

No. REPLY/1/2013-Transport
Transport Department
Government of Madhya Pradesh
Office of the Transport Commissioner
Moti Mahal
Gwalior, Madhya Pradesh
e-Mail: transportmp@yahoo.com

Tender No: MPSEDC/BOOT/TPT/2013/009

Dated: - 25.03.2013

REPLY TO QUERIES

Refer Request for Proposal (RFP) titled "Selection of Vendor for IMPLEMENTATION, UPGRADATION, MAINTENANCE OF SERVICE DELIVERY SYSTEMS ON Build, Own, Operate and Transfer (BOOT) basis for the IT SERVICES, HARDWARE EQUIPMENT, DATA MANAGEMENT, FACILITY MANAGEMENT, ETC for Transport Department for a period of 5 years extended by another 5years in the State of Madhya Pradesh"

Note:

- All modification / corrigendum's in future will be published on <http://www.mptransport.org> only.
- All other terms and conditions of the RFP document except modified in the CORRIGENDUM remain the same.

S No	Clause No	Page No	Clause Description	Query / Remark / Clarification Sought	Response
1	Section 3.6, Vehicle & Licensee Information/Tax Calculation/Tax Deficiency System integrated with other departments or their service providers	20-21	Extension of services to CSCs, MP Online and other departments	It is assumed that the scope of such work is limited to application integration only and no hardware or network connectivity is to be provided by us. Is this correct?	No hardware or any connectivity is to be provided to the CSCs/ MP Online Centres or to other departments by the vendor. In case any integration is desired by the Transport Department, the same needs to be done by the vendor. For the purpose of integration if any hardware / network augmentation is required at the data centre of the transport department, the same needs to be done by the vendor.
2	Section 3.9, Training	22-23	Training Center hardware	Does the successful bidder need to provide hardware at the training center or only maintain the existing hardware?	Hardware required has been indicated in RFP. Successful bidder is expected to maintain the training centre as well.
3	Section e, Centralized Card Personalization Bureau	31	Facility to be created for centralized card personalization bureau	Where will be this bureau located? Does the bidder need to carry out any civil work, electrical work and similar physical site development or only setup the necessary equipments for running the bureau?	The bureau would be located in Gwalior / Bhopal. The Transport Department would intimate the same to successful vendor. Transport Department would provide the desired physical space for this purpose. All necessary civil / electrical / furniture / fixtures / security arrangements or any other work required would be done by the vendor at its own cost. The equipments required for the centralized personalization bureaus would also be set up by the vendor

4	Section g, Digital Fitness Center for vehicles	32	Digital fitness center setup	It is assumed that the scope of work at the digital fitness centers is limited only to application and related IT hardware. Is it correct?	The vendor needs to provide manpower for the enrolment and the personalization of the fitness document along with the software and the IT infrastructure. However the authorization of the records would be done by the authorized staff of the Transport Department.
5	Section m, Data Center preparation and maintenance	41	Establishment of facility for video conferencing at the Data Center	What is the exact scope of setting up video conferencing? There are no specifications provided for video conferencing equipment. Kindly provide the same	Specification of camera for video conferencing added. Please refer Annexure A
6	Section m, Data Center preparation and maintenance	41	Data Center development	It is assumed that the data center development mentioned here refers to the existing Data Center at Gwalior which will act as DRC. Is this correct?	The existing data centre at Gwalior would act as the Disaster Recovery Centre. The DC would be at the SDC. The vendor has to migrate to the new DC so that there are no disruption to the citizen centric services and does not hamper the work of the RTO/TC office
7	Section m, Data Center preparation and maintenance	41	Deployment at State Data Center	It is assumed that only servers and storage will be deployed by the successful bidder at the SDC and additional equipments such as firewalls, switches, routers, physical security equipment, UPS, etc. will be provided by the SDC. Is this correct?	The vendor needs to provide complete IT infrastructure for setting up.
8				Documents will be scanned at dealer end OR RTO office with appointment for RC.	Documents would be scanned at individual RTO Offices

9				Is it compulsory that vehicle physically verify at RTO office?	Yes. It is a statutory requirement as per CMV. Kindly refer CMV for more details
10				What data is required to save in smart card chip? Saving of that data will be at personalized bureau, please clarify.	Kindly refer CMV Act and the websites of Ministry of Road Transport & Highways (www.morth.nic.in) and SCOSTA guidelines (www.scosta.gov.in) for more details
11				Is it any relationship between learning and final DL data?	Please refer CMV Act for details
12				Authenticity on client from Aadhar is required in Learner and DL both. Please confirm.	Not at the moment, however if such facility is provided by UIDAI at later stage, Transport department may ask for the same from the vendor
13				If the person does not have Aadhar number then system should proceed for next step or wait till Aadhar number allotted.	System should proceed in this scenario in the current circumstances. However, in case such requirement is made mandatory at later stage, Vendor would be required to comply to such changes.
14			CENTRALIZED CARD PERSONALIZATION BUREAU	Is it only one Personalization Bureau for MP Transport? Please clarify.	At this moment only One personalization centre is envisaged, however Transport Department reserves right to create multiple numbers based on the requirements of Transport department.

