submit the details of team composition for implementation of each component of the Project as per **Appendix M6** hereto to this **Annexure M**.
3. The Bidder should submit the details of the deployment of personnel for implementation of each component of the Project as per **Appendix M7** hereto to this **Annexure M**.
4. The Bidder should also submit a compliance sheet listing out all the documents submitted by the Bidder as part of the Technical Proposal and also indicating whether the Bidder has submitted all the documents to be submitted as part of the Technical Proposal.

Appendix M1

Letter of Technical Proposal

[On the letterhead of the Bidder]

Subject: Submission of the Technical Proposal in accordance with the RFP dated [20.02.2017]

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents:

- (i) design, development, testing, implementation of the VCR Mobile Application;
- (ii) operation and maintenance of the VCR Mobile Application and
- (iii) other activities incidental thereto

We are hereby submitting our Technical Proposal in this regard.

We hereby declare that all the information and statements made in this Technical Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the Bidding Documents including the RFP dated [20.02.2017] issued by the Transport Department. We would hold the terms of our Proposal valid for 180 (one hundred and eighty) days or any extension thereof as stipulated in the RFP.

We understand you are not bound to accept any Proposal including Technical Proposal you receive.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location
Date]

Appendix M2

Details of Technology Stack & Any other component offered by the Bidder

#	Name of the Software/Hardware	Version & Year of Release	OE M	Features & Functionalities	O&M Support (Warranty/ATS: as required as per RFP)	Reference in the submitted Proposal (Please provide page number/section/number/volume)

Appendix M3

Bill of material (Software)

#	Item	Name of the Software/Hardware	Unit of measurement	Number of Licenses (Development Environment)	Number of Licenses (UAT)	Number of Licenses (Training)	No. of Licenses (Production)

**Appendix M4
Project Management Plan**

#	Activity *	Calendar weeks									
		1	2	3	4	5	6	7	8	9	N
1											
2											
3											
N											

Activity*

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.
- Project Plan should be furnished separately for the following activities.
 1. Mobile Application Development and implementation
 - 2.. Mobile Application Operational Maintenance including application support and management of the Helpdesk

**Appendix M5
Curriculum Vitae (CV) of Key personnel**

General Information	
Name of the Person	
Current Designation / Job Title	
Current job responsibilities	

Proposed Role in the Project	
Proposed responsibilities in the Project	
<p>Academic Qualifications:</p> <input type="checkbox"/> Degree <input type="checkbox"/> Academic institution graduated from <input type="checkbox"/> Year of graduation <input type="checkbox"/> Specialization (if any) <input type="checkbox"/> Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out	
The names of customers (Please provide the relevant names)	

<p>Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Organizations worked for in the past <ul style="list-style-type: none"> ○ Organization name ○ Duration and dates of entry and exit ○ Designation Location(s) ○ Key responsibilities <input type="checkbox"/> Prior project experience <ul style="list-style-type: none"> ○ Project name ○ Client ○ Key project features in brief ○ Location of the project ○ Designation ○ Role ○ Responsibilities and activities ○ Duration of the project <p>Please provide only relevant projects.</p>	
<p>Proficient in languages (Against each language listed indicate if speak/read/write)</p>	

**Appendix M6
Team Composition**

Name of Staff with Qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Name of Staff with Qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

Team Composition should be separately furnished for
1. Mobile Application Development and implementation
2.. Mobile Application Operational Maintenance including application support and management of the Helpdesk

**Appendix M7
Deployment of Personnel**

#	Name of the Staff	Staff input in weeks (in the form of a bar chart)												Total Staff man Weeks proposed
		1	2	3	4	5	6	7	8				N	
1														
2														
3														
N														
									Total					

1. Details of professional staff should be indicated individually; and the details of support staff should be indicated by category.
 - 2 Months are counted from the start of the assignment.
3. Full time input and Part time input should be shown separately.
4. Deployment of personnel should be separately furnished for
 1. Mobile Application Development and implementation
 - 2.. Mobile Application Operational Maintenance including application support and management of the Helpdesk

ANNEXURE N

Format of the Financial Proposal

Covering Letter to the Financial Proposal

[On the letterhead of the Bidder]

Subject: Submission of the Financial Proposal in accordance with the RFP dated [20.02.2017]

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents:

- (i) design, development, testing, implementation of the VCR Mobile Application;
- (ii) operation and maintenance of the VCR Mobile Application and
- (iii) other activities incidental thereto,

Our attached Financial Proposal is for the sum of [*specify the amount in words and figures*] ("**Bid Price**"). This amount is inclusive of the all applicable taxes.

1. PRICE AND VALIDITY

1. All the prices mentioned in the Financial Proposal are in accordance with the terms as specified in the Bidding Documents. All the prices and other terms and conditions of this Financial Proposal are valid for a period of 180 (one hundred and eighty) calendar days from the Due Date or any extension thereof as stipulated in the RFP.
2. We hereby confirm that the Bid Price includes all applicable taxes. However, all the taxes are quoted separately under relevant sections.
3. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

We declare that all the services shall be performed strictly in accordance with the Bidding Documents.

