



**Electronics Corporation of
Tamil Nadu Limited**

**Rate
Contract
Tender**

**Design, development and
implementation of Software
and Integration with Hand
held Billing devices**

Tender Ref.
ELCOT/IT Infra/OT/32588/eFine Systems/2013-14

Technical and Price Bid

Tender Document

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Important Notice

This Tender procedure is governed by “The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000” as amended from time to time.

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Acronyms and Definitions

AMC	Annual Maintenance Contract
CA	Certifying Authority
CMM	Capability Maturity Model
CMS	Content Management System
CST	Central Sales Tax
DBA	Database Administrator
DMS	Document Management System
DSC	Digital Signature Certificate
EMD	Earnest Money Deposit
FCMS	Farmer Crop Management System
FMS	Facility Management Service
GPRS(2G/3G) WITH PRIVATE APN	General Packet Radio System Access Point Name
HHBM	Handheld Billing Machine
ICT	Information and Communication Technology
IPR	Intellectual Property Rights
ISO	International Organisation for Standardisation
IT	Information Technology
LD	Liquidated Damage
LOA	Letter of Acceptance
MIS	Management Information System
PDF	Portable Data Format
RA	Registering Authority
RFP	Request for Proposal
SD	Security Deposit
SDK	Standard Development Kit
SI	System Integrator
SLA	Service Level Agreement
SRS	System Requirements Specification
ST	Service Tax
TDS	Tax Deduction at Source
UAT	User Acceptance Testing
VAT	Value Added Tax

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1. Introduction

ELCOT is providing IT procurement services inter alia IT Products and services to the Departments. As part of the procurement services, ELCOT has been entrusted with the work of developing Web based Application , supply of handheld devices and System Integration work for the State Transport Authority, Corporation of Chennai and other departments.

The major objectives of the departments are

- Efficient delivery of all its services to the citizens.
- Maximizing revenue to the Government .
- Promoting Road Safety and providing relief to the victims of road accidents;
- Controlling vehicular pollution.
- Effective collection of property tax
- Hand over spot receipts to the property owner

Introduction to e-Fine Systems for Transport Department:

The Transport department is currently using Vahan and Sarathy, a software developed by National Informatic Centre (NIC) for the issue of Driving License and Registration Certificate for the vehicles.

E-Services for Transport Department enables citizens to book appointments with RTO offices, to register their grievances and to know the status of their redressal and other information such as tax rates of vehicles, contact details, etc.

The Transport department is presently doing a manual operation for approvals during driving test and renewal of registration from the place of inspection. Now, the department decided to consolidate the requirements to carry out the same through online through Portable Digital Processing Unit (PDP), e-Fine Systems, digital data transfer method.

Now, the Department proposes to implement the e-Fine system with the objective of levying penalty to the users violating the rules and also for implementing the e-governance by deploying GPRS (2G/3G) WITH PRIVATE APN enabled Hand held machines to the Inspecting officers. The department has made an announcement in the

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policy note for the implementation of this e-fine system.

Introduction to Tax Collection System for Corporation of Chennai :

Corporation of Chennai is the fourth largest metropolis in the country with Fifteen zones spread over an area of 420 Sq.km having approximately 10,00,000 number of properties assessed. The Corporation of Chennai decided to modernize the methods of collecting the property tax. The Corporation of Chennai has envisaged the idea of regularizing the collection of property tax by giving their records up to data and also to have robust wireless based collection system with seamless connectivity and integration at back end to update the collection database and hand over spot receipts to the property owner who are in the jurisdiction of Chennai city.

Providing a solution that enables the Tax collectors of the Corporation of Chennai to seamlessly access the property tax data base wirelessly through mobile hand held devices and to give receipts for the tax collected on the field thereby synchronizing the data entered with the Corporation of Chennai Server seamlessly

General :

The Successful Bidder to be selected through this Tender should ensure close coordination with Transport Department / Corporation of Corporation / other relevant departments for the timely implementation of the project. Upon successful implementation of the project in the selected districts, the Department may require additional Hand held machines for rolling out in all the remaining areas. The Successful Bidder need to ensure that the service centre is available in the districts requested by the Department.

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2. Tender Data Sheet

1.	Tender inviting Authority, Designation and Address	The Managing Director ELCOT, II Floor MHU Complex 692 Anna Salai, Nandanam, Chennai-600035. e-mail: md@elcot.in and ITinfra@elcot.in URL: www.elcot.in
2.	A) Name of the Work	Design, development and implementation of e-Fine System / billing systems and Integration with Hand held Billing devices
	B) Tender reference	ELCOT/IT Infra/OT/32588/e-Fine system/2013-14
	C) Installation	At the customer premises Throughout the State of Tamil Nadu
3.	Tender documents available place	On all working days between 11.00 AM and 5.00 PM upto 03-12-2013 from the Address mentioned in Column (1) above. Alternatively, Tender documents can be downloaded free of cost from www.elcot.in and http://www.tenders.tn.gov.in
4.	Cost of Tender Document	INR 1,100/- per Tender Document for direct purchase from ELCOT. The Tender document fee is waived for the downloaded Tender document.
5.	Earnest Money Deposit (EMD)	Rs. 3,00,000/- (Rupees Three Lakhs Only) should be paid by way of Demand Draft or Banker's Cheque drawn in favour of Electronics Corporation of Tamil Nadu Limited and payable at Chennai only.
6.	Tender submission	Two Part Tender comprising of Technical Bid and Price Bid should be submitted MANUALLY . Stage-1 – Technical Bid, Stage-2 – Price Bid opening. Tenders received after the due date and time will be summarily rejected.
7.	Date and Place of Pre-Bid meeting	20-11-2013 @ 11.00 A.M at the address mentioned in Column (1) above.
8.	Due Date, Time and Place of submission of Tender	04-12-2013 at 4.00 PM at the address mentioned in Column (1) above.
9.	Date, Time and Place of opening of the Technical Bids	04-12-2013 at 4.15 PM at the address mentioned in Column (1) above.
10.	Date, Time and Place of opening of Price Bids	Will be intimated only to the Technically Qualified Bidders

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3. Tender Eligibility Criteria

The Bidders should meet the following Eligibility Criteria to participate in the Tender and should enclose supporting documents for fulfilling the Eligibility in the Technical Bid. It is the responsibility of the company to satisfy ELCOT regarding genuineness and validity of the document furnished. Bids accompanied by the documents not fulfilling the requirements outlined in this section will be subject to rejection.

Sl. No.	Eligibility Conditions	Documentary Proof to be submitted
1	The Bidder should be a Company registered in India under the Indian Companies Act 1956 or a Registered Partnership Company / Firm or a Sole Proprietary Firm and existing for the past 3 years as on 31/12/2012	a) In case the Bidder is a Registered Company in India, they should produce the copy of the Certificate of Incorporation. b) In case the Bidder is a Registered Partnership Company / Firm, they should produce the copy of Registered Partnership Deed. c) In case the Bidder is a Sole Proprietary Firm, they should produce the copy of VAT Registration Certificate / Service Tax Registration Certificate.
	In case of Consortium of Bidders; ● Consortium of Bidders is allowed with maximum of two partners. ● One of the partners shall be designated as Prime Bidder and the other partner shall be the co-bidder ● Each partner of the Consortium should be a Registered Company and existing for the past three years as on 31-3-2013 ● No partner of a Consortium should Bid individually or be a partner of another Consortium.	● All the Consortium partners individually should submit the Certificate of Incorporation/Company Registration Certificate from the appropriate Authority. ● A Consortium Agreement shall be entered among partners and the original Consortium Agreement shall be submitted. The Consortium Agreement shall contain statement that all partners of the consortium shall be liable jointly and severally for the execution of the contract in accordance with the contract terms.
2.	System Integrator / Internet Service Provider are eligible to apply.	SI / ISP may submit authorization letter from the hand held OEM for supply and after sales service support commitments in the prescribed format. Manufacturing License of the Hand Held OEM should be submitted.
3.	Bidder should have 3 years of existence in the business of System integration or	Copy of Purchase Orders and Completion Certificates executed for any Government

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	Internet Service Provider as on 31.03.2013	Organisation in India before 31.03.2010 .
4.	The Bidder/Prime bidder should have an Annual Turnover of Rs.50 Crores and above in the last successive three Audited Financial years. In case of consortium the Co-Bidder shall have an annual Turnover of Rs.10 crores and above in the last three Audited Financial years.	Copies of the Audited Balance sheets and Profit and Loss account for the last 3 Financial years 2012-13, 2011-12, 2010-11.
5.	Bidder should have executed a single order for supply, installation and commissioning of Handheld billing machines for a value of at least Rs.50 Lakhs and above for any Government Departments / Organisations / Public Sector Undertakings in India in the last 3 years.	Relevant copies of Purchase Orders obtained and completion/ performance certificate obtained from the customers.
6.	The bidders should have atleast one service centre in each region (North, East, South and West as given in the Preamble) with a total of minimum 10 service centres in the State. The service centre may be run by the Manufacturer or Franchisee or authorised distributors/dealers.	In case of Manufacturer's service centre copies of the land-line telephone bills or rent agreement dated before 31/03/2013 should be submitted as a proof for availability of the service centres. In case of Franchisee Service centre, the bidder should submit a copy of the agreement entered between the Franchisee and the Bidder stating that the Franchisee is rendering the service for the Manufacturer and the agreement should be valid as on 31/03/2013 Manufacturer should submit undertaking to do servicing directly or through their authorised service partners under their supervision.
7	The prime Bidder should have tied-up with the Telecom Service Provider for providing GPRS(2G/3G) WITH PRIVATE APN Specific to Tamil Nadu E-fine system /Corporation of Chennai	a) The Authorisation letter from the Managing Director or Board of Directors of the Telecom Service Provider for the authorised signatory to sign the Telecom Service Provider letter for this Tender should be submitted in the Technical Bid. <p style="text-align: center;">AND</p> b) Letter of authorization from the Telecom Service Provider signed by the Authorised Signatory for providing GPRS(2G/3G) WITH PRIVATE APNconnectivity and support for a period of one year from the

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		date of implementation
8	The prime bidder and HHBM OEM (manufacturing facility) should have ISO 9000:2008 / ISO 9001:2008	Produce copies of valid ISO 9000:2008 / ISO 9001:2008 certificate of both Prime Bidder and HHBM OEM(Manufacturing Facility)
9	Bidders who have failed to perform in the earlier contract with ELCOT or with any other Government organisation or the bidders whose Earnest Money Deposit / Security Deposit has been forfeited for failure to perform the contract are not eligible to apply for the tender if the forfeiture had happened within the past three years period. The date of computation is with reference to the date of opening of this tender.	Under taking letter from the bidder stating that the bidder did not fail to perform or did not forfeit EMD/SD within the past 3 years.
10	The Prime Bidder should have 24/7 toll free helpdesk support numbers.	Copies of Telephone bills for last three months should be submitted

Conditions for the Consortium Bidders

- 1) The Consortium Agreement in Rs.100 non-judicial stamp paper should be entered among the partners. All the signatories of the Consortium Agreement shall be authorised by a Power of Attorney signed by the respective Managing Director or Board of Directors of the Companies/parties to the Consortium.
- 2) The Consortium Agreement shall be submitted in original in the Technical Bid. If the Bid from the Consortium becomes successful, the Consortium agreement should be registered in Chennai, Tamil Nadu before execution of Contract so as to be legally valid and binding on all the partners.
- 3) All partners of the consortium shall be liable jointly and severally for the execution of the contract in accordance with the contract terms and a statement to this effect shall be included in the Consortium Agreement. The consortium agreement should indicate precisely the role of each partner of the consortium in respect of the contract.
- 4) The Prime Bidder shall be authorised by the Consortium partners to act on their behalf to incur liabilities, to receive instructions for and on behalf of all partners of the consortium, to execute entire contract and to receive payment.
- 5) Only one Bid will be allowed from a Consortium. The partners of a Consortium are not allowed to bid individually or to be a partner of another Consortium. **All such Bids will be subject to rejection.**

General:

If the bidder becomes successful, then the Bidder should submit the original Signed Agreement with the OEM for the supply and support services of the proposed Handheld billing machines for a period of 3 years

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from the date of Implementation should be submitted.

If the bidder becomes successful, then the Bidder should submit the original Signed SLA Agreement with the Telecom Service Provider for GPRS (2G/3G) WITH PRIVATE APNGPRS(2G/3G) with Private APN connectivity of the proposed Handheld billing machines should be submitted.

4. Bid Preparation and Submission

4.1 Cost of Bidding

The Bidders should bear all costs associated with the preparation and submission of Bids. ELCOT will in no way be responsible or liable for these charges/costs incurred regardless of the conduct or outcome of the bidding process.

4.2 Tender Document Fee

a) The Tender Documents may be directly purchased from ELCOT on payment of fees as mentioned in the Tender Schedule. The Tender document cost may be paid by way of Demand Draft / Banker's Cheque in favour of Electronics Corporation of Tamil Nadu Limited, payable at Chennai.

b) Alternatively the Tender Documents can be downloaded free of cost from the websites mentioned in the Tender Schedule. The Tender document fee is waived for such downloaded documents.

4.3 Earnest Money Deposit (EMD)

a) An EMD amount as specified in the Tender Schedule should be paid by way of Demand Draft or Banker's Cheque drawn in favour of "Electronics Corporation of Tamil Nadu Limited" payable at Chennai. The Demand Draft or Banker's Cheque should be deposited physically at ELCOT before the date and time of opening of the Tender. The EMD in the form of Bank Guarantee is not acceptable.

b) The EMD of the unsuccessful Bidders will be returned at the expense of the Bidders within a reasonable time consistent with the rules and regulations in this behalf. The EMD amount held by ELCOT till it is refunded to the unsuccessful Bidders will not earn any interest thereof.

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- c) The EMD amount of the Successful Bidder can be converted as part of the Security Deposit (SD) for successful execution of the work and will be returned only after the successful fulfilment of the Contract.
- d) The EMD amount will be forfeited by ELCOT, if the Bidder withdraws the bid during the period of its validity specified in the tender or if the Successful Bidder fails to sign the contract or the Successful in bidder fails to remit Security Deposit within the respective due dates.

4.4 Letter of Authorisation

A letter of Authorisation from the Board of Directors / appropriate authority authorising the Tender submitting authority or a Power of Attorney should be submitted in the Technical bid, otherwise the Bids will be summarily rejected.

4.5 Two Part Bidding

Bidders should examine all Instructions, Terms and Conditions and Technical specifications given in the Tender document. Failure to furnish information required by the Bid or submission of a Bid not substantially responsive in every respect will be at the Bidders risk and may result in rejection of Bids. Bidders should strictly submit the Bid as specified in the Tender, failing which the bids will be non-responsive and will be rejected.