15	Training the transport department officials (point B)	22	The vendor would be required to provide complete training on both the application as well as new application to be developed before transferring them for managing the operations at the departmental offices	Dose this means Vendor needs to provide Training on Existing Application also. Please Clarify	Yes
16	Site preparation /Up gradation	42	The Vendor Shall undertake ,at his own cost the site preparation (in case any additional Flore space is required.) at all the transport office including 10 RTO, 09 DRTO, 31 DTO office and 1 DC office along with Transport state Data Center	Does this means that site preparation scope is limited to only for additional Flore area required (Extra from Existing Area)Please clarify	No. The vendor shall undertake at his own cost the site preparation for the premises he would be working from. In case any additional floor space is required by the vendor, the same also needs to be developed by the vendor at his own cost.
17	Technical Specification and make and model of the proposed Equipments.S.no 08. SAN Storage At RTO Locations and at Data Center	118	San Storage	SAN Storage at RTO shall be of same specification as Data Center. Please Clarify	The vendor can propose the specification of SAN storage at RTO. In case there is any augmentation of SAN storage is required at a later stage during the project period, the same would be done by the vendor at its own cost.
18	General Query	31	Payment Gateway	Is there any existing payment gateway process which department is using?	Yes
19		42	The site preparation includes preparation and maintenance of the testing center for learner licenses established or to be established at various locations and counter for citizen dealing	Please define area	The department would provide the area depending on the space available at the RTO at the time of establishment

20		44	Managing existing hardware	Please clarify is existing hardware under warranty? Also provide the expiry date.	The existing hardware is being maintained by the current BOOT operator. The bidder / vendor needs to provide new hardware for the current scope as defined in the RFP
21		44	Hardware insurance	It is assumed that the existing hardware under insurance. Pls. Clarify	Yes, however the successful bidder would be required to take this over including the insurance liability
22		48	Utility like electricity, telephone, generator fuel, UPS battery etc.	Our understanding: bidder will pay electricity/telephone/fuel/UPS bill for supplied and limited to bidder scope only. Pls. clarify	Yes, the bidder will pay all such bills. Transport Department will have no liability for the bills payment of the vendor at any point of
23		48	Fire safety management	Our understanding bidder will propose fire safety equipment limited to IT equipment only. It is not applicable for entire building. Pls. Clarify	Vendor needs to provide fire safety equipment for the IT equipments area and the vendor premises.
24		48	SMS services	Please suggest per year increment.	The increment would depend on the quality of service provided by the vendor

25	Point 7	68	The bidder / lead bidder in case of consortium must have executed atleast 1multilocation e-Governance project (minimum 15service delivery locations in the project) on BOO (Built, Own, Operate)/ BOOT (Built, Own, Operate and Transfer),comprising of IT services, Networking & Data Communication, basis in the e-Governance domain in last 3 years in India, however preference shall be given for bidder having experience in the project of Smart Card based Driving License and / or Vehicle Registration Certificates. A job completion / satisfactorily working certificate issued by the client(s) (Office of the Transport Department / an officer of the rank of not below Assistant Secretary or Commissioner are required to be submitted.	This clause refer to only few players hence please change it as " The bidder / lead bidder in case of consortium must have executed atleast 1multilocation e-Governance project (minimum 15service delivery locations in the project) on BOO (Built, Own, Operate)/ BOOT (Built, Own, Operate and Transfer),comprising of IT services, Networking & Data Communication, basis in the e-Governance domain in last 3 years in India, . A job completion / satisfactorily working certificate issued by the client(s) (Office of the Transport Department / an officer of the rank of not below Assistant Secretary or Commissioner are required to be submitted.	No change
26	Point 9	68	The bidder / lead bidder in case of consortium must possess quality certification PCI CMMI level 3 certification or higher. A self attested copy of the valid certificate on the date of bid submission should be attached with the bid.	Since project is very big in size and require lots of process to implement & operations. Please change " The bidder / lead bidder in case of consortium must possess quality certification PCI CMMI level 5 certification or higher. A self attested copy of the valid certificate"	No change

