

**REQUEST FOR PROPOSAL (RFP)**

**for**

**Implementation of e-Challan System on Turnkey Basis in  
Bhopal City of MP**



**मध्य प्रदेश पुलिस**  
Madhya Pradesh Police

**Office of the Superintendent of Police(HQ), Bhopal**

**Phone No: 0755-2443223,0755-2443850**

### **Request for Proposal (RFP) Notice**

#### **“RFP for Implementation of e-Challan System on Turnkey basis for Bhopal City”**

Office of the Superintendent of Police (HQ) Bhopal seeks proposals from reputed and experienced agencies to participate in competitive bidding for implementation of “e-Challan System on Turnkey basis for Bhopal City”. The RFP document is available on the websites of MP Police (<http://www.trafficpolicebhopal.com> and <http://mppolice.gov.in>). Interested Bidders who qualify as per the criteria mentioned in the RFP document, may submit their bids latest by 20/07/2014 **till 1700 hrs** at office of SP(HQ) Bhopal MP. Bidders are required to submit tender document fee of Rs. 1,000 separately in form of Demand draft from Nationalised banks or Treasury challan under Head “0055-Police Miscellaneous-Police receipt” in favour of **The Superintendent of Police (HQ) Bhopal, MP** along with tender proposal.

Superintendent of Police (HQ)  
Bhopal

## DISCLAIMER

All information contained in this **Request for Proposal (RFP)** provided/ clarified are in the good interest and faith. This is not an agreement and this is not an offer or invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

**Superintendent of Police (HQ) Bhopal** reserves the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. **Superintendent of Police (HQ) Bhopal** also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. **Superintendent of Police (HQ) Bhopal** reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any reason. Any such change would be communicated to the bidders by News Paper Publication and MP Police Website (<http://www.trafficpolicebhopal.com> and <http://mppolice.gov.in>)

MP Police will not have any liability to any prospective Respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of **Superintendent of Police (HQ) Bhopal** and Prime Applicant (PA)/ Consortiums or otherwise arising in any way from the selection process for the Assignment.

Information provided in this document or imparted to any respondent as part of RFP process is confidential to **SP (HQ) Bhopal** and shall not be used by the respondent for any other purpose, distributed to, or shared with any other person or organization.

# Acronyms

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BG	Bank Guarantee
EMD	Earnest Money Deposit
GoMP	Government of Madhya Pradesh
SP	Superintendent of Police
IT	Information Technology
IPR	Intellectual Property Rights
LP	Lowest Price
OP	Offer Price
OS	Operating System
RFP	Request for Proposal
SDC	State Data Centre
SWAN	State Wide Area Network
STQC	Standardisation Testing and Quality Certification
UAT	User Acceptance Testing
O&M	Operations and Maintenance
SRS	Software Requirements Specification
SPA	Service Provider Agency
FRS	Functional Requirements Specification
PQ	Pre Qualification
PBG	Performance Bank Guarantee
HQ	Headquarters

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# 1 Invitation for Competitive Bidding

## 1.1 Definitions

In this Bid Document, the following terms shall be interpreted as indicated:

- **"Bidder"** means The Firm/Company who buys the tender document, signs and submits the Tender document and bids for the contract Implementation of e-Challan System on Turnkey basis for Bhopal City, as the reference may indicate; it shall also includes associates, licensee, collaborator, and agents.
- **"Lead Member/Prime bidder"** Means The Firm / Company who buys the tender, signs and submits the tender on behalf of consortium will be taken as the lead member of consortium and shall be taken as "Bidder" for the purpose of this tender document. Project implementation will be sole responsibility of prime bidder and thus liability of bidder would mean liability of prime bidder in case of consortium.
- **"Solution"** means study, plan, design, develop, customize, install, configure, and maintain entire application software.
- **"Application"** means the Application developed/customized, tested, deployed and changed/improved during project term by the Service Provider Agency for the purposes of rendering the Services to the Stakeholders of the Project at satisfactory level.
- **"Successful Bidder"** means the bidder who has submitted most suitable bid proposal as per bid evaluation committee and who has awarded the work as Solution Provider Agency.
- **"Service Provider Agency"** means the successful Bidder who signs the contract with **SP (HQ) Bhopal** for study, design, develop and maintain the solution deployed under the Project.
- **"SP Office"** means the Office of Superintendent of Police (SP) Headquarter, who is the issuing authority of this tender.
- **"Services"** means the services delivered to the Stakeholders of the project by the Successful Bidder.
- **"Confidential Information"** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and

business affairs, customers, Bidders, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel in connection with this Bid Document.

- **“Project Data”** means all proprietary data of project generated out of project operations and transactions, documents and related information including but not restricted to user data which the Bidder obtains, possesses or processes in the context of providing the services.
- **“Deliverables”** means the products and services agreed to be delivered by the Successful Bidder in pursuance of the agreement as defined more elaborately in Scope of work.
- **“Service Level”** means the level of service and other performance criteria that will apply to the Services as set out;
- **“State Government”** means the Government of Madhya Pradesh.
- **“Go-Live”** means the date of issuance of certificate of Completion by SP Office.
- **“Contract Value”** is the bid value which means the price accepted by the SP Office as per Price Schedule.

## 1.2 Introduction

Superintendent of police (Headquarter) Bhopal on behalf of M.P Police invites Request for Proposal (RFP) from qualified bidders for “Implementation of E-Challan System” in Bhopal City for effective Traffic management by Bhopal police.

The functions of Traffic Police Station are :

1. Takes action only on the vehicles.
2. To make challans on the vehicles which have violated traffic rules and motor vehicle act. Separate challans are made for 2 wheelers, 4 wheelers, and passenger vehicles, professional/private vehicles.
3. Panchnama is prepared when any fault is made by the driver/vehicle. The process to fine starts, if the person is willing to pay the fine a Compromise Fee (CF) is charged and a receipt is given to the driver of the vehicle. If the driver is not in the position to pay the fine or is not willing to pay the fine then any one document like driving license, registration papers, insurance note is collected and a acknowledgement is given to the driver. If the driver does not have the required papers then the vehicle is confiscated and the vehicle is brought to the traffic thana.



4. All vehicles picked up by the crane for wrong parking are also brought to the traffic thana. When the vehicle owner reaches the thana he/she is fined for wrong parking.
5. For those who have not paid fines and some documents have been confiscated, they are further given 15 days to come and pay the fine. For all those who have filed to pay fines, the panchnama with the document, which was confiscated, are put forth in the court where the fine amount is collected.
6. Incidents of road accidents are collected from each the police station and noted in the accident register.
7. Each officer prepares weekly diary, which is sent to the SP office.
8. Various activities to educate citizens in good traffic habits are conducted from time to time.
9. To manage pre-paid taxi collection and its disbursement to the taxi owner. Rs.1 is charged as a service charge in the pre-paid system.
10. Issue yellow/white card to vehicle owners.
11. Details of new vehicle registered is obtained from the RTO and maintained in the register.
12. To send fortnightly reports to SP/IG/PHQ
13. All the payments receive from challans, yellow/white cards, details of pre-paid taxi service charge are compiled and sent to the treasury office and accounts.

Bhopal Traffic police at present issues spot challans and court challans manually in the form of hand written hard copy format for violations of various traffic rules in force in Bhopal. The data of prosecution for traffic violations with various combinations for report generation and monitoring is fed manually and maintained in various formats for the purpose of traffic management. Through the present RFP, Bhopal Police intends to procure the e-Challan system for management of traffic violations in near real time, data maintenance, generation of prosecution reports and to prosecute repeat violators for appropriate punishment as provided in Motor Vehicle Act. The purpose of the e-Challan system is to ensure that all traffic violations are recorded in real time and stolen vehicles are tracked and legally prosecuted accordingly.

### **1.3 Objectives**

The Core Objectives of the Project are:

- Improve efficiency of Traffic Police by Technology interventions.
- Bring transparency of on-spot traffic challan making system
- Facilitate citizens by providing IT enables services and online payment facility.

