



**Request for Proposal for Selection of Service Provider  
for the Scanning & Digitization of Records of  
Transport Offices under Transport Department,  
Govt. of Maharashtra**

**Tender Notification No:**

**No. TCO/D-11/Comp/Digitisation/2018/ON. 16623**

**Date – 05.12.2018**

**Issued By**

**Transport Commissioner  
Government of Maharashtra**

## **DISCLAIMER**

The information contained in this Request for Proposal (“RFP”) Document or subsequently provided to Bidder, whether verbally or in documentary form by or on behalf of the Transport Department, Government of Maharashtra (“Government Representatives”) or any of their employees is provided to the Bidder on the terms and conditions set out in this RFP Document and any other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the Government Representatives to any party other than the Bidders who are qualified to submit the Proposal (Bidders). The purpose of this RFP Document is to provide the Bidder with information to assist the formulation of their proposals. This RFP Document does not purport to contain all the information each Bidder may require. This RFP Document may not be appropriate for all persons, and it is not possible for the Government Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis to check the accuracy, reliability and completeness of the information in this RFP Document, and where necessary, obtain independent advice from appropriate sources. The Government Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

The Government Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

## **STRUCTURE OF THE RFP**

This RFP is meant to invite proposals from interested bidders capable of delivering the services described herein. This Request for Proposal document consists of two parts viz:

### **Part I: Invitation for Proposal**

Part I of this RFP details out clear instructions to the bidders for the bidding process requirements in addition to explaining their roles and responsibilities during the project duration and the proposed work plan. This part also gives a brief overview of the functional requirement specifications as well as the non-functional requirements and technical requirements with respect to Scanning and Digitization, the required infrastructure as well as security requirements.

### **Part II: Draft Contract Agreement**

Part II of this RFP provides the Draft Contract Agreement format which would be entered into between the MVD and the Successful Bidder at the start of the project.

This is the Part I of the RFP document.

## Table of Contents

DISCLAIMER.....	2
STRUCTURE OF THE RFP .....	3
GLOSSARY.....	6
PROJECT BACKGROUND .....	7
1. Objectives of the project .....	7
INSTRUCTIONS TO BIDDERS.....	9
1. RFP Notice.....	9
2. Completeness of the RFP response.....	9
3. Bid Preparation Cost.....	9
4. Pre Bid Meeting .....	9
5. Amendment to RFP document .....	9
6. Termination of RFP process.....	9
7. Earnest Money Deposit.....	10
8. Test of responsiveness and disqualification of bids .....	11
9. Submissions of Bids .....	12
10. Site Visit .....	12
11. Language of Bids.....	12
12. Bid Submission Format .....	12
13. Clarifications .....	12
14. Modification or Withdrawal of Bids.....	12
15. Evaluation of Bids .....	13
16. Technical Qualification Parameters.....	15
17. Commercial Evaluation and Declaration of Successful Bidder .....	17
18. Performance Bank Guarantee (PBG).....	18
19. Project Timelines.....	19
20. Payment Schedule .....	19
21. The DoT's Rights to Accept / Reject any or all Bids.....	19
22. Insurance.....	20
23. Non-disclosure Agreement.....	20
24. Limitation of Liability towards DoT.....	20
25. Compliance with IT Act.....	20
26. Demo run in one of the office in MMR identified by MVD .....	21
SCOPE OF WORK .....	23
1. Phase I: Pre-Commencement of Project.....	25
1.1. Existing NIC application study (VAHAN & SARATHI) .....	25
1.2. Project Planning and Management.....	25
1.3. Deployment, Commissioning, and Maintenance of Hardware, Network Infrastructure and Furniture .....	26
1.4. Implementation of application for Scanning, Digitization and QC .....	27
1.5. Training .....	29
2. Phase II - Pre-Scanning.....	30
2.1. Records / Register Collection.....	30
2.2. Records Preparation / Repair.....	31
2.3. Pre-Scanning Document Quality Check .....	31
3. Phase III: Scanning and Data Entry .....	32
3.1. Pre-entry Verification Check .....	32
3.2. Scanning of Records.....	32
3.3. Quality Check of Scanned Images .....	35
3.4. Handover of Records (back to RTO official) .....	35
3.5. Metadata Entry of key fields .....	36
3.6. Detailed Data Entry .....	37
3.7. Quality Checking of Detailed Data Entry.....	37
4. Phase IV: Post Scanning and Digitization .....	38

4.1.	Porting of data to Vahan / Sarathi Schema.....	38
4.2.	Application access to Scanned Images and Meta data .....	38
4.3.	Reporting.....	38
4.4.	Completion of Scanning work .....	39
5.	Details of records to be Scanned and Digitized and volume of work.....	39
6.	Roles and Responsibilities the MVD .....	40
7.	Service Level Agreement .....	40
<b>TERMS AND CONDITIONS .....</b>		<b>42</b>
1.	Successful Bidder's Obligations.....	42
2.	Period of Contract .....	42
3.	Completion of Contract .....	42
4.	Termination of contract.....	42
5.	Resolution of Disputes.....	43
6.	Jurisdiction.....	43
7.	Intellectual Property Rights.....	43
8.	Data Ownership.....	43
9.	Corrupt or Fraudulent Practices.....	44
10.	Non-disclosure Agreement.....	44
11.	Liquidated damages .....	44
12.	Risk Purchase .....	44
13.	Warranties .....	45
14.	Force Majeure .....	46
15.	Indemnity .....	46
16.	Governing Language .....	47
17.	Applicable Law .....	47
18.	Notices .....	47
<b>ANNEXURES.....</b>		<b>49</b>
1.	Annexure I: Project Planning and Management.....	49
2.	Annexure II: Pre-Bid Queries Format .....	50
3.	Annexure III: Key Submission .....	51
4.	Annexure IV: Detailed Technical Specifications .....	54
5.	Annexure V: Data Entry Fields .....	56
6.	Annexure VI: Approximate Number of records in each RTO .....	59
7.	Annexure VII: Manpower Details .....	61
8.	Annexure VIII: Commercial Bids Format & Instructions .....	61
9.	Annexure IX: Undertaking – Non-Blacklisting .....	62
10.	Annexure X: Performance Bank Guarantee Format for Security Deposit .....	63
11.	Annexure XI: Service Level Agreement.....	65
12.	Annexure XII: Draft Non-Disclosure Agreement .....	68
13.	Annexure XIII: Format for Anti-Collusion Certificate .....	70
14.	Annexure XIV: Undertaking for opening Project Head office in MMR Region.....	71
15.	Annexure XV: Letter of Proposal .....	72
16.	Annexure XVI: Self Declaration.....	74
17.	Annexure XVII: Roles and Responsibilities .....	75
18.	Annexure XVIII: Scanned Copies of Records .....	76
19.	Annexure XIX: Format for Earnest Money Deposit (EMD) as Bank Guarantee .....	82
20.	Annexure XX: Format for Financials and Technical qualification criteria .....	84
a)	Format for Financials from Statutory Auditors of the bidder.....	84
b)	Format for Technical Qualification Criteria .....	85
<b>Part II: Draft Contract Agreement .....</b>		<b>86</b>

## GLOSSARY

Terms	Meaning
GoM	Government of Maharashtra
Department of Transport / DoT	Transport Department, Government of Maharashtra.
MVD	Motor Vehicles Department, Maharashtra
TC	Transport Commissioner, Maharashtra State
Project period / Contract Period	12 months from date of signing of contract with Successful Bidder
RTO Official	Any officer authorized by Transport Department
RTO / Transport Offices	Regional Transport Office - RTO (shall also include Dy RTO)
NIC	National Informatics Centre
MMR	Mumbai Metropolitan Region
RFP	Request For Proposal
PQ	Pre-Qualification
LOI	Letter of Intent
TEC	Tender Evaluation Committee
DPI	Dots Per Inch
COTS	Commercial Off the Shelf Software
APIs	Application Programme Interface
DMS / Software / Application	Document Management System (Software application developed / procured by Successful Bidder)
RC	Registration Certificate
DL	Driving License
Tr	Transport
NT	Non – Transport
PDF/A	Portable Document Format
KB/ kb/ Kb	Kilo Byte
MB/ mb/ Mb	Megabyte
PBG	Performance Bank Guarantee
NDA	Non-Disclosure Agreement
SLA	Service Level Agreement
PSU	Public Sector Unit
QC	Quality Check
SOP	Standard Operating Procedure
DLR	Driving License Register
BR	Badge Register
MVR	Motor Vehicle Register
CBR	Cash Balance Register
PR	Permit Register
Last three financial years	FY 2015-16, 2016-17 & 2017-18
Days and working days	<ul style="list-style-type: none"> <li>• “Days” shall mean calendar days.</li> <li>• “Working days” as per Govt. of Maharashtra official working days</li> </ul>
Records	A records would mean complete record with all details of either a Driving License or Transport Vehicle or Non-Transport Vehicle
Document / pages	A document would mean number of each side of a page, with possibly more than one side of a page and more than one page of a record

## **PROJECT BACKGROUND**

The Transport Department, Government of Maharashtra has undertaken various e-Governance initiatives relating to Grant / Renewal of Driving Licenses, Registration of Motor Vehicle etc. These e-Governance initiatives have been implemented since 2006 and are primarily categorized under 2 applications developed by NIC:

- **SARATHI:** Application for issuance and transaction management of Driving License (DL) related services. In this system, the applicant's details like signature, photograph, thumb impression etc. are captured as part of service delivery process.
- **VAHAN:** Application for delivering Vehicle Registration Certificate (RC) related services. In this system, the vehicle details & owner details are captured.

As explained above, these systems have come into effect post 2006. Hence, the records prior to implementation of these systems are predominantly manual records, in hand written form, primarily maintained as registers of A3 / A4 size (spanning one or more pages per record in register) and in few cases in A5 sized cards. Being physical papers, the condition of these records has deteriorated in course of regular operations and time. Further, as they are manual records, search and retrieval of records is a very time-consuming exercise and not efficient. Hence, for the long term preservation and for efficient retrieval, department proposes to scan and digitize these records.

Additionally, to ensure availability of records even in case of disaster, the backup copy of scanned documents needs to be maintained to ensure that even if original copy is lost then the scanned copy may be recovered from backup.

With above focus and to supplement its current initiatives in e-Governance, Department of Transport (DoT), Government of Maharashtra wishes to undertake state-wide initiative for Scanning and Digitization of these legacy records, held at various Transport Offices in manual form.

### **1. Objectives of the project**

The main objective of this project is to preserve the physical records maintained at Transport Offices by scanning, and to make them electronically searchable. The department wishes to achieve the following through this project:

- Provide integrated services w.r.t vehicle registration and licensing of drivers.
- Reduce information dissemination time.
- Make data available for analysis & decision making at the appropriate time.
- Introduce faster & efficient consolidation and generation of information.
- Reduce manual communication and information delays.
- Bring transparency in day-to-day operations of the department.
- Provide facility of quick retrieval of the scanned and digitized records for better decision making.

### **At the end of this initiative the following should be possible:**

- An Electronic search and retrieval of department's records based on key fields.
- An Electronic search of transactions pertaining to Driving License and Motor Vehicle on the basis of key fields like Vehicle Number, Driving License Number, etc.
- Availability of key-fields within records in electronic form so that the data regarding non-key fields which are skipped from this project may be entered during regular operation.
- Updation of databases of vehicles and licenses (VAHAN and SARATHI) by the records digitized under the program after due validation by the concerned authority.
- Access of the records for on-ground enforcement by MVD / Traffic officials.

# INSTRUCTIONS TO BIDDERS

Motor Vehicles Department



## **INSTRUCTIONS TO BIDDERS**

### **1. RFP Notice**

This RFP Document is being published by the Transport Commissioner, Maharashtra State, for the Project “Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra”.

### **2. Completeness of the RFP response**

Bidders are advised to study this RFP document carefully before submitting their bids. Submission of a bid in response to this RFP shall be deemed to have been done after careful study and examination of this RFP and a visit to Transport Office/s to understand the condition of the documents, in order to assess the efforts required for the project. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP requirement in every respect will be at the bidder's risk and may result in rejection of its bids. For reference, Key documents to be submitted are mentioned in [Annexure III](#) with proper indexing of all submissions of the technical bid with exact page number / file name.

### **3. Bid Preparation Cost**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings, discussions, presentations, preparation of bids, in providing any additional information required by MVD to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. The MVD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit the MVD to award a contract or to engage in negotiations. No reimbursable cost may be incurred in anticipation of award. All materials submitted by Bidder shall become property of MVD and may be returned at its sole discretion.

### **4. Pre Bid Meeting**

- MVD will organize a Pre-Bid meeting with all interested Bidders to answer their queries.
- All the Bidders are requested to submit their list of queries / suggestions / clarifications if any, to the RFP and / or the Draft Contract Agreement only via email and in the format prescribed in [Annexure II](#) to [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in), on or before date specified in “NOTICE INVITING TENDER” of this document.
- MVD will not respond to the queries sent in any other format than prescribed as per [Annexure II](#) or queries sent after the stipulated date.
- MVD shall consider the queries submitted by prospective bidders and may or may not change the tender document / amend the tender document.
- All such changes or amendments if any will be published online on tendering website and shall be treated as inherent part of the tender requirement.

### **5. Amendment to RFP document**

At any time before the deadline for submission of bids, MVD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment. All the amendments made in the document would be made available on the e-Tender website ([www.mahatenders.gov.in](http://www.mahatenders.gov.in)). The bidders are advised to visit this website on regular basis for checking necessary updates. The MVD also reserves the rights to amend the dates mentioned in this RFP for bid process. In order to allow prospective Bidders reasonable time to take any such amendments into account in preparing their bids, MVD may, at its discretion, extend the last date for the submission of Bids.

### **6. Termination of RFP process**

The MVD may terminate the RFP process at any time in line with relevant provisions prevalent at that time. The MVD makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by the MVD.

## 7. Earnest Money Deposit

- a. Bidders shall submit, along with their Bids, EMD of Rs. 50,00,000/- (Rs. Fifty Lakhs only) which shall be paid in the form of Bank Guarantee (BG) or Demand Draft (DD) drawn in favour of "Transport Commissioner, Maharashtra State" issued by nationalized or scheduled banks, payable at Mumbai only, as per format in [Annexure XIX](#).
- b. EMD exemption will be given MSME Units registered with NSIC.
- c. **Submission:** The scanned copy of the DD/BG towards EMD must be uploaded along with technical submission on the e-tendering site of the department. The original DD or BG shall be sent to "Deputy Transport Commissioner, Computer" in a sealed envelope superscribing boldly the Tender Number.
- d. For MSME bidders claiming EMD exemption, a certificate (which is valid as on date of submission of bid) of registration with NSIC to be uploaded in place of scanned copy of BG/DD for EMD.
- e. The bidder is requested to get a confirmed acknowledgement from MVD as a proof of submission of BG / DD towards EMD to avoid any discrepancy. Further non receipt of the hardcopy DD / BG document as per timeline prescribed will render the bid non-responsive and be rejected.
- f. **Time of submission:** The scanned copy of the EMD (BG/DD) has to be submitted along with the technical bid documents on the e-tendering website. The hardcopy of the original EMD has to be submitted after last date for uploading of proposals on the e-Tendering website and before technical bid opening date as described in "NOTICE INVITING TENDER".
- g. Any hardcopy of original EMD received prior to last date of bid submission or later than technical bid opening date will make the bid unresponsive and will be rejected.
- h. The details of the DD/BG instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the bid submitted will be rejected.
- i. EMD of disqualified Bidders will be discharged / returned as promptly as possible, but not later than 30 days after Signing of the Contract with the Successful Bidder. No interest shall be payable on EMD, whatsoever.
- j. EMD and Bids shall be valid for acceptance till the Bid Validity Period.
- k. Prior to expiry of the original EMD and Bid validity Period, MVD may request the Bidders to extend the period of validity of both EMD and Bid for a specified additional period. The Bid of any Bidder refusing to extend validity as requested shall not be considered, and its EMD shall be returned within 30 (Thirty) days (with no interest). A Bidder agreeing to the request will not be allowed to modify its Proposal, but would be required to extend the validity of its Bid and EMD till the extended period and comply with all clauses of this document in all respects.
- l. Successful Bidder shall extend the validity of the EMD till the submission of the PBG.

### The EMD may be forfeited:

- If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
- If the Successful bidder fails to perform in Demo Run till 15 days as required.
- In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time and as per [Annexure X](#).
- During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- During the bid process, if any information found wrong / manipulated / hidden in the bid.
- During the bid process, if a Bidder indulges in any kind of corrupt and fraudulent practices as defined in clause 9 under "Terms and Conditions".

The decision of the MVD regarding forfeiture of the EMD and rejection of bid shall be final.

## **8. Test of responsiveness and disqualification of bids**

- a. Prior to evaluation of bids and anytime during evaluation and project period, MVD will determine whether each bid is responsive to the requirements of the RFP Document. **A Bid shall be considered responsive if:**
- i. It contains the information and documents as requested in the RFP Document.
  - ii. It contains information in formats specified in the RFP Document.
  - iii. There is no conditional bidding.
  - iv. It provides the information in reasonable detail. Reasonable Detail means that, but for minor deviations, the information can be reviewed and evaluated by MVD without communication with the Bidder. MVD reserves the right to determine whether the information has been provided in reasonable detail.
  - v. There are no inconsistencies between the Bids and the supporting documents.
  - vi. The Tender Fee is paid online.
  - vii. Scanned copy of BG / DD towards EMD is uploaded as a part of Key Submission and is physically submitted within the time line specified in the clause 7 under “Instruction to Bidders as per timelines mentioned in the “NOTICE INVITING TENDER”

A Bid that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. **A material deviation or reservation is one:**

- i. which affects in any substantial way, the scope, quality, performance of the Project, or
  - ii. which limits in any substantial way, MVD’s rights or the Bidder’s obligations under the resultant Contract Agreement, or
  - iii. which is substantially inconsistent with the RFP Document, or
  - iv. Which would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.
- b. **A Bid or bidder shall be disqualified anytime during the bidding process if Bidder:**
- i. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements. In such case, EMD of the bidder shall be forfeited.
  - ii. Has failed to provide clarifications related thereto, when sought.
  - iii. Is found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification as per clause 9 under “Terms and Conditions”. In such case, EMD of the bidder shall be forfeited.
  - iv. Is found to include commercials in the technical bid.
- c. MVD reserves the right to reject any Bid which in its opinion is non-responsive. No request for modification or withdrawal shall be entertained. In respect of such Bids the Earnest Money Deposit may also be forfeited.
- d. A conditional proposal shall not be considered. Any bid found to contain conditions attached, will be rejected and the Earnest Money Deposit shall be forfeited.
- e. Disqualification of bids or bidder and forfeiting of EMD due to above cited reasons will be at a sole discretion of MVD.

## **9. Submissions of Bids**

- a. A complete set of tender documents is available at [www.mahatenders.gov.in](http://www.mahatenders.gov.in) for viewing and download. All the notification & details, terms and conditions regarding this tender notice hereafter will be published online on e-tendering website <http://mahatenders.gov.in>. The guidelines to download the tender documents and online submission of bids and procedure of tender opening can be downloaded from website <https://mahatenders.gov.in>.
- b. The bidder needs to submit their bids online on [www.mahatenders.gov.in](http://www.mahatenders.gov.in). The bidders are required to fill the tender online as per the timelines provided. The tender fee has to be paid online, Scanned copy of EMD (BG / DD) with technical bid and submit physical EMD as per timeline specified in the clause 7 under “Instruction to Bidders” without which tender will be considered as incomplete and non-responsive and shall be liable for rejection.
- c. The bidders must make the payments towards tender fee by taking sufficient margin for time lags between the online payment and settlement / realization and other Banking Procedures in the pooling account and reflection of the same in the online tender system. The tender fee shall be non-refundable.
- d. The bidders must possess compatible digital Signature Certificate of Class-II or Class-III to participate in the e-tendering process.
- e. Bidder may contact helpline support numbers mentioned on the <https://mahatenders.gov.in>.

## **10. Site Visit**

The bidders may visit the RTO office site with at least one day prior intimation to the concerned Head of Office (RTO / Dy. RTO) and obtain additional information at their own cost and responsibility. Bidders are recommended to do careful study of all the types of records under this project, their physical conditions etc. during the site visit. For reference, the scanned documents of each type of records are in [Annexure XVIII](#).