4.5.1 Technical Bid (Envelope-A)

- a) The Technical Bid format as given in the Tender shall be filled, signed and stamped on all pages. Errors if any shall be attested by the Bidders. The Technical Bid shall not contain any indications of the Price otherwise the Bid will be summarily rejected.
- b) The Technical Bids shall be typed, signed and stamped in all pages by the authorised signatory of the Bidder. Any alternations, deletions or overwriting shall be attested with full signature of the authorised signatory.
- c) The Technical Bid with supporting documents and the EMD cover should then be put in a separate cover and sealed appropriately. The Technical Bid cover should be superscribed as **“Technical Bid (Envelope-A)” Tender for Design, development and implementation of Software and Integration with Hand held Billing Devices.** Tender No. ELCOT/IT Infra/OT/32588/e-Fine system/2013-14 The “FROM Address” and “TO Address” should be clearly written in the cover otherwise

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the Bid is liable for rejection.

- d) The bidders should submit the details of make and model of the items offered against the tender requirement.

4.5.2 Price Bid Form (Envelope-B)

- a) All the Price items as asked in the Tender should be filled in the Price Bid Format as given in the Tender.
- b) The price quoted by the Bidder shall include cost and expenses on all counts viz. cost of equipment, materials, tools/ techniques/ methodologies, manpower, supervision, administration, overheads, travel, lodging, boarding, in-station & outstation expenses, etc and any other cost involved in the supply and commissioning.
- c) The Price Bid Form should not contain any conditional offers or variation clauses, otherwise the Bids will be summarily rejected.
- d) The Prices quoted shall be only in **INDIAN RUPEES (INR) only**. The tender is liable for rejection if Price Bid contains conditional offers.
- e) The Price Bid shall be typed and shall be signed by the authorised signatory in all pages. Any alterations, deletions or overwriting shall be attested with full signature of the authorised signatory.
- f) The cost quoted by the Bidder shall be kept firm for a period specified in the Tender from the date of opening of the tender. The Bidder should keep the Price firm during the period of Contract including during the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase of duties / taxes payable to the Governments in India within the stipulated delivery period. The Bidders should particularly take note of this factor before submitting the Bids.
- g) The Price Bid shall be placed in a separate cover (Envelope-B) and sealed appropriately. The Price Bid cover shall be superscribed as **“Price Bid (Envelope-B)” Tender for Design, development and implementation of Software and Integration with Hand held Billing Devices. Tender No. ELCOT/IT Infra/OT/32588/e-Fine System/2013-14** The “FROM” address and “TO” address shall be written without fail otherwise the Price Bid is liable for

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rejection.

4.6 Bid closing date and time

The Bids should be submitted not later than the date and time specified in the Tender Schedule or Corrigendum if published. Even if the Bid submission is in half way through during the closing date and time, submission would not be possible. Tenders received after the due date and time will be summarily rejected. Hence the Bidders should be cautious to submit the Bids well in advance to avoid disappointments.

4.6.1 Outer Cover

The Technical Bid cover including EMD (Envelope-A) and Price Bid cover (Envelope-B) shall then be put in a single outer cover and sealed appropriately by use of sealant. The outer cover shall be superscribed as **“Tender for Design, development and implementation of Software and Integration with Hand held Billing Devices.** - Tender No. ELCOT/IT Infra/OT/32588/e-Fine System/2013-14 due on DD.MM.2013 @ 3.00 PM”. The “FROM” address and “TO” address shall be written without fail otherwise the Technical Bid is liable for rejection.

4.7 Mode of Submission of Bids

- a) The Bids should be submitted strictly as specified in the Tender document. The Bids should be dropped in the Tender box kept at ELCOT, MHU Complex II Floor, 692, Anna Salai, Nandanam, Chennai- 600 035 on or before the due date and time. The Bids will not be received personally.
- b) If the Bidder prefers to submit the Bid by post, the Bidder should ensure that the Bid reaches to the Managing Director, ELCOT on or before the due date and time. ELCOT will not be liable or responsible for any postal delay or any other delay whatsoever.
- c) If any Bid is received after Due Date and Time or unsealed or disorderly submitted or received by Facsimiles (FAX), the Bid will be treated as non responsive.

4.8 Modification and withdrawal of Bids

The Bids once submitted cannot be modified or amended or withdrawn. No documents would be supplemented after submission of Bids.

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5. Tender opening and Evaluation

5.1 Tender Opening

The Technical Bid will be opened on the date and time as specified in the Tender schedule in the presence of those Bidders, who choose to be present against production of an authorisation letter from the Bidding authority.

5.2 Tender Validity

The offer submitted by the Bidders should be valid for a minimum period of 180 days from the date of opening of the Tender.

5.3 Initial Scrutiny

Initial Bid scrutiny will be conducted and incomplete details as given below will be treated as non-responsive.

If Tenders are;

- not submitted in two parts as specified in the Tender
- received without the Letter of Authorisation
- received without Portal charges and EMD amount
- are found with suppression of details
- with incomplete information, subjective, conditional offers and partial offers
- submitted without support documents as per the Eligibility Criteria and Evaluation Criteria
- are non-compliance of any of the clauses stipulated in the Tender
- are lesser validity period
- **Not submitted the sample Hand-held Billing machine.**

All responsive Bids will be considered for further evaluation. The decision of ELCOT will be final in this regard.

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5.4 Tender Evaluation

5.4.1 Sample Evaluation

Sample Submission

- a) **One Sample Handheld Billing Machine of the specification mentioned in the scope of work** should be submitted. The make, model number and brochures / specification of the items **along with Necessary certifications** for benchmark testing by ELCOT as per A1.4. Technical Compliance Statement of the Tender.
- b) The Bidders have to submit the sample **Handheld Billing Machine before the tender opening date itself**, during the office hours, as per the date indicated in the tender document as well as the Corrigendum for due date extension. No time extension is allowed for submission of samples. Samples submitted after the above due date would be liable for rejection.
- c) The samples should be submitted along with Linux OS and necessary Drivers.
- d) Such samples should be delivered at the address mentioned in the Tender Schedule.
- e) If the samples are not delivered within the time limit specified in the Tender, it would be treated as non-responsive to the Tender conditions and the Bids is liable for rejection.
- f) Such samples should be delivered at the address mentioned in the Tender Schedule.

Special Concession for ELCOT approved products

- a) If the samples of the tender specification has already been tested and approved by ELCOT in earlier tenders, then the Bidder need not submit those products for sample evaluation. The bidder shall provide the reference of the tender number and test reports.
- b) ELCOT reserves the right to call for samples again if need arises and to call for any other sample of any other item at any point of time.

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Compliance with Technical Specification

All the Bidders should submit **the item** as asked for benchmarking **along with the certifications**. The Handheld systems require Benchmark testing for the samples submitted. The results and compliance statement would be prepared and evaluated. The samples of those Bidders, which do not conform to the technical specifications, the Bids of those Bidders will be rejected. The whole evaluation exercise would be done in the presence of the bidders in a transparent manner.

Benchmark Test Results

The Benchmark test results will enable ELCOT to derive the following details:

- a) To know whether the bidders propose to offer the configuration as per the Tender specification or not.
- b) To provide decision support for the Technical Committee whether to accept or reject the products.

Analysis of Benchmark Results

- a) If the equipment supplied for evaluation meets the tender specifications, it would be treated that the equipment had passed the “specifications test”. If the specifications are below the tender specifications, then the equipment would be treated as “failed” in the “specifications test”. **The bidders should take utmost care to bring in the samples which should be equal to or better than the specifications given in the tender document.**
- b) ELCOT reserves the right to reject a sample if it is found that it does not meet the specifications. In such cases the bidder would be treated as “failed” in this test. However, ELCOT reserves its right to offer one last opportunity to the bidder to produce another sample for evaluation, say within a short period of 2-3 days. Such a sample would be evaluated again to find out whether the bidder gets “pass” in this test.

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- c) **Offering this additional opportunity is solely at the discretion of ELCOT. ELCOT would be pleased to provide such an opportunity ONLY if public interest (healthy competition) demands such a step. In the normal course such an additional opportunity would not be given to the bidders.**

5.4.2 Technical Bid Evaluation

- a) A Technical Committee will examine the Technical Bids against the Eligibility Criteria based on the support documents submitted by the Bidders.
- b) The bidders who comply with all the Eligibility criteria **AND** whose sample qualify in the benchmark test are eligible for further processing.

5.4.3 Demonstration by the Bidders

- a) The Bidders who fulfilled the Bid compliance with Tender Eligibility Criteria as mentioned above and whose sample qualify in the benchmark test (Eligible Bidders), may be required to demonstrate sample application on Handheld. **The demonstration shall include data capture, storage and data transfer using GPRS (2G/3G) WITH PRIVATE APN network to the central application.** The Eligible Bidders should be ready for the demonstration at short notice.
- b) The Eligible Bidders who are able to demonstrate will be considered for further processing and will be called as Technically Qualified Bidders. The Eligible Bidders who failed to demonstrate will be rejected.

5.4.4 Price Bid Evaluation

- a) The Price Bids of the Technically Qualified Bidders alone will be opened and evaluated. The Price Bid should include all expenses towards this Tender. The Price Bids will be opened in the presence of the Bidders at ELCOT. The Bidders or their authorised representatives will be allowed to take part in the Price Bid Opening.

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b) All the taxes indicated in the Price Bid will be taken for the Price Bid evaluation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments.

c) As this is a rate contract, the following method of price evaluation will be adopted.

- The Price Bid Evaluation shall include all Customs Duty, Central Excise Duty and Value Added Tax (VAT) as part of the price as detailed below:
- In evaluation of the price of an imported item, the price shall be determined inclusive of the Customs duty with Counter Veiling Duty (CVD).
- In evaluation of the price of item is subject to excise duty, the price shall be determined inclusive of such excise duty.
- In respect of VAT, where all the bidders are from within the State of Tamil Nadu or where all the bidders are from outside the State of Tamil Nadu, the VAT will be included in the price bid evaluation.

(OR)

Where the bidders are from the State of Tamil Nadu as well as from outside the State of Tamil Nadu, the Value Added Tax (VAT) shall be excluded, but Central Sales Tax (CST) shall be included for evaluation.

d) The bidder can quote for all the three parts or any one part (i.e) Part-A Transport Department e-Fine systems and (or) Part-B Hand Held Device for Corporation of Chennai and (or) Part-C General purpose HHD for other departments. **Partial bid is allowed** for part wise however any parts either Part-(A) or Part-(B) Part-(C) quoted shall be quoted in full without leaving any item in those parts. The prices will be evaluated as follows and the decision of ELCOT will be the final.

e) The total cost excluding applicable Local Taxes and including all other duties and charges (Such as Excise Duty, Customs Duty, Installation Charges etc., as per the guidelines stated above) of individual Part will be taken for Price Bid evaluation.

f) The bidder should quote for all the add-on items pertaining to the Parts quoted. Failure to submit the offer / price for all the add on items pertaining to that part will be liable for rejection of the bid itself.

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- g) The L1 Bidder as well as all the Technically Qualified Bidders will be negotiated to match L1 Price. If more than one Bidder matches the L1 Price, then order will be placed more than one Bidder, who matches the L1 Price. However, preference will be given to the L1 Bidder. The L1 Bidder will be given an order value more than the other Bidders, who matches the L1 Price. The decision of ELCOT will be the final.
- h) All the Bidders, who are selected after the Price Bid evaluation will be called as Successful Bidders.

5.5 Negotiations

Further negotiations will be conducted with all the Successful Bidders for improvement in the Scope of Work, Specification, further reduction in price and advancement of delivery schedule.

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6. Terms and Conditions

6.1 Acceptance/withdrawal of Tender

- a) The final decision of selection of Successful Bidder would be based on the technical capacity and pricing. ELCOT does not bind itself in selecting the bidder offering lowest prices.
- b) ELCOT reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of the Government for good and sufficient reasons.
- c) The final acceptance of the tender is entirely vested with the Tender Inviting Authority, who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever.
- d) The Tender Inviting Authority may also reject all the tenders for reasons such as change in Scope, Specification, lack of anticipated financial resources, Force majeure conditions or any other unforeseen circumstances.
- e) After acceptance of the Tender by ELCOT, the Successful Bidder shall have no right to withdraw their tender or claim higher price.

6.2 Rejection of Tender of banned Tenderer

As per The Tamil Nadu Transparency in Tender Act 1998, if at any time before the acceptance of tender, the Tender Accepting Authority receives information that a tenderer who has submitted tender has been banned by any procuring entity, the Tender Accepting Authority shall not accept the tender of that tenderer even if it may be the lowest tender.

6.3 Letter of Acceptance

After successful completion of the negotiations, a Letter of Acceptance (LOA) of the tender will be issued to the Successful Bidder.

6.4 Security Deposit

The Successful Bidder will be required to remit a Security Deposit (SD)

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equivalent to two percent of the value of the order, inclusive of EMD amount by way of demand draft in favour of "Electronics Corporation of Tamil Nadu Limited" payable at Chennai or in the form of unconditional irrevocable Bank Guarantee valid for a period equivalent to the delivery period from the date of acceptance of the tender. The SD furnished by the Successful Bidder in respect of the tender will be returned to them after successful fulfilment of work.

6.5 Execution of Contract

- a) The Successful Bidder should execute an agreement for the fulfilment of the contract in the stamp paper as per the model form given in the tender document with such changes/modifications as may be indicated by ELCOT at the time of execution.
- b) The incidental expenses for the execution of agreement should be borne by the Successful Bidder.
- c) If the Bidder fails to execute the agreement, the SD of the Successful Bidder will be forfeited and their tender will be held as non-responsive.

6.6 Release of Work Order

After receipt of the SD and execution of the agreement specified in the Tender document, ELCOT will release work order to the Successful Bidder.

6.7 Forfeiture of EMD and SD

- a) If the Successful Bidder fails to act according to the tender conditions or backs out, after the tender has been accepted, the EMD will be forfeited to ELCOT.
- b) If the Successful Bidder fails to remit the SD, the EMD will be forfeited to ELCOT and the Bid of the successful Bidder will be held void.
- c) If the Successful Bidder failed to act up on to the tender conditions or backs out from the contract, the SD mentioned above will be forfeited to ELCOT.

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6.8 Execution of Work Order

The Successful Bidder should nominate and intimate ELCOT a Project Manager/Team Lead, who should be responsible for effective delivery of work complying with all the terms and conditions. The Successful Bidder should ensure that the Project Manager/Lead fully familiarises with the Tender Conditions, Scope of Work and deliverables.

6.9 Assigning of Tender whole or in part

The Successful Bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate. The Bidder should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof without the written consent of ELCOT.

6.10 Liquidated Damages (LD)

Liquidated Damages will be levied at the rate of 1% per week on the total contract value subject to a maximum of 10% for non-fulfilment of delivery schedule. In the event of failure to fulfil the conditions, Transport Department at its discretion may initiate any of the actions such as;

- Extension of time may be permitted to complete the work.
- Additional resources will be requested by Transport Department for speeding up the work.
- Contract may be terminated and new contract may be awarded to other Technically Qualified Bidders at the same tender cost or at higher cost. In case of higher cost, any difference in cost to be incurred in engaging other Bidder may be recovered from the Successful Bidder.
- Any other action as deemed fit and decided by Transport Department in the best interest of the work.

6.11 Penalty for Non-Fulfilment of Tender

A penalty will be levied at the rate of 1% of the total contract value in the event of non-fulfilment or non-observance of any of the Tender conditions stipulated in the Agreement, Terms and Conditions and Work Order at the discretion of Transport Department.