27	Point 3	72	The bidder (lead partner in case of consortium) shall have experience of execution of at least one multi-location e-Governance project (minimum 15 service delivery locations for each project) on BOO (Built, Own, Operate) / BOOT (Built, Own, Operate and Transfer) basis in the e-Governance domain in last 3 financial years in India. (2009-2012) 20% for each project under e-governance domain in state/central Govt. In case the project is related to state transport department then 25% more for each project	Please change it" The bidder (lead partner in case of consortium) shall have experience of execution of at least one multi-location e-Governance project (minimum 15 service delivery locations for each project) on BOO (Built, Own, Operate) / BOOT (Built, Own, Operate and Transfer) basis in the e-Governance domain in last 3 financial years in India. (2009-2012) 25% for each project under e-governance domain in state/central Govt.	No change
28	Point 4	73	The bidder have (any of the partners in case of consortium) must manufacturing experience and have supplied minimum 5 million (50 lac) SCOSTA cards to any of the e- governance programs for issuance of Smart Card based Id documents in India in the last 3 financial years. (2009-2012)	Please clarify can bidder show multiple projects in last 3 years or single ?	The clause is self explanatory in nature. Please refer RFP
29		118	08- SAN at RTO location	Request you to clarify do you require SAN at RTO locations also. If yes then please clarify capacity for each location RTO, ARTO and DTO because as per RFP SAN specs are common for both DC and RTO location.	Yes. The vendor may propose the specifications, for RTO locations, as per the SLAs. In future if any hardware up gradation is required, the same is to be done by the vendor at its own cost.

30		118	Laser Jet printer- color	Do you need color laserjet printer or deskjet printer because given specs are color deskjet and in BoM you are asking color laser jet printer. Do you require it at all locations? Pls. Clarify	Color Deskjet Printer. Modified in the BoM.
31		118	Smart card printer	Since you need smart card printer at central location, why it's needed in all locations? Pls. clarify	The vendor needs to provision the smart card printers as per the requirement laid down in the RFP, since it is based on the load of printing.
32		141	Document scanner	4000 pages /day cycle is very higher side for all location and going to increase the cost only. Request you please specify quantity as per the requirement of site	The vendor needs to deploy as per the requirement in order to meet the requirement of the SLA's
33		148	historical data- scanning of documents and de-duplication are Nil	Please clarify is there any number for scanning of document and de-duplication	Yes. It is NIL as per current terms.
34	Digital Camera Specifications	140	Digital Camera	Specifications given in the RFP but it is not mentioned in the Bill of material. Pls confirm do we need to provide digital camera, if yes pls specify the quantity.	Deleted.
35		118	Web Camera	It is present in the Bill of Material but no specifications in the RFP.	Added. Please refer Annexure A
36		140	Colour deskjet Printer	Specifications given in the RFP but it is not mentioned in the Bill of material. Pls confirm do we need to provide this, if yes pls specify the quantity.	Added in the BoM. Please refer TP5
37		118	Laser Printer	It is present in the Bill of Material but no specifications in the RFP	Added. Please refer Annexure A
38		118	UPS	Please specify quantity and specifications of ups.	Added. Please refer Annexure A. Vendor needs to deploy as per the requirement in order to meet the requirement of the

					SLAs
39			General Query	Please provide quantity for below components:- -Server at RTO Location -Blade Chasis -Rack 42 U -Fingerprint scanner -Signature tablet -Web camera/digital camera -Colour deskjet -Comfort AC -DGSET -Precision AC	The vendor needs to deploy as per the requirement in order to meet the requirement of the SLA's
40	Document Scanner - Specification	141	4000 pages /day cycle	4000 pages /day cycle is very higher side for all location and going to increase the cost only. Request you please specify quantity as per the requirement of site	The vendor needs to deploy as per the requirement in order to meet the requirement of the SLA's
41	Document Scanner - Specification	141	Color scanning speed with 40 PPM and may goes upto 100 PPM	Speed is very higher side hence as per application requirement we would like to suggest you please change it " 20 PPM and speed can go up to 40 PPM	No change

42	Firewall Specs	138 - 140	Firewall Specs -Physical dimensions (W x H x D) -Weight -power input -Main unit nominal input -Max. power consumption: - Nominal input: -- Nominal output: -Max. power consumption:	Please define the below parameters as it is left blank:- -Physical dimensions (W x H x D) -Weight -power input -Main unit nominal input -Max. power consumption: - Nominal input: -- Nominal output: -Max. power consumption:	Modified. Please refer Annexure A
43	Firewall Specifications	138- 140	Check Point Internal Certification Authority (Diffie-Hellman 1,024-bit PKI) digital certificates, preshared secrets, X.509 digital certificates	It is specified to a specific Oem. So request remove the clause or modify the clause as equivalent, so that other OEMs can participate.	Modified. Please refer Annexure A
44	Electronic signature pad-specification	140	<ul style="list-style-type: none"> • Resolution:300 Counts Per Inc • Pressure Sensitivity:128 Levels on Z Axis • Software & Drivers Compatibility: Windows XP; Windows 2000 and Windows 9X /ME 	The specifications is specific to single OEM. So please allow other oems to participate having higher/equivalent specs ,so that the solution would be cheaper and best for the department.	Modified. Please refer Annexure A
45		162	MFP Laser	Please provide minimum specs for MFP as its quantity mentioned in BOM.	Added. Please refer Annexure A
46		162	Database server- 4 Nos. application server- 4nos. At Data Center	Do we need need same qty at DC? Please confirm	Yes