## **11. Language of Bids**

The Bids prepared by the Bidder and all correspondence and documents relating to the bids shall be written in the English language. In case of any printed literature is being submitted by the Bidder in any other language, it shall accompany an English translation of such document, and in such cases for purposes of interpretation of the bid, the English translation shall govern.

## **12. Bid Submission Format**

The Bid shall be strictly as per the format specified in this RFP document. Bids with deviation from format are liable for rejection and EMD may be forfeited at sole discretion of MVD.

## **13. Clarifications**

To assist in the process of evaluation of Bids, the MVD may, at its sole discretion, ask any Bidder for clarification on its Bids. No change in the substance of the Bids would be permitted by way of such clarifications. Any such correspondence shall be in writing by email only.

## **14. Modification or Withdrawal of Bids**

The Bidder may modify or withdraw its Bids before last date and time of bid submission on the e-tendering website. No Bids shall be modified or withdrawn by the Bidder after the last date and time of bid submission. Withdrawal of Bids during the intervening period between the last date & time of bid submission date and expiration of the Bid Validity Period shall result in forfeiture of the EMD.

## 15. Evaluation of Bids

This tender is based on the Lowest Bid Selection approach. However, to participate in Commercial Evaluation Process, Bidder is required to secure at least 60 marks out of 100 in Technical Evaluation.

The MVD shall appoint a Tender Evaluation Committee (TEC) to scrutinize and evaluate the technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete, responsive and whether the Bid format conforms to the RFP requirements.

- a. **Pre-Qualification Evaluation:** After opening of Technical Bids (Pre-Qualifications Bids), the bidders will be evaluated against the Pre-Qualification criteria set out in the RFP. Technical evaluation of only such bidder will be undertaken that qualify in the pre-qualification criteria.
- b. **Technical Evaluation:** After Pre-Qualification Evaluation, the Technical Bids will be opened and evaluated against Technical Qualification Parameters explained in the RFP. Bidder securing at least 60 marks out of 100 marks shall only be eligible for commercial bid opening.
- c. **Commercial Evaluation:** Bidder shall submit their Commercial Bids as per format defined in [Annexure VIII](#). Commercial bids of only technically qualified bidders securing minimum 60 marks out of 100 marks shall be opened. Of such qualified bidders, the bidder bidding lowest in the Commercial bid shall be considered for award of contract. Post commercial Bid opening, report of Commercial Bids and Technical Score of all the technically qualified bidders shall be submitted to DoT.

### Definitions for qualification criteria:

#	Term	Definition
1	<b>Bidder</b>	The bidder should be a company registered under Indian Companies Act, 1956 or Partnership Firm registered under Partnership Act 1932, or LLP firm under LLP Act, 2008. Bidder cannot be a consortium. Bidder may include financials and technical experience from Indian operation of its subsidiary companies (as defined in section 2(87) of Companies Act 2013) which is also registered under Indian Companies Act, 1956.
2	<b>Scanning</b>	Scanning would mean each side of a page of any size scanned and stored. Bidder's project experience and turnover in photo copying shall not be considered for technical qualifications
3	<b>Digitization</b>	Digitization would mean data entry of at least 50 characters per record or Data entry of at least 5 fields per record
4	<b>Project</b>	A project will be considered if a separate work order / agreement is signed with a client.
5	<b>Last three financial years</b>	FY 2015-16, 2016-17 & 2017-18 Financial Year shall mean period between from 1 <sup>st</sup> April of that year to 31 <sup>st</sup> March of immediate next year.
6	<b>Last three years</b>	Last three years from the date of Last date (deadline) for uploading of bids on the e-Tendering website.

## Pre-Qualification Parameters

Pre-Qualification Evaluation shall be done as per the parameters mentioned in the table below. Successful Bidder is required to submit all the supporting documents as mentioned and additionally other documents as necessary.

Sl.	Parameters	Supporting
1.	The bidder should be a company registered under Indian Companies Act, 1956 or Partnership Firm registered under Partnership Act 1932, or LLP firm under LLP provisions 2008.	<ul style="list-style-type: none"> <li>• Copy of Certificates of incorporation, Articles of Association (AOA) / Memorandum of Association (MoA) OR</li> <li>• Registered Partnership deed OR</li> <li>• Registered Limited Liability Partnership deed as applicable</li> </ul>
2.	Bidder's Average Turn Over in India for the last three financial years - <b>Minimum – INR 25 Crores</b>	<ul style="list-style-type: none"> <li>• Certificate from Statutory Auditors as per format in <a href="#">Annexure XX – a</a>.</li> <li>• Audited balance sheet, P&amp;L submitted before ROC</li> </ul>
3.	Bidder's Average Turn Over from the business of Scanning & Digitization projects in India for the last three financial years - <b>Minimum – INR 5 Crores</b>	<ul style="list-style-type: none"> <li>• Certificate from Statutory Auditors as per format in <a href="#">Annexure XX – a</a>.</li> </ul>
4.	Bidder's Average Turn Over from the business of Scanning & Digitization projects, for Indian Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks), for the last three financial years - <b>Minimum – INR 1 Crore</b>	<ul style="list-style-type: none"> <li>• Client's completion certificate / Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought</li> </ul>
5.	Bidder shall have a <b>positive net-worth as on 31<sup>st</sup> March 2018</b> . Net Worth to be calculated as per guidelines of Companies Act 1956, as amended from time to time.	Certificate from Statutory Auditors as per format in <a href="#">Annexure XX – a</a> . Including tangible and excluding intellectual property
6.	Bidder should not be blacklisted by any State or Central Government, or any Government agency or PSU during last one year from the date of Submission of Bid.	Undertaking for non-blacklisting as per <a href="#">Annexure IX</a>
7.	<b>Certification:</b> The bidder must possess a valid ISO 9001:2008, ISO 27001:2013 certification or above for at least one year from the date of submission of bid.	Copy of certificate valid as on date of bid submission and valid since at least last one year from the bid submission date.
8.	The Bidder should be in existence for minimum of 5 years in India and should have functional office in Mumbai Metropolitan region (MMR) with dedicated technical & maintenance staff for deployed hardware. <b>Note:</b> If the Bidder at the time of bidding, does not have a local support office in MMR region, then an undertaking as per <a href="#">Annexure XIV</a> has to be submitted mandatorily for opening new Project head office within two weeks from the date of Letter of Acceptance (LoA)	<ul style="list-style-type: none"> <li>• Electricity Bill or Landline Telephone or Registered Rent Agreement any such valid Govt. proof clearly mentioning the address.</li> <li>• Otherwise, Undertaking on Company's letter head as per <a href="#">Annexure XIV</a>.</li> </ul>

### Additional requirement from the bidder to qualify in the Pre-qualification criteria

1. Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid.
2. Service Tax / Sales Tax Registration Certificates. GSTIN registration number.
3. The latest Income Tax returns along with the copy of PAN Number of the bidder
4. Self-Declaration as per [Annexure XVI](#).



## 16. Technical Qualification Parameters

The Technical Evaluation shall be done as per the parameters and marking system mentioned in the table below:

Sl.	Parameters	Point System	Max. Marks	Supporting
	<b>Total Marks</b>		<b>100</b>	
<b>A.</b>	<b>Bidder's Financial Competence</b>		<b>30</b>	
1.	<b>Avg. Total Turnover :</b>  Bidder's Average Turn Over for the last three financial years in India - <b>Minimum – INR 25 Crores</b>	<25 Crores – Disqualified 25 Crores – 5 Mark 1 Mark for every 2 Crores above 25 Crores (no increment in marks if increment is below 2 Crores)	10	Certificate from Statutory Auditors as per format in <a href="#">Annexure XX –a).</a>
2.	<b>Avg. Turnover from Scanning &amp; Digitization Business:</b>  Bidder's Average Turn Over from the business of Scanning & Digitization projects in India for the last three financial years - <b>Minimum – INR 5 Crores</b>	<5 Crores – Disqualified 5 Crores – 5 Mark 1 Mark for every 50 Lakhs above 5 Crores (no increment in marks if increment is below 50 Lakhs)	10	
3.	<b>Avg. Turnover from Scanning and Digitization business from Govt. :</b>  Bidder's Average Turn Over from the business of Scanning & Digitization projects, for Indian Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks), for the last three financial years - <b>Minimum – INR 1 Crore</b>	<1 Crore – Disqualified 1 Crore – 5 Mark 1 Mark for every 10 Lakhs above 1 Crore (no increment in marks if increment is below 10 Lakhs)	10	Client's completion certificate / Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought

Sl.	Parameters	Point System	Max. Marks	Supporting
<b>B.</b>	<b>Relevant Experience</b>		<b>70</b>	
4.	<b>Number of Projects :</b> Prior experience of executing Scanning & Digitization projects, in India in last three years: Projects with Digitization and scanning of minimum 25 lakh pages.	4 mark for every successfully completed project / Ongoing project with digitization and scanning of at least 25 lakh pages at the time of submission.	20	<b>For completed project:</b> Work order / client completion certificate mentioning the detailed scope, value, number of pages processed, characters, fields and number of locations for all the stated projects.  <b>For ongoing project:</b> Certificate from the respective clients mentioning details like percentage completion, value and number of pages scanned and digitized, characters, Fields, location etc.  Format for Technical Qualification Criteria as per <a href="#">Annexure XX –b</a> ) supporting Work Order / Client Completion Certificate
5.	<b>Total Pages Scanned:</b> Total number of pages (each side of a page of any size) scanned in any one project in India in last three years	<b>For any one project total pages scanned:</b> < 25 lakhs = 0 marks >= 25 lakhs and <= 50 lakhs = 5 marks > 50 lakhs and <= 75 lakhs = 10 marks > 75 lakhs and <= 100 lakhs = 15 marks > 100 lakhs = 20 marks	20	
6.	<b>Total Data Entry per record :</b> Total data entry executed per record for at least 10 lakh records for any one project with minimum 50 characters or minimum 5 fields in last three years The evaluation shall be either on characters or on fields for any one project.	<b>For any one project total data entry of :</b> < 50 characters = 0 marks >= 50 characters and <= 100 characters = 5 marks > 100 characters and <= 150 characters = 10 marks > 150 characters and <= 200 characters = 15 marks > 200 characters = 20 marks <b>OR</b> < 5 field = 0 marks >= 5 field and <= 10 field = 5 marks > 10 field and <= 15 field = 10 marks > 15 field and <= 20 field = 15 marks > 20 field = 20 marks	20	
7.	<b>Multi Location Scanning Project :</b> Prior experience of executing multi-location scanning project covering at least 5 districts in any one state in India for the same project (completed / ongoing) in last three years	<b>For any one project total location :</b> < 5 Location = 0 marks >= 5 Location and <= 10 Location = 5 marks > 10 Location = 10 marks	10	



## 17. Commercial Evaluation and Declaration of Successful Bidder

### 17.1. Commercial Evaluation

- a. The Commercial Bids of all the technically qualified bidders as per Pre-Qualification Criteria and Technical Criteria will be opened on the prescribed date. Bidders or their authorized representatives may choose to be present during the bid opening.
- b. The Commercial Bid should be in format mentioned in [Annexure VIII](#).
- c. The bid price should include all the statutory government taxes and levies. Taxes are subject to change from time to time. Bidders are required to consider the same at the time of bidding. No rate change due to change in taxes shall be considered.
- d. The technically qualified bidder (securing minimum 60 marks) who quotes lowest “Commercial Bid Total” of Annexure VIII will be considered as L<sub>1</sub> bidder and be preferred for award of contract.
- e. The bidder with subsequent lowest “Commercial Bid Total” will be considered as L<sub>2</sub>, L<sub>3</sub> and so on.
- f. In the event of two or more bidders quoting exactly the same Commercial Bid then DoT reserves the right to declare the bidder with highest Technical Score amongst those bidders quoting exactly the same in Commercial Bid as preferred bidder.
- g. In event of two or more bidders quoting exactly same in Commercial Bid as well as securing exactly same Technical Score, DoT reserves the right to call for Re-Bid from only such bidders. Such Re-Bid shall only for Commercial Bid. However such revised quotes shall not be greater than the prices earlier quoted by the bidders in the Commercial Bid.
- h. Within the bid validity period, if L<sub>1</sub> bidder fails to perform the duty up to the satisfaction of the MVD or fails in demo run or as mentioned in the RFP, or is disqualified or not agreeing to undertake the project for any reason, L<sub>2</sub> bidder may be offered to match L<sub>1</sub> bidder’s Commercial Bid. If L<sub>2</sub> bidder fails to match the L<sub>1</sub> commercial bid price, or gets rejected or disqualified, then the opportunity of matching may be given to next higher bidders in the order of sequence L<sub>3</sub>, L<sub>4</sub>, L<sub>5</sub> and so on. Post which, DoT reserves the right to take action as deemed fit to DoT.
- i. On declaration of L<sub>1</sub> bidder, the L<sub>1</sub> bidder shall perform Demo Run for at least 7 days or until satisfaction of MVD as mentioned in the RFP.
- j. Post successful completion of Demo run to the satisfaction of MVD, MVD shall issue Letter of Intent (LoI) to Successful Bidder.
- k. Within 1 week from date of receipt of LoI from MVD, Successful Bidder shall submit Letter of Acceptance (LoA).

## 18. Performance Bank Guarantee (PBG)

- a. Within Three (3) weeks of the receipt of Letter of Intent (LoI) from the MVD, the PBG of Rs. Two Crores (Rs. 2,00,00,000) shall be submitted in the form of an irrevocable Bank Guarantee issued by a Nationalised or Scheduled Bank in favour of Transport Commissioner, Maharashtra State - Mumbai, as per the format set out in as per the format in [Annexure X](#).
- b. The PBG shall be from a Nationalized / Scheduled bank having Head Office in India.
- c. The Performance Bank Guarantee should be valid for entire duration of contract and 3 months thereafter.
- d. The Successful Bidder may be asked by the MVD to extend the validity of PBG to ensure the Terms and Conditions of the Contract are met with and Successful Bidder is bound to accept the same.
- e. The PBG shall be discharged to the Successful Bidder 3 months after successful completion of project after deducting penalties if any as applicable. The project will be considered completed when successful bidder has discharged of all obligations as per the contract and terms and conditions including porting of data to NIC's server and submission of PBG for the maintenance period described below.
- f. **PBG for maintenance period:** Submission of PBG of 5% of the total PBG value, i.e. INR 10,00,000 (Rupees Ten Lakhs Only) valid for the period of 3 (Three) years during the maintenance period of the software with all the conditions same as original PBG.
- g. No interest shall be payable on any PBG whatsoever.
- h. **The Performance Bank Guarantee shall be forfeited and en-cashed either wholly or partly, inter alia, in the following cases:**
  - If the Successful Bidder withdraws from the project midway during the project term,
  - If during the project term, there is any incident of gross professional negligence resulting in delayed service, or adversely affecting the quality of the work.
  - Any act or acts of the successful bidder which render the project un-operational and DoT establishes sufficient reasons to forfeit the Performance Bank Guarantee.
  - Successful Bidder defaults on any conditions(s) laid in this document, or breach SLAs as defined in [Annexure XI](#) or violated of any provision of the Contract Agreement.
  - Successful Bidder is found to have made misleading or false representation in the forms, statements and attachments submitted or attached to the bid, or,
  - The bidder is found indulging in corrupt or fraudulent practices or,
  - Fails to submit PBG of INR 10,00,000 (Rupees Ten Lakh only) post contract period for software maintenance period valid for 3 years.

## 19. Project Timelines

#	Description	Timelines
1	Declaration of L <sub>1</sub> Bidder	T <sub>0</sub>
2	Start of Demo Run by Successful Bidder	T <sub>0</sub> + 1 weeks
3	Issue of Letter of Intent	T <sub>1</sub>
4	Submission of Letter of Acceptance by Successful Bidder	T <sub>1</sub> + 1 weeks
5	<ul style="list-style-type: none"> <li>• Signing of Contract and submission of PBG</li> <li>• Submission of “Project Planning and Management” Documentation modified as per Demo run</li> </ul>	T <sub>1</sub> + 3 weeks
6	Allocation of physical space in RTO approved premises for scanning by MVD	T <sub>2</sub>
7	<b>At minimum 10 RTO offices :</b> <ul style="list-style-type: none"> <li>• Setting up of manpower, required hardware, network by Successful Bidder.</li> <li>• Implementation of DMS software application and login for RTO officials, audit of DMS software before hosting on cloud server provided by MVD.</li> <li>• Training to MVD to use DMS software for QC, SLA monitoring etc.</li> <li>• Commencement of Scanning &amp; Digitization project</li> </ul>	T <sub>2</sub> + 3 week
8	Completion of Project	12 months from signing of contract

Any delays in the timelines attributable to Successful Bidder shall attract penalties as defined in SLAs as per [Annexure XI](#).

## 20. Payment Schedule

- Payment shall be released against actual completion of work, on monthly basis after deduction of applicable penalties (monthly basis) as per SLA parameters and if needed, as per recommendation of RTO official.
- Work will be considered complete when the record has been scanned, digitised and ported to the NIC central server after due quality check process. Quality check of the data shall be done before and after porting of the data. Porting of data shall be done as directed by MVD. At the end of every month the Successful Bidder shall submit invoice for work completed certified by the concerned RTO official along with report from the application indicating the same.

## 21. The DoT's Rights to Accept / Reject any or all Bids

The DoT reserves the right to accept or reject any bids, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for the DoT's action. If bids received are deemed as exceptionally higher than the prevailing market rates, DoT may reject all the bids or annul the bidding process.

## **22. Insurance**

- a. Utmost care must be taken while preparing the records, scanning them and handling at any point to make sure that no damage occurs to the physical records. Any damage to premises of Transport Offices (RTOs / Dy. RTOs) or any approved premise or any other damage during the course of entire project by the Successful Bidder shall be complete liability of the Successful Bidder. Such damages can be claimed by the MVD and Successful Bidder is liable to pay for such damages. It is hence recommended that Successful Bidder may have insurance valid for the entire course of contract so as to protect itself and MVD from any damages.
- b. The Successful Bidder shall effect and maintain, or cause to be effected and maintained, at no cost to MVD, from the date of Signing of Contract and during the validity of contract agreement such insurances up to such maximum sums as may be required under and in accordance with applicable laws and such insurance as may be considered necessary in accordance with Good Industry Practice, including 3<sup>rd</sup> party insurance, as approved by MVD.
- c. All insurances obtained by the Successful Bidder in accordance with this shall be maintained with insurers on terms consistent with *Good Industry Practice*. Within 15 (fifteen) days of obtaining any insurance cover, the Successful Bidder shall furnish to the MVD, notarized true copies of the certificate(s) of insurance, copies of insurance policies and premium payment receipts in respect of such insurance, and no such insurance shall be cancelled, modified, or allowed to expire or lapse until the expiration of at least 30 (thirty) days after notice of such proposed cancellation, modification or nonrenewal has been delivered by the Successful Bidder to the MVD.

## **23. Non-disclosure Agreement**

Each and every resource of the Successful Bidder associated with this project will have to sign the Non-Disclosure Agreement (NDA) with the Successful Bidder. The copies of the same has to be submitted to MVD as a part of “Project Planning and Management”. Successful Bidder shall sign an NDA with MVD as per attached format in [Annexure XII](#). This also has to be submitted along with “Project Planning and Management” document.

## **24. Limitation of Liability towards DoT**

The Successful Bidder's liability under the resultant Contract Agreement shall be determined as per the Law in force for the time being. The Successful Bidder shall be liable to the MVD for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the Successful Bidder and its employees, including loss caused to DoT on account of defect in goods or deficiency in services on the part of Successful Bidder or his agents or any person / persons claiming through or under said Successful Bidder. However, such liability of Successful Bidder shall not exceed the total value of the resultant Contract which the Successful Bidder shall sign before execution of the project.

## **25. Compliance with IT Act**

The Successful Bidder must ensure that the solution provided, the data protection and security policies employed and the data retention and restoration methodologies defined for this project are compliant with the Information Technology Act 2000 (ITA-2000) of Government of India, IT (Amendment) Act 2008 and any such amendments from time to time.