## 1.4 Time Schedule of various Tender related events

Item	Description
Bid calling Date	04/07/2014
Last Date and Time for Bid Submission	20/07/2014 17.00 Hrs at Ps traffic jahangirabad bhopal
Opening Date of Technical Bids	21/07/2014 11.00 Hrs at control room bhopal
Technically qualified bidders needs to demonstrate on	22/07/14 to 23/07/14 12.00 hrs at control room bpl
Commercial bid opening date and time	Would be communicated to shortlisted bidders
Tender Fee	Rs. 1,000/- (Rupees One Thousand Only) in the form of Demand draft from Nationalised banks or Treasury challan under Head 0055-Police Miscellaneous-Police receipt in favour of The Superintendent of Police (HQ) Bhopal, MP.
Earnest Money Deposit (EMD)	Rs. 6,00,000/- (Rupees Six Lakh only) payable offline before opening of bid.(In the form of BG/FDR from Nationalised Banks)
Bid Validity Period	180 days from the date of opening of bid.
EMD Validity Period	80 days in case Demand Draft and 180 days in case of Bank Guarantee, from the date of Bid Submission
Performance Guarantee Value	30% of Contract Value
Performance Guarantee validity period	3 Months beyond the contract period (Three years from Go-live)

## 1.5 Address for Communication

Offers should be addressed to the following office at the address given below:

**Superintendent of Police (HQ)  
BHOPAL (M.P.)**

## 2 Pre Qualification Criteria

- 1 Consortium is allowed upto 2 Partners i.e. Prime bidder + 1 consortium partner.
  - a. The members of the consortium shall enter into a Memorandum of Understanding (MoU) for the purpose of submitting the proposal.
  - b. MoU / Letter of Association amongst Consortium members must be

furnished with the Technical bid along with agreement between Consortium member defining their roles and responsibility for this project only.

- c. Power of Attorney for Lead Member of Consortium should be signed by consortium partner. Format of such Power of Attorney is annexed.
- 2 The Bidder (Prime bidder in case of consortium) should be an Information Technology Service based Company/Society/Firm registered in India since last 5 (five) years. Incorporation/Registration certificate along with MoA/Bylaws (or similar document) should be furnished as documentary proof.
- 3 The bidder should have average minimum annual turnover of Rs. 5 (Five) crore in last 3 financial years (11-12, 12-13 & 13-14). As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted. In case F/Y 2013-14 Annual Reports are not prepared; a certificate of provisional financial figures duly certified by a Chartered Accountant is to be submitted.
- 4 **The bidder should have successfully implemented 2 or more similar projects that involve handheld equipment supply and/or maintenance and Application development for State/central Government. Total Cost/value of each such project should be minimum Rs. 50 Lakhs (Fifty lakhs).**
- 5 The bidder (Both the partners in case of consortium) should not be black listed by any State Government, Central Government or any other Public Sector undertaking as on the date of Bid Submission. An undertaking to this effect should be submitted by the bidder on its letter head.
- 6 The bidder (any of the Consortium partners in case of Consortium) must have developed, have full ownership and IPR of the Proposed e-Challan Application Software (Server Application and Handheld Device Application).
- 7 The Bidder (Prime bidder in case of consortium) should be authorized by OEM for e-challan application and handheld machine (in respect of each product and its services) to quote against this tender.
- 8 The bidder (Prime bidder in case of consortium) must be a registered under any State's Commercial Tax Act / VAT / Sales Tax Act or Central Sales Tax Act. The TIN number of M.P. Sales Tax / VAT or its equivalent applicable in other States or central must be quoted in the bid. The bidder must have paid all applicable Commercial Tax Act / VAT / Sales Tax Act or Central Sales Tax Act till year 2013-14.

### 3 Implementation Timelines

SN	Activity/Task/ Milestones	Time to Completion
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		(in Weeks**)
1	Project Start	T
2	Requirement Gathering and Planning	T+1
3	Submission of FRS and SRS Document	T+3
4	Submission of Hardware/networking requirement from SDC	T+3
5	Application Development/Customization	T+6
6	User Acceptance Testing.	T+7
7	Training	T+9
8	Security Testing by Cert-in empanelled Agency.	T+9
9	Application Hosting in SDC and System Go-Live	T+10

\*\*‘T’ refers to project start date. This should be within 1 week of signing of Agreement. O&M Phase will start from the date of Go-Live Date and will last for 3 Years.

Above timelines are mentioned for Service Provider Agency to perform various activities under given milestones. Time taken by SP Office for evaluation and approval of deliverables will be excluded from above timelines.

#### 4 Scope of Work

After performing a transparent and fair process of selection, a suitable agency shall be identified and selected as Service Provider Agency (SPA) for the project. The SPA shall be required to sign an agreement with SP Office, in which all the terms and condition, project work, timelines, roles and responsibilities, etc., as defined in this RFP, shall be included.

The selected bidder shall be responsible to Design, Develop, Install, Configure and Maintain application software e-Challan, supply of necessary Hardware as provided in Bill of Material in the RFP and impart training with concurrent handholding support. Under this project, the Application software will be hosted in MP State Data Center on Co-hosting basis. Hence, the selected bidder will also provide necessary support to host the application in State Data Centre on co-hosting basis and configure local network of SP Office office to access Application from SDC. Selected Bidder will also maintain the application software for a period of 3 years after goes live.

It shall be over all responsibility of SPA to study the existing system and requirements of SP Office before bidding. Requirements mentioned in this RFP are indicative only and written purely for the purpose of making the Bidders able to estimate its efforts and costs required to achieve project objectives successfully. Therefore, selected bidder i.e. SPA shall be required to make a fresh assessment of e-Challan Project requirements after winning the bid, prepare FRS/SRS, get it approved by SP Office.

**SP Office is expecting around 1.00 Lakh Challan to be process through e-Challan System per year. Hence, bidder should propose the system that is capable of handling more than 1.00 lakh challan in year.**

SP Office is procuring entire solution for Government of Madhya Pradesh. SPA shall provide all the rights and permissions to replicate e-Challan solution provided SPA in other Cities of Madhya Pradesh. SPA will provide all necessary support for implementation of the e-Challan Solution in other Cities of MP on same rates as quoted in Annexure 6 "Item-wise price schedule" of this RFP. e-Challan Application software hosted in State Data Center will be accessed by all the City/district SP Offices and staff, for which necessary hardware, software and bandwidth expansion will be done by SDC. SPA will not be provided any additional cost for Application Software (Server Application and Handheld Device software) if replicated in other cities of MP.

#### **4.1 System Study and Requirement Gathering**

A high-level analysis of processes has already been performed and Functional Requirements as envisaged for this project are described in this document. The SPA needs to Study these carefully and should consult with the SP Office Officials whenever necessary to obtain more details on the requirements of the project. It shall be the duty of SPA to refine functional requirements as needed during requirement gathering exercise. The SPA shall prepare FRS and SRS documents, for which the SPA shall have a comprehensive discussion with the SP Office and other stakeholders to ensure that each of the requirements mentioned in this RFP or identified during study is covered. After approval of SRS and FRS documents by SP Office, the SPA will start Application Development and/or Customization.

As per analysis done by SP Office following are the functional requirements for Application Software:

##### **4.1.1 Functional Requirement of e-challan system**

- Minimum 2 technical persons (1 maintenance and 1 hardware) should be provided for 3 years regular basis in control room whose salary will be paid by vendor.
- Recurring Expenses incurred on Printing Stationery of Thermal Printer Rolls (print shall last for at least one year) of 150 Handheld machines for 3 yrs.
- e-challan system maintenance for 3 years after handover.
- Training for 2 years for running and operating e-challan system
- Sim card and 3G Data usage charges for 3 years for connectivity using APN to be provided by the Vendor.
- Online connectivity to R.T.O. Database and NCRB database with e-challan system.

- SPA will provide a dedicated API for sharing information of e-Challas for online payment gateway interface of MPONLINE and updating payment status of e-Challans.

#### **4.1.2 Modules for e-Challan System**

The e-challan System Software should consists of the following modules

1. Photo Collection
2. Violation booking
3. e-challan Generation
4. Postal dispatches
5. Postal Statement
6. Postal returns and return info feeding
7. Data entry in vehicle Regn. remarks database
8. Provision to enter comment Sold out vehicles/Fake vehicles /Fake addressed
9. Vehicles/Theft Vehicles/Authorized complaints/Multiple owners)
10. Identification of Police Stations, Junctions, Courts, Police Staff for the Traffic dept.
11. MV Act cases
12. Action dropouts as per Court decisions
13. Report Generation
14. Online Pending Challan Verification
15. Online Violation photo view facilities
16. Upgrading the E-challan Software
17. Online Uploading photos by the Police in Control room
18. Online handheld machine tracking System
19. Server database and crash recovery of data.
20. Regular Backup System
21. Performance tuning of the Application, Database tuning, Network tuning, Web Service tuning.
22. Traffic violators History ( for suspension of driving license )
23. APIs for sharing e-Challan information for online payment and updation of payment status in e-Challan application server.

#### **4.1.3 Functional Requirements for eChallan System**

e-challan software shall be able to perform following but not limited to:

1. e-challan software shall work in client – server mode, where 150 handheld devices units will act as clients connected to server through cellular network for data transfer. The system should be scalable for 1000 devices (server sizing will be revisited when scaling up devices from 150 to 1000), which may be added later on. Suitable number of IP Addresses for e-challan system server shall be acquired in the name of Bhopal Police for the system by the SPA.