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6.12 Termination of Contract

6.12.1 Termination for default

- a) ELCOT may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 7 days, sent to the Successful Bidder, terminate the contract in whole or part,
 - (i) if the Successful Bidder fails to deliver any or all of the goods within the time period(s) specified in the Contract, or fails to deliver the items as per the Delivery Schedule or within any extension thereof granted by ELCOT; or
 - (ii) If the Successful Bidder fails to perform any of the obligation(s) under the contract; or
 - (iii) If the Successful Bidder, in the judgement of ELCOT, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- b) In the event of ELCOT terminating the Contract in whole or in part, ELCOT may procure the services upon terms and in such manner as deems appropriate at the risk and cost of the defaulting Successful Bidder and the Successful Bidder shall be liable to ELCOT for any additional costs for such services. However, the Successful Bidder shall continue the performance of the contract to the extent not terminated.

6.12.2 Termination for Insolvency

ELCOT may at any time terminate the Contract by giving written notice with a notice period of 7 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 that has accrued or will accrue thereafter to ELCOT.

6.12.3 Termination for Convenience

ELCOT may by written notice with a notice period of 7 days sent to the Successful Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for ELCOT's convenience, the extent to which performance of work under the

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Contract is terminated, and the date upon which such termination becomes effective. On termination, the Successful Bidder is not entitled to any compensation whatsoever.

6.13 Force Majeure Condition

Neither Department of Transport /ELCOT nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations except causes or contingencies beyond their reasonable control due to Force Majeure conditions such as:

- a) Any act of God such as lightning, earthquake, landslide, etc or other events of natural disaster of rare severity
- b) Meteorites or objects falling from aircraft or other aerial devices, travelling at high speeds
- c) Fire or explosion, chemical or radioactive contamination or ionizing radiation
- d) Epidemic or plague
- e) Act of war (whether declared or undeclared), threat of war, invasion, armed conflict or act of foreign enemy, unexpected call up of armed forces, blockade, embargo, revolution, riot, religious strife, bombs or civil commotion, sabotage, and terrorism.

6.14 Resolution of Disputes, Arbitration and Legal Clauses

- a) Any dispute or difference, whatsoever, arising among the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or officers;
- b) Except as otherwise provided elsewhere in the Contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by a sole Arbitrator to be appointed by the Managing Director of ELCOT.

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- c) If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo.
- d) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- e) It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest.
- f) The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- g) The venue of the arbitration shall be Chennai and language English.
- h) The fees of the arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- i) Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.

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7. Part A- e-Fine Systems Transport Department

7.1 Scope of Work – e-Fine Systems Transport Department

- a) The high level scope of work is to
 - Conduct System Requirements Study.
 - Design, development and implementation of e-Fine system integrated with Hand held Devices.
 - Supply, installation and commissioning Hand held Devices.
 - System Integration of e-Fine system as per the requirements envisaged in the Tender.
 - SLA maintenance
- b) The Successful Bidder is expected to study the requirements, understand the Vision and Policy recommendations of the organisation and design suitable solution for Department of Transport, Tamil Nadu.
- c) The Successful Bidder should be able to demonstrate use of systematic and proven methodologies for successful implementation of the Project. This chapter precludes the detailed Scope of Work to be undertaken by the Successful Bidder.
- d) Henceforth, the Successful Bidder will be called as Developer and the Department of Transport will be called as Customer.

7.2 Project Phases

Phases	Activity
Phase 1	Software lifecycle Development & Integration with Handheld devices.
Phase 2	Supply, Installation and commissioning of Handheld devices with GPRS(2G/3G) WITH PRIVATE APN/GSM connectivity
Phase-3	Rollout
Phase-4	Post warranty maintenance and SLA Support

7.3 Phase-1 Software Lifecycle Development

The scope mentioned below is indicative and not exhaustive. However the Developer needs to undergo the entire SDLC process from requirements capturing, SRS

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stage and so on.

Ensuring road safety is one of the priority areas receiving Government's constant attention. Tamil Nadu is the first state in the country to have brought out a Road Safety Policy. This policy has been brought out with a vision to stop and reverse the increasing trend in the number of accidents, through adoption of comprehensive measures covering engineering, education, emergency care and enforcement measures.

7.3.1 Software Modules

Web based e-Fine System modules for following tasks:

- Offence booking related to DL, RC and Permit.
- Spot fine collection and Printing of check report cum receipts.
- Web service access for DL and RC details from SR/NR.
- Data generation at Enforcement server for updating to RTO
- Upload offence details from handheld devices to Enforcement server
- MIS report from Enforcement server.
- Biometric authentication for enforcement officials at handheld devices.

Provisions to be incorporated for future enhancement :

- Payment through Cards (Credit/debit/etc.,).
- 2D BAR code scanner
- RFID reader
- Recording offence in the SMART card.
- Image capturing at field.
- Inspection approval for driving License test, Fitness certificate and Vehicle registration.

7.3.2 Software Platform

The web based application software along with MIS reporting functionality should be developed using open source software platform and supported versions of open source database. The software should be a web based solution running on Linux platform and software should be accessible from any standard web browsers preferably from IE and Mozilla Firefox.

7.3.3 SRS Preparation and Signoff

A System Requirement Specification (SRS) shall be prepared and SRS signoff shall be obtained from the Customer.

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7.3.4 Design and Development

The application software shall be designed and developed meeting the functions of the Customer. The SDLC activities shall be undertaken.

7.3.5 Internal Testing

The developer shall thoroughly test the application at developer's premises for functional testing, load testing, integrated testing with 2 or 3 Handheld devices with 2G/3GGPRS (2G/3G) WITH PRIVATE APN connectivity as per the standards and proven methodologies. A test report of the internal testing shall be submitted when requested.

7.3.6 UAT server Installation

- a) The Developer shall install the application in a staging server for the purpose of UAT. The developer shall use their own infrastructure including Servers with Operating System, Database, web server, Connectivity at the server location, etc. for hosting the application and UAT testing till the application is moved to SDC for Go-live.
- b) The application software shall be installed and configured taking into account the required load factors, peak sessions, concurrent sessions, number of peak users and concurrent users and optimised for the network.

7.3.7 User Acceptance Testing (UAT)

The Developer has to supply 2 or 3 Handheld devices with GPRS (2G/3G) WITH PRIVATE APN connectivity loaded with the Application Software to the Transport department Head Office. The developer has to deploy support resources for coordinating with UAT process and provide necessary training for conducting UAT. Module-wise bugs report and resolutions shall be documented and submitted to the Customer for review. Some change requests are inevitable at this stage and the Developer shall effect the changes without additional cost. The UAT signoff shall be obtained.

7.3.8 Pilot run and Parallel run

- a) The UAT passed modules shall be put for pilot operation in 2 or 3 locations as identified by the customer. The Developer has to supply 2 or 3 Handheld devices with GPRS(2G/3G) WITH PRIVATE APN

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connectivity loaded with the Application Software to the selected locations. Onsite support persons to coordinate the pilot run shall be deployed at pilot offices of the customer. The onsite person shall train the users.

- b) Module-wise bugs report and resolutions shall be documented and submitted to the customer for review. The Developer shall make change if any without additional cost.
- c) The following requirements shall be standardised during the UAT phase.
 - No. of peak sessions and concurrent sessions, No. of peak users and concurrent users
 - Application response time when peak no. of users connected
 - Network bandwidth utilisation and throughput
 - Server parameters and client parameters
 - Any other parameters which determines the application reliability and scalability

7.3.9 Finalising the software

After successful UAT and Pilot testing, the software shall be finalised for all the standardised parameters. Third party Load Testing and Security Audit shall be arranged by Developer. The application should be ready for rollout.

7.3.10 Load Testing

The load testing shall be performed to determine the system behaviour under normal and peak load conditions. The Developer shall arrange for third party testing and resolve the issues as recommended in the performance report. The load testing report shall be obtained from the third party and furnished to Customer/ELCOT.

7.3.11 Security Audit

The security audit shall be conducted as per CERT-In guidelines for the web application security. The Developer shall arrange security audit through one of the CERT-In empanelled agencies. The Developer shall resolve the security issues and third party certificate shall be furnished to Customer/ELCOT.

7.3.12 Training

- a) The Developer should provide both Administrative and user Level

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Training to the ELCOT Trainers of the respective six districts at Chennai for one day in the Handheld devices and application.

- b) The Administrators shall be trained on System Administration, Database Administration and minimum level of troubleshooting. The Developer shall provide user manual in Tamil with screenshots for both the Hand held devices and Application Software.

7.4 Phase-2 Deployment of Handheld devices with GPRS (2G/3G) WITH PRIVATE APN connectivity

7.4.1 Specification

The developer should supply, install and commission the Hand held devices with GPRS(2G/3G) WITH PRIVATE APN as per the specifications below. The Developer should provide two years warranty for the Hand held devices.

SN	Parameters	Details
1	Dimensions	87 (min. 74)x218x56.2(min.29)mm / 3.4 (min. 2.9)x8.6x2.2.(min1.1) inch or Equivalent
2	Display	3.5" QVGA with backlight, TFT-LCD,260kx240x320
3	Touch Pad	Analog resistance type
4	Keypad	Alpha Numeric Keypad
5	Battery	Rechargeable 3.7v, minimum 4400mAh, Li-ion
6	Extended Battery	Rechargeable 3.7v, minimum 5200mAh, Li-ion
7	Expansion Slot	Micro SD slot for removable memory cards Min 16GB
8	SIM/SAM Slot	2 SIM / 2 SAMs
9	Printer	3" Thermal Printer
10	Audio	Speaker, Head set Jack
11	Camera	Min. 3MP auto focus color camera
12	GPS	Integrated GPS
13	CPU	PXA 320, Minimum 806Mhz
14	OS	Windows Mobile 6.5/ Windows CE 5.0 or any other std. OS with suitable Anti-virus Software installed
15	Memory	Min. 256MB RAM / 512MB ROM (Expandable upto 2GB)
16	Interface	RS-232C, USB 2.0 (full speed) Host & Client. Min. 2 USB port
17	Operating Temp.	-30 ⁰ C to 60 ⁰ C / -22 ⁰ F to 140 ⁰ F
18	Storage Temp.	-40 ⁰ C to 70 ⁰ C / -40 ⁰ F to 158 ⁰ F
19	Humidity	95% non-condensing

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20	Drop test	Min. 6ft./1.8m drop to steel surface with Silicon Case, 2 drops per 6 sides
21	WWAN RADIO	GSM/GPRS(2G/3G) WITH PRIVATE APN/e GPRS(2G/3G) WITH PRIVATE APN/EDGE (Quadband: 850/900/1800/1900Mhz)
22	WPAN RADIO	Blue tooth Class II V 2.1, IrDA 1.2
23	Magnetic Card Reader	Bi-directional. Track 1,2,3, ISO 7810, ISO 7811, ISO 7813
24	Smart Card Reader	2 Nos. of SMART card reader & writer Slot (SCOSTA compliant) P. PED, EMV Level 1&2, PBOC Level 1&2 approved, ISO 7816
25	BAR code Reader	2D&PDF 417 laser class 1 or 1D/2D CMOS imager(HD)
26	RFID Reader	Integrated HF RFID , ISO 14443 A/B (MIFARE Calypso) ISO 15693
27	Frequency	UHF - 865Mhz to 867Mhz
28	Communication	Ethernet / Serial communication (EIA standard RS232 C /RS485)
29	RF Power (maximum)	1 W - transmitted & 4 W - EIRP(equivalent Isotropically radiated power)
30	Reading Distance	With the transceiver mounted typically at a height of 6m above the road surface, the coverage of the antenna shall not exceed a diameter of 3.6m
31	Protocol	EPC Gen 2, ISO 18000 - 6c and shall comply with the general conformance requirements of the standard. The firmware should be upgradeable to support future protocols.
32	Visual Diagnostic	The transceiver shall have LED/Visual indication for sense, transmit, fault and power which shall be visible clarify to the operator on ground while the system is operational.
33	Finger print scanner	Minimum 512 DPI, (15 x19)mm.

7.4.2 Quantity

Total of 270 numbers of handheld devices shall be supplied, installed and commissioned.

7.4.3 Pre-despatch Inspection/ Acceptance

Pre-despatch inspection/ Acceptance may be carried out by the Authorised Agency appointed by ELCOT and / or Representatives of ELCOT. 100% Physical Verification will be done by ELCOT if necessary. List of Sl. No. with make of the item should be given including internal part details

- a) The Developer should intimate the readiness of the goods after internal testing along with test report and warranty certificate.

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- b) The systems should be supplied in full as per the ordered configuration for acceptance testing. No machine, which falls short of the technical specification, will not be taken up for acceptance testing under any circumstances, however can offer a better specification than the one finalised through the tender and the same will be accepted for testing.
- c) The Developer should intimate the readiness of the items to ELCOT for pre-despatch inspection 7 days in advance before the despatch.
- d) Specified Operating System with Pre-loaded Application Software should be installed in all the machines as per specifications.
- e) Specification conformity will be tested for the ordered items as per technical specification given in the tender document either on 100% basis or on random sampling basis. .
- f) Benchmark test will be conducted for all systems either on 100% basis or on random sampling basis.
- g) The items should give the same performance results as given during technical evaluation benchmarking.
- h) Any item got rejected during acceptance test shall be re-offered for acceptance test within 2 days.
- i) The items which are accepted after testing should be sealed inside the carton box under the joint signatures of the representative(s) of ELCOT and vendor's representative and then sent along with the packing list giving serial numbers and part numbers of all possible items and copy of the acceptance test report to the specific location.

7.4.4 Delivery of Handheld devices with connectivity

- a) After Pre despatch Inspection/Acceptance, The handheld devices with preloaded application and GPRS (2G/3G) WITH PRIVATE APN connectivity along with the User Manual should be delivered at the District Head quarters of the Department of Transport as per the instructions of the Customer. The consignee address will be provided by ELCOT/Customer.
- b) The Developer to provide necessary GSM/GPRS (2G/3G) WITH PRIVATE APN SIM Cards for the handheld devices. The monthly charges

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for a period of two years should be borne by the Developer. However necessary liaison work with the Mobile service provider shall be supported by the Developer.

- c) The Customer will ensure cooperation and support and issue instructions to the users for the smooth operations. The Developer shall deliver the devices to the respective offices in full ordered quantity and shall be handed over to authorised person at the respective locations. Part quantities will not be accepted.
- a) The handheld devices supplied under this contract should be covered with comprehensive Insurance by the Developer till delivery and acceptance by the respective offices.
- e) The Developer shall provide 300 user manuals in Tamil and English with screenshots for both the Hand held devices and Application Software.

7.4.5 Training at the District Headquarter by Trainers

- a) Trainers will render both Administrative and user Level Training in the District Headquarters at Customer premises for one day in the Hand held devices and application.
- b) The Administrators shall be trained on System Administration, Database Administration and minimum level of troubleshooting. The Preloaded Handheld Billing machine with GPRS (2G/3G) WITH PRIVATE APN would be handed over in the Training by the Customer. Also the user manual in Tamil with screenshots for both the Hand held device and Application Software would be handed over in the Training by the Customer.