**26. Demo run in one of the office in MMR identified by MVD**

- a. Successful Bidder will have to setup a demo for one of the office in the Mumbai Metropolitan Region (MMR regions) as directed by MVD at later date. Such demo will run for at least 7 days or until satisfaction of MVD.
- b. MVD shall provide physical space and the documents to be scanned and digitized to the Successful Bidder for the demo run, all the other hardware, infrastructure, manpower etc. shall be responsibility of Successful Bidder.
- c. During the demo, the Successful Bidder is expected to scan, digitize and port at least 500 records of each type (2 types of records) and get approved the quality of scanning and digitization, indexing, porting and SOP for the complete flow from the MVD.
- d. Any changes in quality or SOP required by MVD shall be immediately incorporated by Successful Bidder.
- e. Only on satisfactory demo run, MVD shall issue “Letter of Intent” to Successful Bidder.
- f. In case of failure of demo during any process of scanning, digitization or porting, for more than 15 days from date of start of demo, MVD reserves the right to not issue the LoI to Successful Bidder and forfeit the EMD.
- g. In such case, DoT may call L<sub>2</sub> Bidder in accordance with clause in this RFP as defined in clause 18 under “Instructions to Bidders”.

# SCOPE OF WORK

Motor Vehicles Department

## **SCOPE OF WORK**

The Motor Vehicles Department (MVD) wishes to utilize the services of Scanning and Digitization agency (hereafter referred to as Successful Bidder) for scanning & digitization of legacy records. The samples of such records are scanned for reference in [Annexure XVIII](#). Tenure of this contract is for a period of 12 months from the date of Signing of Contract. The Successful Bidder is expected to execute the complete scope of work within this period.

**Broadly, there would be four phases in Scanning & Digitization work:**

### **Phase I – Pre Commencement of Project**

- a. Existing NIC application study (Vahan and Sarathi)
- b. Project planning and management
- c. Deployment, commissioning, and maintenance of hardware, network infrastructure and furniture
- d. Implementation of application for scanning, digitization and QC and security audit.
- e. Training to MVD / RTO officials

### **Phase II – Pre-scanning**

- a. Records / register collection
- b. Records preparation / repair
- c. Pre-scanning document quality check

### **Phase III – Scanning and Data Entry**

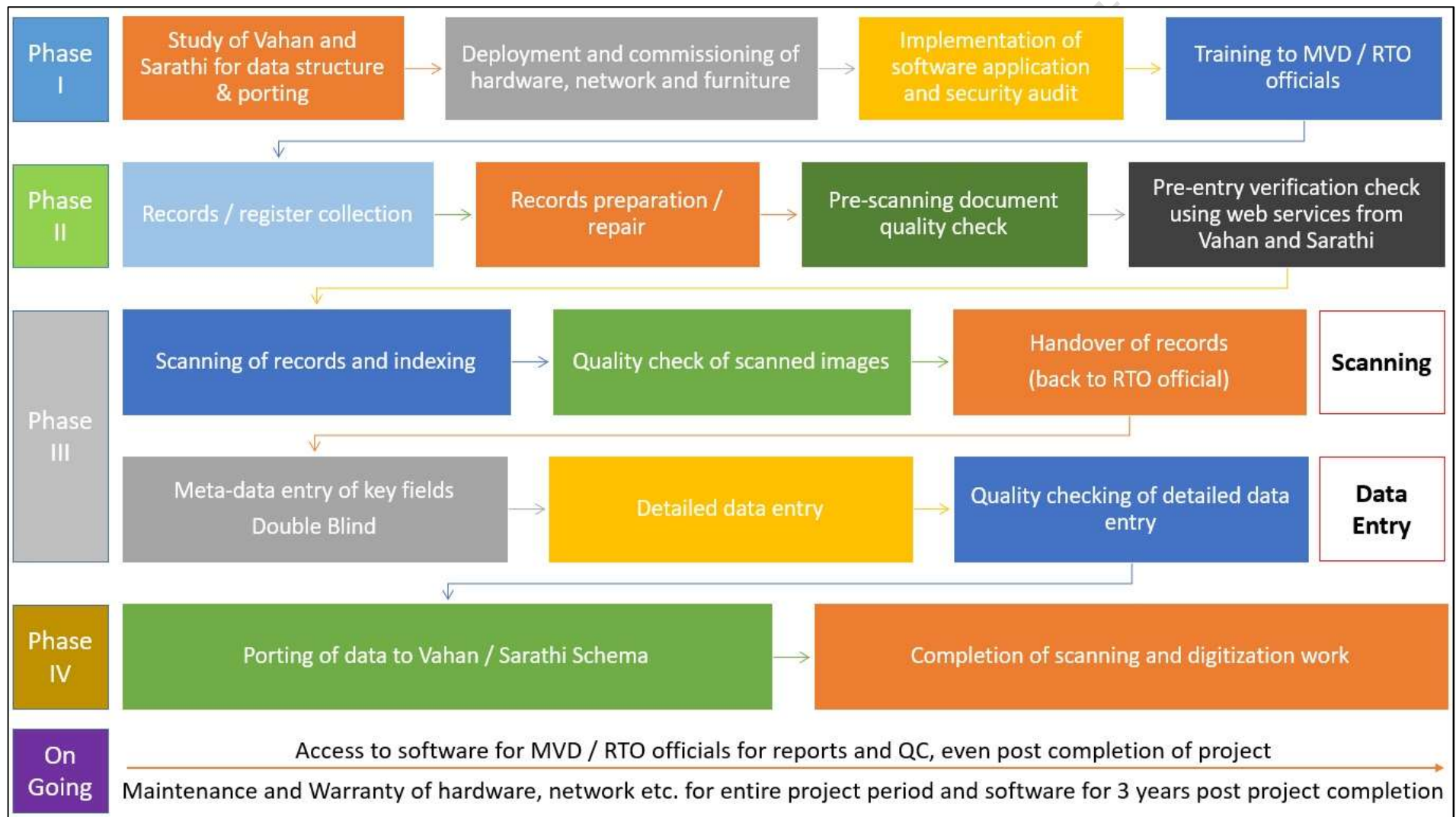
- a. Pre-entry verification check
- b. Scanning of records and indexing
- c. Quality check of scanned images
- d. Handover of records (back to RTO official)
- e. Meta data entry of key fields
- f. Detailed data entry
- g. Quality checking of detailed data entry

### **Phase IV - Post Scanning and Digitization**

- a. Porting of data to Vahan / Sarathi Schema
- b. Application access to scanned images and meta-data
- c. Reporting – Continuous process
- d. Completion of scanning and digitization work

In implementing the above, the Successful Bidder shall strictly adhere to the standards set by the MVD. The Successful Bidder shall ensure that he is solely implementing the project and shall not franchise / sublet / subcontract it to any third party under any circumstances. Manpower, if required can be hired from third party agency, however the responsibility of the project remains with Successful Bidder only. The details about the above mentioned services are covered in subsequent sections.

The indicative list of responsibility of the Successful Bidder is as per chart below and as per [Annexure XVII](#).





## **1. Phase I: Pre-Commencement of Project**

Prior to project commencement, there are activities Successful Bidder needs to carry out and get necessary approvals from MVD.

### **1.1. Existing NIC application study (VAHAN & SARATHI)**

- a. MVD currently uses NIC's web-based software application Vahan and Sarathi (V/S) for day to day business operations. These software got implemented in state of Maharashtra in the year 2006. Almost all the records thereafter are on the server of V/S and are accessible online. Prior to existence of V/S, MVD used manual / physical way of keeping records.
- b. The purpose of this project is to scan and digitize legacy data of the MVD, prior to existence of V/S software. Post scanning and digitization of these legacy records, the data has to be ported to NIC's server to match V/S database schema for one point access to all the data.
- c. Successful Bidder shall do a careful study of the database structure, data transfer methods etc. of V/S before commencing the project. All the required support for data porting and integration will be shared by NIC and MVD with the Successful Bidder at a later date. All the cost pertaining to study of V/S, Porting of data etc. has to be borne by Successful Bidder.
- d. Data structure and details of Vahan and Sarathi for integration shall be shared with Successful Bidder at a later stage.

### **1.2. Project Planning and Management**

- a. The Successful Bidder shall plan the project implementation in detail and should provide a micro level view of the tasks and activities to be undertaken in consultation with the MVD.
- b. An indicative list of planning related documentation that the Successful Bidder should make is as per [Annexure I](#). The document needs to be submitted as per the timeline prescribed unless otherwise approved by the department in writing. Failure to submit the same within the timelines prescribed may lead the department to cancel the LOI and forfeit the EMD.
- c. Any changes recommended by MVD during demo run, while submission or during the project tenure, shall be incorporated and obeyed to throughout the contract period.
- d. The "Project Planning and Management" document has to be submitted after successful completion of demo run by Successful Bidder along with PBG and get approval from MVD.
- e. Successful Bidder shall establish a project head office in MMR region for the entire period of the project. Project Planning and Management documentation shall specifically mention details of the staff to be deployed at project head office and at on-site for scanning. Such staff shall be as per [Annexure VII](#).
- f. The Successful Bidder shall abide to pay the deployed staff, meeting or exceeding the wages as per Minimum Wages Act and comply with labour laws of Govt. of Maharashtra.
- g. The Successful Bidder shall be responsible for ensuring compliance with the provisions of applicable labour laws, EPF laws and other relevant laws in practice.
- h. Daily attendance of such manpower shall be recorded and the salary shall be mandatorily through online and banking means.
- i. Any change in manpower, replacement of manpower etc. shall be intimated to MVD.

### **1.3. Deployment, Commissioning, and Maintenance of Hardware, Network Infrastructure and Furniture**

Successful Bidder shall deploy, commission and maintain the hardware, network infrastructure and Furniture throughout the contract period.

#### **1.3.1. Hardware**

- a. The hardware required for project execution including but not limited to desktops, scanners, digital cameras etc. shall be provided by the Successful Bidder throughout the contract period.
- b. Minimum technical specifications of all such hardware shall be as per [Annexure IV](#).
- c. If Successful Bidder feels necessary, the UPS, stabilizers etc. may be deployed for desktops and scanners to meet the SLAs all the time.
- d. Number of such hardware can be decided by Successful Bidder as per number of records to be scanned and to meet the SLAs all the time.
- e. Cloud Server space will be provided by MVD to store the scanned images and meta-data of the respective record in an indexed form, along with the space to host application.
- f. Successful Bidder has to specify as a part of Project Planning and Management Document, Cloud server space requirement for storing the scanned images and meta-data and hosting the application for the entire project and maintenance period.
- g. Backup of such server will also be responsibility of MVD.
- h. Successful Bidder shall ensure that none of the desktops / scanner used for scanning have USB ports.
- i. Also there should not be any facility like email or any other document upload / share facility available on the desktop. No record whether physical or digital should move out of the government premises (or government approved premises) under any circumstances.
- j. Responsibility of all the hardware and infrastructure deployed on-site at RTO offices across the state shall be sole responsibility of Successful Bidder. MVD shall not be responsible for any loss etc. under any circumstances. Hence it is recommended to have insurance for all the infrastructure and hardware deployed.

#### **1.3.2. Network Infrastructure**

- a. The network required on-site for scanning will be responsibility of Successful Bidder.
- b. It is preferred that Successful Bidder avails wireless internet service.
- c. However, if wiring is needed, plan for wiring and cabling has to be submitted to MVD and Successful Bidder has to get it approved from MVD prior to laying of wires and cables.
- d. All the equipment like routers, switches, repeaters, wires, cables, pins, sockets etc. shall be responsibility of Successful Bidder.
- e. Minimum network requirement shall be as per [Annexure IV](#).

#### **1.3.3. Furniture**

- a. The furniture required for the execution of the project at the RTO offices is complete responsibility of the Successful Bidder.
- b. Office Space and Electricity connection will be provided by the MVD.
- c. Every other aspect such as tables, chairs, storage racks with locks etc. shall be responsibility of the Successful Bidder.

All the above mentioned furniture, hardware, network etc. is with respect to scanning part of the project at the RTO offices. Physical space for digitization may be provided by MVD at its sole discretion at one or more RTO offices. In such case Successful Bidder shall execute digitization at the physical space provided. If physical space is not provided by MVD, Successful Bidder shall be responsible for the space. In any case, hardware, furniture etc. required for digitization part of the project shall be responsibility of Successful Bidder only.

#### **1.3.4. Maintenance and Warranty**

- a. The Successful Bidder must deploy hardware (desktop, printers, scanners etc.) with comprehensive on-site OEM warranty valid for the complete contract period.
- b. Warranty shall include support services for deployed hardware (desktop / scanner including repairing, replacement of parts, spares part, etc. to make the product operational.
- c. The Successful Bidder shall submit a certificate / undertaking as a part of “Project Planning and Management” document from all the respective OEMs mentioning the fact that the hardware deployed are covered under comprehensive OEM warranty & support for the prescribed period.
- d. During the warranty period, the Successful Bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the deployed goods so as to ensure continuous and smooth functioning of the project.
- e. The warranty and maintenance on deployed DMS software should be valid throughout the contract period and 3 years post completion of the contract.
- f. In case of delay to repair, penalties as defined in SLAs shall be applicable.
- g. The Project Manager deployed by the Successful Bidder shall act as single point of contact for the MVD regarding all concerns related to onsite warranty support and maintenance.

#### **1.4.Implementation of application for Scanning, Digitization and QC**

- a. The Successful Bidder shall be responsible for implementation of an end-to-end document Management System (DMS) for Scanning & Digitization activities.
- b. The Successful Bidder may develop an entirely new, web based Open Source Software application fully customized for this project (and submit the source code to MVD), or may use COTS software for this purpose and make necessary customization as may be directed by MVD.
- c. The Cloud Server space for hosting this application shall be provided by MVD for storing scanned images and meta-data.
- d. In case of COTS application, the perpetual license has to be purchased in the name of Transport Commissioner, Government of Maharashtra and shall not have any restriction on number of users and number of concurrent users. The CD / DVD etc. for the License and setup shall be handed over to MVD. IP rights of the DMS software will be governed as per clause 7 under “Terms and Conditions”.
- e. Complete application shall be available in offline mode as well, so as to not hamper the ongoing scanning work due to poor connectivity.
- f. The Successful Bidder shall also provide comprehensive onsite warranty support for maintenance of the DMS Software under the scope of this project for the entire contract period, and during 3 years maintenance thereafter.
- g. All the system & application software licenses shall be procured by the Successful Bidder.
- h. Such licenses shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost for the entire contract period.
- i. **Hosting, Testing and Certifications:**
  - i. The application as well scanned images and meta-data will be stored in a central server provided by MVD.
  - ii. Acceptance testing and security & performance audit of application needs to be done before hosting on to the cloud server provided by MVD. This shall be responsibility of Successful Bidder to complete the testing from any of the CERT-In empaneled audit agencies against the quality framework standards and guidelines which forms part of the SDLC methodology as directed by MVD and Government of Maharashtra.
  - iii. The Successful Bidder is also responsible to provide the STQC certification for database performance of the database used for storing the meta-data and images.
  - iv. MVD reserves right to conduct third party audit of application, database, processes of Successful Bidder pertaining to this project.

**Application shall have two broader modules indicatively:**

- Successful Bidder's module
- MVD's Module

**1.4.1. Functional requirements of Successful Bidder's module of application**

**i. Capture Module**

The application shall have an in-built capture module for the purpose of scanning the documents.

- Support for high-resolution gray scale imaging.
- Image processing capabilities with features like black border removal, de-skewing without any image details loss etc.
- Blank page removal
- Image indexing including reconciliation for document index and page numbers
- Rotate, and zoom a page
- DMS software should have the capability to append any additional document / information as necessary on the server.
- Adequate security features should be embedded into the proposed system to protect it from unauthorized access to documents, data or other critical information.

**ii. Data Entry Module**

- The application shall have in-built data entry module for digitization of records.
- To facilitate the meta-data entry, the application shall provide an offline interface for double blind data entry of fields.
- Auto comparison and validation of double blinded data entered and appropriate action as defined in the document has to be taken.
- Such data entry will happen in English only. All the data which is written in Marathi (if any) has to be translated to English by data entry operator and to be entered in English **Unicode** only.
- The data entry should happen and support Unicode format only.
- The data so entered shall be indexed to the respective scanned document/s.

**iii. Quality Check Module**

- The application shall have in-built module for quality checks conducted by Successful Bidder (and later QC conducted by MVD). This module will be applicable for scanning, metadata entry and detailed data entry functions.
- Selection of the batch or any record in the batch or selection of record by date of scanning / meta-data entry
- Display the scanned image with its meta-data side by side on same screen
- Capable of displaying of either scanned image or metadata entry full screen (with zooming options)
- Capable of recording result of the QC such as "Accepted" / "Rejected".
- In case rejected, the reason for rejection and highlighted mismatched characters / fields should be visible. Successful Bidder should be able to make the necessary changes or assign the same scanned record for re-entry in double blind only.
- Key fields shall not be entered without double blind method under any circumstances.
- In case of acceptance, the record shall be sent further for detailed data entry.
- Generation of MIS reports in the formats as briefed in [clause 4.3](#).

#### **iv. Document Movement Log Module**

The application shall have a Document Movement Log module for recording movement of the physical documents from the point of hand over by the RTO official to Successful Bidder representative, till they are returned by Successful Bidder representative to the RTO official.

##### **1.4.2. Functional requirements of MVD's module of application**

- a. The Successful Bidder shall also deploy an application (independent or a module of existing application) for image and data retrieval and quality check to be done by MVD.
- b. DMS software application should be accessible online by various officials of the MVD. Such access shall be restricted. List of offices will be given by MVD at later date.
- c. Security and password based restricted nature of access to all scanned images and data of records.
- d. All the feature mentioned in the QC module of Successful Bidder above shall also form part in this module.
- e. The retrieval software must show total pages in a file, current page number.
- f. Facility to print a particular page or pages.
- g. Rotate and zoom a page and various other common functionalities.
- h. The DMS software should have the capability to append any additional document / information as necessary on the server.
- i. MIS report in various format such as number of images scanned, records scanned, characters and fields entered, rejection in double blind etc. as directed by MVD at later date shall be made available.
- j. All the record files shall be made available for download and printing if needed. Naming convention in case of download shall be standard as decided by MVD at later date.

##### **1.5.Training**

- a. The Successful Bidder shall conduct training for MVD staff at all RTOs individually or jointly for using the application deployed by Successful Bidder as directed by MVD at a later date.
- b. Such training shall cover use of the application for the purpose of quality check of scanned images, QC of data entry, viewing daily, weekly, monthly reports of number of records images scanned and digitized, their size and space, timelines etc.

All of the above requirements are minimum and indicative in nature.

## **2. Phase II - Pre-Scanning**

Prior to scanning process, there are number of activities that need to be carried out so that the documents are properly handled and not lost / misplaced / damaged. The steps in this stage of the process are as follows:

### **2.1.Records / Register Collection**

The Successful Bidder will collect all records / registers mentioned in the scope of work from the RTO official from the office of RTO or any other place as directed by MVD. It will maintain physical log to record details of records / registers collected and returned. The following indicative details should be entered into the log register:

- ✓ Number of documents / register collected
- ✓ Number of pages collected
- ✓ Date of collection
- ✓ Expected date of return
- ✓ Collected from
- ✓ Collected by and Signature
- ✓ Date of return
- ✓ Returned to and Signature
- ✓ Returned by
- ✓ Any other detail as decided by MVD

These details are subjected to change at later date as directed by MVD.

- a. Additionally, the RTO official and Successful Bidder's representative shall sign on handover summary sheet before handing over the documents. Such details also needs to be updated by Successful Bidder as and when required for proper tracking of the records.
- b. The department will ensure a continuous flow of records to streamline and smoothen the Scanning and Digitization activity. In order to meet SLAs, the Successful Bidder may request MVD to suitably increase the flow of records.
- c. In case of unavailability of required records, RTO officials shall be notified by the Successful Bidder.
- d. All such requests by the Successful Bidder to be addressed to the official email-id of the nodal officer identified for the project.
- e. In case the Successful Bidder does not raise any such requests, it shall be deemed that the document flow is as expected to meet the necessary Service Level Requirements.
- f. The records shall be given in batches to the Successful Bidder. The Successful Bidder shall be expected to complete the process for a given batch as per the SLAs defined before the department hands over the next batch.
- g. In case of illegible textual records, Successful Bidder should inform the MVD about it. MVD will try to guide the Successful Bidder as to how such documents be scanned and digitized.