2. e-challan system shall be able to retrieve vehicle owners Details and vehicle data from RTO database to minimize data entry.
3. e-challan system shall be able to retrieve vehicle Registration Details by reading Vehicle Registration Smart Card and Driving license details by reading DL Smart card to minimize data entry.
4. The login authentication of the user using the handheld devices should be done locally, so that device is usable even when there is no cellular network connectivity. Login/password should be saved in hand held device/mobile phone till connectivity is restored with the server. Server should maintain log of all current. Any access to the system must be recorded along with date, time, user ID and IP Address.
5. Whenever any traffic police officer is suspended, dismissed or for any other reason is disqualified or when blocked from server, there has to be a provision in e-challan software to disqualify his/her access the device or system.
6. While filling challans in handheld device it should be possible to go back to previous screen any time, edit the data and come back to present screen.
7. Certain fields such as name of driver, registration number of vehicle, offence type, date, time and location should be mandatory. In case of notice files information such as Registration number of vehicle, offence type, date, time, location, makes and colour should also be mandatory fields. No notice or challan should be generated without filling these mandatory fields.
8. Input data validation as per defined rules, must take place in the handheld device itself through client software to eliminate errors prior to transfer into the database.
9. A unique challan number should be generated through client software for each challan. (Example device code/circle code/year/unique serial number). The server must assign a separate primary key for each challan uploaded on the server.
10. Traffic officers should be able to issue challans only for Violation they are authorized to register.
11. As soon as a vehicle registration number is entered, the handheld device should automatically check from the server if the vehicle is stolen, wanted in any criminal case or is in the list of suspicious vehicles.
12. The most frequent traffic offences should be kept at the top in the drop down menu and offence ingredients should be available if required by officer.

13. Date, time and GPS coordinates of place of challan should be automatically populated in the relevant fields of client software.
14. Compounding amount must populate in the field automatically from master table.
15. Compounding amount must appropriately increase as per Motor Vehicle Act for Repeat offenders. This field should not be editable by the traffic officer.
16. After a challan has been printed, the officer should not be able to change or delete any challan data even when there is no connectivity and the data has not been pushed to central server.
17. Hand Held device users, other users who are connected with server and Administrator should have full rights to change their password. Passwords must Travel to server in encrypted form.
18. User forms and GUI of client and server software must be intuitive and easy to use and require minimal training. GUI should have menu driven combo boxes, radio buttons etc. to minimize number of keystrokes.
19. At any stage, context based help should be available to the user using the device. General help files should also be available in device.
20. The client application should be capable of storing data locally for at least 500 challans when off line. Data synchronization with server should take place automatically whenever network is available.
21. Database should be able to concurrently handle, operate and maintain all users which may go up to 1000, with capacity of handling 125 lakh ownership data and huge database size of prosecution of the size of One lakh challans per year with capacity to retain prosecution history for 11 years. Annual increase in vehicles and challan etc. could be 25 %.
22. There should be administration module where in different users or group users, having various rights and privileges as defined by administrator under IT policy, could be created.
23. Only role based access to data base and server should be permitted.
24. Software should have facility to add and manage e-challans. It should be Compatible and connected with mobile e-challan upload application installed in handheld machine.
25. e-challan software shall have specific input fields like location (GPS/GPRS based) with provision of entry, Officers detail who is making challan, Vehicle number, drivers



detail / License number in case of in person SPOT challan, date and time of challan, Picture upload, Violation type with dynamic challan amount and Act.

26. Separate manageable/ configurable masters for Challan type (Violation type) with Amount and Act shall be present.
27. Provision to open transport department website for searching and entering names and address details of owner of vehicle shall be present.
28. Software should be scalable or made compatible to retrieve data from transport website/NCRB automatically using API / Web services etc. (Integration with other departments will be facilitated to the bidder)
29. Software should have facility to generate various reports related to challans within a date range, ability to filter by Offense type, map on Google for digital mapped analysis, number of Challans Made for a particular person/ driving license number, number of paid / unpaid
30. Traffic e-challans, challans made by particular officer or all by showing Respective numbers of challans.
31. Software shall have a provision of entering chassis and engine number in challan entry form or same may be filled by pulling such data from MP transport website (separate permission and coding required). A report for matching vehicle number for a chassis or engine Number may be generated for verification.
32. With provision of vehicle type like commercial or private, either entry can be Made in challan form or same can be retrieved from transport website for Reporting, verification and action about wrong permit, consecutive challans for a Particular vehicle etc.
33. While making challan of any Vehicle, Software may be able to POP UP and report in detail about previous challans , if any, for the same person / vehicle.
34. The data transmitted using the GSM/ GPRS or any other technology from the device to the server should be using the HTTPS (Hyper Text Transfer Protocol secure).
35. Software should be able to customized as per user requirement as and when required.
36. Vendor should provide all updates and upgrades and software bug fixing free of cost during warranty and subsequent AMC (if given to same vendor). Warranty shall be Comprehensive onsite for whole e-challan system including Hardware software and accessories as defined in RFP.

## 4.2 Application Development

Once the SRS is submitted and signed-off by SP Office, the SPA will deploy a team of experienced personnel for application development/customization. Application development must be documented in detail and the code/script should be properly annotated with comments etc. SPA must supply the application, data structure and related software, integration tools, along with the source code and describing the process to be followed for installing and operating the same. Application development methodology should be defined in a way that ensures involvement of users in the development process.

## 4.3 Security Provisions

A strong and comprehensive information security system based on leading standards such as ISO 27001 and guidelines from Department of Information Technology (DIT) would need to be implemented. Information within the system should be classified as Public, Confidential and Restricted. Access to the information should be provided based on the classification of the information.

1. The system should have provision for preventing unauthorized access and damage to information resources.
2. The system should be accessible only after approval from application owner and the competent authorities.
3. The access should be on a role basis rather than designation.
4. The access control system should cover:
  - Identification
  - Authentication
  - Authorization and Access Control
  - Administration
  - Audit
5. The system should be able to maintain access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following measures should be complied for security:

## 4.4 Testing

1. All recommend levels of testing shall be conducted at appropriate sites. Testing must demonstrate that the Application Software:
  - 1.1. Satisfy the technical performance requirements and system functional requirements.
  - 1.2. Perform according to detailed functional requirements

- 1.3. Provide right information to each user group or provide the efficient system navigation to process various queries or process transactions
2. Competent Authority from SP Office shall issue installation completion certificate to SPA after successful installation.
3. The SP Office will form different user groups which shall be headed by a competent officer appointed by SP Office for the UAT. These user groups would test the application for the functionality, reliability and all other related tests. Once the users are completely satisfied with the application, SPA should take a formal sign off from the competent officer appointed by SP Office for acceptance of each module. Based on the sign off and user feedback, SP Office would issue UAT certification.

#### 4.5 Supply and Installation of Client Hardware

SPA will Procure, install, configure and commission client-side hardware (including Handheld device, desktops, printer etc.) & software (application software, system software and any other software) as per the specifications mentioned in the Bill of Material and specifications are as follows:

##### Bill of Material

S.No	Item	Qty
1	Handheld machine for e-Challan system	150
2	Workstations	05
3	Multifunction printer	02
4	Color Printer	02
5	Switch	As per requirement
6	UPS 1 KVA	05
7	e-Challan Software	
	<p style="text-align: center;"><b>Functional Requirement of e-challan system</b></p> <ul style="list-style-type: none"> <li>• Minimum 2 technical persons (1 maintenance and 1 hardware) should be provided for 3 years regular basis in control room whose salary will be paid by vendor.</li> <li>• Recurring Expenses incurred on Printing Stationery of Thermal Printer Rolls (print shall last for at least one year) of 150 Handheld machines for 3 yrs.</li> <li>• e-challan system maintenance for 3 years after handover.</li> <li>• Training for 2 years for running and operating e-challan system</li> <li>• Sim card and 3G Data usage charges for 3 years for connectivity using APN to be provided by the Vendor.</li> <li>• Online connectivity to R.T.O. Database and NCRB database with e-challan system.</li> <li>• SPA will provide a dedicated API for sharing information of e-Challas for online payment gateway interface of MPONLINE and updating payment status of e-Challans.</li> </ul>	