47		163	Database server- 0 Nos. application server- 0 nos. At DR site	Please clarify server requirement and also DR BoM, can we take 50% of DC BoM	Database server- 4 Nos. application server- 4 nos. At DR site. The DR should be able to take the complete load of the applications / services in case of any failure at the DC. The DC & the DR should be in active mode
48	Clause 2 – Key events and dates, sub points 7 and 8	3	The Tender submission location is mentioned in Gwalior while the tender opening location is mentioned in Bhopal on the same day	Please clarify the tender submission location and the logically the same location should be for tender opening	Modified. Please refer the modified RFP
49	Clause 3.9	22-35	Training to the Transport department officials	Since the Title of the clause and sub clauses do not match, it is requested that this clause title may be changed to 'additional scope of work' or any other suitable title	Modified. Please refer the revised RFP.
50	Clause 3.9 a, Online Payment of Taxes	24	The clause mentions "The vendor needs to conduct a third party audit every 6 months for checking of any vulnerability in the software application."	Please clarify whether the BOOT operator need to submit this audit report to the Transport department, Govt. of Madhya Pradesh	Yes. The report needs to be submitted to the nodal office of the Transport Department along with the report of the corrective action taken for the issues reported during the audit

51	Clause 3.9 b	24	De duplication, sub points c (last paragraph)	Are only the Bidders who are certified as Enrollment Agencies by UIDAI, eligible to participate in this tender? In case yes, this would limit the competition in this tender process. Please clarify.	No. It is not limited for only UIDAI certified enrolment agencies. Any company who fulfills the eligibility criteria can bid for the project
52	Clause 3.9 c	25	Document management System	We assume that this activity is only for the applications received after implementation of this system by the BOOT operator for Transport Department, we would not required to digitize old paper based data under this activity. Please clarify	Yes. Only applications received after the date of signing of agreement with the successful bidder needs to be scanned
53	Clause 3.9 e	31	Centralized card personalization bureau	Please clarify whether other documents like permits, fitness, NOC etc are to be printed at centralized personalization bureau. This would be an important factor while calculating the costs and proposing the document printing and delivery process	Currently only Smart Card based DL & RC needs to be personalized at the Central Personalization Bureau. In case the transport department desires to print any other documents at the centralized personalization bureau, the same would be done by the vendor. Transport Department would provide necessary space for the extended floor area.

54	Clause 3.9 e	31-32	Delivery of Smart card by Indian Postal Service	We are being informed that under the current process, the applicant provides the Indian Postal Department's Registered Post envelope (by paying for it) for the delivery of document at his or her doorstep. Would the same system be proposed to continue or department expect the new BOOT operator to make changes in this system? Else who'll pay for the postal delivery service?	The transport commissioner reserves the right to add / change the postal delivery agency, which is currently into the business of postal delivery, after complete study
55	Clause dd	57	Earnest Money Deposit	Since the demand Drafts are valid only for 90 days as per new RBI guidelines, we request the department to change the requirement of DD to Only BG	No change
56	Clause 8	69	Technical Evaluation, point 5 of Technical Evaluation Criteria – Compliance Matrix	Clause mentions that "Certificate for 10 year data retention on MRZ warranty from the Original Equipment Manufacturer (OEM) of the smart card". This certificate is sought from the Smart Card manufacturer. Since MRZ is the chip where the data would be stored, this certificate should come from the Chip Manufacturer. Alternatively, this clause should be changed to Smart card manufacturer/ supplier	Modified. The clause to be now read as "Certificate for 10 year data retention on MRZ warranty from the Original Equipment Manufacturer (OEM) of the smart card. <u>The vendor needs to submit a self certificate that the data on the MRZ would be retained for a period of 10 year on the SCOSTA Cards issued by the vendor.</u> "