## **2.2. Records Preparation / Repair**

- a. Prior to handing over the records for scanning to the Successful Bidder, MVD will affix a running serial number to each document and maintain record of the same.
- b. Further, it is not necessary that all the pages in a records will have an identifier (Vehicle Number, License Number etc.)
- c. Successful Bidder needs to ensure proper un-filing and re-filing in absence of such reference numbers on each page of a record.
- d. The records so received shall be prepared and repaired by the Successful Bidder.
- e. Document handling, scanning and re-submission of the documents must be carried out in a manner to ensure that the documents are not damaged and no further deterioration takes place. Trimming, tearing or cutting of the Case files / pages is not permitted.
- f. In case of damage to the records, penalties as defined in SLA as per [Annexure XI](#) will be applicable.

### **Indicative list of activities to be performed for records preparation by Successful Bidder:**

- a. Dusting the files to remove dirt and other possible noise causing particles.
- b. Removal of stapler pins, clips etc. (this should not lead to further deterioration of the documents). Also successful Bidder needs to ensure proper sequence of the document on removing stapler pins etc.
- c. Repair the documents for scanning using cello-tape (Self-Adhesive clear Tapes) or enclosing the documents in plastic pouches (depending on the condition of the documents).
- d. Successful Bidder shall take guidance from the RTO officials on files which needs to be defiled or where stapler pins / clips should be removed.
- e. In case a file is defiled for purpose of scanning, Successful Bidder in consultation with MVD shall re-file the same in proper sequence before returning.

## **2.3. Pre-Scanning Document Quality Check**

The Successful Bidder shall conduct quality check before sending any record for scanning. All the records need to go through quality check. It is more of a visual quality check of the records for visibility, readability.

### **The following things should also be checked:**

- a. It should be checked that all records have been numbered
- b. It should be noted that all pages have a record identifier
- c. It should also be checked that they are not cloth mounted, torn or ragged, and not have too many folds. In case of folds, they should be straightened properly to be scanning ready.
- d. It should be seen that they are dust free.
- e. It should be checked that all damaged documents have been repaired.

### 3. Phase III: Scanning and Data Entry

After the above preparations of records they shall be processed for scanning and data entry.

#### 3.1.Pre-entry Verification Check

- a. The Successful Bidder will carry out a pre-entry verification check through the software it develops which is integrated with NIC database / tool through web service provided by NIC to identify whether the legacy record already exists in Vahan or Sarathi database.
- b. Necessary one-time support will be provided by MVD and NIC for integrating such tool through web service.
- c. Only those records which do not exist in Vahan or Sarathi database as confirmed by the pre-entry verification shall be selected for scanning and data entry process.
- d. The structure of web service will be shared with Successful Bidder at a later stage.

#### 3.2.Scanning of Records

- a. Only those records which are not available in NIC's database needs to be scanned and digitized.
- b. The textual records (except bound registers) may be scanned by using flatbed scanner / book scanner. The choice of scanner should depend completely on the condition of the document.
- c. Sheet Fed scanner shall only be used for excellent physical condition records.
- d. In case the document is heavily torn and cannot be fed in the sheet feeder, then flat-bed scanner should be used. In case, the document cannot be scanned using any type of scanner, digital cameras can be used as image capturing device (In such case, DMS software must have provision to accommodate images captured from digital cameras).
- e. The bound registers are to be scanned mandatorily by book scanner.
- f. The scanning of the documents would be carried out in the respective RTO / Dy. RTO / TC office premises or MVD approved premises only.
- g. The documents (records) shall not be taken out of RTO / Dy. RTO / TC office under any circumstances, unless duly directed and authorized by MVD.
- h. The place at the respective RTO offices where the scanning would be carried out will be fully equipped with the required scanners, computers, internet connection, UPS / generators etc., for un-interrupted execution of the project by the Successful Bidder.
- i. The necessary infrastructure for scanning needs to be setup by the Successful Bidder in the physical space provided by the concerned RTO / Dy. RTO / TC office.
- j. Minimum specifications of the hardware infrastructure, including scanners shall be as per [Annexure IV](#).

##### 3.2.1. Quality Parameters for scanned images

- a. Minimum 200 DPI in Grayscale. In case legibility of the characters is not proper, the Successful Bidder shall scan the page as it is at higher DPI, not more than 300 DPI. However, the size of the image scanned (per side of a page) should not exceed 150 KB.
- b. Image should be stored in PDF/A (ISO 19005-1:2005 or later) format only and shall be scanned in Grayscale only.
- c. In case the scanned image is not legible in grayscale, the Successful Bidder may be required to scan it in colour mode.
- d. Multiple images of multiple pages for single record shall be combined in single PDF/A file per record as the scanning for that particular record is completed.
- e. Adequate compression should be applied to the scanned image such that image quality is not adversely affected substantially yet there is a saving on storage required.



- f. Image should be oriented either vertically or horizontally (Portrait or Landscape) in such a manner to read the details on it without further need of rotation and should be without any tilt / skew.
- g. Blank page should not be scanned. In case of doubt, successful bidder can take decision on the ground in consultation with RTO official.
- h. Brightness and contrast of a scanned image should be considered wisely. If needed, Successful Bidder shall adjust the same for all the data on the page to be clearly legible.
- i. Images should be scanned in such a way that printout of image on paper will be clean and legible on 1:1 scale.
- j. The PDF/A file shall be appendable in future for more number of scanned image as and when required. This feature should be made available in module of MVD as well along with Successful Bidder's module.
- k. **With respect to image, following points needs to be considered**
  - i. The image should be clean and free of noise.
  - ii. The image should not be warped.
  - iii. Image should not have any shear.
  - iv. Image should not contain black borders.
  - v. The image should not be too dark / too light, but dark enough for all data to be clearly legible.
  - vi. The image should not have been captured under improper lighting, no shadow of any object should be on image.
  - vii. The image (actual data on page) should not be cropped from any side.
  - viii. The orientation of the image should be right so as to view directly without rotation later.
  - ix. The image should not be skewed or blurred.
  - x. There should not be any data loss especially due to folds.
  - xi. There should not be any data loss due to tight binding and bulge at the centre.
  - xii. There should not be extra darkness at the edges.
  - xiii. There should not be unwanted black lines, images of fingers or any other unwanted disturbances on the scanned images.

**Note:**

- a. While scanning, the sheet has to be fed in straight upright position and smoothened so that no folds are generated while scanning. In the flat-bed scanner, the document has to be laid flat on the glass, smoothened and scanned; and bulging should be avoided.
- b. In case of scanned image is not of desired quality, Successful Bidder shall scan it again until the desired quality is achieved (At no extra cost).
- c. In case the documents are not legible, it will be the Successful Bidder's responsibility to scan the documents at higher resolution.
- d. The image so generated after adequate compression should be legible in both soft format and printed copy taken on paper in 1:1 scale.
- e. The generated file should be optimized for viewing over the internet i.e. pages should be viewable as soon as they are downloaded without waiting for complete file to be downloaded i.e. A multipage file is downloaded page-by-page and should be viewable as soon as a page is downloaded rather than having to wait for the entire file to download.
- f. The scanned documents should adhere to Indian IT Act 2000 (and amendments), Indian Evidence Act (and amendments).

### 3.2.2. End Result for completion of Scanning

#### a. Page Level:

- Each valid page of the record (page designated by RTO official for scanning) should be converted into an equivalent image.
- Complete area of the paper should be visible in the image including contents, dates (whether typed or hand written), signatures, thumb impressions, page numbering and noting along with page numbering.

#### b. File Level:

- Scanned image/s of each records, a single page or a set of pages, shall be stored as one multi-page PDF/A file.
- PDF/A format is required to be ISO 19005-1:2005 or later and ISO 32000-1:2008 or later
- Option to password protect a PDF file if exported out of DMS system.
- PDF /A files must be encrypted with AES-256 encryption method or higher.
- It should support
  - Digital signature
  - Time stamping and
  - Encryption
- File name shall be a combination of State Code, RTO Code & Actual Registration Number without spaces for Vehicle Registration Records & State Code, RTO Code & Driving License Number for Driving License Records. The exact naming convention shall be as directed by MVD at later date.
- The PDF/A file shall contain images of all the valid pages corresponding to the actual record in exact sequence of the actual record.
- The compressed PDF files created for viewing are required to be compressed and sized within 150 KB maximum and shall also retain search ability, clarity of image and print quality.
- The PDF/A output is required to be capable of being watermarked with the image approved by the MVD

The above requirements are indicative and may change as directed by MVD at later date.

### 3.2.3. Indexing

Each record (one or more images of one or more physical pages) shall be indexed on Registration Number and month & year of date of registration (for RC) and Driving License number and month & year of date of birth (for DL) or any other such other number as may be decided by the MVD.

Multiple documents may exist for a particular record, such as permit with vehicle registration number or PSV badge with Driving License etc. Meta-data entry of each of these documents shall be such as to ensure that it is indexed to respective record.

The scanned images and meta-data has to be accessible from Vahan and Sarathi as well. The indexing shall be done considering the same. Hence naming convention of a multi-page PDF/A file for each record and indexing of the same has to be done in consultation with MVD and NIC.

### **3.3.Quality Check of Scanned Images**

Quality check after scanning is of utmost importance. Images clearing this QC will lead to movement of records to metadata entry phase. QC activities in this stage are:

- a. The Successful Bidder should also check that all records obtained from the MVD have been scanned. No page has been scanned twice or if not designated by RTO official. Payment for such extra scanning will not be made to the Successful Bidder.
- b. The Successful Bidder shall generate a report which identifies any mismatch between the number of records submitted for scanning and number of records actually scanned.
- c. Successful Bidder should check scanned records for DPI, image quality, format, noise removal, legibility etc.
- d. It is the absolute responsibility of the Successful Bidder to ensure that the content of scanned image is an exact replica of the original paper page. Images should be scrutinized by Successful Bidder in detail for any other kind of issue in the scanned images.
- e. 100% on-screen validation to be done and the log for 100% QC work done by Successful Bidder on daily basis.
- f. The Successful Bidder will appoint skilled and qualified manpower for QC purpose and not get QC done by operators who have scanned and done metadata entry.
- g. Successful Bidder will maintain a log on the DMS software application of all the records which have been rejected in 1<sup>st</sup> level QC by Successful Bidder.
- h. In case there are issues with the scanned images, Successful Bidder will rescan all such pages again and take them for 2<sup>nd</sup> level QC.
- i. Post 100% QC by Successful Bidder, the MVD will conduct random and surprise quality checks of the work carried out by the Successful Bidder. Any deviation shall attract the applicable penalties as per SLAs as defined in [Annexure XI](#).
- j. The Successful Bidder shall provide a QC module which is accessible online (for QC of scanned images and data by RTO officials) within the module of application for MVD.
- k. The QC module shall have 'approve' and 'reject' buttons. In case the records are rejected in QC module, either by Successful Bidder or by MVD, the same record needs to be scanned once again with required and desired quality. The earlier scanned file created shall then be deleted from the DMS system. If the record is QC approved, only then it will be accessible in the DMS.
- l. QC has to be done as per the quality expected from the Successful Bidder as defined in clause 3.2.1 under "Scope of Work"

### **3.4.Handover of Records (back to RTO official)**

- a. After scanning, all the records should be handed over back to the RTO official in proper sequence and pinned or stapled promptly. Appropriate entries would also have to be made by the Successful Bidder and RTO official in their inward / outward register on return of documents.
- b. Scanned records will be stamped and duly signed by the users indicating that the "FILE IS SCANNED AND DULY RECONSTRUCTED" and the Successful Bidder will be fully responsible for any loss/damage of any document.
- c. Under no circumstances shall the records be changed, mutilated, destroyed or replaced by some other records. Any damage to the records will lead to penalties to the Successful Bidder as per SLAs as defined in [Annexure XI](#). Thus the Successful Bidder should take utmost care of the records taken for scanning.

### 3.5.Metadata Entry of key fields

- a. The metadata entry of key fields is to be done only after scanning and QC are completed.
- b. Required physical space for metadata entry process shall be responsibility of the Successful Bidder. In case MVD provides physical space in one or more RTO offices, Successful Bidder shall do the data-entry execution at the MVD provided premises. In any case, necessary arrangements like physical infrastructure of desktops etc. and manpower for data entry either at Successful Bidder's premises or MVD's premises shall be responsibility of Successful Bidder.
- c. If for one or more RTO, MVD doesn't provide physical space, the metadata entry process for such RTO offices can be carried out from any desired location of Successful Bidder. The Successful Bidder shall provide for all physical infrastructure and manpower at each locations where metadata entry is being done.
- d. However, all such locations where metadata entry process is being done outside MVD's premises, the same has to be updated with MVD as a part of Project Planning and Management Document.
- e. Any change in location address etc. shall be intimated to MVD by Successful Bidder. Also, total manpower strength and number of desktop terminals kept at each such location shall be intimated to MVD from time to time, up to date.
- f. MVD or any other authorised officer at its sole discretion without any prior intimation to Successful Bidder may visit any of such location any time throughout the contract period.

### Double Blind Data Entry Method

- a. For accurate metadata entry of key fields, **double blind data entry method** (i.e. two people will enter the data for the same scanned image independently), shall be done for all scanned images.
- b. Metadata entry of key fields is to be done by adding appropriate tags to each scanned document in consultation with MVD.
- c. The metadata entries of key fields done by these operators will be compared by the application and those with wrong metadata entry will be visible to the concerned supervisor of Successful Bidder.
- d. Successful Bidder should correct all such errors at no extra cost or reassign the data entry again by double blind method to the data entry operators.
- e. The Successful Bidder will accurately capture entries from the scanned image as per indicative metadata fields defined in [Annexure V](#) for each of driving license or motor vehicle record.
- f. Meta data entry module may have facility for offline data entry and syncing with central server as the connectivity is available.

### **3.6.Detailed Data Entry**

- a. The Successful Bidder may do the detailed data entry of the remaining fields of the records either after matching of key fields in Double Blind process or may do the detail data entry simultaneously along with Double Blind.
- b. For each of driving license or motor vehicle record, the Successful Bidder shall make the detailed data entry as per Schema of Vahan and Sarathi as defined in [Annexure V](#) using the application implemented by Successful Bidder.
- c. The fields entered during earlier process shall be auto populated in the application page and rest of the details to be entered during detailed data entry phase.
- d. If data belongs to separate register, Successful Bidder can still carry out detailed data entry simultaneously of the same records which are under process of key field's double blind data entry.

### **3.7.Quality Checking of Detailed Data Entry**

**The Quality Checking for data entry shall include the following:**

- a. Whether all required metadata fields have been captured.
- b. Whether the metadata captured is correct.
- c. Random quality check for at least 25% of records for detailed data entry has to be done by Successful Bidder.
- d. Such QC has to be done by the Successful Bidder through the application and the same to be logged and be a part of MIS report.
- e. The Successful Bidder shall appoint skilled and qualified manpower for QC purpose.
- f. Post QC done by Successful Bidder, MVD shall do QC randomly for records. If MVD rejects any record for data entry, the data entry for that particular records has to be redone by Successful Bidder (at no extra costs).
- g. In case of rejections in QC by MVD, penalties as defined in SLAs as per [Annexure XI](#) will be applicable.

#### **4. Phase IV: Post Scanning and Digitization**

Following activities shall be performed upon completion of scanning and digitization activity:

- a. Scanned records and respective metadata entry indexed in the server provided by MVD.
- b. Online application for retrieval of scanned images and data for various officials of MVD.
- c. Scanned records (one or more than one pages) shall be delivered in PDF/A format.
- d. Successful porting of data to the legacy schema of NIC's applications and QC done.

##### **4.1.Porting of data to Vahan / Sarathi Schema**

- a. The Successful Bidder shall submit a proper indexing and retrieval method for accessing scanned images and meta-data from the server. After scanning, data entry and QC by the MVD, the data needs to be kept port-ready as per schema of NIC's application for porting.
- b. The phase at which porting of data has to be done will be as directed by MVD at later date. Few records indicatively on daily basis ported, few at the end of the scanning phase.
- c. Successful bidder shall integrate the application so deployed for this project with the Vahan and Sarathi applications for porting of only meta-data to the central servers.
- d. Integration, data type, validations, length and all other details for the purpose of porting data to NIC database will be provided by MVD and NIC at later date.
- e. Successful Bidder is expected to do careful study of the database structure, data transfer methods etc. of system (with support from NIC and MVD) before commencing the project.
- f. Some of the fields in database of NIC which are mandatory but are not captured during digitization process shall be taken care with dummy value by Successful Bidder.
- g. In case of rejection of any record during porting of data to NIC server, NIC will share such report with MVD which in turn will be shared with Successful Bidder to correct the same in desired format and re-port the data to NIC server.
- h. Successful Bidder will completely support the porting process and make sure to properly port and check the sanity of data ported to NIC server until satisfaction of MVD.
- i. The project will be considered completed only upon 100% successful completion of porting and QC of the ported data done successfully by Successful Bidder.

##### **4.2.Application access to Scanned Images and Meta data**

- a. Successful Bidder shall provide an online DMS software interface for MVD to access the meta-data and the respective images for day to day operations with access control (user ID and password) for at least 100 officers as directed MVD at later date.
- b. The link of each respective scanned file of a record shall be shared by the Successful bidder.
- c. Such software shall also allow to update the data in case required by the officers of MVD.
- d. The functionalities of this DMS software application shall be as described above including but not limited to side – by – side view of data and images, full screen modes, zoom and various basic picture editing for images etc. as directed by MVD at later date.

##### **4.3.Reporting**

- a. Successful Bidder shall make available MIS reporting tool on the application accessible by MVD through the module provided by Successful Bidder.
- b. Various reports needs to be generated at various stages of the project as directed by MVD.
- c. This shall include daily, weekly, monthly and overall progress - number of images / pages scanned, percentage scanned etc.
- d. Reports on rejection in QC of scanned images and Data Entry process and double blind process and their percentage.
- e. Capturing risk and issues during the project. The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project.

#### 4.4.Completion of Scanning work

- a. Post completion 100% successful completion of Scanning, Successful Bidder can take out all the hardware like desktop, scanner etc., and network cabling if any and furniture from the MVD premises or any other approved premises. While doing so, Successful Bidder shall make sure to settle all the dues of network utility, disconnect the line, format all the desktops, digital camera's memory etc. and make sure that any record is not taken outside MVD's premises under any circumstances in either physical or digital form.
- b. Successful Bidder shall make sure that all the physical records shall be returned to RTO official and no records be taken out of MVD premises or MVD approved premises.
- c. Successful Bidder shall also make sure to peacefully vacate the space provided by MVD without any damage to the property of MVD.
- d. No hardware, or any cable or furniture should brought by Successful Bidder shall remain in the MVD's premises (MVD approved premises), post project completion.
- e. Access to the application shall remain with MVD only. All the access to application including admin logins for Successful Bidder shall be handed over to MVD ensuring no access post completion of project is available any resource of Successful Bidder.
- f. The maintenance of application shall be responsibility of the Successful Bidder for a period of 3 years from date of completion of contract.
- g. The porting of desired data as directed by MVD shall be completed.

#### 5. Details of records to be Scanned and Digitized and volume of work

- a. Following table mentions the approximate number of pages, fields and characters per type of records to be scanned and digitized for all categories across the state.

#	Category of Record	Pages	Data Entry Fields	Maximum Character	Records	Pages (Each side)
1	Driving License for Transport	1 or 2	14	123	18,30,362	27,45,543
2	PSVA Badge (Subset of DL for Transport and of Conductor License)	1	3	24	11,72,148	11,72,148
3	Driving License for Non Transport	1 or 2	12	111	31,81,485	47,72,228
4	Conductor License	1	12	111	9,76,990	9,76,990
5	Vehicle Reg Transport	4	30	303	14,21,161	56,84,644
6	Permit (Subset of Vehicle Reg Transport)	1 or 2	4	27	10,44,961	15,67,442
7	Vehicle Reg Non Transport	1 or 2	27	293	51,11,263	76,66,895
				<b>Total</b>	<b>1,47,38,370</b>	<b>2,45,85,890</b>

- b. Data of category wise number of records in each RTO office is as per [Annexure VI](#).
- c. All the data provided is based on approximation. The payment shall be done on actuals only.
- d. The estimates in actuals can increase or decrease at a later date.
- e. The physical condition of the records can vary from excellent to very bad depending on their age.
- f. Few of the Transport License holder and few of conductor license holder also holds PSVA badge. The data entry and scanned document indexing has to be done on corresponding license number.
- g. Similarly, few of the Transport Vehicle are issued permits and the data entry and scanned document indexing has to be done on corresponding transport vehicle number.