## Technical Specification of E-challan System

### Hand Held Device

Specifications	
Processor :	latest high speed processor min 600 MHz with suitable operating System
Memory :	512MB RAM or higher, 1 GB Flash or higher, With expandable micro SD card Capacity min 32GB
Interface :	USB 2.0 Host USB 2.0 Client
Wireless :	Wireless : WLAN (IEEE 802.11 b/g/n) GSM/GPRS/EDGE/CDMA should support 3G
Communication:	USB 2.0, Bluetooth
Power :	must last for minimum 6 hrs of use in the field suitable mechanism for charging from 220V standard AC power supply must be provided, Vehicle charger also to be provided
Printing method:	Print Technology: Direct Thermal, at least 200 DPI Width 3" (preferably) Print Speed: 60 mm per second or better Easy paper loading mechanism Media Type: Direct Thermal Receipt Paper Print shall last for at least one Year
Rugged Structure	Drop Specification: 5 ft multiple drop Ingress Protection: IP 54 or better
Camera	5MP Integrated Camera with flash or better
Display and Keypad	Minimum 3.5" color VGA 640 x 480 resolution QWERTY keypad with long life buttons, touch screen with backlight, must also have option for virtual QWERTY keypad and should be readable in sunlight.
Indications	suitable indication on device for charging, low battery, connectivity etc
Operating Conditions :	Operating Conditions : Temperature (0 – 50 deg C) 5 – 95% RH (Non condensing)
Dimensions and Weight:	Lightweight and should be easy to hold in the palm
Storage	expandable micro SD card capacity min 32GB
Global positioning System (GPS)	Integrated GPS with A-GPS
Other Features	login through unique ID, password or biometric data capture Real time clock with Battery backup Embedded e-Challan Software E-challan Application: - Required device client software should be developed and installed on each device by the vendor to perform E-challan process on line and off line mode with server as per user requirement. Operating System and application drivers:- Suitable operating

	system.
Accessories	User manual ,Device cover casing
Reader	Smart Card Reader and MSR reader, Fingerprint scanner
Warranty/support/updates	Comprehensive for 3 Years

### Desktop Work Station

#### Specifications

Processor:	Intel Core i7 fourth generation or better
RAM	8 GB Dual Channel DDR3 SDRAM
Graphics:	2048 MB dedicated graphics
DVD	16X DVD-ROM
Display:	19" LED monitor
Keyboard:	Wireless, 104 Keys, OEM make
Mouse:	Wireless mouse
Ethernet Port :	10/100/1000 Dual
HDD:	1 TB HDD (SAS/SCSI)
OS:	Genuine Windows 8 Professional
USB:	4 external USB Ports
Audio:	Audio card of standard company(HP Creative Recon3D PCIe Audio Card
Camera	High quality HD web camera
External Storage	1 external Hard disk (Min Back up 1 T.B)
Antivirus	License for Three Years
Certification –	UL/CE
	OEM must be among top 5 Personal supplier as per latest IDC report in the personal computer segment wrt INDIA/ASIA Pacific/World
Warranty/support/updates	Comprehensive for 3 Years

### Multi Function Printer

#### Specifications:

Copy			
	Copy Type	Monochrome Laser	
	Copy Speed	18 / 19cpm (A4 / LTR) or better	
	Copy Resolution	Speed priority mode:	600 x 400dpi
		Resolution priority mode	600 x 600dpi
	Halftones	256 levels	
	Zoom	50 - 200% in 10% increments	
	Copy Size	Platen:	Up to A4 / LTR
	Copy Features	2 on 1, ID Card Copy	
	Copy Memory	64MB (Shared)	

Print			
	Printer Type	Monochrome Laser	
	Print Speed	18 / 19ppm (A4 / LTR)	
	Print Resolution	Up to 600 x 600dpi, 1200 (equivalent) x 600dpi	
	Print Memory	64MB (Shared)	
Scan			
	Scan Type	CIS	
	Scan Resolution	Optical:	Max 600x600dpi
	Driver enhanced:	Up to 9600 x 9600dpi	
	Colour Depth	24-bit	
	Document Size	Platen:	Up to A4
	Output File Format	TIFF, BMP Mac: PDF, JPEG, TIFF, BMP, PNG	
	Pull Scan	USB	
	Standard Interface	USB 2.0 Hi-Speed	
	Certification	UL/CE	
	Warranty/support/updates	Comprehensive for 3 Years	

### Colour Printer

#### Specification:

- Print technology : Laser Colour
- Print speed : Colour Up to 30 ppm or higher
- Print quality Image Ret 3600
- Print resolution Black: Up to 1200 x 1200 dpi
- Colour: Up to 1200 x 1200 dpi
- Duty cycle (monthly, A4) Up to 75000 pages
- Processor 800 MHz
- Memory 1GB (1024MB)
- Certification – UL/CE
- Warranty/support/updates Comprehensive for 3 Years

### Switch

#### Specifications:

- 24 Switch port with 1 gbps LAN speed –layer 2
- OEM Certifications CE, UL
- Warranty/support/updates Comprehensive for 3 Years

### UPS

#### Specifications:

- Capacity : 1 KVA
- Battery backup : Min 30 minutes or better
- Protection Required for : Short Circuits
- Over Loading

- Over Temperature
- Input low/ high voltage control
- DC low/high voltage trip
- OEM Certifications CE, UL
- Batteries Make standard ISI  
Warranty/support/updates                      Comprehensive for 3 Years

Upon successful commissioning of all hardware and installing the software (both application software and system software), SPA shall obtain a successful installation certificate from SP Office.

All goods/materials/items supplied shall be new and of best quality in every respect and as per the standards wherever applicable. The tenderer shall be responsible for the proper packaging of the goods so as to avoid damages under normal conditions of transport by sea, rail, road or air and for delivery of the material in good conditions to the consignee at destination. In the event of any loss, damage, breakage, leakage or any shortage tenderer shall be liable to make good of such loss and shortage found at the time of checking/inspection of the materials by the consignee, No extra cost on such account shall be admissible to him.

If the supplier firm applies for the extension of the delivery period, the extension could be granted on valid grounds only once and maximum up to 60 days. or as decided by the department.

The tenderer shall invariably furnish complete address of the premises of his office, godown and workshop, together with full name and address of the person who is to be contacted, for the purpose where inspection can be held.

#### **4.6 Audit & Certification**

The system shall be audited through a CERT-in empanelled agency for security audit. This security audit is essential for application hosting in State Data Centre. Cost of security audit will born by SPA.

#### **4.7 Application Training**

The SPA shall be required to prepare a comprehensive Training Plan and sign-off same with SP Office. SPA should ensure that the knowledge transfer to the staff at SP Office happens effectively post training, during the project implementation and maintenance phase as well. SPA should consider following requirements for conducting training sessions.

1. Training material / kits to be used in trainings, should be proposed in the bid, and the same should be arranged by the SPA during training provision.

2. Training delivery will be conducted at Police Control Room Conference Hall. This will happen in logically made groups of attendees and will be finalized by the SPA in consultation with the SP Office.

#### **4.8 Application Hosting and Go-Live**

1. The Application and database, both shall be hosted on central servers in State Data Centre. This application will be accessible using back-office Web Portal by SP Office. The application will be hosted in State Data Centre on Co-Hosting Basis, in which SDC will provide the entire required infrastructure such as servers, operating system, database, SWAN and internet connectivity etc. The SDC will also provide all the common services and managed services for better online monitoring of systems/applications, Disaster Recovery Centre facility, EMS/NMS services, etc. by highly skilled manpower round the clock using EMS tools. Bidders should carefully study SDC offerings on [www.mpsdc.gov.in](http://www.mpsdc.gov.in).
2. The SPA shall interact with SDC team to understand the SDC's pre-requisites for deployment of application and develop the application in such a way that it is acceptable to SDC and complies with the standards prescribed for the State Data Centre. SPA will be required migrate, deploy, test and maintain SP Office Application remotely with the help of VPN connectivity service provided by SDC.
3. The cost of Application Hosting in SDC on co-hosting model (if any or arise in future), will be paid by SP Office directly to MPSDC. Bidders should not include any such cost in commercial bid.

#### **4.9 Maintenance Support, Change Request and Concurrent Updates**

1. During the comprehensive warranty period (3 years), the bidder will provide all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to SP Office. Such activity would have to be planned by bidder in such way that the same results in zero down time for users i.e. ideally to be completed during off business hours). Bidder has and will have all necessary licenses, approvals, consents of third Parties/principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution.
2. Intellectual property in anything developed by the SPA specifically and exclusively for SP Office, and based on the information or data owned by SP Office, shall vest with SP Office. The successful bidder would hand over the entire solution as developed/customized for SP Office. A detailed migration plan would be submitted by



the successful bidder in this regard to SP Office at least 3 months before the completion of operation & maintenance period.