7.5 Phase-3 Rollout

7.5.1 Production Server installation

- a) The Developer shall install the application in the staging environment and production environment. The developer shall finalise the architecture and server configuration and submitted to the customer. The customer will provide raw servers and network connectivity. The developer shall install the Operating System, Database and Web service. The web server shall be configured for the parameters standardised during the UAT and pilot.

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- b) The staging server and production server should coexist ever. Any modification or corrections in the application software should be done in the staging server and pushed into the production server after testing. The application software should comply with all the standardised parameters.

7.5.2 Full fledged Rollout

The finalised software shall be rolled out throughout the Customer offices. The Developer should ensure that the connectivity is available at all the designated 270 locations. **Incase of non-availability of service, the Developer shall identify a suitable service provider within one day for those particular location and ensure connectivity.**

7.6 Phase-4 SLA Monitoring and Warranty

7.6.1 SLA for Handheld

- a) The supply and commissioning shall be completed within the delivery schedule specified in the Tender.
- b) The Developer should, within the first 30 days of Go Live undertake to replace the devices which prove to have manufacturing defect or unsatisfactory working.
- c) Developer shall provide comprehensive maintenance of the handheld devices, which includes maintenance of all parts for a period of two years.
- d) The Developer should maintain minimum 1 spare fully functional Hand held devices at each district service centre.
- e) The Customer service request shall be fulfilled within 1 working day from the time and date of handing over the device at the respective District Service centre. For non-fulfilment, a penalty at the rate of 0.25% of the device cost per occasion will be applicable to a maximum of 5%.

7.6.2 SLA for Application Software

- a) The software should be deployed and hosted at the central server. Necessary application level support should be rendered as and when required.

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- b) The developer shall ensure an uptime of 95%. The uptime will be monitored on a quarterly basis.
- c) The uptime calculation will be done as indicated.
 - 1) The working hours will be calculated from 9.00 AM to 7.00 PM (10 hours per day) for 6 days a week. The uptime will be monitored on a quarterly basis.
 - 2) Total uptime hours in a quarter will work out at 10 hours per day x 25 days per month x 3 months = 750 hours. The maximum downtime of 7.5 hours (1% downtime) will be permissible per quarter.
 - 3) A penalty for non-fulfilment as specified in the Tender will be applicable for non-complying the uptime. For non-fulfilment, a penalty at the rate of 1% of the Application Software cost per occasion will be applicable.
 - 4) Any one of the following conditions will be considered as show stoppers. Total resolution time to rectify the errors and restore the system will be cumulated every quarter.
 - 1.System halted
 - 2.Modules level failure
 - 3.Data updation issue
 - 4.System hang up frequently
 - 5.Server restart required
 - 6.Web service crashing
 - 7.Form/report level failure
 - 8.Report process hangs up
 - 9.System slows down

7.6.3 Call Logging Management

- a) A Open source tool should be installed in the Customer Server for call logging and call closing to facilitate Customer. The application should be accessible by all the users.
- b) When service is requested, the date of request, serial number and nature of defects shall be logged in the software by the Developer. The Customer also can log the service request. The Developer shall update

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the date of completion of services and nature of services rendered in the application. The Service Levels will be monitored by the Customer.

7.6.4 Warranty

A free warranty should be covered for a period of two years for application software and handheld devices from the date of implementation and acceptance i.e. after project go live. The Annual Maintenance Contract will be entered from third year onwards.

7.7 Technical Requirements

7.7.1 Solution Architecture

- a) Architecture should be built on Intranet Private APN connectivity involving n-Tier and should not be based on any proprietary standards.
- b) Application should be developed using web-based technology and run independent of Operating System and web browsers.
- c) The software should provide complete control for the System Administrators for carrying out changes or modifications as per the Governing Rules from time to time. The programmers' intervention should be minimised for effecting such changes.
- d) The coding and documentation should be compliant with IT Industries standards for quality of software and services.
- e) The solution should support complete scaling and growth without performance deterioration.

7.7.2 Security

The security aspects are indicative but not exhaustive.

- a) Architecture should provide an end-to-end security model that protects data.
- b) Security systems and Data encryption wherever required should be compliant with Open Standards.
- c) Unauthorised access to application, database, servers and network should be prevented. The login should be provided with options of virtual keyboard and random image text for keying.
- d) A log should be maintained for all the transactions handled. System

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should incorporate audit trail system.

7.7.3 Authentication

Controls should be incorporated to ensure that the databases are not tampered except updating the records. Administrators and users should be allotted role based authentication. Users should be allotted login user-id, password and extra security key to protect the system and fix up accountability for transactions carried out.

7.7.4 Compliance to Open Standards

The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. The list of standards is indicated for reference but may not to be treated as exhaustive.

Portal development	W3C standards
Information access/ transfer protocol	SOAP, HTTP/HTTPS
Interoperability	Web services open standards
Digital Signature	RSA standards
Document encryption	PKCS specifications
Secure communication	SSL protocol
Information security	ISO 27001
Documentation	IEEE/ ISO/ CMMi specification

7.8 Project Deliverables

#	Deliverables
1.	SRS validation and change requirements updation
2.	Software platform, architecture and server sizing
3.	Staging server installation, onsite support for UAT at server and client locations
4.	Onsite support for pilot at pilot offices
5.	Production server installation, offsite support , Onsite support on need basis
6.	Training for various user levels namely Administrator, Users, guests, etc
7	SLA monitoring and warranty support
8.	Submission of final SRS, design document, configuration document, and user manuals
9.	Transfer of source code
10.	Application software Warranty and SLA support for 2 years.
11.	Supply, installation and commissioning of handheld devices with GPRS (2G/3G) WITH PRIVATE APN, integration of handheld application and warranty support for 2 years.

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7.9 Acceptance of Deliverables

The acceptance will be awarded in three stages namely UAT, Pilot Testing and application Rollout as well as supply of handheld devices as per the Scope of Work. The acceptance is mandatory requirement for milestone completion and release of payments.

7.10 Implementation Schedule

#	Task	Schedule in calendar days
1	Issue of LOA	D=Date
2	SRS study	D+7 days
3	SRS Sign off	D + 10 days = D1
4	Design, Development and Integration with Hand held devices	D1 + 30 days
5	UAT Deployment and Sign off	D1 + 33 days = D2
6	Pilot and Parallel run	D2 + 7 days
7	Training & Supply of Hand held devices at District HQ's	D2 + 8 days
8	Training by Trainers	D2 + 10 days
9	Load test, Security Audit and Bug/error fixation	D2 + 28 days
10	Production Server Deployment & SLA maintenance and warranty	D2 + 30 days

The schedule is subject to change depending on the prioritisation and phasing as to be decided by the Customer. In such condition, a revised schedule will be arrived.

7.11 Intellectual Property Rights (IPR)

The ownership and IPR of the deliverables made under this Contract would always rest with Department of Transport. The ownership and IPR of the Proprietary tools and/or other tools used by the Developer or third party or parties for the purpose of making the deliverables would always rest with the respective parties. The Developer shall declare such tools to be used under this Contract to Transport.

7.12 Operational Facilities

- 1) The staging servers and production servers for hosting the software solution at SDC will be provided by the Customer. The Developer should

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prepare a detailed specification and plan for the IT infrastructure and submit to the Customer during the study phase.

- 1.2) The Customer will provide required server hardware, network, client hardware and other infrastructure for implementation.
- 2.3) The Customer will make arrangements for physical security.
- 3.4) The Customer will ensure cooperation and support and issue instructions to the users for the smooth operations.

7.13 Exit Clause

- a) The Developer at the time of exit process will supply the following.
 - All information relating to the work rendered
 - Documentation relating to Intellectual Property Rights
 - Project data and confidential information
 - All other information including but not limited to documents, records and agreements relating to the services reasonably necessary to Customer or any other agency identified to carryout due diligence in order to transition the provision of services to the Customer or any other agency identified.
 - All properties provided by the Customer shall be returned.
- b) Before the date of exit of the Developer from the Customer, the Developer shall deliver to the Customer all new and updated deliverables and shall not retain any copy thereof.

7.14 Post Contract Condition

- a) After successful completion of the warranty period, paid maintenance support should be provided from **third** year up to five years. A separate contract will be entered subject to the satisfactory performance of the Developer and at the discretion of the Customer. During the maintenance contract, the same SLA conditions as specified in the Tender will be maintained.
- b) Alternatively, the customer may decide Facility Management Services (FMS) contract covering servers, client systems, application software, network and all aspects of IT implementations accomplished by the customer. This will be decided before expiry of the Warranty period.

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8. Part B –Corporation of Chennai - Tax Collection Systems

Providing a solution that enables the Tax collectors of the Corporation of Chennai to seamlessly access the property tax data base wirelessly through mobile hand held devices and to give receipts for the tax collected on the field thereby synchronizing the data entered with the Corporation of Chennai Server seamlessly.

8.1 Scope of the work – Corporation of Chennai

- a) The high level scope of work is to
 - Conduct System Requirements Study
 - Supply, installation and commissioning Handheld billing machines
 - System Integration for field data capturing as per the requirements envisaged in the Tender.
 - SLA maintenance
- b) The Successful Bidder is expected to study the requirements, understand the Vision and Policy recommendations of the organisation and design suitable solution for Corporation of Chennai.
- c) The Successful Bidder should be able to demonstrate use of systematic and proven methodologies for successful implementation of the Project. This chapter precludes the detailed Scope of Work to be undertaken by the Successful Bidder.
- d) Henceforth, the Successful Bidder will be called as Developer and the Corporation of Chennai will be called as Customer.

8.2 Project Phases

Phases	Activity
Phase 1	Software lifecycle Development & Integration with Handheld billing machines
Phase 2	Supply, Installation and commissioning of Handheld billing machines with GPRS / GSM connectivity
Phase-3	Rollout
Phase-4	Post warranty maintenance and SLA Support

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8.3 Phase-1 Software Lifecycle Development

The scope mentioned below is indicative and not exhaustive. However the Developer need to undergo the entire SDLC process from requirements capturing, SRS stage and so on.

8.3.1 Software Specification

The successful bidder should provide both server and device software.

The software should contain the following features

Collection Entry

- Tax collectors are allowed to enter in to the system only by supplying login and password
- The Zone and Division to be mapped with login either old or new bill and sub numbers should be used as search criteria
- By default the system has to display the Zone and Division assigned to the Tax Collector.
- Provision also be given for capturing other zones collections
- The assessee details like old bill and sub or new bill and sub (based on search criteria), name, address, av and half year wise demand , collection details will be displayed
- The payment will be processed after entering the Cheque details.
- Two users should not be allowed to concurrently login using the same user id
- Provision should be given for both Regular and bounced collection
- Provision for storing the cell number and email id.
- Receipt print and reprint
- Daily receipt report
- New Bill search facility

8.3.2 Software Platform

The software should be compatible with jboss application server and the oracle database.

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8.3.3 SRS Preparation and Signoff

A System Requirement Specification (SRS) shall be prepared and SRS signoff shall be obtained.

8.3.4 Design and Development

The application software shall be designed and developed meeting the functions of the Customer.

8.3.5 Internal Testing

The developer shall thoroughly test the application at developer's premises for functional testing, load testing, integrated testing with 2 or 3 HHBM's with GPRS / GSM connectivity as per the standards and proven methodologies. A test report of the internal testing shall be submitted when requested.

8.3.6 UAT server Installation

- a) The Developer shall install the application in a staging server for the purpose of UAT. The developer shall use their own infrastructure including Servers with Operating System, Database, web server, Connectivity at the server location, etc. for hosting the application and UAT testing till the application is moved to SDC for Go-live.
- b) The application software shall be installed and configured taking into account the required load factors, peak sessions, concurrent sessions, number of peak users and concurrent users and optimised for the network.

8.3.7 User Acceptance Testing (UAT)

The Developer has to supply 2 or 3 HHBM's with GPRS / GSM connectivity loaded with the Application Software to the Corporation of Chennai Head Office. The developer has to deploy support resources for coordinating with UAT process and provide necessary training for conducting UAT. Module-wise bugs report and resolutions shall be documented and submitted to the Customer for review. Some change requests are inevitable at this stage and the Developer shall effect the changes without additional cost. The UAT signoff shall be obtained.

8.3.8 Pilot run and Parallel run

- a) The UAT passed modules shall be put for pilot operation in 2 or 3 zonal offices as identified by the customer. The Developer has to supply 2 or 3 HHBM's with GPRS / GSM connectivity loaded with the Application Software. Onsite

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support persons to coordinate the pilot run shall be deployed at pilot offices of the customer. The onsite person shall train the users.

b) Module-wise bugs report and resolutions shall be documented and submitted to the customer for review. The Developer shall make change if any without additional cost.

c) The following requirements shall be standardised du SLA ring the UAT phase.

- No. of peak sessions and concurrent sessions, No. of peak users and concurrent users
- Application response time when peak no. of users connected
- Network bandwidth utilisation and throughput
- Server parameters and client parameters
- Any other parameters which determines the application reliability and scalability

8.3.9 Finalising the software

After successful UAT and Pilot testing, the software shall be finalised for all the standardised parameters. Third party Load Testing and Security Audit shall be arranged by Developer. The application should be ready for rollout.

8.3.10 Load Testing

The load testing shall be performed to determine the system behavior under normal and peak load conditions. The Developer shall arrange for third party testing and resolve the issues as recommended in the performance report. The load testing report shall be obtained from the third party and furnished to Corporation of Chennai

8.3.11 Security Audit

The security audit shall be conducted as per CERT-In guidelines for the web application security. The Developer shall arrange security audit through one of the CERT-In empanelled agencies. The Developer shall resolve the security issues and third party certificate shall be furnished to Customer.

8.3.12 Training

- a) The Developer should provide both Administrative and user Level Training to the Corporation of Chennai Trainers for one day in the Handheld devices and application.
- b) The Administrators shall be trained on System Administration, Database Administration and minimum level of troubleshooting.

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c) Phase-2 Deployment of Handheld devices with GPRS connectivity

8.3.13 Manpower

The bidder shall appoint a three dedicated service persons for all working days including Saturdays from 9.30 AM to 5.45 PM at his / her own cost. The service person shall be positioned at the three Regional Offices Corporation of Chennai.

8.3.14 Specification

The developer should supply, install and commission the Handheld devices with GPRS / GSM as per the specifications below. The Developer should provide Three years warranty support for the HHBM's.