## 6. Roles and Responsibilities the MVD

**The MVD shall discharge following responsibilities in successful execution of the project:**

- a. Providing support for understanding of NIC's Vahan and Sarathi applications.
- b. Providing access to NIC's database (through DMS software or any other method) for pre-entry verification.
- c. Carrying out periodic quality checks on the scanned documents and digitized records using the QC tool provided by the Successful Bidder.
- d. Providing all the necessary records to the Successful Bidder for the purpose of digitization.
- e. Forming a core team and appointing nodal person to address issues raised by the Successful Bidder during the project execution.
- f. Providing the necessary space, and electricity connection at RTO / Dy. RTO offices for purpose of scanning only. (Data Entry work shall be done outside MVD premises)
- g. Reviewing and approving the payments to the Successful Bidder as per SLAs.
- h. Validating the digitized data before porting it to Vahan and Sarathi legacy schema.
- i. Setting up Project Monitoring Unit (PMU)**
- j. A PMU will be formed by Transport Commissioner, which shall be responsible for keeping track of the progress during the implementation phase of the project. Such PMU may comprise of officials from DoT, Government of Maharashtra, officials from Testing Agencies, experts, consultants or advisors.
- k. Setting up Tender Evaluation Committee (TEC)**
- l. DoT shall set up a Tender Evaluation Committee for purpose of evaluating Proposals, Key Submissions and Financial Proposals. Such Evaluation committee may comprise of officials from DoT, Government of Maharashtra, officials from Testing Agencies, experts, consultants or advisors.
- m. Roles and Responsibility is as detailed in [Annexure XVII](#)

## 7. Service Level Agreement

This RFP, and any contract resulting out of this, shall be governed by Service Level Agreement (hereinafter referred to as SLA). The purpose of this SLA is to clearly define the performance levels for the Successful Bidder duration of this contract. Each of the service parameters has an associate level of performance, expected to be met by the Successful Bidder. There is also an associated penalty mentioned for not meeting the performance level. Detailed Service Level Parameters along with required performance level are at [Annexure XI](#). The Successful Bidder shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP.

The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the Successful Bidder and shall certify the same.

The application deployed for the project, based on SLAs, shall be configured by the Successful Bidder to calculate the payment to be paid by the MVD after deducting the applicable penalties. Power to impose penalties shall be at sole discretion of MVD and Successful Bidder is bound to accept the same.



Motor Vehicles Department

# TERMS AND CONDITIONS

## **TERMS AND CONDITIONS**

### **1. Successful Bidder's Obligations**

The Successful Bidder is responsible for, and obliged to conduct all contractual activities as defined in the scope of work in accordance with the Contract (and this RFP document) and to work closely with the staff of the MVD and abide by directives issued by them.

### **2. Period of Contract**

The period of the contract will be of 12 months from the date of Signing of Contract.

### **3. Completion of Contract**

**At the successful completion of the contract, following points shall be in force:**

- a. Successful Bidder shall peacefully vacate the premises, remove all the hardware, furniture and any other equipment owned and used by the successful bidder for the project.
- b. Utility charges like Internet etc. has to be cleared by the Successful Bidder and lines be disconnected (if taken separately) before handing over the premises to RTOs.

The complete DMS software, database etc. shall be property of MVD. Successful Bidder shall have no rights over the software, database and its data after the completion of the contract.

### **4. Termination of contract**

#### **4.1. Termination for Default**

The MVD / DoT may, without prejudice to any other remedy for breach of contract, by written notice of 15 days of default sent to the Successful Bidder, terminate the contract in whole or part:

- a. If the Successful Bidder fails to deliver any or all of the goods / services within the period(s) specified in the RFP / contract,
- b. If the Successful Bidder fails to perform as per the performance standards as set out in the RFP / contract.
- c. If the Successful Bidder, in the judgment of the MVD / DoT has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **4.2. Termination for Insolvency**

The MVD may at any time terminate the contract by giving written notice of 15 days to the Successful Bidder, if the Successful Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the MVD / DoT.

#### **4.3. Consequences of Termination**

In Circumstances mentioned above the MVD / DoT may exercise the following options:-

- a. Ask the Successful Bidder to leave the Hardware / Software and Furniture in the offices as is where it is & pay him the cost of Hardware and Furniture less the depreciation as per the Income Tax Act / Rules.
- b. Direct the agency to take back the Hardware and without any additional compensation.

## **5. Resolution of Disputes**

The MVD and the Successful Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. The MVD and Successful Bidder may take it to the Secretary Transport, Government of Maharashtra. If, after one month from the commencement of such informal negotiations, the MVD and the Successful Bidder have been unable to resolve amicably a contract dispute, the dispute will be referred for arbitration to the arbitrators appointed as per the provisions of Indian Arbitration and Conciliation Act, 1996. The decision of such arbitrator will be final and binding on both the parties.

## **6. Jurisdiction**

If the arbitration is challenged in court of law, the resultant cost of the arbitration, shall be borne by the parties themselves. All disputes arising out of the contract if required to be referred to a court of law, the jurisdiction of the case would be under Mumbai Courts irrespective of the location of the Successful Bidder. The Court of Mumbai shall have exclusive jurisdiction to settle any Dispute, including a dispute regarding the existence, validity or termination of the agreement or the consequences of nullity.

## **7. Intellectual Property Rights**

For any customized solution developed for the project (such as software utility for digitization and scanned image retrieval, software utility for QC of scanning and data entry etc.), IPR of the solution would belong exclusively to the Transport Department, Government of Maharashtra. The Successful Bidder shall handover the source code to MVD at the stage of commencement of Project. The Successful Bidder shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. In case of software is a Commercial off the Shelf (COTS) product, the perpetual license needs to be in the name of Transport Commissioner, Government of Maharashtra, and the CD / DVD of the License and the Setup shall be handed over to MVD.

Deliverables provided to MVD by Successful Bidder during the course of this project, all right, title and interest in and to such deliverables shall immediately upon creation, vest in MVD. To the extent that the Successful Bidder Proprietary Information (PI) is incorporated within the deliverables, Successful Bidder and its employees engaged grant to MVD a perpetual, irrevocable, non-exclusive, transferable, paid-up right and license to use, copy, modify / modified, transfer to MVD facilities, and prepare for them, use and copy derivative works for the benefit of and internal use of MVD, of such Successful Bidder PI, MVD's rights pursuant to the preceding sentence include the right to disclose such Successful Bidder PI to 3<sup>rd</sup> party contractors solely for use on the project provided that all such 3<sup>rd</sup> party contractors execute, deliver and comply with any customary confidentiality and non-disclosure agreements reasonably required by MVD.

## **8. Data Ownership**

All the data created as the part of the project shall be owned by MVD. The Successful Bidder shall take utmost care in maintaining security and confidentiality of this data. Access to the data / systems shall be given by the Successful Bidder only to the personnel working on the projects and their names & contact details shall be shared with MVD in advance and these personnel shall sign a Non-disclosure Agreement with the MVD before starting work on the project. MVD / its authorized representative(s) may conduct periodic / surprise security reviews and audits, to ensure the compliance by the Successful Bidder to data/ system security.

## **9. Corrupt or Fraudulent Practices**

The Bidders shall observe the highest standards of ethics during tender submission, evaluation and contract execution. For the purposes of this provision, the terms are defined as follows:

*“corrupt practice”* means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and

*“fraudulent practice”* means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to the detriment of the MVD, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the MVD of the benefits of the free and open competition.

The DoT will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The DoT will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing contract.

## **10. Non-disclosure Agreement**

Each and every resource of the Successful Bidder associated with this project will have to sign the Non-Disclosure Agreement (NDA) with the Successful Bidder. The copies of the same has to be submitted to MVD as a part of “Project Planning and Management”. Successful Bidder shall sign an NDA with MVD as per attached format in [Annexure XII](#). This also has to be submitted along with “Project Planning and Management” document.

## **11. Liquidated damages**

In the event of delay or any gross negligence, for causes attributable to the successful bidder in meeting the deliverables or milestone, DoT shall be entitled at its option to recover from the Successful bidder as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable or milestone which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the value of delayed deliverables or milestone, post which contract may be terminated.

This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to MVD under the contract and law.

## **12. Risk Purchase**

In the event Successful Bidder fails to execute the project as stipulated in the resultant Contract Agreement, or as per the directions given by DoT from time to time, DoT reserves the right to procure similar services from the next eligible bidder or from alternate sources at the risk, cost and responsibility of the Successful Bidder. Before taking such a decision, DoT shall serve a notice period of 15 days to the Successful Bidder. Successful Bidder's liability in such case shall be limited to the difference between the existing contract value and the new contract released due to failure of existing Successful Bidder and all related costs arising out of it. The amounts so recoverable may be deducted from the Performance BG or payments due to the successful bidder, any residual amount may further be recovered from the successful bidder.

### **13. Warranties**

#### **The Successful Bidder warrants and represents to DoT that:**

- a. It has full capacity and authority and all necessary approvals to enter into and to perform its obligations under the resultant Agreement;
- b. The resultant agreement is executed by a duly authorized representative of the Successful Bidder;
- c. It shall discharge its obligations under the resultant agreement with due skill, care and diligence so as to comply with the service level agreement.

#### **In the case of the SLAs, the Successful Bidder warrants and represents to DoT that:**

- a. the services will be provided and rendered by appropriately qualified, trained and experienced personnel as mentioned in the RFP;
- b. Successful Bidder has and will have all necessary licenses, approvals, consents of third Parties free from any encumbrances and all necessary technology, hardware and software to enable it to provide the Services;
- c. the Services will be supplied in conformance with all laws, enactments, orders and regulations applicable from time to time;

The Successful Bidder shall ensure defect free operation of the entire solution and shall replace any such components, equipment, software and hardware which are found defective and during the entire contract period the Successful Bidder shall apply all the latest upgrades / patches / releases for the software after appropriate testing. No additional costs shall be paid separately for the warranty other than what are the costs quoted by the Successful Bidder and as specified in the contract.

If the Successful Bidder uses in the course of the provision of the Services, components, equipment, software and hardware manufactured by any third party and which are embedded in the Deliverables or are essential for the successful use of the Deliverables, it will pass through third party manufacturer's Warranties relating to those components, equipment, software and hardware to the extent possible.

Notwithstanding what has been stated elsewhere in this RFP and the Annexures attached herein, in the event the Successful Bidder is unable to meet the obligations pursuant to the implementation of the Project, Operations and Maintenance Services and any related scope of work as stated in this RFP and Annexures attached herein, DoT will have the option to invoke the Performance Bank Guarantee (PBG) after serving a written notice of 1 month on the Successful Bidder.

## 14. Force Majeure

The Successful Bidder shall not be liable for forfeiture of its Performance Bank Guarantee, imposition of liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the resultant contract agreement is the result of an event of Force Majeure. For purposes of this Clause, “*Force Majeure*” means an event beyond the “reasonable” control of the Successful Bidder, not involving the Successful Bidder’s fault or negligence and not foreseeable. Such events may include Acts of God & acts of Government of India in their sovereign capacity.

For the Successful Bidder to take benefit of this clause it is a condition precedent that the Successful Bidder must promptly notify the MVD, in writing of such conditions and the cause thereof within 5 working days of the Force Majeure event arising. MVD, or the consultant / committee appointed by the DoT shall study the submission of the Successful Bidder and inform whether the situation can be qualified one of Force Majeure. Unless otherwise directed by the MVD in writing, the Successful Bidder shall continue to perform its obligations under the resultant contract agreement as far as it is reasonably practical, and shall seek all reasonable alternative means for performance of services not prevented by the existence of a Force Majeure event.

In the event of delay in performance attributable to the presence of a force majeure event, the time for performance shall be extended by a period(s) equivalent to the duration of such delay. If the duration of delay continues beyond a period of one month, MVD and the Successful Bidder shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding anything to the contrary mentioned above, the decision of the MVD shall be final and binding on the Successful Bidder.

## 15. Indemnity

The Successful Bidder shall indemnify and hold harmless MVD, its officers, employees and agents (each a “Indemnified Party”) promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney’s fees and disbursements) and expenses (collectively, “Losses”) to which the Indemnified Party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from

- Any misstatement or any breach of any representation or warranty made by the Successful Bidder or
- The failure by the Successful Bidder to fulfil any covenant or condition contained in the resultant contract agreement, including without limitation the breach of any terms and conditions by any employee or agent of the Successful Bidder
- Against all losses or damages arising from claims by third parties that any deliverable (or the access, use or other rights thereto), created by Successful Bidder pursuant to the resultant contract agreement, or any equipment, software, information, methods of operation or other intellectual property created by Successful Bidder or sub-contractors pursuant to the resultant Contract Agreement or the SLAs
  - infringes a copyright, trade mark, trade design enforceable in India, or
  - infringes a patent issued in India, or
  - constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims")

## **16. Governing Language**

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same language.

## **17. Applicable Law**

The Contract to be entered with Successful Bidder pursuant to this RFP shall be governed by the laws and procedures prescribed by the Laws prevailing and in force in India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings. All legal disputes are subject to the jurisdiction of Mumbai only.

## **18. Notices**

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, cable, facsimile or e-mail and confirmed in writing to the party's address. A notice shall be effective when delivered or on the notices effective date, whichever is later. For the purpose of all notices by the Successful Bidder to the MVD, these shall be sent, or on changed address if informed in writing by the MVD to the Successful Bidder, at the following the address:

Transport Commissioner  
Motor Vehicles Department, Government of Maharashtra,  
New Administrative Bldg.,  
4th Floor, Govt. Colony,  
Opp. Dr. Babasaheb Ambedkar Garden,  
Bandra (East), Mumbai - 400 051  
**Email:** [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

# ANNEXURES

Motor Vehicles Department



## ANNEXURES

### **1. Annexure I: Project Planning and Management**

**An indicative list of planning related documentation that the Successful Bidder should make at the onset is as below:**

- a. **Inception Report:** Inception Report should include the Successful Bidder's approach to the project including details about methodology, resource deployment and utilization, project stakeholder's identification, project timelines etc.
- b. **Detailed Project Plan:** Detailed project plan should list out all activities in detail with start date, end date, duration for completion of activity & dependencies. It is preferable that Project Plan is prepared using project management tool. Insurance cover / true copy of the policy, premium paid etc. for MVD's records shall be furnished to the MVD by Successful Bidder.
- c. **Manpower Deployment List for Scanning part of the project:** List the manpower along with roles and responsibilities assigned of every type of manpower. CVs of the Project Management / Key resources shall be submitted to MVD. List of local resources to be submitted to RTO official at respective RTO office before commencement at that office. All on-site authorised personnel shall have valid company's identity. In case of any change later, the same has to be intimated promptly along with proposed replacement and submitted to RTO official. Successful Bidder to submit duly signed NDA and copies of NDA as described in Clause 24 under "Instruction to Bidders"
- d. **Infrastructure & Site Set Up Plan:** Plan detailing the set-up and installation related activities for various infrastructure components. Successful Bidder shall indicate the required cloud storage server space for hosting the application, storing of scanned images and meta-data. The connectivity for scanning of images on-site will also be responsibility of Successful Bidder. MVD will give required permission for obtaining connectivity on-site if deemed fit. Certificate / undertaking from all the respective OEMs of the hardware, mentioning the fact that the hardware deployed are covered under comprehensive OEM warranty & support for the prescribed period.
- e. **Standard Operating Procedures (SOP):** SOP should detail the execution plan of the Successful Bidder. Successful Bidder should list out all activities with standard operating procedures, process flow of activities and assigning responsibility for each activity. SOP will detail out the responsibilities of Successful Bidder and MVD.
- f. **Locations and Manpower details for Data Entry:** Data entry has to be carried out at Successful Bidder's premises unless specified otherwise by MVD. All such locations where data entry process is being done has to be updated with MVD as a part of this document. Also, number of Data Entry operator, their basic qualification etc. has to form part of this documentation. Any change in due course of project, this document has to be updated with changes incorporated and re-submitted to MVD. Successful Bidder to submit duly signed NDA and copy of NDAs as described in Clause 24 under "Instruction to Bidders"
- g. **Communication Plan:** This plan should indicate what form of communication will be utilized for what kinds of meeting along with recipients and frequency. Communication Plan should also include the escalation mechanism of Successful Bidder for resolution of issues.

- h. **SLA and Performance Monitoring Plan:** In this plan, Successful Bidder should mention how service level agreements for each item will be monitored and adhered to. The plan should also include the methods / tools to monitor the performance.
- i. **Project Methodology and Workflow:** This document shall highlight the methodology and process workflow for the project. It should explain the processes as mentioned below:
- Batch Preparation
  - Sequencing and Categorization of Pages
  - Pre-entry verification
  - Capture Process / Onsite Scanning
  - Quality Control for scanning
  - Metadata and detailed data entry
  - Quality Control for Meta Data
  - Post Capture Activities including porting data to NIC's Vahan and Sarathi
  - MIS & Other Reports as described in RFP.
- j. **Training and Knowledge Transfer Plans:** Successful Bidder has to train MVD's officials to use the application provided by Successful Bidder to MVD for fetching scanned records and digitized data, training for QC of scanned images and data and any other modules as directed by MVD.
- k. **Weekly and Monthly Progress reports:** Successful Bidder should prepare detailed progress reports on weekly & monthly basis for capturing details like number of pages scanned and digitized– type-wise, number of metadata entry done, open issues in the project etc.
- l. **Technical Manuals / User manual:** Successful Bidder should submit all the technical manuals. Successful Bidder shall also submit detailed technical architecture of the application. This should include the process / workflow for scanning activity along with metadata entry. Also search and print facility should be included along with screen shots of the application.

The Successful Bidder shall prepare the formats / templates (wherever required) for each of the deliverables upfront based upon industry standards and the same will be approved by MVD prior to its use for deliverables. All project documents are to be kept up-to-date during the course of the project. The Successful Bidder shall maintain a log of the internal review of all the deliverables submitted. The logs shall be submitted to RTO officials on request.

## 2. Annexure II: Pre-Bid Queries Format

**Name of the Bidder:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name of Person(s) Representing the Bidder:**

Sr. No.	Name of the Person	Designation	Email Id	Contact No.

Sr. No.	RFP Page Number	Clause (Tender Ref.)	Query / Suggestion / Clarification

### 3. Annexure III: Key Submission

Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder's proposal. The Bid submission shall be strictly as per the below format, else bids may be rejected summarily.