## **5 Instructions to Bidders**

### **5.1 General instructions**

1. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this Tender may wish to consult their own legal advisers in relation to this Tender.
2. All information supplied by Bidders shall be treated as contractually binding on the Bidders. On successful award of the assignment by SP Office, the same information shall be the basis of the contract.
3. This Tender supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.
4. SP Office reserves the right to postpone or cancel a scheduled Tender opening at any time.
5. The Tender would be led only by the bidder to whom the Tender document fee receipt has been issued and cannot be transferred to any other entity.
6. Each bidder shall submit only one Proposal as prime bidder or consortium partners. The bidder who submits more than one Proposal will be disqualified.
7. No adjustment of earnest money out of pending bills amount will be allowed. The tenders received without earnest money or with less than prescribed earnest money will not be considered.
8. Tenderer shall not assign or sublet his contract or any part thereof to any agency other than consortium partner.

### **5.2 Proposal Preparation**

Bidder is expected to examine all instructions, forms, terms and requirements in the RFP document and prepare the proposal accordingly. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect may result in the rejection of proposal. The proposals should be submitted in two parts as mentioned in the following sections:-

#### **5.2.1 Pre Qualification (PQ) and Technical Proposal**

Along with other documents, following documents shall be a part of PQ and Technical Proposals:-

1. Bid Form on the bidder's letter-head as per Annexure 1.
2. EMD in the form of a Demand Draft/Bank Guarantee issued by a Scheduled/Nationalized Bank in favour of **SP (HQ) Bhopal** payable at Bhopal.
3. An authorization letter for granting authority to the person for signing the proposal.
4. Bidder/Company Profile as per Annexure 2 and Projects completed as per Annexure 3 and detail of Hardware/Software/Equipments offered as per Annexure 4.
5. Certificate of Incorporation if any or relevant registration documents.
6. Audited annual financial results (balance sheet and profit & loss statements) of the bidder for the last three financial years.
7. Client Reference list (similar domain as per the requirements in this RFP).
8. Undertaking for not being blacklisted by any State / Central Govt. by the bidder.
9. Permanent Account Number (PAN) from Income Tax authorities of bidder along with certified photocopy.
10. Service Tax and VAT Details of bidder.
11. Other documents as mentioned in the Eligibility Criteria section of this document.
12. Technical bid should include information related to all specification sought by us. It should also contained company brochures of all equipments applied for and should have the relevant technical documents issued by the manufacturer in support of specification asked for.
13. If the product is certified by recognized institution, relevant documents should be included in the technical bid.
14. Tenderer must submit authorization/OEM certificate of concerning company for participating in the tender for a particular item.
15. Firms should submit only required documents in the technical bid. Numbering of all the pages of technical bid is compulsory. Checklist of all the important documents should also be enclosed in technical bid.

### **5.2.2 Commercial Proposal**

1. The commercial proposals should be submitted as per the format of Commercial Bid as per **Annexure 5 "Commercial Bid Covering Letter" and Annexure 6: "Item wise Price Schedule"**.
2. All rates quoted in the tender must be based on free delivery in good condition and securely packed. Destination being office of The Superintendent of Police (HQ) Bhopal,

MP. The rates should be inclusive of all taxes (taxes & duties should be shown separately). In case of local suppliers no cartage shall be paid by the Government and the delivery of goods shall have to be given at the premises of the The Superintendent of Police (HQ) Bhopal, MP during working hours. The supplier shall be required to bear all risks of loss, leakage or damage and shall deliver the goods in good condition to the consignee at the destination mentioned in the order.

3. Rates of Goods/Items must be mentioned only in Indian Currency. Department shall not be responsible for any variation in the rates of foreign currency vis-a vis Indian currency. No correspondence in this regard entertained.
4. The quantities shown in the tender notice are approximate and can be increased / decreased as per requirement. The supplies shall be made according to the requirements of the department.

### **5.3 Bid Security (EMD) & Security Deposit**

1. The bidder shall furnish a bid security (EMD) of Rs. 6,00,000/- (Rs. Six Lakh only)
2. The Bid Security (EMD) shall be in Indian Rupees and shall be in form Demand Draft/ Bank Guarantee issued by a Scheduled / Nationalized Bank in India, in favour of **SP (HQ) Bhopal** payable at Bhopal.
3. The EMD shall be valid for at least 80 days in case of Demand draft and 180 days in case of BG from the date of submission of proposal. No interest shall be payable on Bid Security under any circumstances.
4. Unsuccessful Bidder's Bid security shall be discharged or returned within 60 (sixty) days of expiration of the period of proposal validity prescribed by the SP Office or after awarding tender to successful Bidder.
5. The successful Bidder's EMD shall be discharged upon the signing of agreement by the Bidder.
6. The Bid security will be forfeited at the discretion of SP Office on account of one or more of the following reasons:
  - 6.1. The Bidder withdraws its Proposal during the period of proposal validity
  - 6.2. Bidder does not respond to requests for clarification of its proposal
  - 6.3. In case of a successful Bidder, the said Bidder fails-to sign the Agreement in time.
7. The bidder have to submit the Performance Security/Security deposit @30% of the total value of contract in the form of Bank Guarantee or FDR shall be valid for a period of 3 months beyond the date of completion of all contractual obligations of successful bidder.

8. After the completion of all contractual obligations, security deposit should be returned to the successful bidder within 60 days.

#### **5.4 Compliance & Completeness of Response**

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its bid proposal and forfeiture of the bid EMD. The RFP Document is not transferable to any other bidder.

#### **5.5 Bid Submission**

1. Bids must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Purchaser shall evaluate the bid based on its clarity and the correctness of its response to the requirements of the project as outlined in this RFP.
2. All the communication to SP Office including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder as a token of acceptance of the terms and conditions contained in them and authority letter should be attached with the bid.
3. The proposals submitted should have all pages numbered. It should also have an index giving page wise information of documents. Proposal that are incomplete or not in prescribed format will be summarily rejected.
4. The Bidder shall submit one hard copy and one soft copy of in CD of pre-qualification and technical proposals as described below-
5. Pre-qualification and Technical Proposal - Hard copy, clearly marking "Pre qualification and Technical Proposal" and soft copy on CD clearly marking "Pre-qualification and Technical Proposal (Soft Copy)
6. In case of any discrepancy between the soft copy and hard copy, the details in hard copy shall prevail.
7. In case of discrepancy between amount given in words and figures, the details given in words shall prevail.
8. Prices should not be indicated in the Pre-Qualification and Technical Proposals.

9. All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words.
10. The proposals have to be submitted in three parts, viz.-
  - 10.1. Envelope – 1: Containing EMD, Tender Fees, Authorization letter, signed copy of RFP, PQ and technical proposal super scribed as “Pre-Qualification and Technical Proposal for Implementation of e-Challan System”
  - 10.2. Envelope – 2: The commercial proposal (as per Annexure-5 and Annexure-6) has to be submitted separately with label super scribed as “Commercial Bid for Implementation of e-Challan System”
  - 10.3. Envelope – 3: Both of the above sealed envelopes should again be placed in the main sealed envelope, super scribed as “Proposal for Implementation of e-Challan System”

**Proposed Solution:**

11. The technical Bid should contain a detailed description of how the Bidder will provide the required services outlined in this Bid. It should articulate in detail, as to how the Bidder’s Technical Solution meets the requirements specified in the Bid. The Technical Bid must not contain any pricing information. Any information submitted, additional to the required response should be marked as ‘Supplementary’ and will be furnished as separate section. If the Bidder wishes to propose additional services (or enhanced levels of services) beyond the scope of this Bid, the proposal must include a description of such services as a separate attachment to the Bid. The technical Bid should entail the details of Tasks to be performed as per detailed scope of work and technical specifications as given in the Bid covering the following at the minimum (should not be exceeding 100 pages):
  - 11.1. Overview of the Proposed Solution that meets the requirements specified in the Bid
  - 11.2. Detail of ready to deploy (after customization) Product, if any.
  - 11.3. Operational environment
  - 11.4. Implementation methodology, project plan and implementation schedule
  - 11.5. Project team structure, size and capability (Total Staffing plan including numbers)
  - 11.6. Quality standards and assurance process to be followed
  - 11.7. Risk Identification/Mitigation Strategies

11.8. Training & Change Management Strategies

11.9. Key Deliverables (along with example deliverables, where possible).

12. Bidders are advised to describe proposed solution on above points in detail. Incomplete or poorly described technical proposal will be considered as irresponsible bid submission and may lead to disqualification. SP Office reserves the right to take appropriate action in this regard.
13. The Bidder is allowed to submit only one proposal against this RFP. The bidder has to submit the complete proposal not in part or for particular quantum of work, such proposal will automatically be disqualified without any intimation to bidder. References to previous or on-going Proposals will be not considered.