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SN	Parameters	Specification
1	Processor	32 Bit CPU
2	CPU Speed	400 MHz or above
3	Program Memory/RAM	128 MB RAM (DDR) or above
4	Data Memory/ Flash Memory	256MB or above
5	Display	Back Light -LCD Display with minimum Resolution of 128X64
6	Battery	Li-ion 7.4V, > 1800mAh
7	Keypad	Qwerty/ Non-Qwerty with Function and command keys
8	Power Adaptor/ Charger	AC input 100 - 240V, 50/60Hz DC output 9V, 2.2A
9	SD Card	Micro SD Card Holder with 4GB Memory
10	Communication	LAN 10/100 BASE-T; Standard RJ45 connection GSM / GPRS, (Dual band or more)
11	Printer	2 Inch or more Impact printer with 1+1 printing (Copy and Carbon copy) 4 lines /sec or better
12	Cabinet	Rugged ABS and Poly carbonate Housing (acrylonitrile, butadiene, and styrene) with integrated Printer
13	Operating Temperature	0°C to 55°C
14	Humidity	95% RH, Non condensing.
15	OS	Linux 2.6 or more
16	Protocol	TCP/IP / HTTP /HTTPS
17	Safety	CE
18	Immunity	IEC Certificate
19	Interface/Connectors	RJ45, RS232, USB, Micro SD Card Holder
20	Weight (in grams)	<900gms
21	Credit Card / Debit Card	Interface
22	Carry Case	Water proof Carry Case with shoulder suspendable

8.3.15 Pre-despatch Inspection/ Acceptance

Pre-despatch inspection/ Acceptance may be carried out by the Authorised Agency appointed by Corporation of Chennai and / or Representatives of Corporation of Chennai 100% Physical Verification will be done by Corporation of Chennai if necessary. List of Sl. No. with make of the item should be given including internal part details

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- a) The Developer should intimate the readiness of the goods after internal testing along with test report and warranty certificate.
- b) The systems should be supplied in full as per the ordered configuration for acceptance testing. No machine, which falls short of the technical specification, will be taken up for acceptance testing under any circumstances, however can offer a better specification than the one finalised through the tender and the same will be accepted for testing.
- c) The Customer should intimate the readiness of the items to Corporation of Chennai for pre-despatch inspection 7 days in advance before the despatch.
- d) Linux Operating System with Pre-loaded Application Software should be installed in all the machines as per specifications.
- e) Specification conformity will be tested for the ordered items as per technical specification given in the tender document either on 100% basis or on random sampling basis. .
- f) Benchmark test will be conducted for all systems either on 100% basis or on random sampling basis.
- g) The items should give the same performance results as given during technical evaluation benchmarking.
- h) Any item got rejected during acceptance test shall be re-offered for acceptance test within 2 days.
- i) The items which are accepted after testing should be sealed inside the carton box under the joint signatures of the representative(s) of Corporation of Chennai and vendor' s representative and then sent along with the packing list giving serial numbers and part numbers of all possible items and copy of the acceptance test report to the specific location.

8.3.16 Delivery of Handheld devices with connectivity

- a) After Pre despatch Inspection/Acceptance, The handheld devices with

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preloaded application and GPRS / GSM connectivity along with the User Manual should be delivered to the Regional Offices Corporation of Chennai

- b) The Developer to provide necessary GSM/GPRS SIM Cards for the handheld devices. The sim cards will be purchased in the name of Corporation of Chennai. The monthly charges for a period of one year should be borne by the Developer. However necessary liaison work with the Mobile service provider shall be supported by the Developer.
- c) The Customer will ensure cooperation and support and issue instructions to the users for the smooth operations. The Developer shall deliver the devices to the respective offices in full ordered quantity and shall be handed over to authorized person at the respective locations. Part quantities will not be accepted.
- a) The handheld devices supplied under this contract should be covered with comprehensive Insurance by the Developer till delivery and acceptance by the respective offices.
- e) The Developer shall provide 360 user manuals in Tamil / English with screenshots for both the HHBM and Application Software.

8.3.17 Training at the Zonal Offices by the Successful Bidder

- a) Corporation of Chennai Trainers will render both Administrative and user Level Training at Customer premises for one day in the Handheld devices and application.
- b) The Administrators shall be trained on System Administration, Database Administration and minimum level of troubleshooting. The Preloaded Handheld Billing machine with GPRS / GSM would be handed over in the Training by the Customer. Also the user manual in Tamil with screenshots for both the HHBM and Application Software would be handed over in the Training by the Customer.

8.4 Phase-3 Rollout

8.4.1 Production Server installation

- a) The Developer shall install the application in the staging environment and production environment. The developer shall finalise the architecture and server configuration and submitted to the customer. The customer will provide raw servers and network connectivity. The developer shall install the

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Operating System, Database and Web service. The web server shall be configured for the parameters standardised during the UAT and pilot.

- b) The staging server and production server should coexist ever. Any modification or corrections in the application software should be done in the staging server and pushed into the production server after testing. The application software should comply with all the standardised parameters.

8.4.2 Full fledged Rollout

The finalised software shall be rolled out throughout the Customer offices. The Developer should ensure that the connectivity is available at all the designated 200 Division offices. **In case of non-availability of service, the Developer shall identify a suitable service provider within one day for those particular Division office and ensure connectivity at all Division offices. Else applicable SLA would be invoked.**

8. 5 Phase-4 SLA Monitoring and Warranty

8.5.1 SLA for Handheld

- a) The supply and commissioning shall be completed within the delivery schedule specified in the Tender.
- b) The Developer should, within the first 30 days of Go Live undertake to replace the devices which prove to have manufacturing defect or unsatisfactory working
- c) Developer shall provide comprehensive maintenance of the handheld devices, which includes maintenance of all parts for a period of Three year.
- d) The Developer should maintain minimum 15 spare fully functional HHBM's at Tenderer service centre.
- e) The Customer service request shall be fulfilled within 1 working day from the time and date of handing over the device at the respective District Service centre. For non-fulfillment, a penalty at the rate of 0.5% of the device cost per occasion will be applicable.

8.5.2 SLA for Application Software

- a) The software should be deployed and hosted at the central server. Necessary application level support should be rendered as and when required.

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- b) The developer shall ensure an uptime of 99%. The uptime will be monitored on a quarterly basis.
- c) The uptime calculation will be done as indicated.
- 1) The working hours will be calculated from 9.00 AM to 8.00 PM (11 hours per day) for 7 days a week. The uptime will be monitored on a quarterly basis.
 - 2) Total uptime hours in a quarter will work out at 11 hours per day x 30 days per month x 3 months = 990 hours. The maximum downtime of 9.9 hours (1% downtime) will be permissible per quarter.
 - 3) A penalty for non-fulfilment as specified in the Tender will be applicable for non-complying the uptime. For non-fulfilment, a penalty at the rate of 1% of the Application Software cost per occasion will be applicable.
 - 4) Any one of the following conditions will be considered as show stoppers. Total resolution time to rectify the errors and restore the system will be cumulated every quarter.
 - System halted
 - Modules level failure
 - Data updation issue
 - System hang up frequently
 - Server restart required
 - Web service crashing
 - Form/report level failure
 - Report process hangs up
 - System slows down

8.6 Call Logging Management

- a) A Open source tool should be installed in the Customer Server for call logging and call closing to facilitate Customer. The application should be accessible by all the users.

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- b) When service is requested, the date of request, serial number and nature of defects shall be logged in the software by the Developer. The Customer also can log the service request. The Developer shall update the date of completion of services and nature of services rendered in the application. The Service Levels will be monitored by the Customer.

8.7 Warranty

A free warranty should be covered for a period of Three year for application software and handheld devices (including Printer Head, LCD Display, Battery, Keypad, Impact Printer, Cabinet, Board, Power Adaptor, External Antenna) from the date of implementation and acceptance i.e. after project go live.

8.8 Technical Requirements

8.8.1 Solution Architecture

- a) Architecture should be built on Internet/Intranet involving n-Tier and should not be based on any proprietary standards.
- b) Application should be developed using web-based technology and run independent of Operating System and web browsers.
- c) The software should provide complete control for the System Administrators for carrying out changes or modifications as per the Governing Rules from time to time. The programmers' intervention should be minimized for effecting such changes.
- d) The coding and documentation should be compliant with IT Industries standards for quality of software and services.
- e) The solution should support complete scaling and growth without performance deterioration.

8.8.2 Security

The security aspects are indicative but not exhaustive.

- a) Architecture should provide an end-to-end security model that protects data.
- b) Security systems and Data encryption wherever required should be

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compliant with Open Standards.

- c) Unauthorised access to application, database, servers and network should be prevented. The login should be provided with options of virtual keyboard and random image text for keying.
- d) A log should be maintained for all the transactions handled. System should incorporate audit trail system.

8.8.3 Authentication

Controls should be incorporated to ensure that the databases are not tampered except updating the records. Administrators and users should be allotted role based authentication. Users should be allotted login user-id, password and extra security key to protect the system and fix up accountability for transactions carried out.

8.8.4 Compliance to Open Standards

The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. The list of standards is indicated for reference but may not to be treated as exhaustive.

1	Information access/ transfer protocol	SOAP, HTTP/HTTPS
2	Interoperability	Web services open standards
3	Digital Signature	RSA standards
4	Document encryption	PKCS specifications
5	Secure communication	SSL protocol
6	Information security	ISO 27001
7	Documentation	IEEE/ ISO/ CMMi specification

8. 5 Project Deliverables

#	Deliverables
1.	SRS validation and change requirements updation
2.	Software platform, architecture and server sizing
3.	Staging server installation, onsite support for UAT at server and client locations
4.	Onsite support for pilot at pilot offices
5.	Production server installation, offsite support , Onsite support on need basis
6.	Training for various user levels namely Administrator, Users, guests, etc
7	SLA monitoring and warranty support
8.	Submission of final SRS, design document, configuration document, and

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#	Deliverables
	user manuals
9.	Transfer of source code
10.	Application software Warranty and SLA support for 1 year.
11.	Supply, installation and commissioning of handheld devices with GPRS, integration of handheld application and 3 years warranty support.

8.6 Acceptance of Deliverables

The acceptance will be awarded in three stages namely UAT, Pilot Testing and application Rollout as well as supply of handheld devices as per the Scope of Work. The acceptance is mandatory requirement for milestone completion and release of payments.

The schedule is subject to change depending on the prioritisation and phasing as to be decided by the Customer. In such condition, a revised schedule will be arrived.

8.7 Intellectual Property Rights (IPR)

The ownership and IPR of the deliverables made under this Contract would always rest with Corporation of Chennai. The ownership and IPR of the Proprietary tools and/or other tools used by the Developer or third party or parties for the purpose of making the deliverables would always rest with the respective parties. The Developer shall declare such tools to be used under this Contract to Agriculture.

8.8 Operational Facilities

- 1) The staging servers and production servers for hosting the software solution at SDC will be provided by the Customer. The Developer should prepare a detailed specification and plan for the IT infrastructure and submit to the Customer during the study phase.
- 2) The Customer will provide required server hardware, network, client hardware and other infrastructure for implementation.
- 3) The Customer will make arrangements for physical security.
- 4) The Customer will ensure cooperation and support and issue instructions to

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the users for the smooth operations.

8.9 Exit Clause

- a) The Developer at the time of exit process will supply the following.
- All information relating to the work rendered
 - Documentation relating to Intellectual Property Rights
 - Project data and confidential information
 - All other information including but not limited to documents, records and agreements relating to the services reasonably necessary to Customer or any other agency identified to carryout due diligence in order to transition the provision of services to the Customer or any other agency identified.
 - All properties provided by the Customer shall be returned.
- b) Before the date of exit of the Developer from the Customer, the Developer shall deliver to the Customer all new and updated deliverables and shall not retain any copy thereof.

8.10 Other Terms and Conditions

1. The tenderer should ensure the compliance of all the provision of labour laws, Tax Laws and local laws as applicable during the tenure of the contract. The tenderer shall be fully responsible for any default or any non-compliance of any statutory laws, rules and regulations framed by central government, state government or local bodies from time to time as applicable.
2. Corporation of Chennai will take utmost care in handling the units. However, any damages caused to the devices and accessories such as belt clips, knobs etc., during normal operation shall be made good by the tenderer, on site at Corporation of chennai, free of cost.
3. All maintenance requirement, including preventative maintenance, replacement, repairs etc., shall be carried out by the successful bidder, onsite at Corporation of Chennai free of cost if the unit requires replacement or requires transporting to the tenderer service centers, the tenderer shall provide replacement units for the defective units before taking back defective units, transporting of the units shall be arranged by the successful Bidder.

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8.10.1 Demonstration

The tenderer who has quoted the lowest amount (L-1 Bidder) shall be called for the demonstration of the proposed services and separate information for date, time & venue will be intimated to that tenderer. The tenderer should be able to demonstrate the device and system with the specified functions and features. All the major system features of this project shall have to be demonstrated. If the need arises, a Committee may also be formed to visit the installation and services to finalize the tender process. The Tenderer shall provide all the necessary assistance to arrange the same. If the lowest bidder's demonstration is not satisfied and he is not able to fulfill the requirements of Corporation of Chennai, the second lowest bidder will be called for the demonstration.

8.10.2 On-Site Acceptance Test (OSAT)

On completion of installation of the handheld devices & accessories & required S/W but before commissioning by the successful tenderer, Corporation of Chennai and the successful tenderer shall check for the correctness and completeness of the installation and acceptability shall physically inspect each items of the system (handheld device). Complete functionalities shall be tested as per the specifications and scope of work. Only after this, the OSAT shall be treated as completed. Payment shall be made on the production of the copy of the OSAT.

8.10.3 Guarantees and Warrantees

1. The successful tenderer shall be responsible for the entire H/W & S/W (if any) for trouble free operation. The successful tenderer shall provide on-site comprehensive warranty valid for a period of Three year from the date of acceptance of the entire H/W & S/W. Any reconfiguration / reloading of software are required for hardware and software problem shall be covered in the comprehensive warranty. the penalty shall be calculated as per the tender clause at the end of each year.
2. The successful tenderer shall carry out Preventive Maintenance of the supplied H/W & S/W once in a quarter during the comprehensive warranty period.
3. The successful tenderer shall adhere to 6 hours response time for any reported problems.
4. If any CD-ROM/diskette/document/manual supplied by the the successful Bidder is found to be inadequate / incomplete within the warranty period of the contract, the successful tenderer shall replace such CD- ROM / Diskette / documents / Manual at his own cost within 15 days time.

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9. Part-C General purpose Hand Held Device for Ticketing purpose

Scope of the work – General purpose Hand Held Device

Providing a solution for billing/ticketing purpose through mobile hand held devices and to give receipts for the amount collected on the field and thereby synchronizing the data entered with the Server.

9.1 Scope of the work

Supply, installation and maintenance of Handheld Devices (POS Machines) for use at field along with the required Billing/Ticketing software.