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
1.	The bidder should be a company registered under Indian Companies Act, 1956 or Partnership Firm registered under Partnership Act 1932, or LLP firm under LLP provisions 2008.	<ul style="list-style-type: none"> <li>Copy of Certificates of incorporation, Articles of Association (AOA) / Memorandum of Association (MoA) OR</li> <li>Registered Partnership deed OR</li> <li>Registered Limited Liability Partnership deed as applicable</li> </ul>	
2.	Bidder's Average Turn Over in India for the last three financial years - <b>Minimum – INR 25 Crores</b>	<ul style="list-style-type: none"> <li>Certificate from Statutory Auditors as per format in <a href="#">Annexure XX – a</a>.</li> <li>Audited balance sheet, P&amp;L submitted before ROC</li> </ul>	
3.	Bidder's Average Turn Over from the business of Scanning & Digitization projects in India for the last three financial years - <b>Minimum – INR 5 Crores</b>	<ul style="list-style-type: none"> <li>Consolidated average annual Turnover from Scanning and Digitization Projects as certified by the Statutory Auditors of the bidder as per format in <a href="#">Annexure XX – a</a>.</li> <li>All of the above documents should clearly indicate / highlight transactions from Scanning and Digitization projects.</li> </ul>	
4.	Bidder's Average Turn Over from the business of Scanning & Digitization projects, for Indian Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks), for the last three financial years - <b>Minimum – INR 1 Crore</b>	<ul style="list-style-type: none"> <li>Client's completion certificate / Work order mentioning the detailed scope, project value and project completion certificates, summing up to the value of minimum turn-over sought.</li> <li>Consolidated average annual Turnover from Scanning and Digitization Projects for Indian Government Organizations (PSU / Local Bodies / Government Departments / Nationalized Banks) as certified by the Statutory Auditors of the bidder as per format in <a href="#">Annexure XX – a</a>.</li> <li>All of the above documents should clearly indicate / highlight transactions from Scanning and Digitization projects from required type of clients</li> </ul>	

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
5.	Bidder shall have a <b>positive net-worth as on 31<sup>st</sup> March 2018</b> . Net Worth to be calculated as per guidelines of Companies Act 1956, as amended from time to time.	Certificate from Statutory Auditors as per format in <a href="#">Annexure XX - a</a> . <ul style="list-style-type: none"> <li>Including tangible and excluding intellectual property</li> </ul>	
6.	<b>Certification:</b> Bidder must possess a valid ISO 9001:2008, ISO 27001:2013 certification or above for at least one year from the date of submission	Copy of certificate valid as on date of bid submission and valid since at least last one year from the bid submission date	
7.	Bidder should not be blacklisted by any State or Central Government, or any Government agency or PSU during last one year from the date of Submission of Bid.	Undertaking for non-blacklisting as per <a href="#">Annexure IX</a>	
8.	Self-Declaration	<a href="#">Annexure XVI</a>	
9.	Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid.	Board Resolution or Power of Attorney	
10.	The Bidder should be in existence for minimum of 5 years in India and should have functional office in MMR region with dedicated technical & maintenance staff for deployed hardware. <b>Note:</b> <i>If the Bidder at the time of bidding, does not have a local support office (Project Head office) in MMR region, then an undertaking as per <a href="#">Annexure XIV</a> has to mandatorily submitted.</i>	<ul style="list-style-type: none"> <li>Electricity Bill or Landline Telephone or Registered Rent Agreement any such valid Govt. proof clearly mentioning the address.</li> <li>Otherwise, Undertaking on Company's letter head as per <a href="#">Annexure XIV</a>.</li> </ul>	

Sr.	Brief Description	Documents to be furnished	Page Number / File Name
11.	<ul style="list-style-type: none"> <li>Prior experience of executing Scanning &amp; Digitization projects, in India in last three years – minimum 25 lakh Pages (A3 / A4 size) shall have been scanned &amp; digitized in each project.</li> <li>Total number of pages scanned in any one project in India in last three years</li> <li>Total number of records digitized with minimum 50 characters or 5 fields per record for at least 10 lakh records in last three years for a project.</li> <li>Prior experience of executing multi-location scanning project covering at least 5 districts in any one state in India for the same project (completed / ongoing) in last three years.</li> </ul> <p><b>Last three years: Last three years from the date of Last date (deadline) for uploading of bids on the e-Tendering website.</b></p>	<ul style="list-style-type: none"> <li>Client's completion certificate / Work order mentioning the detailed scope, value and number of pages processed, and number of locations for all the stated projects.</li> <li>Project Completion/ Substantial Project Completion certificate from the respective clients for such with details like percentage completion, value and no. of pages processed till such date.</li> <li>Format for Technical Qualification Criteria as per <a href="#">Annexure XX -b)</a> supporting Work Order / Client's Completion Certificate.</li> </ul>	
12.	Profile of the Bidder	MOA and AOA which includes business related to Scanning and Digitization. One Pager profile with Bidder name, Address, Valid Registration number and issuing authority, Contact person, email and contact number of two or more persons, website (if any), years of experience in Scanning and Digitization business etc.	
13.	The Income Tax returns of last three financial years along with the copy of PAN number of the bidder	Attested true copy of the IT returns & PAN Card	
14.	Sales Tax, Service Tax, GST	Service Tax / Sales Tax Registration Certificates. GST Registration number.	
15.	Anti – Collusion Certificate	<a href="#">Annexure XIII</a>	
16.	Letter of Proposal	<a href="#">Annexure XV</a>	
17.	Earnest Money Deposit of Rs. 50,00,000/- (Rs. Fifty Lakhs only)	Scanned copy of BG / DD towards EMD or valid certificate for exemption from NSIC.	

**4. Annexure IV: Detailed Technical Specifications****1) Minimum Specifications of Desktop**

#	Description	Minimum Specifications
1	Processor	Core i3 (4th Generation)
2	Frequency	2 GHz
3	RAM Size	3 GB
4	Hard Disk Capacity	250 GB
5	Graphics Processor	1 GB and HD
6	Monitor	LED : 18 inch : 1366 x 768 pixels
7	Mouse and Keyboard	Standard and wired
8	CD Drive, USB, Bluetooth	Not present / Locked
9	Wi-Fi and Ethernet	10/100/1000 Gigabit
10	Warranty	Valid throughout Contract

**2) Minimum list of Software to be loaded in Desktop**

#	Application / Software
1	Original Operating System, Preferably Windows 7 or above.
2	Original and valid Anti – virus, Anti-malware software kept up – to – date through the contract period
3	Supported Browsers to be pre-installed
4	All supporting drivers for all types of Scanners and Digital Cameras
5	Any other application needed for smooth functioning of the project

\*Applicable also to Desktops for Data Entry

**3) Minimum internet connectivity required: 8 MBPS****4) Minimum Specifications of Sheet Fed Scanner**

Sr. No.	Description	Minimum Specifications
1.	Light Source	LED
2.	Sensor Type for Scan	CIS ( Contact image sensor ) / CMOS
3.	Scan Resolution	600 x 600 dpi
4.	Maximum Scan Area	215 x 864 mm
5.	Scan Speed	3.5 mili-second per line
6.	ADF Speed	25 PPM
7.	Paper Feed Method	Friction
8.	Paper	Any kind of paper in A4 or less
9.	Scan File Format	JPEG, TIFF, PDF- in compressed format
10.	Interface	USB, Ethernet
11.	USB support	No or Locked
12.	Compatible Operating Systems	Windows 7 or higher
13.	Power Consumption	3 Watts (maximum)
14.	Duty Cycle	Daily 20000 scan minimum life time
15.	Warranty	Valid throughout Contract

### 5) Minimum Specifications of Flat Bed Scanner

Sr. No.	Point	Minimum Specifications
1.	Light Source	3 - Colour (RGB) LED
2.	Scan Method	Contact Image Sensor (CIS)
3.	Colour	48-bit Input, 48-bit or 24-bit Output
4.	Levels Of Grayscale	256
5.	Selectable Resolution	25 - 19200 dpi
6.	Optical scanning resolution	2400 x 4800 dpi
7.	Paper	Any kind of paper of maximum A4 or less
8.	Scan File Format	JPEG, TIFF, PDF- in compressed format
9.	Interface	USB, Ethernet
10.	USB support	No or Locked
11.	Compatible Operating Systems	Windows 7 or higher
12.	Power Consumption	3 Watts (maximum)
13.	Duty Cycle	Daily 20000 scan minimum life time
14.	Warranty	Valid throughout Contract

### 6) Minimum Specifications of Book Scanner

Sr. No.	Point	Minimum Specifications
1.	Light Source	LED illumination
2.	Sensor Type for Scan	CIS ( Contact image sensor ) / CMOS
3.	Optical scanning resolution	600 dpi
4.	Scan Speed	25 PPM
5.	Paper / Book / Register	A3, A4, A5
6.	Scan File Format	JPEG, TIFF, PDF- in compressed format
7.	Interface	USB, Ethernet
8.	USB support	No or Locked
9.	Compatible Operating Systems	Windows 7 or higher
10.	Power Consumption	3 Watts (maximum)
11.	Duty Cycle	Daily 20000 scan minimum life time
12.	Warranty	Valid throughout Contract

### 7) Minimum Specifications of Digital Camera

Sr. No.	Point	Minimum Specifications
1.	Pixels	16.0 MP
2.	Focal Length	4.5 - 54.0 mm (angle of view equivalent to that of 25 - 300 mm lens in 35 mm (135) format)
3.	Sensor Type	CMOS
4.	Sensor Size	1/2.3-inches
5.	Monitor/LCD Size	3-inches
6.	Image Display Resolution	Approx. 460k-DOT
7.	Image Format	JPEG
8.	Built-in-Flash	Yes
9.	Interface(USB Cable)	USB connector: Micro-USB connector, Hi-Speed USB, do not use any USB cable other than the UC-E21 for Micro-USB connector
10.	Memory Card Type	SD, SDHC, SDXC
11.	Auto Focus	Yes
12.	HD Support	Yes

**5. Annexure V: Data Entry Fields****A. Data Entry Fields for Driving License Record**

#	Field	Data type and Length	Data Entry Method	Max Char in Sarathi	Info from	Data Entry Phase	Special Case
1	Driving License Number	Alphanumeric (Eg. MH01 YYYYNNNNN)	Data Entry	18	DLR	Double Blind	
2	RTO Code	Alphanumeric (Eg. MH01)	Drop Down	5	DLR	Detailed	
3	License Status	Drop Down	Drop Down	1	DLR	Double Blind	
4	Date of first issue	DD-MM-YY	Select	6	DLR	Detailed	
5	Date of Issue	DD-MM-YY	Select	6	DLR	Double Blind	
6	First Name	Character	Data Entry	17	DLR	Double Blind	
7	Last Name	Character	Data Entry	17	DLR	Double Blind	
8	Date of Birth	DD-MM-YY	Select	6	DLR	Double Blind	
9	Gender	M / F / T / Unknown	Select	1	DLR	Double Blind	
10	Father / Husband First Name	Character	Data Entry	17	DLR	Detailed	
11	Class of Vehicles	Character	Drop Down	NA	DLR	Double Blind	
12	Temporary / Permanent Address District	Numeric (District Code)	Data Entry + Drop Down	5	DLR	Detailed	
13	Non – Transport Valid Till Date	DD-MM-YY	Select	6	DLR	Detailed	
<b>Additional Fields (Not necessarily for all records)</b>							
14	Transport Valid Till Date	DD-MM-YY	Select	6	DLR	Detailed	Only in case of Transport License
15	Hazardous Valid Till Date	DD-MM-YY	Select	6	DLR	Detailed	Only in case of Hazardous License
16	Latest Transaction Code	Alphanumeric	Data Entry	5	DLR	Detailed	
17	Original RTO Code / First Issue office	Alphanumeric (Eg. DL01)	Drop Down	5	DLR	Detailed	Only in case of RTO office changed
18	Badge Number	Alphanumeric	Data Entry	15	BR	Double Blind	Only in case of PSVA (Public Service Vehicle Accessibility) type of records
19	Type of Badge	Alphabets	Drop Down	3	BR	Detailed	
20	Issue date of Badge	DD-MM-YY	Select	6	BR	Detailed	



## B. Data Entry Fields for Motor Vehicle Records

#	Description	Data type and Length	Data Entry Method	Max Char in Vahan	Info from	Data Entry Phase	Special Case
1	Vehicle Reg Number	Alphanumeric (Eg. MH01 AB 1234)	Data Entry	10	MVR	Double Blind	
2	Engine Number	Alphanumeric	Data Entry	30 (Avg. - 12)	MVR	Detailed	
3	Chassis Number	Alphanumeric	Data Entry	30 (Avg. - 17)	MVR	Double Blind	
4	Class of Vehicle	Character	Drop Down	3	MVR	Double Blind	
5	Colour	Character	Drop down with others	20	MVR	Detailed	
6	Body Type	Character	Drop Down	30	MVR	Detailed	
7	Registration Type	Character	NA	1	MVR	Detailed	
8	Registration Date	DD-MM-YY	Select	6	MVR	Double Blind	
9	Owner Category	Numeric	NA	2	MVR	Detailed	
10	Name of latest owner	Character	Data Entry	35	MVR	Double Blind	
11	Current District Code	Numeric	Drop Down	5	MVR	Detailed	
12	Cubic Capacity	Numeric	Data Entry	(8,2)	MVR	Detailed	
13	Fuel	Numeric	Drop Down	2	MVR	Detailed	
14	Maker	Numeric	Drop Down	4	MVR	Detailed	
15	Maker Model	Alphanumeric	Drop Down	30	MVR	Detailed	
16	Tax amount	Numeric	Data Entry	9	CBR	Detailed	
17	Tax fine	Numeric	Data Entry	9	CBR	Detailed	
18	Tax Paid Up to	DD-MM-YY	Select	6	CBR	Detailed	

#	Description	Data type and Length	Data Entry Method	Max Char in Vahan	Info from	Data Entry Phase	Special Case
<b>Additional Fields (Not necessarily for all records)</b>							
19	Imported Vehicle	NA	NA	1	MVR	Detailed	Only in case of imported vehicles
20	Kit Serial Number	Alphanumeric	Data Entry	25	MVR	Detailed	Only in case of retrofitting
21	HPA Status	Name of Bank (Characters)	Data Entry	35	MVR	Detailed	Only in case of Hypothecation
22	Permit Valid Up to	DD-MM-YY	Select	6	PR	Detailed	Transport vehicles with permits
23	Permit No.	Alphanumeric	Data Entry	15	PR	Detailed	
24	Type of Permit	Character	Drop Down	3	PR	Detailed	
25	Area of Permit	Character	Drop Down	3	PR	Detailed	
26	Unladen Weight	Numeric	Data Entry	6	MVR	Detailed	Transport Vehicle only
27	Seater Capacity	Numeric	Data Entry	3	MVR	Detailed	
28	Sleeper Capacity	Numeric	Data Entry	2	MVR	Detailed	
29	Width	Numeric	Data Entry	5	MVR	Detailed	
30	Floor Area for camper van	Numeric	Data Entry	7	MVR	Detailed	

**Note:**

- The Successful Bidder should note that the above metadata fields list for driving license and vehicle registration is indicative and the final list will be as directed by MVD at later date.
- Maximum Characters in some case are including auto space or hyphen etc. are auto data by the DMS software application and no manual data entry required.
- Address will have Data Entry as well as drop down to fields. Also District, State etc. will be frozen and hence no data entry for such fields will be required for the same. Exact fields for address shall be shared later with Successful Bidder.
- Class of Vehicle (COV) can be more than one in some cases. Hence minimum of 4 (four) COV Drop Down fields has to be there for DL records.

**6. Annexure VI: Approximate Number of records in each RTO**

<b>RTO</b>	<b>RTO Name</b>	<b>DI - Tr</b>	<b>DL – NT</b>	<b>PSVA Badge</b>	<b>Conductor License</b>	<b>Vehicle Reg - Tr</b>	<b>Vehicle Reg - NT</b>	<b>Permits</b>
<b>MH00</b>	TC Office	0	0	0	0	0	0	30665
<b>MH01</b>	Mumbai C	199603	282658	105520	8099	69981	201662	41217
<b>MH02</b>	Mumbai W	328649	458125	190873	5749	165730	319962	66387
<b>MH03</b>	Mumbai E	132924	214932	59128	10437	102008	132974	75054
<b>MH04</b>	Thane	62728	224297	93917	38600	0	0	0
<b>MH05</b>	Kalyan	72662	107487	30016	27046	61306	129510	49766
<b>MH06</b>	Pen	76451	102762	33158	7627	70646	191877	29566
<b>MH07</b>	Sindhudurga	39345	16056	21204	8735	22598	41525	12548
<b>MH08</b>	Ratnagiri	31065	32831	15181	12119	28070	64673	16562
<b>MH09</b>	Kolhapur	0	0	17903	32077	0	0	0
<b>MH10</b>	Sangli	7869	95353	15863	26860	33842	179453	36704
<b>MH11</b>	Satara	37648	72391	29276	36658	44076	164524	31045
<b>MH12</b>	Pune	239206	318626	50648	17673	0	0	0
<b>MH13</b>	Solapur	42700	90073	13481	30696	28301	184817	22031
<b>MH14</b>	Pimpri Chinchwad	76549	181285	14057	47893	58287	390552	37847
<b>MH15</b>	Nashik	0	0	26174	30704	0	0	0
<b>MH16</b>	Ahmednagar	8948	84243	15096	27920	29873	270305	20242
<b>MH17</b>	Shrirampur	12311	69411	7405	17827	28670	176753	23045
<b>MH18</b>	Dhule	26152	64658	20422	33570	26575	76288	40254
<b>MH19</b>	Jalgaon	32757	133757	29237	59570	46494	190040	35280
<b>MH20</b>	Aurangabad	0	0	77707	28211	0	0	0
<b>MH21</b>	Jalna	23063	16579	8501	13869	14351	62428	6251
<b>MH22</b>	Parbhani	30788	22496	14971	27878	18165	82380	8688
<b>MH23</b>	Beed	49025	25962	21219	35240	17642	77018	11565
<b>MH24</b>	Latur	31644	28315	23286	39484	23188	68113	24796
<b>MH25</b>	Osmanabad	30247	22192	17593	28782	14192	34493	7854
<b>MH26</b>	Nanded	36932	29501	33993	41781	47285	73152	15750
<b>MH27</b>	Amravati	0	0	19220	34968	27999	161485	39403

RTO	RTO Name	DI - Tr	DL – NT	PSVA Badge	Conductor License	Vehicle Reg - Tr	Vehicle Reg - NT	Permits
MH28	Buldhana	31525	33975	19604	27156	25463	111644	13212
MH29	Yavatmal	16423	41200	14086	30487	23777	100599	15494
MH30	Akola	34621	57664	16185	22720	24434	271408	12317
MH31	Nagpur(U)	0	0	30735	11038	46796	440350	23167
MH32	Wardha	14492	23851	5012	14855	11422	62025	9983
MH33	Gadchiroli	6742	35800	1568	5600	3230	27006	3758
MH34	Chandrapur	19449	81823	12607	16565	26353	117550	43561
MH35	Gondia	10174	26505	3980	12239	5333	62611	4440
MH36	Bhandara	7121	12066	2906	10533	5670	44271	4666
MH37	Washim	8594	17236	6985	13461	10650	49705	3096
MH38	Hingoli	9767	8324	3122	15649	5700	54294	1896
MH39	Nandurbar	2939	17421	1515	4103	6593	58879	1498
MH40	Nagpur(R)	6601	29218	3353	9865	32120	73460	23978
MH41	Malegaon	5693	27105	5779	17632	18237	90654	8415
MH42	Baramati	17470	27712	5585	4869	19263	51704	10453
MH43	Vashi	7459	23465	14496	5570	70995	77959	52704
MH44	Ambejogai	818	4590	3136	14361	6448	40349	5569
MH45	Akluj	1209	19538	2529	4960	10810	95853	2207
MH46	Panvel	0	0	5576	601	36821	0	64118
MH47	Borivali	0	0	381	31	12258	0	10598
MH48	Vasai	0	0	2450	1204	21564	0	29926
MH49	Nagpur(E)	0	0	2660	524	13111	0	11445
MH50	Karad	0	0	2849	2893	4834	6959	5940
	<b>Total</b>	<b>18,30,362</b>	<b>31,81,485</b>	<b>11,72,148</b>	<b>9,76,990</b>	<b>14,21,161</b>	<b>51,11,263</b>	<b>10,44,961</b>
	<b>Total Records for 50 RTO offices and TC office of all types</b>							<b>1,47,38,370</b>

**Note:**

1. Above data is approximation and indicative. The payment shall be done on actuals only.
2. The records in actual may increase or decrease at a later date.

**7. Annexure VII: Manpower Details****Key staff for project head office in MMR Region**

Sr. No.	Designation	Number of Posts	Educational Qualifications	Minimum experience
1	Project Manager*	01	Graduate Degree in any discipline and Management	Minimum 5 years of experience in the State wide operations for Scanning and Digitization Project
2	Deputy project manager	04	Graduate Degree in any discipline and Management	Minimum 3 years of experience in the State wide operations for Scanning and Digitization Project
3	IT Manager	01	Graduate Degree in IT Computer Engineering	Minimum 5 years of experience in design, operation of IT solutions including hardware as well as software
4	Asst. IT Manager	04	Graduate Degree in IT / Computer Engineering	Minimum 3 years of experience in design, operation of IT solutions

\*- Project in Charge shall be authorized by the successful bidder to take operational decisions regarding project execution for smooth operation of the project.

**Indicative staff required per RTO offices**

1. Center in-charge for each RTO and Dy RTO offices
2. Records in-charge for each RTO and Dy RTO offices
3. Staff for Scanning records at each RTO offices

**8. Annexure VIII: Commercial Bids Format & Instructions**

The Bidder has to submit commercial strictly as per the format available online (on [www.mahatenders.gov.in](http://www.mahatenders.gov.in)) ONLY. This table is for reference and shall not form part of the technical bid.