3. PROPOSAL PRICING

We further confirm that the prices stated in our Financial Proposal are in accordance with the Bidding Documents.

4. QUALIFYING DATA

We confirm having submitted the information as required by you in accordance with the Bidding Documents. In case you require any other further information/documentary proof in this regard before evaluation of our Proposal, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price quoted in the Financial Proposal is for the entire scope of the work as specified in the RFP.

6. OTHERS

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Financial Proposal is made in good faith, without collusion or fraud and the information contained in the Financial Proposal is true and correct to the best of our knowledge and belief.

We understand that our Proposal including the Financial Proposal is binding on us and that you are not bound to accept any Proposal you receive.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)

Name and Title of Signatory

Address

Location]

Financial Proposal

[On the letter head of the Bidder]

Section - I

#	Item	Unit	Rate in Indian Rs.	Taxes wherever applicable		Grand Total in Indian Rs.
				% of Tax	Tax in Indian Rs.	
(1)	(2)	(3)	(4)	(5)	(6)	(4) + (6) = (7)
Software Requirements						
	Total Cost of Operating System (OS) licenses required for entire Project (Please provide details of the OS Required)					
	Total Cost of Database licenses required (Please provide details of the database required)					
	Total Cost of any other software / middleware / Antivirus / SLA Monitoring software required (Please provide details of the software required)					

#	Item	Unit	Rate in Indian Rs.	Taxes wherever applicable		Grand Total in Indian Rs.
				% of Tax	Tax in Indian Rs.	
(1)	(2)	(3)	(4)	(5)	(6)	(4) + (6) = (7)
Software Requirements						
	ATS including renewal cost of Operating System, as % per year of cost specified in point no.2 above: 1 st year under warranty 2 nd , 3 rd , 4 th and 5 th year at ___ % of the cost of OS					
	ATS including renewal cost of Database, as % per year of cost specified in point no.2 above: 1 st year under warranty 2 nd , 3 rd , 4 th and 5 th year at ___ % of the cost of OS					
	ATS including renewal cost of Other software, as % per year of cost specified in point no.2 above: 1 st year under warranty 2 nd , 3 rd , 4 th and 5 th year at ___ % of the cost of OS					

#	Item	Unit	Rate in Indian Rs.	Taxes wherever applicable		Grand Total in Indian Rs.
				% of Tax	Tax in Indian Rs.	
(1)	(2)	(3)	(4)	(5)	(6)	(4) + (6) = (7)
Software Requirements						
	Cost of post implementation support L2 Engineer onsite (Full time, Onsite for one year) (L2 -Level 2 – middle level professional with necessary qualification, expertise in mobile applications development & support, and thorough knowledge of the proposed solution so as to support / trouble shoot the problem on-site within minimum possible time					
	Any other cost for turnkey implementation, please specify the work as well					
	Total (A)					

Note: Department is taking the commercials (Section – A) for operating system and database for implementation of the Vehicle mobile application

for TCO. However, Department may or may not procure Operating system and / or database from the successful bidder. In such case the amount quoted for these items would not be payable. Also, in such scenario, the maintenance of the system would be the responsibility of the Department. Since the total amount inclusive of all taxes would be taken for TCO, therefore no quote for unit and rate column should be mentioned for AMC and ATS.

Section – B (Application Software)

#	Item	Unit	Rate in Indian Rs.	Taxes wherever applicable		Grand Total in Indian Rs.
(1)	(2)	(3)	(4)	(5)	(6)	(7)
	License Cost: All-inclusive perpetual cost of VCR Mobile application license at both sites DC and DR for Department and client (enterprise solution). The implementation at the above entities would on based on Department's requirement and schedule including Go live.					

<p>Installation, implementation and other related expenditure for setting up of the VCR Mobile application as per the technical specifications / requirements / scope of work, including selected data updating from existing systems, training to the Department's staff, initial bug fixing, testing, customization to meet audit / usability audit observations.</p>					
<p>Annual Technical Support (ATS) for the VCR Mobile application after free warranty period of one year, as % per year of the application license cost specified above in Point No. 9. 2nd year @ _____ 3rd Year @ _____ 4th Year @ _____ Subsequent years, if desired by Department on mutually agreed terms.</p>					
<p>Total (B)</p>					

Section -C

TCO	Total (A) + Total (B) (in Indian Rs.) (Figures) (Words)
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Note: All quotes to be in INR with no linkage with foreign currency fluctuations, external / internal dependencies etc. and should be inclusive of all taxes.