9.1.1. Hand Held Device Specification :

SN	Parameters	Specification
1	Micro Processor	32 Bit ARM9 Core CPU
2	CPU Speed	400 MHz or above
3	Flash Memory	256MB or above
4	Ram Memory	128MB RAM (DDR)
5	Display	128X64 pixel Graphic LCD with Back Light
6	Battery	Li-ion 7.4V, 1.8 Ah
7	Keypad	19 Back lit keys including 4 function keys and command keys
8	SD Card	Available
9	Peripheral Ports	1 x RS323; 1 X USB OTG ;1x USB Host
10	Printer	Integrated Thermal Printer [57mm width, 8 lines/sec]
11	Operating Temperature	0°C to 55°C
12	Humidity	95% RH, Non condensing.
13	Power Adapter	AC input 100- 240V, 50/60Hz DC Output 9V,2,2A
14	Enclosure	ABS+PC
15	OS	Linux 2.6 or more

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16	Immunity	IEC 61000-4-2, Level 3 IEC 61000-4-3, IEC 61000-4-4, IEC 61000-4-5, IEC 61000-4-6, IEC 61000-4-8, IEC -61000-4-9 all Level 4
17	Safety	CE
18	Dimension(mmxmmxmm)	245 x 96 x 85 (L x W x H)
29	Weight (in grams)	650gms
20	Communication	Ethernet + Serial

9.1.2 Ticketing/Billing Software Features :

- Design, Development and implementation of web based inventory cum billing System and integration with Handheld billing machines.
- Application should be developed using web-based technology and run independent of Operating System and web browsers.
- The software should provide complete control for the System administrators for carrying out changes or modifications as per the requirement from time to time.
- Easy user interface for implementation of master tariff details.
- Integration of Device Software to Server.
- Report Generation.
- Device Software features :
 - ❖ Select from different ticket options
 - ❖ Print Ticket
 - ❖ The printed tickets should have Area, Date and Time, Type of Tariff, Amount Paid details.
 - ❖ Connect with central server for updation of daily report.

9.2. Training

- a) The Developer should provide both Administrative and user Level Training to the Customer for one day in the handheld devices and application.
- b) The Administrators shall be trained on System Administration, Database Administration and minimum level of troubleshooting.

9.3 Warranty

A free warranty should be covered for a period of Three year for application software and handheld devices (including Printer Head, LCD Display, Battery, Keypad, Impact Printer, Cabinet, Board, Power Adaptor, External Antenna) from the date of implementation and acceptance.

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9.4 Support Clause

During the warranty period, the complaints received from the customers should be attended as below.

1) If the complaint is received during the forenoon (up to 2 PM), the complaint should be attended on the same day.

2) If the complaint is received during the afternoon (after 2 PM), the complaint should be attended on the next day. If next day is the declared Holiday, the complaint should be attended in the next working day under normal circumstances. In emergency situations or urgent requirement of the customer, the complaint should be attended within 2 hours on the same day. All the complaints should be attended from the nearest service centres.

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10. Payment Terms

Payment Terms for Part-A and Part-B

- 10.1 No advance payment will be made.
- 10.2 Stage-wise payment will be released based on the milestones completed and accepted by the Customer.

10.2.1 Application Software

90% payment will be released in stages on achieving the following milestones.

#	Payment Milestones	Percentage of payment on Application Software Cost
1.	SRS signoff from the Customer	20.00%
2.	UAT signoff from the Customer	40.00%
3.	Rollout signoff from the Customer	30.00%

10.2.2 Handheld Devices

#	Payment Milestones	Percentage of payment on total value of the Handheld Device Cost
1.	Supply, Installation and Commission and Acceptance by the Customer	60.00%

- 10.3 Balance 10% will be paid on quarterly basis in the following stages

10.3.1 Application Software

#	Payment Milestones	Percentage of payment on Application Software Cost
1	At the end of 1st Quarter	2.00%
2	At the end of 2nd Quarter	2.00%
3	At the end of 3rd Quarter	2.00%
4	At the end of 4th Quarter	4.00%

10.3.2 Handheld Device

#	Payment Milestones	Percentage of payment on total value of the Handheld Device Cost
1	At the end of 1st Quarter	10.00%
2	At the end of 2nd Quarter	10.00%
3	At the end of 3rd Quarter	10.00%
4	At the end of 4th Quarter	10.00%

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- 10.4 Any payment due to the Developer will be released within 10 days from the date of receipt of bills along with acceptance certificate from the Customer.
- 10.5 Taxes as applicable within the Implementation Schedule as specified in the Tender document will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the Developer is liable to return the same.
- 10.6 The Developer shall have the full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/ Laws/ Acts etc now or hereafter imposed.
- 10.7 The TDS amount will be deducted from the payment due to the Developer. The penalty amount if any levied will be adjusted from the Bills submitted by the Developer.

Payment Terms for Part-C

- 10.8 100% of the total cost of ordered items will be paid by ELCOT on behalf of the Purchaser, on installation, commissioning and handing over of the ordered items to the Purchaser, after testing all the software and fulfilling the technical specifications on submission of an irrevocable Bank Guarantee for 5% of the cost of the ordered value valid for 37 months during the warranty period. **(OR)**
95% of the total cost of ordered items will be paid by ELCOT on behalf of the Purchaser, on installation, commissioning and handing over of the ordered items to the Purchaser, after testing all the software and fulfilling the technical specifications and the balance 5% will be released to the supplier after completion of 3 year warranty period.
- 10.9 However if the site is not ready within 15 days of delivery, 75% of total cost will be paid on submitting the proof of delivery and certificate from the customer that the site is not ready, after receipt of funds from the Purchaser and balance 25% total cost will be paid on installation, commissioning and handing over of the systems on submission of an irrevocable Bank Guarantee for 5% of the cost of the ordered value valid for 37 months during the warranty period.
“If the Customer is not issuing an SNR (Site Not Ready), the Successful Bidder may give an Undertaking to ELCOT stating that the customer is not issuing an SNR. The 75% of total cost of the invoice will be made to the Successful Bidder on verifying the same with the customer.”

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- 10.10 Bills will be honoured within 7 working days after submission of bills along with all supporting documents in complete shape. The Successful Bidder should file relevant invoices online using the web based procurement software in operation at ELCOT.
- 10.11 The Successful Bidder hereby agrees to get the refund of incentive, excise duty and proportionate sales tax from concerned authorities and pass it on to Purchaser(s) if the Government or any other appropriate agency reduces the Excise duty or Sales tax or give incentive of any type retrospectively after supplying the Ordered items failing which action will be taken to recover the balance amount from the Successful Bidder under the Revenue Recovery Act or any other relevant act.
- 10.12 Penalty amount if any, will be adjusted in the payment due to the Successful Bidder.
- 10.13 All taxes and other levies imposed by Governments in India will be paid at actual as applicable.

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Annexure-1 Technical Bid

A1.1 Check-list for Enclosures

Documents to be submitted		Fill (YES or NO)
	Filled e-Tender Technical Bid Form and Price Bid Form	
	Payment of Portal Charges and EMD amount	
	Two Part Bid submission	
	Letter of Authorisation	
Eligibility Criteria		
1.	Certificate of Incorporation	
2.	Full Copies of Work Orders obtained or signed Agreements for Software development dated before 31/10/2009	
3.	Copies of Profit / Loss Statement for the last 3 Audited Financial years	
4.	Full copies of Work Order or signed Agreement for being awarded one System Integration project for any Government organisations in Indiaance projects & Completion /Performance certificate for execution of System Integrated Project	
5.	Copy of ISO 9001:2008 certification	
6	Copies of the land-line telephone bills or rent agreement signed dated before 31/10/2012	
7	Authorisation letter from OEM for the Signatory of the OEM & Authorisation letter for supply and support services for a period of 3 years & Details of Service Centres (or) Undertaking for opening one service centre in the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur.	
8	Authorisation letter from Telecom Service Provider for the Signatory of the Telecom Service Provider & Authorisation letter for providing GPRS(2G/3G) WITH PRIVATE APN connectivity and support services for a period of 1 year at all the AEC's in the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur.	

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A1.2 Profile of the Bidder

1.	Name of the Company	
2.	Year of incorporation	
3.	Nature of the Company (Registered under the Indian Companies Act 1956)	
4.	a) Registered office	
	Address	
	Office Telephone Number	
	Fax Number	
	b) Contact Person	
	Name	
	Personal Telephone Number	
	Email Address	
5.	Local presence in Tamil Nadu	
	Address	
	Office Telephone Number	
	Fax Number	
6.	Tender signing authority	
	Name	
	Personal Telephone Number	
	Email Address	
7.	Registration Details	
	Permanent Account Number	
	VAT Registration Number	
	CST Registration Number	
	Service Tax Registration Number	
8.	Banker's Name, Address and Account Number	

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A1.3. Details in support of Eligibility Criteria

#	Eligibility Conditions	Please furnish details & Reference documents
1.	Company Registration details	
	Year of Incorporation	
	Please enclose Certificate of Incorporation	
2.	Bidders presence in the Software development business for 3 years	
	Software Project description	
	Customer name	
	Work Order or Agreement reference	
	Project status	
	Enclose copy of the Order or signed Agreement dated before 31/10/2009	
3.	Details about the Annual turnover for the previous three Audited Financial years	
	2012-13	
	2011-11	
	2010-11	
	Average Annual Turnover	
	Please enclose Profit and Loss Account statement for the above	
4.	Details about execution of System integration project	
	Project description	
	Customer Name	
	Work Order or Agreement reference	
	Value of Order	
	Bill of items/service delivered	
	Please enclose copy of the Work Order	
	Please enclose copy of performance certificate or project signoff	
5.	ISO certificate details	
	Certificate reference	
	Validity date	
	Please enclose Copy of the valid ISO	

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#	Eligibility Conditions	Please furnish details & Reference documents
	Certificate	
6.	Details about local office anywhere in Tamil Nadu	
	Please Enclose Copy of the landline telephone bill or rent agreement	
7.	Handheld supply arrangement	
	Please enclose Authorisation letter from the OEM MD/Board of Directors for the authorised Signatory to sign the OEM letter for this tender.	
	Please enclose Letter of authorization from the OEM for supply and support services for the proposed Handheld Billing machines for a period of 3 years from the date of implementation	
	Please enclose the address and the contact details of the service centres in the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur signed by the Authorised signatory of the OEM (or) Please enclose the Undertaking signed by the Authorised signatory of the OEM to open a Service centre in each of the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur within 45 days from the issue of LoA	
8	Telecom Service Provider arrangement	
	Please enclose Authorisation letter from the Telecom Service Provider MD/Board of Directors for the authorised Signatory to sign the Telecom Service Provider letter for this tender.	
	Please enclose Letter of authorization from the Telecom Service Provider for providing GPRS(2G/3G) WITH PRIVATE APN connectivity and support for a period of one year from the date of implementation at all the AEC's in the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur	

A1.4. Technical Compliance Statement given below should be duly filled in, signed by the authorised signatory, stamped and should be submitted along with the

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Technical bid without fail. (A Sample to be submitted as mentioned in the Tender)

A.1.4.1 Hand Held Device – e-Fine Systems for Transport Department

SN	Parameters	Details	Bidder's offered specification	Compliance (Yes / No)
1	Dimensions	87 (min. 74) x 218 x 56.2(min.29)mm / 3.4 (min. 2.9) x 8.6 x2.2.(min1.1) inch or Equivalent		
2	Display	3.5" QVGA with backlight, TFT-LCD,260kx240x320		
3	Touch Pad	Analog resistance type		
4	Keypad	Alpha Numeric Keypad		
5	Battery	Rechargeable 3.7v, minimum 4400mAh, Li-ion		
6	Extended Battery	Rechargeable 3.7v, minimum 5200mAh, Li-ion		
7	Expansion Slot	Micro SD slot for removable memory cards Min 16GB		
8	SIM/SAM Slot	2 SIM/ 2 SAMs		
9	Printer	3" Thermal Printer		
10	Audio	Speaker, Head set Jack		
11	Camera	Min. 3MP auto focus color camera		
12	GPS	Integrated GPS		
13	CPU	PXA 320. Minimum 806Mhz		
14	OS	Windows Mobile 6.5/ Windows CE 5.0 or any other std. OS with suitable Anti-virus installed		
15	Memory	Min. 256MB RAM/512MB ROM (Expandable upto 2GB)		
16	Interface	RS-232C, USB 2.0 (full speed) Host & Client, Min. 2 USB port		
17	Operating Temp.	-30C to 60C / -22F to 140F		
18	Storage Temp.	-40C to 70C / -40F to 158F		
19	Humidity	95% non-condensing		
20	Drop test	Min. 6ft./1.8m drop to steel surface with Silicon Case, 2 drops per 6 sides		
21	WWAN RADIO	GSM/GPRS(2G/3G) WITH PRIVATE APN/e GPRS(2G/3G) WITH PRIVATE APN/EDGE (Quadband: 850/900/1800/1900Mhz)		
22	WPAN RADIO	Blue tooth Class II V 2.1, IrDA 1.2		

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23	Magnetic Card Reader	Bi-directional. Track 1,2,3, ISO 7810, ISO 7811, ISO 7813		
24	Smart Card Reader	2 Nos. of SMART card reader & writer Slot (SCOSTA compliant) P. PED, EMV Level 1&2, PBOC Level 1&2 approved, ISO 7816		
25	BAR code Reader	2D&PDF 417 laser class 1 or 1D/2D CMOS imager(HD)		
26	RFID Reader	Integrated HF RFID , ISO 14443 A/B (MIFARE Calypso) ISO 15693		
27	Frequency	UHF - 865Mhz to 867Mhz		
28	Communication	Ethernet / Serial communication (EIA standard RS232 C /RS485		
29	RF Power (maximum)	1 W - transmitted & 4 W - EIRP (equivalent Isotropically radiated power)		
30	Reading Distance	With the transceiver mounted typically at a height of 6m above the road surface, the coverage of the antenna shall not exceed a diameter of 3.6m		
31	Protocol	EPC Gen 2, ISO 18000 - 6c and shall comply with general conformance requirements of the standards. The firmware should be upgradeable to support future protocols.		
32	visual Diagnostic	The transceiver shall have LED/Visual indication for sense, transmit, fault and power which shall be visible clarify to the operator on ground while the system is operational.		
33	Finger print scanner	Minimum 512 TPI, (15 x19)mm.		