**If any technical bid submitted along with commercials shall be liable for rejection.**

Details to be filled up for price bid are as follows:

#	Type of Records	Rate for Scanning and Digitization per record in INR. Inclusive of all taxes (A)	Weightage (B)	Weighted Total $C = A \times B$
1	Driving License Record (DL)	<to be filled as per BOQ>	0.48	$C_1$
2	Vehicle Record (VR)	<to be filled as per BOQ>	0.52	$C_2$
<b>Commercial Bid Total</b>				<b><math>C_1 + C_2</math></b>

**Note:**

- ❖ All the prices are to be entered in Indian Rupees ONLY
- ❖ Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties etc. in Indian Rupees only.
- ❖ During the payment stage, MVD reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.

## 9. Annexure IX: Undertaking – Non-Blacklisting

<< To be printed on Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

The Transport Commissioner  
Transport Commissioner Office,  
New Administrative Building, 4th Floor,  
Government Colony, Bandra East.  
Mumbai, Maharashtra 400051  
Email: etendercomp.tpt-mh@gov.in

**Sub: RFP for Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra–Non-Blacklisting Undertaking.**

**Ref: RFP No.:** \_\_\_\_\_ **Dated** \_\_\_\_\_

We confirm that our Company <Name of Bidder> as on date of submission of the proposal for Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra, has not been blacklisted by the Central Government / any State Government/ any Government agency/ any PSU entity in India, during last one year from date of submission of Bid.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

## 10. Annexure X: Performance Bank Guarantee Format for Security Deposit

Ref. No. :  
Date :  
Bank Guarantee No. :

To,  
The Transport Commissioner  
Administrative Building,  
4th Floor, Bandra East, Mumbai - 51

Against Letter of Intent number \_\_\_\_\_ dated \_\_\_\_\_ relating to Tender No. << >> for the project “**Selection of Service Provider for the Scanning & Digitization of Documents of Transport Offices under Transport Department, Govt. of Maharashtra**” (hereinafter referred as 'LoI') and the contract to be executed between the Motor Vehicles Department, Government of Maharashtra (hereinafter referred as "MVD") and \_\_\_\_\_ (hereinafter called the “Successful Bidder”), this is to certify that at the request of the Successful Bidder we \_\_\_\_\_ Bank, and having one of the branches at \_\_\_\_\_ (hereinafter called the “Bank”) are holding in trust in favour of MVD, the amount of Rs. \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the MVD against any loss or damage that may be caused to or suffered by the MVD by reason of any breach by the Successful Bidder of any of the terms and conditions of the contract that will be entered subsequently and / or in the performance thereof.

We agree that the decision of MVD, whether any breach of any of the terms and conditions of the contract and/or in the performance thereof has been committed by the Successful Bidder and the amount of loss or damage that has been caused or suffered by MVD shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to MVD.

We \_\_\_\_\_ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the contract by the Successful Bidder i.e. till \_\_\_\_\_ (write a date which is **15 months** from the date of signing of contract - hereinafter called the said date) and that if any claim accrues or arises against us \_\_\_\_\_ Bank, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank, notwithstanding the fact that the notice of any such claim is given to us \_\_\_\_\_ Bank, by MVD either before the said date.

Payment under this letter of guarantee shall be made promptly, within one month of our receipt of notice to that effect from MVD.

It is fully understood that this guarantee is effective from the date of the said LoI and that we \_\_\_\_\_ Bank, undertake not to revoke this guarantee during its currency without the consent in writing of MVD.

We undertake to pay to MVD any money so demanded notwithstanding any dispute or disputes raised by the Successful Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present guarantee being absolute and unequivocal without any demur, reservation, recourse, contest or protest and without any reference to the Successful Bidder or any other person.

The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under.

We \_\_\_\_\_ Bank, further agree that MVD shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Successful Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by MVD against the said Successful Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, \_\_\_\_\_ Bank, shall not be released from liability of MVD under this guarantee by reason of any such variation or extension being granted to the said Successful Bidder or for any forbearance by MVD to the said Successful Bidder or for any forbearance and or omission on the part of MVD or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Successful Bidder or any absorption, merger or amalgamation of the Bank or the Successful Bidder with any other person.

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

\_\_\_\_\_  
Signature of Authorized Signatory (with official seal)

Date :  
Place :  
Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

\_\_\_\_\_  
Signature of Witness 1

\_\_\_\_\_  
Signature of Witness 2

Name: \_\_\_\_\_

Name: \_\_\_\_\_

(Bank's common seal)

-----  
**MVD Bank Account Details:**

**Name of Account Holder:** A.O.T.C (M.S) Mumbai  
**Bank Name:** HDFC Bank  
**Branch with address:** Kalanagar, Bandra, Mumbai  
**Account No.:** 00162090000012  
**IFSC Code:** HDFC0000835



**11. Annexure XI: Service Level Agreement****Service Level Parameters:**

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
<b>PROJECT COMMENCEMENT</b>				
<b>T<sub>0</sub> : Declaration of L<sub>1</sub> Bidder</b>				
1.	Start of Demo Run for 7 days or until satisfaction of MVD by Successful Bidder	T <sub>0</sub> + 1 weeks	Rs. 10000 per day delay to start demo run	Delayed by 2 weeks (T <sub>0</sub> + 3 weeks)
<b>T<sub>1</sub> : Issue of Letter of Intent</b>				
2.	Submission of Letter of Acceptance by Successful Bidder	T <sub>1</sub> + 1 weeks	NA	Delayed by 2 weeks (T <sub>1</sub> + 3 weeks)
3.	Submission of "Project Planning and Management" Documentation modified as per Demo run	T <sub>1</sub> + 3 weeks	NA	Delayed by 1 week (T <sub>1</sub> + 4 weeks)
4.	Signing of Contract and submission of PBG	T <sub>1</sub> + 3 weeks	NA	Delayed by 2 weeks (T <sub>1</sub> + 5 weeks)
<b>T<sub>2</sub> : Allocation of space in RTO approved premises for scanning by MVD (T<sub>2</sub> = T<sub>1</sub> + 3 weeks)</b>				
5.	<b>At minimum 10 RTO offices :</b> <ul style="list-style-type: none"> <li>Setting up of manpower, required hardware, network by Successful Bidder.</li> <li>Implementation of DMS software application and login for RTO officials, audit of DMS software before hosting on MVD server</li> <li>Training to MVD to use DMS software for QC, SLA monitoring etc.</li> <li>Commencement of Scanning &amp; Digitization project</li> </ul>	T <sub>2</sub> + 3 weeks	Rs. 50,000 per day of delay, or part thereof	Delayed by 4 weeks (T <sub>2</sub> + 6 weeks)
6.	Completion of Scanning & Digitization of all pages of all records of all RTOs	12 months from signing of contract	Rs. 50,000 per day of delay, or part thereof	Delayed by 4 weeks

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
<b>PROJECT EXECUTION</b>				
7.	Mutilation or damage or loss of records while handling	Zero mutilation or damage or loss	Rs. 20000 per document mutilated / damaged / loss	More than 500 documents mutilated / damaged / lost per month
8.	Documents taken outside of RTO premises / RTO approved premises whether physically or digitally without written consent of MVD	No documents shall be taken out without written consent of MVD	NA	Immediate Breach of Contract
9.	Every record and page have to be scanned and digitized as directed by MVD	100% of records given by MVD to be scanned and digitized as directed by MVD	Rs. 1000 per page left for either scanning or digitization	Beyond 500 such pages left without scanning or digitization at any RTO location per month
10.	Rejection in Quality Check by MVD in Scanning	99.8% of records must be accepted and approved per month	<ul style="list-style-type: none"> <li>Re-scanning of the record at no additional cost for all rejections</li> <li>20% of the cost quoted for that type of record</li> </ul>	Beyond 2% rejection per location per month
11.	Rejection in Quality Check by MVD in Digitization	99% of records must be accepted and approved per month	<ul style="list-style-type: none"> <li>Re-data entry of the record at no additional cost</li> <li>20% of the cost quoted for that type of record</li> <li>Beyond 10% rejection, complete batch Detailed data entry to be done again</li> </ul>	Beyond 5% rejection per location per month

Sl.	Service Parameter	Performance Level	Penalty	Breach Level (Beyond Performance Level)
12.	Minimum records to be scanned & digitized per fortnight	Minimum 6,00,000 records per fortnight across all 50 RTOs	20% of the Grand Total cost quoted for difference in number of records not scanned and digitized as per performance level	Below 4,00,000 pages scanned and digitized per fortnight
13.	Delay in return of records back to the RTO official	The records must be returned within 2 working days after the record passed through the QC of MVD	Rs. 50,000 per batch per day delayed beyond 2 working days	Beyond 7 working days delayed
14.	Breakdown of Desktop, Scanner, Digital Camera etc.	Must be repaired within 2 working days	Rs. 1000 per working day delayed	Beyond 15 working days per such hardware not repaired
15.	Connectivity issues	Connectivity shall be up 99.9% times	Rs. 1000 per day with connectivity down	Beyond 7 working days of connectivity down
16.	Change in location designated for Data Entry without prior approval from MVD	NA	Rs. 100000 per location change each time	NA

\*- Breach Level is performance level, beyond which the EMD may be forfeited and LoI withdrawn or PBG may be forfeited and contract cancelled as applicable.

**12. Annexure XII: Draft Non-Disclosure Agreement****NON-DISCLOSURE AGREEMENT**

(To be signed on Rupees 100/- non-judicial Stamp Paper)

[The Non-Disclosure Agreement needs to be signed by authorized person/s of Successful Bidder to get access to all the confidential documents and records.]

This Agreement is made on \_\_\_\_\_ day of \_\_\_\_\_ 2019 between the Motor Vehicles Department, having its at \_\_\_\_\_ hereinafter called "MVD", if any which expression shall unless repugnant to the subject or the context mean and included its successor, nominees or assigns and M/s \_\_\_\_\_ a company incorporated under the Indian Companies act, 1956 / Partnership Firm registered under Partnership Act 1932 / LLP firm under LLP provisions 2008., and having its registered office at \_\_\_\_\_ herein after called "Successful Bidder" which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

**WHEREAS**

1. the "Motor Vehicle Department (MVD)" has invited various organizations to propose for the "Request for Proposal for Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra" (hereinafter called the "Project") of the MVD;
2. the Successful Bidder, having represented to the "MVD" that it is interested to bid for the proposed Project,
3. In connection with the "Project", the MVD agrees to provide to the Successful Bidder various confidential documents, including the Request for Proposal, Draft Contract agreement, access to various physical records to be scanned and digitized, record registers, access to the software with scanned images and digitized data of the said records etc. and any other information needed to be disclosed in association with the Project. The said information to which the Successful bidder will have access to, contains highly classified and confidential information. The information is to be protected from unauthorized use and disclosure, by Successful Bidder and any and all the persons working with and for Successful Bidder throughout the contract period.

**The MVD and the Successful Bidder and all the persons working with and for the Successful Bidder (together hereinafter called as "Successful Bidder") agrees as follows:**

- A. The Successful Bidder and any and all the persons to whom the Information is disclosed shall:
  1. Hold such Information in confidence with the same degree of care with which the Successful Bidder protects its own confidential and proprietary information;
  2. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advice those persons of their obligations hereunder with respect to such Information;
  3. Submit duly signed NDA with its said employees, agents and contractors;
  4. Use the Information only as needed for the purpose of the Project;

5. Except for the said purpose of the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information whether physical or digital under any circumstances; and
6. Not take out any information out of the MVD premises or MVD approved premises through any means.

B. The Successful Bidder shall have no obligation to preserve the confidential or proprietary nature of any Information which:

1. Was previously known to the Successful Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Successful Bidder's written records prepared prior to such disclosure; or
2. Is or becomes publicly known through no wrongful act of the Successful Bidder; or
3. Is independently developed by an employee, agent or contractor of the Successful Bidder not associated with the Project and who did not have any direct or indirect access to the Information.

C. The Agreement shall apply to all Information, documents, records and registers relating to the Project disclosed by the MVD to the Successful Bidder under this Agreement.

D. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Successful Bidder, in any of the Information.

E. This Agreement shall benefit and be binding upon the MVD and the Successful Bidder and their employees, respective subsidiaries, affiliates, successors and assigns.

F. This Agreement shall be governed by and construed in accordance with the Indian laws in jurisdiction of Mumbai only.

Sincerely,

(Signature of the person/s working for and with the Successful Bidder)

Name:

Designation:

Date:

Place:

In Witness of (Authorized Signatory on behalf of Successful Bidder)

Name:

Designation:

Seal:

Date:

Place:

For and on behalf of Motor Vehicles Department, Government of Maharashtra

Name:

Designation:

Seal:

Date:

Place:

### 13. Annexure XIII: Format for Anti-Collusion Certificate

(TO BE SUBMITTED ON THE LETTERHEAD OF THE BIDDER, DULY SIGNED BY  
THE AUTHORISED SIGNATORY)

#### Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of this Proposal, 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 anti-competitive.

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 the instant Proposal.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 201\_\_

Name of the Bidder \_\_\_\_\_

Signature of the Authorized Person \_\_\_\_\_

Name of the Authorized Person \_\_\_\_\_

#### **14. Annexure XIV: Undertaking for opening Project Head office in MMR Region**

<< To be printed on Bidder Company's Letter Head and Signed by Authorized Signatory>>

No.

Date:

To:

The Transport Commissioner  
Transport Commissioner Office,  
New Administrative Building, 4th Floor,  
Government Colony, Bandra East.  
Mumbai, Maharashtra 400051  
Email: etendercomp.tpt-mh@gov.in

**Sub: RFP for Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra– Undertaking for opening Project Head office in MMR Region**

**Ref: RFP No.:** \_\_\_\_\_ **Dated** \_\_\_\_\_

We confirm that we, <Name of Bidder> as on date of submission of the proposal for “Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra”– Undertaking for opening Project Head Office in MMR Region, shall open Project Head Office in MMR Region within two weeks from the date of Letter of Acceptance and keep it operational for entire contract period.

Such project head office shall have dedicated technical & maintenance staff to serve the project for entire duration. Also staff appointed at project head office shall be as per requirements given in [Annexure VII](#) of the RFP document No. \_\_\_\_\_.

Sincerely,  
(Signature of the Authorized signatory of the Bidder)  
Name:  
Designation:  
Seal:  
Date:  
Place:  
Business Address:

## **15. Annexure XV: Letter of Proposal**

To:

The Transport Commissioner  
Transport Commissioner Office,  
New Administrative Building, 4th Floor,  
Government Colony, Bandra East.  
Mumbai, Maharashtra 400051  
Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

Subject: Submission of the Technical bid for RFP: **Request for Proposal for Selection of Service Provider for the Scanning & Digitization of Records of Transport Offices under Transport Department, Govt. of Maharashtra**

Dear Sir/Madam,

### **1. Technical Response**

We confirm having submitted this proposal as required by you in your Request for Proposal document. In case you require any other further information/documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

### **2. Bid Security**

We have submitted Earnest Money Deposit (Bid security) in envelop and uploaded the Scanned copy of EMD as a part of Technical Bid (Key Submission) as per this RFP. This bid security is liable to be forfeited in accordance with the provisions of bid documents.

### **3. Deviations**

We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations and deviations, all of which have been detailed out exhaustively in the Statement of Deviations from Technical Requirements, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the bid documents, other than those stated in deviation schedule, shall not be given effect to.

### **4. Performance Bank Guarantee**

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in this RFP.

### **5. Validity of this Bid**

We agree to abide by this tender response for a period of 180 days from the date of opening of the bid and it shall remain binding upon us in full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and MVD.

We undertake, if our proposal is accepted, to adhere to the implementation plan put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and MVD or its appointed representatives.



6. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
7. We understand that our bid is binding on us and that you are not bound to accept a Bid you receive.
8. It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidder)

Name:

Designation:

Seal:

Date:

Place:

Business Address

Motor Vehicles Department

## 16. Annexure XVI: Self Declaration

(To be executed on Non-judicial stamp paper of relevant value)

M/s \_\_\_\_\_ (name and registered office address of the company) acting through \_\_\_\_\_ (name and address of the authorized representative of the Bidder), do hereby solemnly affirm and undertake as under;

1. That the infrastructure required and necessary for carrying out the work as prescribed under the scope of the RFP document shall be made operational within the period stipulated in the RFP document.
2. That I / We shall appoint the requisite manpower with necessary qualifications and experience as stipulated in the RFP.
3. That I, shall implement the project myself and shall not franchise / sublet / subcontract it, if awarded to me.
4. That I / We shall comply with, and observe at all times, the terms and conditions of the RFP document and with the direction and orders issued by the Transport Commissioner or MVD from time to time.
5. That I / We hereby certify that the proposal submitted by us is non-conditional and is without any deviation from the RFP requirements.
6. That all the statements, submissions made by me / us and the documents submitted by me / us are genuine to the best of my / our knowledge and that the same reflects the facts as on the date.
7. That I / We shall ensure that the key staff deployed (as identified by MVD at the start of project execution) for the Project shall formally sign the Non-disclosure Agreement in the format specified by MVD and further shall comply with all the requirements of Information Technology Act 2000 (ITA-2000) of Government of India, IT (Amendment) Act 2008 and any such amendments from time to time.
8. I / We shall ensure that all the software, hardware and networking components provided and deployed by us for the project shall be as described in the RFP document.

I / We understand that failure to do so may result in forfeiture of EMD and / or withdrawal of LOI.

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

## 17. Annexure XVII: Roles and Responsibilities

The MVD and the Successful Bidder shall perform following responsibilities indicatively during the project tenure and post project warranty and maintenance period.


MVD	Successful Bidder
Physical Space for scanning (Physical Space for Digitization may be provided wherever possible, in all other cases digitization to be carried out in Successful Bidder's premises)	Desktops
Electricity	Scanners (flatbed / sheet fed / book scanner)
Server (SDC / Cloud Server / other)	Digital Cameras
Backup	Warranty and maintenance of Hardware
Records	Furniture
<b>Support for integration with NIC for</b> 1. Data Structure 2. Pre-Entry verification 3. Porting	Internet
Quality Checks for images and data	Security Guard
Assigning Nodal Person / Team for coordination	Scanning Manpower
Reviewing and approving payments	Physical Space in successful Bidder's premises for digitization
SLA monitoring	Manpower for digitization
Setting up Project Monitoring Unit (PMU)	Insurance of documents and office
Setting up Tender Evaluation Committee (TEC)	DMS Software application
	Application access to MVD for project period for monitoring and QC and post project for 3 years for accessing images and data
	Security Audit of DMS software
	Maintenance of DMS software for project period and 3 years thereafter
	Application Programme Interfaces (API's) for the DMS software for integrating the application with any other 3 <sup>rd</sup> party application
	Successful Demo Run
	Software integration with NIC
	Pre-Entry Verification of all records
	Records collection, preparation, scanning and returning the records
	Quality check for scanned images
	Indexing
	Data entry of key fields in double blind mode
	Detailed data entry
	Quality check of data entry done
	Porting of data and images to NIC's server as directed by MVD

## 18. Annexure XVIII: Scanned Copies of Records

## I. Driving License - Register


[illegible]

## II. Driving License - Card

	NAME OF DRIVER <b>Pran Prakash S/o Lakmi</b>		LICENCE No. <b>85/CI 1141</b>
	ADDRESS <b>Narayan Tiwari</b>		DT OF ISSUE <b>8-1-85</b>
	<b>4th Kumbhar Paka near Badha Krishna Mandir Ali ki Chakki</b>		CLASS <b>AIR</b>
	AGE <b>28</b>		BADGE No.
	<input checked="" type="checkbox"/> TRANSPORT NON-TRANSPORT	<b>Bombay-4</b>	DT OF ISSUE
	<input checked="" type="checkbox"/> PAID EMPLOYEE NON-PAID EMPLOYEE		TAXI <b>111</b>
	<input checked="" type="checkbox"/> M.W.E.R.	<b>12/6/84</b>	IDENTIFICATION <b>12/6/84</b>
	<input checked="" type="checkbox"/> M.W.E.R.	<b>DATE OF BIRTH 12/6/84</b>	
		<b>DATE OF RENEWAL 12/6/84</b>	
		<b>DATE OF EXPIRY 12/6/84</b>	
	RECEIPT PARTICULARS	FEES	RECEIPT PARTICULARS OFFICER'S SIGN.
		<b>85/CI 1141</b>	

### III. Driving License – Card



24-01-98 / 24938

MP-24-01-98		Name Nazeer Abdulla Shah		 Photo
M.D.L. No. 24938		Class		
D. Issue 27 MAY 1998		Add. 5173, Lth Fly,		
D. Expiry 26/5/2018		Tejas Nagar,		
R./No.		B.P.T Colony,		
Badge No.		Wadala (E) Mum-37		
D. Issue		Date of Birth 10/6/79		

Date of Renewal	Date of Expiry	Fees	Receipt Particulars
27 MAY 1998	26/5/2018	523588 / 10472/845	
02/11/18	02/11/18	10528	1132

B-7370 / 29-12-97 / Nemangonda Patil

### IV. Driving License – Endorsement

 PHOTO	 PHOTO	(Add notation here only) CHANGE OF ADDRESS		1141 ADDITIONAL CLASS	
		1. Mr. Nazeer Chimu Ramachandran Shivthakur Arvind Duncan Edgerton		ENDORSED FOR WITH EFFECT LA ENDORSED FOR WITH EFFECT LA ENDORSED FOR WITH EFFECT LA ENDORSED FOR WITH EFFECT LA ENDORSED FOR WITH EFFECT LA	
SIGN. BY WHOM SIGN.					