## **6 Bid Evaluation**

### **6.1 Bid Evaluation Committee**

The bid evaluation committee constituted by SP Office shall evaluate the tenders. The decision of the bid evaluation committee in the evaluation of the Technical and Commercial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.

### **6.2 Overall Evaluation**

1. Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.
2. Technical bids shall be examined by the bid evaluation committee with respect to compliance, completeness and suitability of the proposal to the project and only the bids which are in compliance to the requirements mentioned in the RFP shall be considered as technically qualified.
3. Total bid evaluation: Only the commercial bids of those bidders qualified in the technical evaluation shall be opened. Commercial bids of the other bidders will not be opened.
4. The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in Forms necessary to fulfil the mandatory eligibility criteria.

### **6.3 Evaluation of Pre-Qualification and Technical Proposals**

1. Pre - qualification bid documentation shall be evaluated as under:
  - 1.1. The evaluation committee will check if the bidder has deposited the EMD along with the Technical Proposal and the same are found to be in order.

- 1.2. The documentation furnished by the bidder will be examined prima facie to see if the Company's capacity, skill base and other Bidder attributes as claimed therein are consistent with the needs of this project.
  - 1.3. SP Office may ask bidder(s) for additional information, and/or arrange discussions with their professional, technical faculties to verify claims made in bid documentation. If the bidder fails to submit the additional supporting documents, the PQ bid shall be rejected.
  - 1.4. The bidders' technical solution proposed in the bid document shall be evaluated as per the requirements specified in the RFP and adopting the evaluation criteria spelt out in this document. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for technical evaluation.
2. Bidder is required to submit documentary proof of either Purchase Order/Agreement/Completion Certificates, detailing Scope of Work, Timelines, etc. or relevant documents. SP Office reserves the right to take the decisions of whose commercial bids are to be opened.

#### 6.4 Parameters for technical evaluation

Sr. No.	Technical Parameter – Checklist	Max score
1	Information Technology based Company/Society/Firm registered since last 5 (five) years: >= 15 Years (10 marks) >= 10Years (9 Marks) >= 5Years (7 Marks)	10
2	The bidder should have minimum turnover of Rs. 5 Crore in each of the last 3 years (11-12, 12- 13 & 13-14). >= 100 Crore (20 marks) >=25 Crore (17 marks) >=5 Crore (15 marks)	20
3	The Bidder should have completed at least 1 similar project that includes Application Development/ Hardware Supply for Govt. Agencies >= 5 Project (10 marks) >= 3 Project (8 marks) >= 1 Project (7 marks)	10
4	The bidder should have successfully completed minimum 2 IT Project that includes Application Development and Hardware Supply for Govt. Agencies. >= 15 Projects (10 marks) >= 8 Projects (8 marks) >= 3 Projects (5 marks)	10

5	Features, Brand Value, Quality, Earlier successful implementation, etc. of proposed e-Challan Handheld Device.	20
6	Solution framework, methodology of application development, best practices that will be followed during development, additional useful features included, etc.	30
	<b>Total</b>	<b>100</b>

Note:

\*\* Technical Score less than 70% will not be considered for Financial Bid

SP Office will assign points (quality of services score) to the technically qualified bidders based on the technical evaluation criterion mentioned & approved by committee. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive. The passing score in Technical stage is 70 out of Total 100 (Hundred) Marks in the above mentioned criteria.

Bidder is required to submit documentary proof of either Purchase Order / Agreement/ Completion Certificates, detailing Scope of Work, Timelines, etc. or relevant documents. SP Office reserves the right to take the decisions of whose commercial bids are to be opened.

## 6.5 Commercial Proposal Evaluation

1. The Commercial Bids will be opened, in the presence of Bidders' representatives (Maximum two for each bidder). The Bidder's representatives who are present shall sign a register evidencing their attendance.
2. The Commercial Bid of only technically qualified bidders will be opened. Those technically qualified bidders shall be termed as Substantially Responsive. The decision of the SP Office in this regard shall be final.
3. The ranking of bidders shall be decided on the basis of bid value as quoted by the bidder and most economical option (lowest quote) will be considered as L1/ successful bidder.
4. The name of Bidder, Bid Prices, Discount, etc. will be announced at the meeting.

## 6.6 Notification of Award to the Bidder

Before the expiry of the period of validity of the proposal, the SP Office shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and will send his acceptance to enter into agreement within seven (7) days.

The SP Office reserves the right to accept any tender, not necessarily the lowest tenders and reject any tender, without assigning any reasons thereof. Orders can be placed for the whole or part of the quantity or article for at the discretion of the SP Office. Direct or



indirect canvassing on the part of tenderers or their representatives will disqualify their tenders.

### **6.7 Award of Contract**

Contract will be awarded by SP Office to the responsive Bidder whose Bid conforms to the requirements and represents the best value to the project, price and other factors considered.

### **6.8 Signing of Contract**

The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the contract/agreement. If the bidder refuses to accept the award within one week and disinclines / or neglects the signing the contract agreement and does not offer to sign the agreement immediately after one week of receipt of letter of intent and does not sign the contract agreement within a fortnight, the SP Office may forfeit the bid security of the bidder.

### **6.9 Discharge of Bid Security:**

Upon the successful signing of the agreement, SP Office shall promptly request the Bidder to provide performance security. On receipt of the performance security, the bid security will be released.

### **6.10 Performance Security**

1. Within 15 days of notification of award, the Selected Bidder shall furnish performance security equal to 30% of bid value, valid up to 3 months after the date of completion of the project term that includes 3 years maintenance period after 'Go Live' of the project.
2. The proceeds of the performance security shall be payable to the SP Office as compensation for any loss(es) resulting from the failure of the Bidder to meet out its obligations under the Contract.
3. The performance security shall be furnished in the form of an unconditional and irrevocable and Bank Guarantee/FDR for Contract Performance of the sum equivalent to 30% of the contract value in a form and manner acceptable to the SP Office which would remain valid until such time and be renewable as may be stipulated by the SP Office.
4. The Performance Security will be discharged by the SP Office and returned to the Bidder not later than 60 days following the date of completion of the Bidder's performance obligations, as mentioned in the bid document.
5. The Performance Bank Guarantee (performance security) should be in the standard format prescribed by Reserve Bank of India. After successfully completion of contract, the PBG will be returned to the SPA.

## **7 General Terms and Condition for Service Contract**

### **7.1 Prices**

Price shall remain fixed for entire period from the date of Notification of award. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained. Price shall be inclusive of all taxes.

### **7.2 Warranty And Maintenance**

1. The SPA shall provide a comprehensive warranty for duration of 36 months for all the equipments provided for “e-challan system” commencing from the date of Go-Live.
2. During the warranty period, the SPA warrants that the services rendered under this contract are of most recent version and incorporate all recent improvements in design unless provided otherwise in the contract. The SPA further warrants that the services rendered under this contract shall have no defects arising from design, materials or workmanship.
3. SP Office shall promptly notify successful Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the SPA shall, within the warranty period and with all reasonable speed, repair the defect without costs to MP Police and within time specified and acceptable to Competent Authority.
4. If the SPA, having been notified, fails to remedy the defect(s) within the period specified in the contract, Competent Authority may proceed to take such reasonable remedial action as may be necessary, at the successful Bidder’s risk and expense and without prejudice to any other rights, which Competent Authority may have against the Successful Bidder under the contract.
5. The SPA will have to make it sure that:
  - a. The implemented solution represents a complete, integrated solution meeting all the requirements as outlined in the Bid and further amendments if any, and provides the functionality and performance, as per the terms and conditions specified in the contract.
  - b. The implemented solution will achieve parameters delineated in the technical specification/ requirement and shall be appropriately integrated to meet project requirements.
  - c. The SPA will have to undertake to ensure the maintenance of the acceptance standards in respect of the systems during the warranty period.
6. Successful bidder will provide after sales service during the comprehensive warranty period from Bhopal or from nearest place to installation in M.P. The complaint should be attended within 48 hours failing which the following penalties shall be imposed. The complaint will be recorded in help desk constituted by successful bidder for this purpose by email or phone and a log will be maintained of the complaints by vendor and Bhopal police.

So.	Duration	Penalty
1.	Upto 48 hours from the logging of the complaint with the vendor	Nil
2.	Beyond 48 hours upto 15 days from the logging of the complaint with the vendor	0.2% per day of the total value of the defective equipment/software
3.	Beyond 15 days of the logging of the complaint till rectification of the fault.	0.3% per day of the total value of the defective equipment/software

7. The penalty, if any shall be deducted from the bank guarantee/EMD/from the invoices pending with Bhopal Police. In case the vendor does not attend to the complaints during the comprehensive warranty period, the bank guarantees submitted by the vendor shall be encashed.