Model Number of the SAMPLE submitted	
Make of the SAMPLE submitted	
Please Enclose the copy of CE Certification for the sample submitted	
Please Enclose copies of any other Certifications obtained for the sample submitted	
Please Enclose copies of Test Reports issued by Competent Authority obtained for the sample submitted	

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A.1.4.2 Hand Held Device – Tax Collection Systems for Corporation of Chennai

S.N	Parameters	Details	Bidder's offered specification	
1	Processor	32 Bit CPU		
2	CPU Speed	400 MHz or above		
3	Program Memory/RAM	128 MB RAM (DDR) or above		
4	Data Memory/Flash Memory	256MB or above		
5	Display	Back Light -LCD Display with minimum Resolution of 128X64		
6	Battery	Li-ion 7.4V, > 1800mAh		
7	Keypad	Qwerty/ Non-Qwerty with Function and command keys		
8	Power Adaptor/ Charger	AC input 100 - 240V, 50/60Hz DC output 9V, 2.2A		
9	SD Card	Micro SD Card Holder with 4GB Memory		
10	Communication	LAN 10/100 BASE-T; Standard RJ45 connection GSM / GPRS, (Dual band or more)		
11	Printer	2 Inch or more Impact printer with 1+1 printing (Copy and Carbon copy) 4 lines /sec or better		
12	Cabinet	Rugged ABS and Poly carbonate Housing (acrylonitrile, butadien, and styrene) with integrated Printer		
13	Operating Temperature	0°C to 55°C		
14	Humidity	95% RH, Non condensing.		
15	OS	Linux 2.6 or more		
16	Protocol	TCP/IP / HTTP /HTTPS		
17	Safety	CE		
18	Immunity	IEC Certificate		
19	Interface/Connectors	RJ45, RS232, USB, Micro SD Card Holder		
20	Weight (in grams)	<900gms		
21	Credit Card / Debit Card	Interface		

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Model Number of the SAMPLE submitted	
Make of the SAMPLE submitted	
Please Enclose the copy of CE Certification for the sample submitted	
Please Enclose copies of any other Certifications obtained for the sample submitted	
Please Enclose copies of Test Reports issued by Competent Authority obtained for the sample submitted	

A.1.4.3 Hand Held Device – General Ticketing

S.N	Parameters	Details	Bidder's offered specification	Compliance (Yes / No)
1	Micro Processor	32 Bit ARM9 Core CPU		
2	CPU Speed	400 MHz or above		
3	Flash Memory	256MB or above		
4	Ram Memory	128MB RAM (DDR)		
5	Display	128X64 pixel Graphic LCD with Back Light		
6	Battery	Li-ion 7.4V, 1.8 Ah		
7	Keypad	19 Back lit keys including 4 function keys and command keys		
8	SD Card	Available		
9	Peripheral Ports	1 x RS323; 1 X USB OTG ;1x USB Host		
10	Printer	Integrated Thermal Printer [57mm width, 8 lines/sec]		
11	Operating Temperature	0°C to 55°C		
12	Humidity	95% RH, Non condensing.		
13	Power Adapter	AC input 100- 240V, 50/60Hz DC Output 9V,2,2A		

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Tender Ref. : ELCOT/IT Infra/OT/32588/e-Fine systems/2013-14

14	Enclosure	ABS+PC		
15	OS	Linux 2.6 or more		
16	Immunity	IEC 61000-4-2, Level 3 IEC 61000-4-3, IEC 61000-4-4, IEC 61000-4-5, IEC 61000-4-6, IEC 61000-4-8 ,IEC -61000-4-9 all Level 4		
17	Safety	CE		
18	Dimension(mmxmm xmm)	245 x 96 x 85 (L x W x H)		
29	Weight (in grams)	650gms		
20	Communication	Ethernet + Serial		

Model Number of the SAMPLE submitted	
Make of the SAMPLE submitted	
Please Enclose the copy of CE Certification for the sample submitted	
Please Enclose copies of any other Certifications obtained for the sample submitted	
Please Enclose copies of Test Reports issued by Competent Authority obtained for the sample submitted	

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A 1.4. Declaration

We agree that the offer shall remain open for acceptance for a minimum period of 180 days from the date of opening of the tender and thereafter until it is withdrawn by us by notice in writing duly addressed to the authority of opening the tender and sent by registered post with acknowledgement due or otherwise delivered at the office of the authority.

We are aware that the EMD amount shall not bear any interest and shall be liable to be forfeited to ELCOT should we fail to abide by the stipulations to keep the offer open for a period mentioned above or fail to sign and complete the contract document as required by ELCOT and furnish the Security Deposit as specified in the terms and conditions of the contract. The EMD amount may be adjusted towards SD or refunded to me/us unless the same or any part thereof has been forfeited as aforesaid.

We agree to adhere with the schedule of implementation and deliver the items as specified in the tender including source code to the Customer.

We declare that the Price bid has been submitted without any conditions and strictly as per the Terms and Conditions of the tender document and We are aware that the Price bid is liable to be rejected if it contains any other conditions.

We declare that the information furnished in the tender is true to the best of our knowledge. If any false/fictitious information is found We agree to the rejection of our Bids and consequent action.

Name of the Authorised signatory:

Designation:

Name of the Bidder:

Stamp & Date:

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Annexure-2 Price Bid

A2.1 Price Bid For Part-A Transport Department e-Fine Systems
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Mandatory Items:**A2.1.1 Software Development Cost**

S.N	Description A	Basic cost without taxes		Taxes as applicable		Total amount with Taxes
		In Rs. B		In % C	In Rs. D=B*C	In Rs. E=B+D
A2.1.1.a	Design, development and implementation of Application software as per the scope of work: E-fine Systems for Transport Department					

A.2.1.2 Handheld device Cost

S.N	Description A	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost			
		In Rs. B	In Nos. C	In Rs. D=B*C	In % E	In Rs. F=D*E	In Rs. G=D+F
A.2.1.2.a	Handheld Billing machines with one year warranty and two years post warranty free service support as per specification and scope mentioned in tender:E-fine Systems for Transport Department		270 Nos				
	Grand Total						

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A.2.1.3.Connectivity

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost	In %	In Rs.	In Rs.
		In Rs.	In Nos.	In Rs.			
A	B	C	D=B*C	E	F=D*E	G=D+F	
A.2.1.3.a	SIM card with unlimited DataPlan for a period of one year at the AEC's as mentioned in the scope of work E-fine Systems for Transport Department		270 Nos				
	Grand Total						

A 2.1.4 User Manual

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost	In %	In Rs.	In Rs.
		In Rs.	In Nos.	In Rs.			
A	B	C	D=B*C	E	F=D*E	G=D+F	
A 2.1.4.a	Supply of user manual in Tamil with screenshots in Black and white for both the Application Software and Handheld Billing machine: E-fine Systems for Transport Department		270 Nos				
	Grand Total						

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A.2.1.5 Training Cost

S.N	Description	Training cost without Taxes				Taxes as applicable for (C)		Total amount with Taxes
		Rate per Trainer per day	Number of days per batch	No. of batches	Total Amount	In %	In INR	In INR
		In INR	In Nos.	In Nos.	In INR			
A	B	C	D=A*B*C	E	F=D*E	G=D+F		
A 2.1.5.a	Detail Training to the Head Quarters officials including user management and Administration Training for E-Fine Systems for Transport Department		1	5				
A.2.1.5.b	Training to the Fine Collectors(Operational Level) for E-Fine Systems for Transport Department							

A2.1.6 Third party audit Cost

S.N	Requirements	Basic cost without taxes	Taxes as applicable		Total amount with Taxes
		In Rs.	In %	In Rs.	In Rs.
A	B	C	D=B*C	E=B+D	
A 2.1.6.a	Third party Load testing For Efine Systems				
A2.1.6.b	Third party security audit for Efine Systems				

A 2.2 Other Items

The bidders need to submit the quote. However based on the performance and requirement, the department may place orders at a later date subject to the discretion of Department. The cost would be paid at Actuals.

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A 2.2.1 Maintenance support (from 2nd year)

Item description	AMC rate in %	Service Tax in %
AMC for Application software – Efine Systems		

A 2.2.2 Cost for Additional Hand held Devices

Description	Quantity Slab	Unit Rate per device (In Rs)	Tax Applicable (In %)
E-fine System – Transport Department	1 to 200		
	201 to 500		
	501 to 700		

A 2.2.3 Cost for Handheld Spareparts for 2nd and 3rd year

(The cost would be paid for the replacement done at actuals)

Description	Unit Rate (In Rs)	Tax Applicable (In %)
LCD Display		
Battery		
Keypad		
Printer Head		
Impact Printer		
Cabinet		
Board		
Power Adaptor		
External Antenna		
Carry Case		

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A 2.2.4 Cost for Additional Connectivity

Description	Type	Unit Rate (In Rs)			Tax Applicable (In %)
		1 to 200 No's	201 to 500 Nos	501 to 885 Nos	
Efine System – Transport Department	SIM Card with unlimited dataplan for 1st year				
	SIM Card with unlimited dataplan for 2nd year				
	SIM Card with unlimited dataplan for 3rd year				

A 2.2.5 Cost for Additional User Manuals

Additional User Manuals	Unit Rate (In Rs)			Tax Applicable (In %)
	1 to 200 No's	201 to 500 Nos	501 to 885 Nos	
Supply of user manual in Tamil with screenshots in Black and white for both the Application Software and Handheld Billing machine Efine System – Transport Department				

A 2.2.6 Cost for Additional Development

Description	Average Cost per man-month effort without taxes (In Rs)	Tax Applicable (In %)
Efine System – Transport Department		

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A 2.3 Price Bid Summary- Transport Department-e-Fine System

Price clause	Price Components	Total cost without Taxes (In Rs)	Total cost with Taxes (In Rs)
A 2.1.1	Software Development		
A 2.1.2	Handheld device		
A 2.1.3	Connectivity		
A 2.1.4	User Manual		
A 2.1.5.a	Training at HQ		
A 2.1.5.b	Operational Training		
A 2.1.6.a	Third party load testing audit		
A 2.1.6.b	Third Party Security Audit		
Grand Total			

A 2.4 Price Bid for Corporation of Chennai-Hand Held Device

Mandatory Items:**A2.4.1 Software Development Cost**

S.N	Description	Basic cost without taxes	Taxes as applicable		Total amount with Taxes
		In Rs. B	In % C	In Rs. D=B*C	In Rs. E=B+D
A2.4.1	Design, development and implementation of Application software as per the scope of work :Tax Collection Systems for Corporation of Chennai				

A.2.4.2 Handheld device Cost

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost	In %	In Rs.	
		In Rs. B	In Nos. C	In Rs. D=B*C			E
A.2.4.2	Handheld Billing machines with one year warranty and two years post warranty free service support as per specification and scope mentioned in tender Tax Collection Systems Corporation of Chennai		360 Nos				
Grand Total							

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A.2.4.3.Connectivity

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost	In %	In Rs.	In Rs.
		In Rs.	In Nos.	In Rs.			
A	B	C	D=B*C	E	F=D*E	G=D+F	
A.2.4.3	SIM card with unlimited DataPlan for a period of one year at the AEC's as mentioned in the scope of work :Tax Collection Systems for Corporation of Chennai		360 Nos				
	Grand Total						

A 2.4.4 User Manual

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate per device	No. of devices	Total cost	In %	In Rs.	In Rs.
		In Rs.	In Nos.	In Rs.			
A	B	C	D=B*C	E	F=D*E	G=D+F	
A 2.4.4	Supply of user manual in Tamil with screenshots in Black and white for both the Application Software and Handheld Billing machine : Tax Collection Systems for Corporation of Chennai		360 Nos				
	Grand Total						

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A.2.4.5 Training Cost

S.N	Description	Training cost without Taxes				Taxes as applicable for (C)		Total amount with Taxes
		Rate per Trainer per day	Number of days per batch	No. of batches	Total Amount	In % E	In INR F=D*E	In INR G=D+F
		In INR A	In Nos. B	In Nos. C	In INR D=A*B*C			
A 2.4.5.a	Detail Training to the Head Quarters officials including user management and Administration Training for Tax Collection Systems for Corporation of Chennai							
A.2.4.5.b	Training to the Tax Collectors (Operational Level)Tax Collection Systems for Corporation of Chennai		1	5				

A2.4.6 Third party audit Cost

S.N	Requirements	Basic cost without taxes	Taxes as applicable		Total amount with Taxes
		In Rs. B	In % C	In Rs. D=B*C	In Rs. E=B+D
A 2.4.6.a	Third party Load testing for Tax Collection Systems				
A2.4.6.b	Third party security audit Tax Collection Systems				

A 2.5 Other Items

The bidders need to submit the quote. However based on the performance and requirement, the department may place orders at a later date subject to the discretion of Department. The cost would be paid at Actuals.

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A 2.5.1 Maintenance support (from 2nd year)

Item description	AMC rate in %	Service Tax in %
AMC for Application software – Tax Collection systems for Corporation of Chennai		

A 2.5.2 Cost for Additional Hand held Devices

Description	Quantity Slab	Unit Rate per device (In Rs)	Tax Applicable (In %)
Tax Collection System – Corporation of Chenani	1 to 200		
	201 to 500		
	501 to 700		

A 2.5.3 Cost for Handheld Spareparts for 2nd and 3rd year

(The cost would be paid for the replacement done at actuals)

Description	Unit Rate (In Rs)	Tax Applicable (In %)
LCD Display		
Battery		
Keypad		
Printer Head		
Impact Printer		
Cabinet		
Board		
Power Adaptor		
External Antenna		
Carry Case		

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A 2.5.4 Cost for Additional Connectivity

Description	Type	Unit Rate (In Rs)			Tax Applicable (In %)
		1 to 200 No's	201 to 500 Nos	501 to 885 Nos	
Tax Collection – Corporation of Chennai	SIM Card with unlimited dataplan for 1st year				
	SIM Card with unlimited dataplan for 2nd year				
	SIM Card with unlimited dataplan for 3rd year				

A 2.5.5 Cost for Additional User Manuals

Deascription	Unit Rate (In Rs)			Tax Applicable (In %)
	1 to 200 No's	201 to 500 Nos	501 to 885 Nos	
Supply of user manual in Tamil with screenshots in Black and white for both the Application Software and Handheld Billing machine Tax Collection – Corporation of Chennai				

A 2.5.6 Cost for Additional Development

Description	Average Cost per man-month effort without taxes (In Rs)	Tax Applicable (In %)
Tax Collection – Corporation of Chennai		

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A 2.6 Price Bid Summary- Tax Collection Systems Corporation of Chennai

Price clause	Price Components	Total cost without Taxes (in Rs)	Total cost with Taxes (in Rs)
A 2.4.1	Software Development		
A 2.4.2	Handheld device		
A 2.4.3	Connectivity		
A 2.4.4	User Manual		
A 2.4.5.a	Training at HQ		
A 2.4.5.b	Operational Training		
A 2.4.6.a	Third party Laod Test audit		
A 2.4.6.b	Third Party Security Audit		
Grand Total			

A 2.7 Price Bid Summary- General Ticketing Hand held Device with Software

A.2.7.1 Price Bid

S.N	Description	Basic cost without Taxes			Taxes as applicable		Total amount with Taxes
		Unit rate	No. of devices	Total cost			
		In Rs.	In Nos.	In Rs.	In %	In Rs.	In Rs.
	A	B	C	D=B*C	E	F=D*E	G=D+F
1	Handheld Billing machines with 3 year warranty		1				
2	Ticketing/Billing Software with 3 years warranty		1				
3	Training Cost		1				
	Grand Total						

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A 2.7.2 Cost for Handheld Spareparts

(The cost would be paid for the replacement done at actuals)

Description	Unit Rate (In Rs)	Tax Applicable (In %)
LCD Display		
Battery		
Keypad		
Printer Head		
Impact Printer		
Cabinet		
Board		
Power Adaptor		
External Antenna		
Carry Case		

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Annexure-3 Bidder's Covering Letter
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(Letter should be submitted in Bidder's Letter Head)

Date:

To
The Managing Director
Electronics Corporation of Tamil Nadu Ltd
MHU Complex II Floor
692 Anna Salai
Nandanam
Chennai-600035

Dear Sir,

Sub: Tender for Design, development and implementation of Web based Inventory cum Billing System and Integration with Handheld Billing machines in Department of Transport – Reg.