57	Clause vv	72	Technical Evaluation Criteria, Clause 6	<p>Please clarify that the marks for each data centre is 25 % as other criteria tend to give 20% for any e-governance and 25% for transport department.</p> <p>We request you to homogenize the marking and all the criteria should be 25% and no preference should be given to Transport department projects.</p>	No change
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58	Clause 7, Point 4	67	<p>The bidder / lead bidder in case of consortium must have average annual sales turnover of Rs. 300 Crore in of the last three consecutive financial years i.e. 2009 – 10, 2010 – 11 and 2011 – 12, in the IT related activities or services, or in the field of providing Smart card sales and enabled services. Sales in activities or fields other than as mention herein will not be accounted for this turnover criterion. A copy of the consolidated audited balance sheet of the organization for the last three financial years (2009 – 10, 2010 – 11 and 2011 – 12) should be submitted along with the bid. In case the audited annual report does not explicitly mention the percentage of IT services, an Auditor's certificate certifying the annual sales turnover of Rs 300 Crore in the IT related activities or services, or in the field of providing Smart card sales and enabled services, must be submitted by the bidder. In case of a consortium, the consortium partner (other than lead bidder) should have a average turnover of Rs. 10 Crore in the last 3 (three) financial years (2009 – 10, 2010 – 11, 2011 – 12)</p>	<p>The turnover criteria is minimum average turnover of Rs 300 Crore for each of the last three year i.e. Rs 900 Crore over last three years whereas the total project value will be approx. 60 Crore over a period of five years i.e. turnover criteria is 15 times higher than total project value. This is an unprecedented pre-qualification and has never been seen before in any tender. So we request you to modify the clause to average turnover of maximum by Rs 75 Crore for each of the last three years</p>	No change
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59	Clause 7, Point 6	67	The bidder / lead partner in case of consortium should have minimum 500 employees on its payrolls as on 01 December 2012. A self certificate to this effect duly signed by the Company Secretary or Director of company should be submitted with the bid along with latest 3 months Provident Fund payment challan confirming the fact of minimum 500 employees, without mention of the names of the employees but must include the number of employees on the challan of Provident Fund	The requirement of submitting PF returns of more than 500 employees is highly objectionable. Kindly appreciate that whereas a company may have 1000 employees, submission of PF return will only be required if they fall under PF criteria. Also we request you to minimize the criteria to 300 employees in total out of which 50 employees should be IT professional employees (engineers, MBAs, technical support, management)	No change
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60	Clause 7, Point 8	68	<p>The bidder / any of the partners in case of consortium must have manufacturing experience or have supplied at least 5 million (50 Lac) SCOSTA cards to any of the e- governance programs for issuance of smart card based Id documents in India in the last 3 financial years (2009-12) A job completion / satisfactorily working certificate issued by the client(s) authorized Officer must be submitted</p>	<p>The qualification that bidder must have manufactured or supplied atleast 50 lac SCOSTA smart cards for issuance of Smart Card based ID documents in India in the last 3 years in India is limiting the competition because in Transportation sector Driving Licenses are only considered as ID documents and not Vehicle Registration Certificates. It is important to note that in maximum states even including Madhya Pradesh itself tender for both Driving License & Vehicle Registration Certificates come together. It also shows that it has been done to favor some specific company. The project is for smart card based driving license and vehicle registration certificate so the eligibility should not be limited to Smart Card ID documents. So we request you to kindly consider experience of Supplying SCOSTA cards in the project of smart card driving license and vehicle registration projects in any of the state in India. Kindly confirm whether Smart VRC document will be considered as ID document or not</p>	No change
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61	Clause no 7, Point No 9	68	The bidder / lead bidder in case of consortium must possess quality certification PCI CMMI level 3 certification or higher. A self attested copy of the valid certificate on the date of bid submission should be attached with the bid.	The requirement of bidder having quality certification PCI CMMI level 3 certification even before bidding has also been put in to restrict the competition. As standard practice, department should seek the bidder having ISO 9001:2008 certification only. So we request you to modify the clause	No change
62	Clause no 7, Point No 10	68	The bidder / any of the partners in case of consortium should have an experience in providing a centralized e-Governance web based solution integrated with a payment gateway to at least one Central Government Ministry or one State department on a state wide basis, though bidder with experience in a State Transport Department would be given the preference. A job completion / satisfactorily working certificate issued by the client(s) authorized Class I Officer must be submitted	<p>In most of the Smart DL / VRC project, the application for DL & RC is executed on Vahan & Sarathi which is provided by NIC.</p> <p>The qualification about bidder having experience of a centralized e-Governance web based application on state side basis is highly objectionable. The requisite application is a simple web based application with online transactions. Such application has been widely implemented in hundreds of private projects with manifold transactions & worth. Hence seeking the same from government sector is certainly questionable as an attempt to restrict competition.</p> <p>Hence you are requested to allow the bidder to show experience of their subsidiaries to fulfill this criteria. Also please allow the bidder to show experience in private sector too.</p>	No change

63	Clause no 7, Point No 11	68	<p>The bidder / any of the partners in case of consortium should have an experience in developing, creating and managing of Data Centers for an e-Governance project / application of any Central Government Ministry or state Government department, though bidder with experience in a State Transport Department would be given the preference. The vendor needs to give a self declaration that on award of the contract, the vendor would get the data centre ISO 27001:2005 certified within 6 months of award of contract</p>	<p>This criterion is limiting the competition. In most of the DL / VRC project, the vendor has to maintain the State Data Centre & SWAN Connectivity is given to the vendor by the department. The vendor having much experience in executing project of Smart Card DL & RC will be restricted by this clause.</p> <p>Hence we request you to modify the clause in the manner that the bidder should have experience in managing project management unit for a project of providing services for smart card driving license and vehicle registration certificates for any state in the state.</p>	No change
64	Clause no 8 vv, Point no 1	72	<p>The bidder (lead partner in case of consortium) shall have average annual sales turnover in the last three consecutive financial years i.e. 2009 – 10, 2010 – 11 and 2011 – 12, in the IT related activities or services, or in the field of providing Smart card sales and enabled services, of at least Rs. 300 crores</p> <ul style="list-style-type: none"> - greater than 300 but less than 400 Crores - greater than 401 but less than 500 Crores - more than 500 Crores 	<p>As per condition for getting full marks, the bidder need to have average annual turnover of more than 500 crores in the last three consecutive financial years i.e. 2009-10, 2010-11, 2011-12 , in the IT related activities or services, or in the field of providing smart card sales and enabled services, which is more higher than pre qualification.</p> <p>So we request you to modify the clause to average turnover of Rs 80 Cr for each of last 3 years to enhance healthy competition for experience service providers on the same kind of project</p>	No change