### 7.3 Resolution of Disputes

SP Office and the SPA shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, SP Office and the SPA have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party. In case of a dispute or difference arising between the SP Office and the SPA relating to any matter arising out of or connected with the agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

### 7.4 Termination

A Party, without prejudice to any other remedy for breach of Contract, may terminate this Contract in whole or in part by giving 30 days advance notice; if the other Party commits a material breach of the Contract and fail to rectify it after being granted a reasonable cure-period to rectify the defect. In the event of termination, SP Office shall pay all amounts due from its side for the products delivered and services performed by the SPA as per agreed terms and condition mentioned in the RFP. The SPA shall continue performance of the contract to the extent not terminated.

### 7.5 Force Majeure

The SPA shall not be to liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving Bidder's fault or negligence and not foreseeable. Such

events may include, but are not restricted to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes, act of god, riots, strikes etc. If an event of Force Majeure continues for a period of ninety (90) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

## 7.6 Notices

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile and confirmed in writing to the other party's last known address. A notice shall be effective when delivered or tendered to other party whichever is earlier.

## 8 Penalties for delay in Implementation

1. If the SPA fails to complete any milestone within the time period (s) specified in this RFP, SP Office may without prejudice to its other remedies under the Agreement, levy Penalties. Project delay, caused on account of SP Office Approvals or SDC Co-hosting services, will be excluded from the calculation of duration for Penalty.
2. If the supplier firm fails to implement the project within stipulated delivery period then action will be taken as per GOP 126/07 given below:-

17. यदि प्रदायकर्ता फर्म प्रदाय अवधि में विस्तार के लिये अनुरोध करती है तो क्रेता शाखा उसका गुण-बोध के आधार पर परीक्षण करेगी तथा क्रेय स्वीकृति अधिकारी से अनुमोदन प्राप्त कर तदनुसार प्रदाय अवधि विस्तारित करने का पत्र जारी करेगी। विस्तारित प्रदाय अवधि के दौरान प्राप्त होने वाली सामग्री पर 0.25% प्रति सप्ताह की दर से दण्ड अधिरोपित किया जायेगा। यदि प्रदायकर्ता विस्तारित अवधि में भी संपूर्ण सामग्री प्रदाय नहीं करता है तो शेष सामग्री का क्रेय आदेश निरस्त माना जावेगा एवं सुरक्षा निधि राजसात कर क्रेता द्वारा उक्त फर्म का नाम काली सूची में दर्ज किया जावेगा। प्रदाय अवधि का विस्तारण एक बार ही किया जायेगा तथा अधिकतम 60 दिन होगा।

18. क्रेय आदेश में आदेशित सामग्री की संपूर्ण मात्रा प्राप्त होने के बाद ही देयक का भुगतान किया जायेगा। जिन प्रकरणों में क्रेय आदेश की आंशिक मात्रा का ही प्रदाय किया गया है तथा शेष सामग्री का क्रेय आदेश निरस्त हो चुका है, ऐसे प्रकरणों में प्रदाय की गई मात्रा का ही भुगतान किया जावेगा। अप्रदायित सामग्री के मूल्य का 5% पेनाल्टी प्रदायित सामग्री के देयक से काटी जायेगी।

3. Upon breach of any of the General Terms and Conditions of contract and breach of the agreement by the supplier, it will be lawful for the department to forfeit the Earnest money/ Security Deposit in whole or part, or impose such penalty as deemed fit and recover the same from the Security Deposit or from any other payment to be made to the supplier or in any other manner as the deemed fit by the department, but without prejudice to right of the department to recover any further sum of money as damages from the supplier.

## 9 Payment

Payment shall be made against Invoices duly certified by SP Office official and verification of data. All taxes, except services tax, shall be deducted at source as rules, regulations and rates prevailing at the time of making payment. Payment would be made as per the following schedule:-

<b>% of Total Contract Value</b>	<b>Milestones</b>
<b>10%</b>	After submission of SRS/FRS by SPA and approval of same by SP Office
<b>45%</b>	After Successful completion of UAT.
<b>45%</b>	After Go Live

## 10 Annexure – 1 : Bid Form

Date: [insert: date of bid]

To:  
Superintendent of Police (HQ),  
Bhopal MP

Dear Sir,

1. Having examined the Bidding Documents, the receipt of which is hereby acknowledged, we, the undersigned, submit deliverables in full conformity with the said Bidding Documents.
2. We undertake, if our bid is accepted, to commence work as per the schedule and to achieve the Acceptance within the respective times stated in the Bidding Documents.
3. We have read the provisions of bid & confirm that these are acceptable to us.
4. We further declare that bid is unconditional.
5. We undertake, if our bid is accepted, to commence the work as per the schedule immediately upon signing of the Agreement by both parties, and to achieve Completion within the time stated in the Bidding Documents.
6. If our bid is accepted, we undertake to provide a Performance Security in the form and amounts, and within the times specified in the Bidding Documents.
7. We undertake that, in competing for (and, if the award is made to us, in executing) the above assignment, we will strictly observe the laws against fraud and corruption in force in India.
8. Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us.

Dated this [insert: number] day of [insert: month], [insert: year]

Signed:

In the capacity of [insert: title of position]

Duly authorized to sign this bid for and on behalf of [insert: name of Bidder]

## 11 Annexure -2 : Bidder Profile

**(To be enclosed with the “Technical Bid” as given below)**

**Particulars and Eligibility of The lead member of the consortium of the Tenderer**

(To be filled up by the tenderer regarding sole tenderer or lead member of consortium partner)

<b>S. No.</b>	<b>Particulars</b>	<b>Bidder Statement</b>	<b>Page no.</b>
1.	Tender for the E-Challan System no. / Document no./ publication date		-
2.	Name and full address of the Tenderer / lead member of the consortium		-
3.	Registered Office with full address, Telephone No(s), Fax no(s), E-mail address, Website URL.		-
4.	Whether Proprietary firm / Public limited Company or private Ltd. Co. or Partnership firm or any other entity (Give details)		-
5.	Self attested certificate of Registration with Registration No. of tendering firm under Company Act 1956/Indian Partnership Act/or any other law for the time being force.(Attach copy)		
6.	Date of Establishment of tendering entity /firm.		-
7.	If single proprietor, then give Name and address of the Proprietor liabilities.		-
8.	If partnership firm, Name and address of the partners and their respective liabilities.		-
9.	In case of a company, details of Managing Director, full time Directors etc. and their respective liabilities in carrying this tender and discharge of subsequent liabilities.		-
10.	Income Tax Registration number. (PAN)  (Attach self attested copy)		

11.	Annual turnover of the tendering entity <b>[FORM –VII]</b>		
12.	Annual income of the tendering entity? Pls attach self-attested photocopy Income Tax Return of FY ending on 31/03/2013 submitted? (Form VII)		
13.	Sales Tax (Commercial Tax), VAT Registration No (Central and State) /Service tax registration no. (Attach copy)		-
14.	Latest sale Tax/VAT / service tax Return submitted for last FY. (Attach copy of last VAT /Service tax return)		
15.	Where tenderer belong to SC/ST category (Yes/No)? If yes, bidder must clarify as to how much ratio of shares are owned by the people of SC/ST category. The person must be qualified to be SC or ST in relation to M.P. State.		
16.	Whether tenderer has any office /other establishment is in M.P. If so detailed address of the same and the activity carried on there. Also provide role of the office in the present project and the name and contact number of person authorized to interact with purchaser.		-
17.	Name and addresses and designation of the persons who will represent the Tenderer while dealing with the Police Telecom. Headquarter, M.P., Bhopal (Attach letter of authority)		
18.	Proposed role of the lead member in the present bid scope of work.		-
19.	Quality certification available with the lead member. Such certificate must be valid at the time of opening of the bid. Whether such certificate is relevant to the proposed job of the lead member in the scope of this bid? Attach self attested copies		
20.	Names and full addresses of consortium partners	Name of partner	Job to be handled



	and their respective roles in the present bid's scope of work (also file Form II A for each partner).			
23.	<b>Any other information</b>			
<b>Financial Statements</b>				
1.	Tender for the E-Challan System no. / Document no./ publication date			
2.	Name and full address of the Tenderer / lead member of the consortium; Registered Office with full address, Telephone No(s), Fax no(s), E-mail address, Website URL.			
3.	Name and full address of the partner			
4.	Date of Establishment of partner firm			
5.	Income Tax Registration number. (PAN)			
6.	Sales Tax (Commercial Tax), VAT Registration No (Central and State).			
7.	Annual income of the member? Attach self attested Income Tax Return submitted of 31/03/2013.			
8.	Proposed job for this member within the scope of this bid			
9.	Valid Quality certificates available with this member with respect to the job within the scope of this bid.			
10	If the scope of work for this member includes training, handholding support, warranty maintenance etc. provide details of service network in MP including details of engineers and person to be entrusted with the responsibility of maintenance/ Service along with their technical qualification and experience at Form IV.			