Place: AUTHORIZED SIGNATORY

Date : Name:

TOTAL COST OF OWNERSHIP (TCO)

1. TCO refers to the aggregate amounts payable by the Department over the entire period of the contract.
2. TCO shall encompass but not be limited to the following:
 - a. Cost of the product or service
 - b. License fee (enterprise) including OS/Database/Application licenses.
 - c. All existing taxes (including sales tax/VAT, service tax etc.), duties and levies. Bidder to quote the price inclusive of all taxes including service tax. The invoice submitted for payment should have clear break-up of all components including various taxes/levies, their rates, amount and related details.
 - d. Comprehensive one year (year 1) on-site warranty of the application covering all components and services as specified in the RFP.
 - e. AMC for 3 years after completion of warranty as specified in the RFP document. The AMC would be comprehensive onsite inclusive of hardware, software and support charges.
 - f. Training costs for the product / service as defined in RFP.

- g. Any their cost expected by bidder for timely and efficient implementation of the project as specified in the RFP shall be included by the bidder.

Annexure-O

Format of Vehicle Check Report (VCR) written manually by MVI's/AMVI's

GRPV-9-17-6-2016-10,000 Books.



ORIGINAL

No. 1612451

GOVERNMENT OF ANDHRA PRADESH
TRANSPORT DEPARTMENT

VEHICLE CHECK REPORT

1. Date.....Time.....A.M./P.M. Place.....
2. Registration No.....Class of Vehicle.....
3. Permit No.....issued by.....Validity.....
4. Name and address of the
Registered Owner.....
5. Name and address of the Driver.....
D.L. No.....issued by (L.A.).....Validity.....
6. Name and address of the Conductor.....
C.L.No.....issued by (L.A.).....Validity.....
7. Offences / Irregularities :

8. The Driver / Conductor / Owner agreed to pay compounding fee. Accordingly, an amount of Rs..... Rupees(in words) is collected under Section 200(1) of M.V. Act.
9. Signature of the Driver :
10. Signature of the Conductor :

Signature
Name & Designation of Checking Officer,
(Station).

Annexure P

Additional Information on Some issues related to RFP

Sl. No	Issue	Clarification Given
1	Number of concurrent users	Around 500
2	Mobile requirement	To be compatible to both Android /iOS and other OS
3	Cost of Cloud Hosting?	Transport Department will bear cost of Cloud hosting
4	Any specific technology for web development and data base preferred?	It should be Open Source with relevant security features
5	Cost of SMS package?	To be developed by the software/application by the bidder and Mobile Communication charges to be borne by Transport Department
6	Details of Payment gateway	Presently it is SBI payment gateway. The bidder shall however be ready to interpret with new payment gateway the Department takes up
7	Existing Technology being used in Transport Department for Online application of Citizen services?	Front end- PHP (Phalcon PHP) Back end- JAVA Database- Postgres SQL Mobile App- Android
8	Is Server maintenance to be done by bidder or Department?	Cloud access will be given to the bidder. He has to maintain the application software
9	UI design approval will be given by Department or any other agencies?	UI design approval will be given by Transport Department
10	Is bidder bound to develop Native app or Hybrid app?	Native App because it's a Private Application for Department use (Own Application)
11	Contact for Change Request and approval	Transport Commissioner will provide the contact person authorized to give change request and approval.
12	In how many Languages VCR mobile application to be developed?	Module-English, Output-English and Telugu

Annexure-Q

Procedure for Submission of bids

1. Registration with e-Procurement platform:

For registration and online bid submission Bidders may contact HELP DESK of M/s Upadhi Techno services Pvt Ltd. or <https://tender.apecurement.gov.in>.

2. Digital Certificate Authentication:

The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-Procurement platform

3. Submission of Hard Copies:

Hard copies of the bids have to be filed in the tender box by 27.02.2017 by 11:00 A.M at O/o. T.C, 1st floor, NTR Administrative block, RTC house, Pandit Nehru Bus Station, Vijayawada, A.P

4. Payment of Transaction Fee:

It is mandatory for all the participant Bidders from 1st January 2006 to electronically pay a Non-Refundable Transaction fee to M/s. APTS, the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any Bank and Direct Debit Facility/Net Banking of ICICI Bank, HDFC, Axis Bank to facilitate the transaction. This is in compliance of G.O. Ms. 13, dated 07.05.2006. A service tax of 12.36% + Bank Charges on the transaction amount payable to APTS shall be applicable.

5. Corpus Fund:

As per GO Ms No. 4, User Departments shall collect 0.04% of ECV (estimated contract value) with a cap of Rs. 10,000 (Rupees Ten Thousand only) for all works with ECV up to Rs. 50 crores and Rs. 25,000/- (Rupees Twenty Five Thousand only) for works with ECV above Rs. 50 crores, from successful Bidders on eProcurement platform before entering into agreement / issue of purchase orders, towards eProcurement fund in favour of Managing Director, APTS. There shall not be any charge towards eProcurement fund in case of works, items and services with ECV less than and up to Rs. 10 lakhs.

6. RFP Document:

The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarification, if any, from the Tender Inviting Authority. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the eProcurement platform. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.