# V. Motor Vehicle Register

(24)

FORM 24  
(1. 11. 2010)

1. Motor Vehicle No. MH-01 L 6024 2. Date of Registration 11/12/2010

3. Name of Owner MR. Ravindra Bhakantben Vinayakar

4. Full Address Q71, R/871, Gajanan, seva mandir, Kondale, Coimbatore, Dist. Coimbatore, Maharashtra

5. Permanent

6. Particulars of previous Registration —

(a) Name of Registering Authority

(b) Registration No. assigned

(c) Date of expiry of Registration

(d) Whether held under HPA/Lease/ hypothecation

(e) If so, particulars of Finance

7. The motor vehicle is: (a) New motor vehicle, (b) Ex-empt vehicle, (c) Imported vehicle

8. Class of vehicle LMV - (School van) 9. Make's Name Maruti Suzuki India Ltd.

10. Month/Year of manufacture June 10

11. Engine No. F8B31 - 4263032

12. Chassis No. MA3EVB1150 - 12/9244

13. Fuel used in engine Petrol

14. Cubic capacity 796 CC

15. Wheel base

16. Colour of body, wings, front end yellow

17. Gross vehicle weight: (a) as certified by manufacturer 1350 kgs

(b) as registered

18. Additional particulars in case of transport vehicles other than heavy cab:

(i) No., description and size of axle 1st axle 20116, 2nd axle 20116, 3rd axle 20116

(ii) Registered axle weight

19. Additional particulars of alternative or additional motor or motor vehicle registered with an articulated vehicle:

(i) Type of body Boxer Vehicle weight 1200 kgs No. description and size of axle or axle axle

(ii) SPEED GOVERNOR Not fitted Intax 1200 to Daimler-Benz 1200

(iii) VIDA Not fitted 1200-1200/1200

(iv) ON PA Not fitted 1200-1200/1200

(v) GOV. NO. Not fitted 1200-1200/1200

(vi) SERIAL NO. Not fitted 1200-1200/1200

(vii) MV Not fitted 1200-1200/1200

20. Insurance Policy No. 704280 65 dated 28/6/10 to 27/6/2011

21. Issued by (name/address of insurance company) IFFCO Tokio, Coimbatore

22. Class and rate of motor vehicle tax

23. Variety of Registration From From to to

Renewal From From to to

24. Name and designation of inspecting Officer who certified the vehicle as fit for Registration P. S. Kargal

25. Name and designation and signature of the Registering Authority M. R. Puthi

## VI. Permit - Register

61

6/179/1/m/12/10

mis Subal wave management cell put up. mmo LA 9/10 Reg. Dt- 5/8/10  
Q no 20.21 12/10 10th April 2008  
7th thread: cum 400004

Type Garbez compact  
Model - may 2008  
R/W - 25000 kgp  
Ch. No- JNR 251496  
Adm- ARTIS order dt- 6/8/10  
PDR valid upto 5/8/15  
R- 5001-12 6249/6 525120, 6/8/10  
SE No. 1616115  
PDR renewed upto 5/8/2020  
WFF 61815 vide ARTIS order dt 6/11/15  
R- 5001- 3792139/ 8243114A dt 6/11/15  
Plat 61815 61815

## VII. Cash Book Register





VIII. Cash Book

SUBSIDIARY

CASH BOOK (No. ....)

11

Date and Description	Particulars	Rs.	P.	A.	Date	Particulars	Rs.	P.	A.
Date	Description	Rs.	P.	A.	Date	Description	Rs.	P.	A.
17-12-22	468281	468281	1000	100	1100				
18-12-22	468282	468282	1000	100	1100				
19-12-22	468283	468283	1000	100	1100				
20-12-22	468284	468284	1000	100	1100				
21-12-22	468285	468285	1000	100	1100				
22-12-22	468286	468286	1000	100	1100				
23-12-22	468287	468287	1000	100	1100				
24-12-22	468288	468288	1000	100	1100				
25-12-22	468289	468289	1000	100	1100				
26-12-22	468290	468290	1000	100	1100				
27-12-22	468291	468291	1000	100	1100				
28-12-22	468292	468292	1000	100	1100				
29-12-22	468293	468293	1000	100	1100				
30-12-22	468294	468294	1000	100	1100				
31-12-22	468295	468295	1000	100	1100				
1-1-23	468296	468296	1000	100	1100				
2-1-23	468297	468297	1000	100	1100				
3-1-23	468298	468298	1000	100	1100				
4-1-23	468299	468299	1000	100	1100				
5-1-23	468300	468300	1000	100	1100				
6-1-23	468301	468301	1000	100	1100				
7-1-23	468302	468302	1000	100	1100				
8-1-23	468303	468303	1000	100	1100				
9-1-23	468304	468304	1000	100	1100				
10-1-23	468305	468305	1000	100	1100				
11-1-23	468306	468306	1000	100	1100				
12-1-23	468307	468307	1000	100	1100				
13-1-23	468308	468308	1000	100	1100				
14-1-23	468309	468309	1000	100	1100				
15-1-23	468310	468310	1000	100	1100				
16-1-23	468311	468311	1000	100	1100				
17-1-23	468312	468312	1000	100	1100				
18-1-23	468313	468313	1000	100	1100				
19-1-23	468314	468314	1000	100	1100				
20-1-23	468315	468315	1000	100	1100				
21-1-23	468316	468316	1000	100	1100				
22-1-23	468317	468317	1000	100	1100				
23-1-23	468318	468318	1000	100	1100				
24-1-23	468319	468319	1000	100	1100				
25-1-23	468320	468320	1000	100	1100				
26-1-23	468321	468321	1000	100	1100				
27-1-23	468322	468322	1000	100	1100				
28-1-23	468323	468323	1000	100	1100				
29-1-23	468324	468324	1000	100	1100				
30-1-23	468325	468325	1000	100	1100				
31-1-23	468326	468326	1000	100	1100				
1-2-23	468327	468327	1000	100	1100				
2-2-23	468328	468328	1000	100	1100				
3-2-23	468329	468329	1000	100	1100				
4-2-23	468330	468330	1000	100	1100				
5-2-23	468331	468331	1000	100	1100				
6-2-23	468332	468332	1000	100	1100				
7-2-23	468333	468333	1000	100	1100				
8-2-23	468334	468334	1000	100	1100				
9-2-23	468335	468335	1000	100	1100				
10-2-23	468336	468336	1000	100	1100				
11-2-23	468337	468337	1000	100	1100				
12-2-23	468338	468338	1000	100	1100				
13-2-23	468339	468339	1000	100	1100				
14-2-23	468340	468340	1000	100	1100				
15-2-23	468341	468341	1000	100	1100				
16-2-23	468342	468342	1000	100	1100				
17-2-23	468343	468343	1000	100	1100				
18-2-23	468344	468344	1000	100	1100				
19-2-23	468345	468345	1000	100	1100				
20-2-23	468346	468346	1000	100	1100				
21-2-23	468347	468347	1000	100	1100				
22-2-23	468348	468348	1000	100	1100				
23-2-23	468349	468349	1000	100	1100				
24-2-23	468350	468350	1000	100	1100				
25-2-23	468351	468351	1000	100	1100				
26-2-23	468352	468352	1000	100	1100				
27-2-23	468353	468353	1000	100	1100				
28-2-23	468354	468354	1000	100	1100				
29-2-23	468355	468355	1000	100	1100				
30-2-23	468356	468356	1000	100	1100				
31-2-23	468357	468357	1000	100	1100				
1-3-23	468358	468358	1000	100	1100				
2-3-23	468359	468359	1000	100	1100				
3-3-23	468360	468360	1000	100	1100				
4-3-23	468361	468361	1000	100	1100				
5-3-23	468362	468362	1000	100	1100				
6-3-23	468363	468363	1000	100	1100				
7-3-23	468364	468364	1000	100	1100				
8-3-23	468365	468365	1000	100	1100				
9-3-23	468366	468366	1000	100	1100				
10-3-23	468367	468367	1000	100	1100				
11-3-23	468368	468368	1000	100	1100				
12-3-23	468369	468369	1000	100	1100				
13-3-23	468370	468370	1000	100	1100				
14-3-23	468371	468371	1000	100	1100				
15-3-23	468372	468372	1000	100	1100				
16-3-23	468373	468373	1000	100	1100				
17-3-23	468374	468374	1000	100	1100				
18-3-23	468375	468375	1000	100	1100				
19-3-23	468376	468376	1000	100	1100				
20-3-23	468377	468377	1000	100	1100				
21-3-23	468378	468378	1000	100	1100				
22-3-23	468379	468379	1000	100	1100				
23-3-23	468380	468380	1000	100	1100				
24-3-23	468381	468381	1000	100	1100				
25-3-23	468382	468382	1000	100	1100				
26-3-23	468383	468383	1000	100	1100				
27-3-23	468384	468384	1000	100	1100				
28-3-23	468385	468385	1000	100	1100				
29-3-23	468386	468386	1000	100	1100				
30-3-23	468387	468387	1000	100	1100				
31-3-23	468388	468388	1000	100	1100				
1-4-23	468389	468389	1000	100	1100				
2-4-23	468390	468390	1000	100	1100				
3-4-23	468391	468391	1000	100	1100				
4-4-23	468392	468392	1000	100	1100				
5-4-23	468393	468393	1000	100	1100				
6-4-23	468394	468394	1000	100	1100				
7-4-23	468395	468395	1000	100	1100				
8-4-23	468396	468396	1000	100	1100				
9-4-23	468397	468397	1000	100	1100				
10-4-23	468398	468398	1000	100	1100				
11-4-23	468399	468399	1000	100	1100				
12-4-23	468400	468400	1000	100	1100				
13-4-23	468401	468401	1000	100	1100				
14-4-23	468402	468402	1000	100	1100				
15-4-23	468403	468403	1000	100	1100				
16-4-23	468404	468404	1000	100	1100				
17-4-23	468405	468405	1000	100	1100				
18-4-23	468406	468406	1000	100	1100				
19-4-23	468407	468407	1000						

**19. Annexure XIX: Format for Earnest Money Deposit (EMD) as Bank Guarantee**

**Tender. No.** :  
**Date** :  
**Bank Guarantee No.** :

To,  
The Transport Commissioner  
Administrative Building,  
4th Floor, Bandra East, Mumbai - 51

For bidding for the tender bearing number \_\_\_\_\_ dated \_\_\_\_\_ for the project **“Selection of Service Provider for the Scanning & Digitization of Documents of Transport Offices under Transport Department, Govt. of Maharashtra”** (hereinafter referred as 'RFP') We, \_\_\_\_\_ a company registered under Indian Companies Act, 1956 / Partnership Firm registered under Partnership Act 1932, / LLP firm under LLP provisions 2008. (hereinafter called the “Bidder”), this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank, and having one of the branches at \_\_\_\_\_ (hereinafter called the “Bank”) are holding in trust in favour of Motor Vehicles Department, Government of Maharashtra (hereinafter referred as 'MVD'), the amount of Rs. \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified the MVD against any loss or damage that may be caused to or suffered by the MVD by reason of any breach by the Bidder of any of the terms and conditions of the RFP and the bidding process as described in the RFP.

We agree that the decision of MVD, whether any breach of any of the terms and conditions of the RFP and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by MVD shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to MVD.

We \_\_\_\_\_ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the RFP and bidding process by the Bidder i.e. till \_\_\_\_\_ (write a date which is **180 days** from the Last date (deadline) for uploading of bids on the e-Tendering website in response to RFP notice- hereinafter called the **said date**) and that if any claim accrues or arises against us \_\_\_\_\_ Bank, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank, notwithstanding the fact that the notice of any such claim is given to us \_\_\_\_\_ Bank, by MVD before the said date.

Payment under this letter of guarantee shall be made promptly, within one month of our receipt of notice to that effect from MVD.

It is fully understood that this guarantee is effective from the last date (deadline) for uploading of bids in response to RFP notice and that we \_\_\_\_\_ Bank, undertake not to revoke this guarantee during its currency without the consent in writing of MVD.

We undertake to pay to MVD any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present guarantee being absolute and unequivocal without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person.

The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under.

We \_\_\_\_\_ Bank, further agree that MVD shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said RFP or to extend time of performance by the Bidder from time to time

or to postpone for any time or from time to time any of the powers exercisable by MVD against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said RFP and we, \_\_\_\_\_ Bank, shall not be released from liability of MVD under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by MVD to the said Bidder or for any forbearance and or omission on the part of MVD or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder or any absorption, merger or amalgamation of the Bank or the Bidder with any other person.

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

\_\_\_\_\_  
Signature of Authorized Signatory (with official seal)

Date :  
Place :  
Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

\_\_\_\_\_  
Signature of Witness 1

\_\_\_\_\_  
Signature of Witness 2

Name: \_\_\_\_\_

Name: \_\_\_\_\_

(Bank's common seal)

-----  
**MVD Bank Account details**

- **Name of Account Holder:** A.O.T.C (M.S) Mumbai
- **Bank Name:** HDFC Bank
- **Branch with address:** Kalanagar, Bandra, Mumbai
- **Account No.:** 00162090000012
- **IFSC Code:** HDFC0000835

**20. Annexure XX: Format for Financials and Technical qualification criteria****a) Format for Financials from Statutory Auditors of the bidder**

&lt;On a letter head of Statutory Auditors of the bidder&gt;

This is to certify that <Bidder name> having its registered office at \_\_\_\_\_ have total turnover, turnover from Scanning and Digitization business and Turnover from Scanning and Digitization business from Government / PSU etc. and Net worth as on 31st March 2018 (to be calculated as per guidelines of Companies Act 1956, as amended from time to time, including tangible and excluding intellectual property) required as per clause 16 under “Instructions to Bidders of Tender Number \_\_\_\_\_ for previous three financial years ending 31<sup>st</sup> March 2016, 2017 and 2018, as under:

Financial Year	Total Turnover	Turnover from Scanning and Digitization Business	Turnover from Scanning and Digitization projects, for Indian Government Organization (PSU / Local Bodies / Government Departments / Nationalized Banks)	Net Worth calculated as per guidelines of Companies Act 1956, as amended from time to time, including tangible and excluding intellectual property
			<b>Rupees in Crore</b>	
<b>2015-16 (Audited)</b>				NA
<b>2016-17 (Audited)</b>				NA
<b>2017-18 (Audited)</b>				As on 31 <sup>st</sup> March 2018
<b>Average turnover for last three financial years</b>				NA

**Authorized Signatory:****Name:****Designation:****Membership Number:****Place:****Date:****Stamp:**

**b) Format for Technical Qualification Criteria**

(To be executed on **Non-judicial stamp paper** of relevant value)

M/s \_\_\_\_\_ (name and registered office address of Bidder) acting through \_\_\_\_\_ (name and address of the authorized representative of the Bidder), do hereby solemnly affirm and undertake as under;

#	Project Name / Client Name	Name of authorized person from Client	Email ID and Contact Number of Authorized person	Total Pages Scanned	Records for Data entry	Number of Characters / Field entered per record	Total Location	Name of Districts in one State
<b>Eg.</b>	ABC Department	Mr. Abc Xyz	<a href="mailto:abc@xyz.com">abc@xyz.com</a> 022 XXXXXXXX +91 XXXXXXXXXX	35 Lakhs Pages	25 Lakh Records	220 Characters	40	<b><u>Maharashtra:</u></b> Mumbai City Mumbai Suburban Nashik Pune Nagpur
1								
2								
3								
4								

I / We declare that all the above information is correct and best of my / our knowledge. I / We understand that the MVD may cross verify any and all information provided above and any false representation, or false information provided may be liable for action as deem fit to the MVD under relevant act / rules including but not limited to disqualification of Bid / withdrawal of LoI and forfeiture of EMD or Termination of contract and PBG forfeited, whichever is applicable.

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

**Part II: Draft Contract Agreement**

<< To be executed on Stamp Paper as mandated by the Law >>>

THIS AGREEMENT made the \_\_\_\_\_, day of \_\_\_\_\_ 201\_\_

**BETWEEN**

The <Successful Bidder name> having its office at \_\_\_\_\_  
(hereinafter referred to as "Successful Bidder") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First Part.

**AND**

Transport Commissioner, Government of Maharashtra (hereinafter referred to as the "MVD") which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns of the Second Part.

**WHEREAS**

The Successful Bidder has tendered for providing services per the terms and conditions mentioned in the Request for Proposal number \_\_\_\_\_ (from herein after referred to as "RFP") and the all subsequent corrigenda published and as per the Technical and Financial Bid submitted in response to the RFP. Whereas such tender has been accepted and the Successful Bidder has deposited / provided Bank Guarantee to MVD for the sum of Rs. 2,00,00,000/- (Rs. Two Crore Only) as Performance Bank Guarantee (PBG) for the fulfilment of this Agreement.

**NOW IT IS HEREBY AGREED** between the parties hereto as follows:

The Successful Bidder has accepted the contract on the terms and conditions set out in the RFP as well all response to queries via clarification published which shall hold well during period of this contract.

Refund of PBG shall be based on the timelines, terms and conditions as has been specified in the RFP and shall form a part of the contract. In absence of any timeline specified the PBG shall after the expiration of 24 months from the date of efflux of the contract, be returned to the Successful Bidder but without interest and after deducting there from any sum due by the Successful Bidder to MVD under the terms and conditions of this contract.

This contract shall remain in force for complete project period of 12 months from date of signing of contract. However, either party may terminate the contract if the other party is in material breach of this contract and has not been rectified by the other party within the time specified in the RFP.

In witness whereof the said Successful Bidder has set his hand hereto and the MVD has affixed his hand and seal thereto the day and year first above written.

All terms and conditions as specified in the RFP, clarifications issued and corrigendum issued in regards to the RFP as has been mentioned above in the document shall stand in force unless has been expressly agreed to in writing by both the parties.

The Successful Bidder shall be responsible to abide and shall be liable to deliver as per the requirements/deliverables as has been specified to in the RFP, clarifications issued and corrigendum issued in regards to the RFP as has been mentioned above and any higher deliverables as has been committed to by the Successful Bidder in the Proposal or any subsequent document submitted to & accepted by MVD as part of award of the Contract.

The following documents shall be deemed to form and be read and construed as part of this Agreement viz:

- a. RFP along with all Annexures No: \_\_\_\_\_ issued on \_\_\_\_\_
- b. Corrigendum No \_\_\_\_\_ issued on \_\_\_\_\_
- c. Clarifications to bidders queries issued on \_\_\_\_\_
- d. Technical Bid submitted by Successful Bidder on \_\_\_\_\_
- e. Commercial Bid submitted by the Successful Bidder on \_\_\_\_\_
- f. Service Levels defined in RFP
- g. Non-Disclosure Agreement signed between MVD and Successful Bidder dated \_\_\_\_\_

IN WITNESS whereof the parties hereto have signed this on the \_\_\_\_\_ day,  
\_\_\_\_\_ month and \_\_\_\_\_ year first herein above written.

Signed, Sealed and delivered

By

Mr. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For and on behalf of Motor Vehicles Department, Government of Maharashtra

Signed, Sealed and delivered

By

Mr. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For and on behalf of <Successful Bidder name>

Witnesses:

1. <Witness one>
2. <Witness two>