Ref: Tender Reference ELCOT/IT Infra/OT/32588/efine systems/2013-14

1. We have examined the Tender for Design, development and implementation of Web based Inventory cum Billing System and Integration with Handheld Billing machines for Department of Transport, Tamil Nadu as specified in the Tender. We undertake to meet the requirements and implement the solution and render services as required and are set out in the Tender document.
2. We attached our Technical Bid with EMD and Price Bid as required by the Tender both of which together constitutes our proposal, in full conformity with the said Tender.
3. We have read the provisions of Tender and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our response shall not be given effect to.
4. We undertake, if our Bid is accepted, to adhere to the scope of work as specified in the Tender or such modified plan as may subsequently be agreed mutually.
5. We agree to unconditionally accept all the terms and conditions set out in the Tender document and also agree to abide by this Bid response for a period as mentioned in the Tender from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract

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is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and ELCOT.

6. We affirm that the information contained in the Technical Bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to ELCOT is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead ELCOT as to any material fact.
7. We agree that ELCOT is not bound to accept the lowest or any Bid you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the service specified in the bid response without assigning any reason whatsoever.
8. It is hereby confirmed that we are entitled to act on behalf of our company/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Authorised signatory:
Name of the authorised person:
Designation:
Name of Bidder:
Stamp of Bidder:

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Annexure-4 Model Form of Contract

(To be executed on a Rs. 20/- Stamp paper by the Successful Bidder)

This Contract entered into this _____ day of _____ 2012 at Chennai between Electronics Corporation of Tamil Nadu Ltd, a wholly owned Government of Tamil Nadu undertaking registered under the Companies Act 1956 and having its Registered Office at 692 Anna Salai, Nandanam, Chennai-600035 hereinafter referred to as ELCOT (which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the First part.

and

M/s. _____, a company registered under the Companies Act 1956 and having its Registered Office at _____ hereinafter referred to as the DEVELOPER (which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the Second part.

Whereas ELCOT on behalf of Transport Department of the Government of Tamil Nadu hereinafter referred to as the CUSTOMER, invited a Tender Reference **ELCOT/IT Infra/OT/32588/efine systems/2013-14** for Design, development and implementation of Web based e-Fine System and Integration with Handheld Billing machines and the DEVELOPER herein has been selected in the Tender for execution of the work as detailed in the Tender Documents.

Whereas ELCOT and the DEVELOPER, in pursuance thereof have arrived at the following terms and conditions.

1. This Contract shall remain in force for a period of two years (Delivery period plus Warranty period) from the date of signing of this Contract.
2. The DEVELOPER agrees to complete the deliverables within the delivery schedule as specified in the Tender document or revised schedule at the

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cost indicated in Annexure to this Contract. This cost is firm and not subject to enhancement.

3. Delivery Schedule

#	Task	Schedule in calendar days
1	Issue of LOA	D=Date
2	SRS study	D+7 days
3	SRS Sign off	D + 10 days = D1
4	Design, Development and Integration with HHBM	D1 + 30 days
5	UAT Deployment and Sign off	D1 + 33 days = D2
6	Pilot and Parallel run	D2 + 7 days
7	Training the ELCOT Trainers & Supply of HHBM's at District HQ's	D2 + 8 days
8	Training by ELCOT Trainers	D2 + 10 days
9	Load test, Security Audit and Bug/error fixation	D2 + 28 days
10	Production Server Deployment & SLA maintenance and warranty	D2 + 30 days

The schedule is subject to change depending on the prioritisation and phasing as to be decided by the Customer. In such condition, a revised schedule will be arrived.

4. The following documents shall be deemed to form and be read and construed as part of this Contract.

- a) Tender Document in full issued by ELCOT
- b) Corrigenda, Clarifications and Amendments issued by ELCOT for the Tender document
- c) Bid received from the DEVELOPER
- d) Detailed proposal and final offer of the DEVELOPER
- e) Letter of Acceptance (LOA) issued by ELCOT
- f) Purchase Order(s) issued by ELCOT
- g) Correspondence made by ELCOT to the Developer from time to time during the period of the contract.

Wherever the offer conditions furnished by the DEVELOPER are at variance with conditions of this contract or conditions stipulated in the tender

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document, the latter shall prevail over the offer conditions furnished by the DEVELOPER.

5. The Contract or any part share of interest in it shall not be transferred or assigned by the DEVELOPER directly or indirectly to any person or persons whomsoever without the prior written consent of ELCOT.

6. Neither CUSTOMER and ELCOT nor the DEVELOPER, shall be liable to the other for any delay or failure in the performance of their respective obligations except causes or contingencies beyond their reasonable control due to Force Majeure conditions such as:

- a) Any act of God such as lighting, earthquake, landslide, etc or other events of natural disaster of rare severity
- b) Meteorites or objects falling from aircraft or other aerial devices, travelling at high speeds
- c) Fire or explosion, chemical or radioactive contamination or ionizing radiation
- d) Epidemic or plague
- e) Act of war (whether declared or undeclared), threat of war, invasion, armed conflict or act of foreign enemy, unexpected call up of armed forces, blockade, embargo, revolution, riot, religious strife, bombs or civil commotion, sabotage, and terrorism

7. Liquidated Damages

Liquidated Damages will be levied at the rate of 1% per week on the total contract value subject to a maximum of 10% for non-fulfilment of delivery schedule. In the event of failure to fulfil the conditions, CUSTOMER at its discretion may initiate any of the actions such as:

- 3. Extension of time may be permitted to complete the work.
- 4. Additional resources will be requested by CUSTOMER for speeding up the work.

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5. Contract may be terminated and new contract may be awarded to other Technically Qualified Bidders at the same tender cost or at higher cost. In case of higher cost, any difference in cost to be incurred in engaging other Bidder may be recovered from the Successful Bidder.
6. Any other action as deemed fit and decided by CUSTOMER in the best interest of the work.
8. **Penalty for non-fulfilment of conditions**
A penalty will be levied at the rate of 1% of the total contract value in the event of non-fulfilment or non-observance of any of the Tender conditions stipulated in the Agreement, Terms and Conditions and Work Order at the discretion of CUSTOMER.

Penalty for non-functioning of HHD

For Corporation of Chennai - Failure will be calculated in terms of number of days per hand held device.

- No penalty for first 5 days of failure.
- 6 days to 15 days : Rs 100/- (Rupees fifty only) per day
- 15 days to 30 days : Rs 500/-(Rupees Five hundred only) per day for the days exceeding 15 days.
 - More than 30 days: The hand held device shall be replaced with a new one without any additional cost.

9. **Total Penalty Cap**
The total penalty cap including Liquidated Damages and penalty for non-fulfilment of Tender would be 10% on the total value of the Work Order.

10. **Payment Terms For Part-A and Part-B**

- 10.1 No advance payment will be made.
- 10.2 Stage-wise payment will be released based on the milestones completed and accepted by the Customer.

10.2.1 Application Software

90% payment will be released in stages on achieving the following milestones.

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#	Payment Milestones	Percentage of payment on Application Software Cost
1.	SRS signoff from the Customer	20.00%
2.	UAT signoff from the Customer	40.00%
3.	Rollout signoff from the Customer	30.00%

10.2.2 Handheld Devices

#	Payment Milestones	Percentage of payment on total value of the Handheld Device Cost
1.	Supply, Installation and Commission and Acceptance by the Customer	60.00%

10.3 Balance 10% will be paid on quarterly basis in the following stages

10.3.1 Application Software

#	Payment Milestones	Percentage of payment on Application Software Cost
1	At the end of 1st Quarter	2.00%
2	At the end of 2nd Quarter	2.00%
3	At the end of 3rd Quarter	2.00%
4	At the end of 4th Quarter	4.00%

10.3.2 Handheld Device

#	Payment Milestones	Percentage of payment on total value of the Handheld Device Cost
1	At the end of 1st Quarter	10.00%
2	At the end of 2nd Quarter	10.00%
3	At the end of 3rd Quarter	10.00%
4	At the end of 4th Quarter	10.00%

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- 10.4 Any payment due to the Developer will be released within 10 days from the date of receipt of bills along with acceptance certificate from the Customer.
- 10.5 Taxes as applicable within the Implementation Schedule as specified in the Tender document will be paid. In case, the Duties and/or Taxes have been reduced retrospectively, the DEVELOPER is liable to return the same.
- 10.6 The DEVELOPER shall have the full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/ Laws/ Acts etc now or hereafter imposed.
- 10.7 The TDS amount will be deducted from the payment due to the DEVELOPER. The penalty amount if any levied will be adjusted from the Bills submitted by the DEVELOPER.

Payment Terms For Part-C

- 10.8 100% of the total cost of ordered items will be paid by ELCOT on behalf of the Purchaser, on installation, commissioning and handing over of the ordered items to the Purchaser, after testing all the software and fulfilling the technical specifications on submission of an irrevocable Bank Guarantee for 5% of the cost of the ordered value valid for 37 months during the warranty period. **(OR)**
95% of the total cost of ordered items will be paid by ELCOT on behalf of the Purchaser, on installation, commissioning and handing over of the ordered items to the Purchaser, after testing all the software and fulfilling the technical specifications and the balance 5% will be released to the supplier after completion of 3 year warranty period.
- 10.9 However if the site is not ready within 15 days of delivery, 75% of total cost will be paid on submitting the proof of delivery and certificate from the customer that the site is not ready, after receipt of funds from the Purchaser and balance 25% total cost will be paid on installation, commissioning and handing over of the systems on submission of an irrevocable Bank Guarantee for 5% of the cost of the ordered value valid for 37 months during the warranty period.
"If the Customer is not issuing an SNR (Site Not Ready), the Successful Bidder may give an Undertaking to ELCOT stating that the customer is not issuing an SNR. The 75% of total cost of the invoice will be made to the Successful Bidder on verifying the same with the customer."

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- 10.10 Bills will be honoured within 7 working days after submission of bills along with all supporting documents in complete shape. The Successful Bidder should file relevant invoices online using the web based procurement software in operation at ELCOT.
- 10.11 The Successful Bidder hereby agrees to get the refund of incentive, excise duty and proportionate sales tax from concerned authorities and pass it on to Purchaser(s) if the Government or any other appropriate agency reduces the Excise duty or Sales tax or give incentive of any type retrospectively after supplying the Ordered items failing which action will be taken to recover the balance amount from the Successful Bidder under the Revenue Recovery Act or any other relevant act.
- 10.12 Penalty amount if any, will be adjusted in the payment due to the Successful Bidder.
- 10.13 All taxes and other levies imposed by Governments in India will be paid at actual as applicable.**

11. Any notice from one party to other given or required to be given hereunder shall be given by either:
- a) Mailing the same by registered mail, postage prepaid, return receipt requested; or
 - b) Having the same delivered by courier with receipt acknowledged at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice shall be deemed to have been served if sent by post on the date when in the ordinary course of post, it would have been delivered at the addresses to which it was sent or if delivered by courier on the date of acknowledgement of receipt.

12. Termination of Contract

12.1 Termination for default

- a) ELCOT may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 7 days, sent to the DEVELOPER, terminate the contract in whole or part,

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- (i) if the DEVELOPER fails to deliver any or all of the goods within the time period(s) specified in the Contract, or fails to deliver the items as per the Delivery Schedule or within any extension thereof granted by ELCOT; or
 - (ii) If the DEVELOPER fails to perform any of the obligation(s) under the contract; or
 - (iii) If the DEVELOPER, in the judgement of ELCOT, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- b) In the event of ELCOT terminating the Contract in whole or in part, ELCOT may procure the services upon terms and in such manner as deems appropriate at the risk and cost of the defaulting DEVELOPER and the DEVELOPER shall be liable to ELCOT for any additional costs for such services. However, the DEVELOPER shall continue the performance of the contract to the extent not terminated.

12.2 Termination for Insolvency

ELCOT may at any time terminate the Contract by giving a written notice with a notice period of 7 days to the DEVELOPER, if the DEVELOPER becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the DEVELOPER, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to ELCOT.

12.3 Termination for Convenience

ELCOT may by written notice with a notice period of 7 days sent to the DEVELOPER, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for ELCOT' s convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective. On termination, the DEVELOPER is not entitled to any compensation whatsoever.

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13. **Arbitration**

- a) Any dispute or difference, whatsoever, arising among the parties to this agreement arising out of or in relation to this agreement shall be resolved by the Parties through mutual consultation, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or officers;
- b) Except as otherwise provided elsewhere in the Contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by a sole Arbitrator to be appointed by the Managing Director of ELCOT.
- c) If the Arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Arbitrator shall be appointed by the Managing Director of ELCOT. The Arbitrator so appointed shall proceed with the reference from the stage where his predecessor had left if both parties consent for the same, otherwise, he shall proceed de novo.
- d) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation
of arbitration and not thereafter.
- e) It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest.
- f) The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.

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- g) The venue of the arbitration shall be Chennai and language English.
- h) The fees of the arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- i) Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.

14. Legal Jurisdiction

Subject to the above, the Courts at Chennai only shall have jurisdiction in this matter.

In Witness whereof the parties hereto have signed on the day, month and year above written in the presence of

	For and on behalf of Electronics Corporation of Tamil Nadu Limited		For and on behalf of _____
Witness:		Witness:	
Witness:		Witness:	

Bidders Signature with Seal

Annexure-5 OEM Authorisation (To be furnished in the letter head of the OEM)

To

The Managing Director
Electronics Corporation of Tamil Nadu Ltd
MHU Complex II Floor
692 Anna Salai
Nandanam
Chennai-600035

We hereby authorise ----- (Name and Address of the Bidder) to submit a Bid and subsequently negotiate and sign the contract with ELCOT for the Tender Ref. : ELCOT/IT Infra/OT/32588/efine systems/2013-14 for the supply, installation and commissioning of handheld Billing machines manufactured by us. We hereby extend our full guarantee and warranty for the goods offered and full SLA support services for the entire duration of the Contract period.

The Authorisation letter/Power of Attorney for the authorised signatory of this letter is enclosed herewith for kind reference.

Our authorised service centres and contact details are attached herewith for kind reference.

(Signature for and on behalf of Manufacturer)

Note: The Authorisation letter from the Managing Director or Board of Directors for the authorised signatory of this letter or Power of Attorney should also be enclosed.

Encl. as above

Bidders Signature with Seal

Annexure-6 Telecom Service Provider Authorisation

(To be furnished in the letter head of the Telecom Service Provider)

To

The Managing Director
Electronics Corporation of Tamil Nadu Ltd
MHU Complex II Floor
692 Anna Salai
Nandanam
Chennai-600035

We hereby authorise ----- (Name and Address of the Bidder) to submit a Bid and subsequently negotiate and sign the contract with ELCOT for the Tender Ref.: ELCOT/IT Infra/OT/32588/efine systems/2013-14 for Providing GPRS(2G/3G) WITH PRIVATE APN connectivity for the handheld Billing machines. We hereby extend our full SLA support services for **99% and above uptime** at all the AEC's in the districts of Trichy, Erode, Vellore, Virudhunagar, Coimbatore and Tiruvarur for the entire duration of the Contract period.

The Authorisation letter/Power of Attorney for the authorised signatory of this letter is enclosed herewith for kind reference.

(Signature for and on behalf of Telecom Service Provider)

Note: The Authorisation letter from the Managing Director or Board of Directors for the authorised signatory of this letter or Power of Attorney should also be enclosed.

Encl. as above

Bidders Signature with Seal