65	Clause no 8 vv, Point no 2	72	<p>The bidder (lead partner in case of consortium) should have minimum 500 IT professional employees (engineers, MBAs, technical support, management) on its payrolls as on Dec 1, 2012</p> <ul style="list-style-type: none"> - greater than 500 but less than 1000 - more than 1001 	<p>We would like to submit if the company having manpower capacity of certain number of employees it would be a composition of technical staff, accounts, management, HR, etc. So we request you to consider all employees of the company under this eligibility.</p> <p>Also we request you to minimize the criteria to 300 employees in total out of which 50 employees should be IT professional employees (engineers, MBAs, technical support & management</p>	<p>Total man power clause should be considered but min criteria can not be reduced</p>
66	Clause no 8 vv, Point no 3	72	<p>The bidder (lead partner in case of consortium) shall have experience of execution of at least one multi-location e-Governance project (minimum 15 service delivery locations for each project) on BOO (Built, Own, Operate) / BOOT (Built, Own, Operate and Transfer) basis in the e-Governance domain in last 3 financial years in India. (2009-2012).</p> <p>20% marks would be awarded for each project under e-governance domain in State/central Govt, in case the project is related to state transport department then 25% marks would be awarded for each such project</p>	<p>Please confirm whether we can show experience in same kind of project which is running and execution stage.</p> <p>Also confirm if the bidder have to show only experience for project which has started in last three years or the bidder can show the project experience which is running from the last 5-6 years. As you know these kind of project is on BOOT basis for approx 5-10 years so kindly allow the project experience which are in executing stage from more than 3 years</p>	<p>Bidders can show projects which are running, but have cleared the execution / implementation stage.</p> <p>Bidder has to show only experience for those projects only which have successfully been started in last 3 years and customer testimonial is also required for the same as per terms of RFP</p>

67	Clause no 8 vv, Point no 4	73	<p>The bidder have (any of the partners in case of consortium) must have manufacturing experience or have supplied minimum 5 million (50 lac) SCOSTA cards to any of the e-governance programs for issuance of Smart Card based Id documents in India in the last 3 financial years. (2009-2012)</p> <ul style="list-style-type: none"> - Manufacturing and / or supply of 5 to 6 million cards - Manufacturing and / or supply > 5 to 7 million cards - Manufacturing and / or supply > 7 to 8 million cards - Manufacturing and / or supply of more than 8 million cards 	<p>The qualification that bidder must have manufactured or supplied atleast 50 lac SCOSTA smart cards for issuance of Smart Card based ID documents in India in the last 3 years in India is limiting the competition because in Transportation sector Driving Licenses are only considered as ID documents and not Vehicle Registration Certificates. It is important to note that in maximum states even including Madhya Pradesh itself tender for both Driving License & Vehicle Registration Certificates come together. It also shows that it has been done to favor some specific company. The project is for smart card based driving license and vehicle registration certificate so the eligibility should not be limited to Smart Card ID documents. So we request you to kindly consider experience of Supplying SCOSTA cards in the project of smart card driving license and vehicle registration projects in any of the state in India. Kindly confirm whether Smart VRC document will be considered as ID document or not</p>	No Change
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68	Clause no 8 vv, Point no 5	73	<p>The bidder (any of the partners in case of consortium) must have experience in providing an e-Governance centralized web based solution to at least one Central Government Ministry or one state government department on a state wide basis.</p> <p>20% marks would be awarded for each e-governance web project in Central / State Govt, in case the web based project is related to State Transport department then 25% marks would be awarded for each such project.</p>	<p>In most of the Smart DL / VRC project, the application for DL & RC is executed on Vahan & Sarathi which is provided by NIC.</p> <p>This condition is monopolistic in nature as there will be very few companies would be doing similar so many projects. However please reduce to show experience of at least a single project providing an e-governance centralized web based solution to at least one central government ministry or one state government department on a state wide basis. Request you to give 100% weightage to a single project only.</p>	No change
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69	Clause no 8 vv, Point no 6	73	<p>The bidder (any of the partners in case of consortium) should have experience in developing, creating and managing of Data Centers for e-Governance projects or applications of any Central Government Ministry / State Government Department.</p> <p>25% marks would be awarded for each experience in developing, creating and managing of data center in central / State govt, in case the Data center is related to state transport department then 25% marks would be awarded for each project</p>	<p>The criterion is limiting the competition. In most of the DL / VRC project, the vendor has to maintain the State Data Centre of the government and SWAN connectivity is given to the vendor by the department. The vendor having much experience in executing the project of smart card DL & VRC will be restricted by this clause.</p> <p>Hence we request you to modify the clause in the manner that the bidder should have experience in managing SDC / project management unit for a project of providing services for smart card driving license and vehicle registration certificate for any state in the state.</p> <p>it should be number of projects rather than developing and maintaining data centres in e-governance project as it show the capability and project implementation experience of the bidder.</p> <p>Please put 50% weightage for a project and there should be two project experience</p>	<p>Modified. The clause is now to be read as "The bidder (any of the partners in case of consortium) should have experience in developing, creating and managing of Data Centers for e-Governance projects or applications of any Central Government Ministry / State Government Department.</p> <p>20% marks would be awarded for each experience in developing, creating and managing of data center in central / State govt, in case the Data center is related to state transport department then 25% marks would be awarded for each project"</p>
70	Clause no g	88	Payment Terms	<p>Transport Department shall pay to the successful bidder the consideration, to be fixed as per the terms of the contract with the successful bidder.</p> <p>Kindly confirm the payment terms</p>	Clause self explanatory. Please refer the RFP

71	Clause no g	88	Payment Terms	<p>In consideration of executing the project, the bidder shall, during the project period have the right to levy, collect and appropriate the authorized charges from the applicant desirous of any or all of the above services, or any additional services as authorized by the Transport Department from time to time under this RFP</p> <p>Kindly confirm if the bidder has to collect the requisite fee from the applicants for the desired services under the scope of the RFP</p>	Clause self explanatory. Please refer the RFP
72	Clause 2	3	Key Events & Dates	<p>The venue of bid submission is in Gwalior on 5th April 2013 at 1530 hours, whereas the opening of the pre-qualification bid is in Bhopal on 5th April 2013 at 1600 hours. Kindly clarify the exact venue for submission & opening of prequalification bid as both the cities are geographically separated by 400 kms.</p>	Modified. Please refer the modified RFP

73	Clause 3.9	22 - 33	Scope of Work – Training to the department officials	<p>Under this clause, various sub clauses are given, which are as follows:</p> <ul style="list-style-type: none"> (a) Online Payment of taxes (b) De-Duplication of Driving Licence (c) Document Management System (d) Vehicle Enrollment and revenue payment system (e) Centralized Card personalization bureau (f) Delivery of Smart Cards by Indian postal department (g) Digital fitness centre for Vehicles (h) Web based platform integrated with High Security Registration Plates system (i) Stationary to be used for the issuance of paper based documents <p>Question – while above sub-clauses are mentioned under the Training to the department officials as per RFP while, on plain reading of these clause, it seems they have nothing to do with Training and these are indeed the independent clause forming the Scope of Work as per architecture of RFP.</p> <p>You are requested to kindly on above, since this would form basis of the response to RFP.</p>	Modified. Please refer the revised document
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74	Clause no 4	35 - 51	Project Takeover from current BOOT operator	Sub clauses under this clause start from alphabet "j" and hence it is presumed that prior 9 sub-clauses from alphabet "a" to "i" are missing from the RFP. Request to kindly intimate the 9 points prior to the Sub-clause "s"	Modified. Please refer the revised document
75	Clause no 5	54 - 61	General Information, terms and conditions	Sub clause under this clause start from alphabet "s" and go on till "z" and again restart at "aa" and go on till "nn". Therefore, it is presumed that prior sub-clauses from alphabet Page 2 "a" to "r" are missing from the RFP. Sub clauses with alphabets "aa" till "nn" are highly unusual, therefore department may kindly take cognizance that this is correct numbering. Request to kindly intimate the prior to the Sub-clause "s"	Modified. Please refer the revised document
76	Clause no 6	62 - 65	Proposal opening and evaluation	Sub clause under this clause start from alphabet "oo" and go on till "uu", which is highly unusual Request to kindly intimate the prior to the Sub-clause "oo"	Modified. Please refer the revised document

77	Clause no 7	68 - 69	Prequalification criteria: Sub Clause Point 12	<p>This point comprises of 2 divergent suggestions as derived from RFP. On one hand, it suggests that either bidder or its partner (in case of consortium) must possess a SCOSTA certificate wherein card manufacturing of such SCOSTA Cards must be in geographical boundaries of India. On other hand, the clause also suggests in case that if bidder (or its partner in case of consortium) does not have the SCOSTA certificate, they can have an exclusive tie-up with for supply of SCOSTA cards with any card manufacturer having the valid SCOSTA certificate. Does this mean that if the tie-up arrangement for supply of SCOSTA Cards (in case bidder or partner does not possess a SCOSTA certificate) could be with the card supplier having its manufacturing facility anywhere in the world? Does this also mean that a Smart Card manufacturer can forge more than one tie-up with any number of bidders? Finally, does this also mean that under the RFP response, under the consortium, one can have A lead bidder, a consortium partner and a Smart Card supplier?</p> <p>Please clarify.</p>	<p>The bidder needs to have an exclusive tie up with the card supplier having its manufacturing facility in the geographical boundaries of India.</p> <p>The consortium can have only 2 members i.e. Lead Bidder & the Consortium Partner. Any bidder submitting bids having more than 2 consortium partners, the same would be summarily rejected.</p> <p>The smart card manufacturer / supplier needs to have an exclusive tie up with the lead bidder. In case the manufacturer / supplier has multiple ties ups with the lead bidder, the bid of the consortium would be summarily rejected.</p>
78	Clause vv	72	Technical Evaluation criteria	Sub-clause starting of alphabet "vv" is highly unusual. Department may kindly take cognizance that this is correct numbering	Modified. Please refer the revised document

79	Clause 9	75 - 78	Financial Evaluation	Sub-Clause starting of alphabet "ww" is highly unusual, which continues till "zz" and then introduction of sub-clause at "aaa" & "bbb". Department may kindly take cognizance that this is correct numbering	Modified. Please refer the revised document
80	Clause 10	79	General Information, terms and conditions (Successful Bidder)	Sub-Clause starting of alphabet "ccc" to "eee" is highly unusual. Department may kindly take cognizance that this is correct numbering	Modified. Please refer the revised document
81	Clause 3.9 b	23		<p>Is Adhaar enrollment to be made a mandatory & a prerequisite for all Learner's License, Driving Licenses and Certificate of Registration by Transport Department in the State of Madhya Pradesh?</p> <p>Will the vendor need to create a separate setup for the same or would the Transport Department provide the setup for the same.</p>	<p>The vendor needs to create a setup for the Aadhar enrolments in the space provided by the Transport Department.</p> <p>It is not mandatory / a pre-requisite to do an Aadhar Enrolment for all Learner's License, Driving Licenses and Certificate of Registration applications by Transport Department in the State of Madhya Pradesh. In case any applicant does not have an aadhar number and wishes to get the enrolment done at the office of RTO, the vendor should have a system in order to enrol the applicant for the aadhar number.</p>
82	Clause 3.9 b	24		Kindly clarify "Offered AFIS should be highly available". What are the parameters for analyzing and monitoring that the AFIS is highly available	The system should be 99.9% available.

83	Clause 3.9 b	24		Kindly clarify "Offered AFIS should be highly scalable". What are the parameters for analyzing and monitoring that the AFIS is highly scalable	The system should have the ability to increase the capacity of the biometric engine (central database size and/or daily throughputs of fingerprint-based 1:N/1:1 searches) only by adding commercially available hardware
84	Clause 3.9 c	25	Document management System	<p>1. Please clarify whether the vendor would need to do the scanning of all the records / files before the day of signing of contract with the vendor. If yes, then what is the volume / number of pages that needs to be scanned.</p> <p>2. Are the scanned images to be stored in a database or on a file system?</p> <p>3. Does the vendor need to install imaging servers at RTO other than the RTO servers as desired by the vendor. If yes, please provide the specifications of the same.</p>	<p>1. No</p> <p>2. Database</p> <p>3. Yes. Specifications would be the same as the RTO server</p>
85	Clause 8 w	73		<p>Since the pass marks in the Technical evaluation criteria is 50 marks, are we required to score a minimum passing mark in both / either of the Presentation and Proof of Concept for Deduplication and web based e-governance application?</p> <p>Is it compulsory to participate and demonstrate the Deduplication capability and web based e-governance application capability if one is scoring 50 marks from other criteria?</p>	Yes. It is mandatory to provide a technical presentation and the PoC of the de-duplication process. The vendor needs to score minimum 50% of the marks under these 2 heads

86	Annexure – A	137	Minimum Hardware Specifications	The minimum hardware specifications mentioned for the Server – RTO Office, Application Server (Blade Server), Blade Chassis, SAN Storage are pertaining to a single OEM and not generic in nature. Request you to kindly check the same.	Modified. Please refer Annexure A
87	Annexure – A	143	Minimum Hardware Specifications	Please clarify whether the vendor can use any other operating system other than Windows i.e. Linux, UNIX, etc	Yes, the vendor can use any operating system other than Windows.
88	TP – 5	118	Technical Specifications of the items proposed	The annexure TP-5 asks for the Make & Model of the proposed hardware items. We suggest that the transport department should ask for the hardware items which are in the top 3 rank of IDC report of the quarter in which the project is awarded to the vendor	Modified. <u>The bidder should deploy hardware items which of those OEM's only which are in the top 5 rank of the latest IDC report. However the bidder can also propose a particular make and model if the bidder wishes too.</u>