11.	Details of liability agreement of lead member with this member. The agreement must include exclusive and complete liability of the lead member with respect to purchaser irrespective of any arrangement between the two partners.		
12	Whether partner firm / entity is in the business of the activity proposed to be handled by it with respect to this tender for last three FY. Attach relevant document		
13	Whether partner entity has completed at least one job of similar nature during last three FY. Attach relevant document		

### Format to express compliance of Eligibility Criteria

Sl no	Qualifications	Yes	No	Remarks (Description, Page No. / Flag No.)	Page no.
1	The Bidder should be an Information Technology Service based Company/Society/Firm registered in India since last 5 (five) years. Incorporation/Registration certificate along with MoA/Bylaws (or similar document) should be furnished as documentary proof.			In support of the same the bidder must submit the copy of registration of firm / certificate of incorporation and Articles of Association / Memorandum of Association.	
2	The bidder should have average minimum annual turnover of Rs. 5 (Five) crore in last 3 financial years (11-12, 12-13 & 13-14). As documentary proof, Audited Balance Sheet & Profit & Loss A/c is to be submitted. In case F/Y 2013-14 Annual Reports are not prepared; a certificate of provisional financial figures duly certified by a Chartered Accountant is to be submitted.			Attach copy of audited balance sheet of last three years duly certified by a Chartered Accountant.	

3	The bidder should have successfully implemented 2 or more similar projects that involve handheld equipment supply and/or maintenance and Application development for State/central Government.			Attach Supply Orders and Completion Certificate & all other relevant Information/Documents as per the requirement. (Form..)  Work order and Completion certificate or client certificate for completed milestones	
4	The Tenderer / Lead Member of Consortium should have successfully executed and completed at least one 'Turnkey Solution' for projects related to "Handheld machine based system" related projects during last 3 years in government or public sector of value greater than Rs. Fifty Lacs.			Attach Supply Orders and Completion Certificate & all other relevant Information/Documents as per the requirement. (Form..)  Work order and Completion certificate or client certificate for completed milestones	
5	The Bidder / Lead Member of Consortium should be authorized by each OEM (in respect of each product and its services) to quote against this tender. (FORM ....). OEM.			Attach Declaration Certificate Format attached	
6	At the time of Bid, Bidder must not be blacklisted from any Govt. Organization / Body in India. Declaration certificate must be submitted as per enclosed prescribed Form-...			Attach Declaration Certificate Format attached	

7	The bidder/ all Member of Consortium must be a registered under any State's Commercial Tax Act / VAT / Sales Tax Act or Central Sales Tax Act. The TIN number of M.P. Sales Tax / VAT or its equivalent applicable in other States or central must be quoted in the bid. The bidder/ all Member of Consortium must have paid all applicable Commercial Tax Act / VAT / Sales Tax Act or Central Sales Tax Act till year 2013-14.			Attach attested copy of relevant documents.	
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**Date:** .....

**Place:** .....

**Signed:** .....

**Name:** .....

**In the capacity of:** .....

**For and on behalf of:** .....

## 12 Annexure – 3 : Experience in IT Project Implementation

Submit following details separately for each of the implementation site (one duly filled format for each client).

S/N	Particulars	Response
1	Organization in India where the Application Software solution is already implemented by the bidder & running successfully for last 6 months – supported by letters from clients	
2	Address of a contact person at above Organization	
3	Name	
4	Designation	
5	Mobile No	
6	Email	
7	Contract date	
8	Number of users	
9	Time taken for implementation of the solution from the date of Purchase Order / signing of contract	
10	Whether the scope for this engagement covered all the modules indicated in Scope of this RFP. If not, list the modules implemented.	
11	Hardware / OS platform on which implemented.	
12	Whether supply and installation of hardware was also included in the scope of the work.	

### Application Software

S/N	Particulars	Response
1	Application Software product name and year of development	
2	Latest version no released	
3	Whether Solution offered is integrated single solution covering all the modules as given in scope & objective section of this RFP.	
4	Submit detailed functionalities and features of the offered Application Software along with schematic diagrams.	
5	Submit Access control administration and security features of the Application Software solution.	
6	Submit typical bandwidth requirements in deployment of Application Software solution.	
7	OS (Operating system) & DB ( database) and Front end development kit versions supported	
8	Technology ( Architecture) - Open source, Microsoft/custom built	

### 13 Annexure – 4 : Details of Components Offered

Bid No.

S.No	Equipments, Software, Material and other article	Quantity	Make	Model	OEM	OEM Certification Reference No. (Page No.)
1	Handheld machine for e-Challan system					
2	Workstations					
3	Multifunction printer					
4	Color Printer					
5	Switch					
6	UPS 1 KVA					
7	Any other..... please specify					

Note:

Bidder is requested to specify the details of make and model offered including the Hardware and Software details.

Signature

Date:

Place:

Name and Designation with Seal

## 14 Annexure – 5 : Commercial Bid Format

(This format must be kept in a separate sealed cover)

To:

Superintendent of Police(HQ)  
Bhopal (MP)

**Sub/ Ref: Submission of Bid for Implementation of e-Challan System.**

Having examined the Tender Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement e-Challan System in Bhopal. To meet such requirements and to provide services as set out in the tender document, we hereby submit our quotation, summarizing our commercial proposal as under:

Total Bid Price (as mentioned in detail in Annexure 6: Item Wise Price Schedule)
(In Figures) Rs.
(In Words) Rs.

We attach hereto the detailed commercial proposal breakup as per "Annexure-6" as required by the Bid document, which constitutes our proposal. We undertake, if our proposal is accepted, we will obtain a performance security issued by a nationalized bank in India, acceptable to SP Office for a sum equivalent to 30% of the total price as quoted in our commercial proposal of the Bid document for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid response for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us, until within this period a formal contract 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.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to the SP Office 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 the SP Office as to any material fact.

We agree that you are not bound to accept the lowest or any Bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any if the products/ service specified in the Bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

(Signature)

(In the capacity of).....

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am ..... of the ....., and that ..... who signed the above Bid is authorized to bind the corporation by authority of its governing body.

Date:

Place:

Name and Designation with Seal



## 15 Annexure – 6 : Item Wise Price Schedule

(This format must be kept in a separate sealed cover)

***Bid Price for Equipments, Material, other articles, Software, Application Development/Customization, Warrantee and Maintenance, Support manpower, recurring expenses, etc.***

S.No.	Equipments, Material, Other articles, Software, Application Development/Customization, etc.	Qty (A)	Specifications	Base Unit Cost in INR inclusive of packaging, transportation and warranty (for entire project period) (B)	Total Base Cost in INR (C = A X B)	CST/ VAT in INR (D)	Total Cost in INR (C+D)
<b>Application Development/ Customization with 3 years support.</b>							
1	Application Development/Customization Cost including Hand-held Device application integration, Payment Portal Development Cost, Payment Gateway integration Cost and all the required other software (if any)						
<b>Hardware Components with 3 year warrantee and Support</b>							
2	Handheld machine for E-challan system	150					
3	Desktop Workstations	2					
4	Multifunction printer	2					
5	Color Printer	2					
6	Switch	As Per Requirement					
7	UPS 1 KVA	5					

8	Cost of Installation and Configuration of equipments.						
9	Cost for User Training						
<b>Operation &amp; Maintenance Support</b>							
10	Operation & Maintenance for 3 years after Go-live	3 year					
11	Cost of Providing 2 Full time Technical Person for system maintenance for 3 years.	3 Year					
12	Cost of Printing Stationery of Hand Held e-Challan device for 3 yrs.	3 Year					
13	Cost of providing e-Challan Handheld device Sim card and 3G Data usage charges for 3 years for connectivity using APN	3 Year					
14	Any other Cost Please specify .....						
<b>Total Cost in figures Rs.</b>							
<b>Total Cost in Words Rs.:</b>							

(Signature)

(In the capacity of).....

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company)

Seal/Stamp

of

bidder

# 16 Annexure – 7: Power of Attorney

## Format for Power of Attorney for Lead Member of Consortium

Whereas the Office Superintendent of Police Headquarter, Bhopal MP has invited bids from the interested Bidders for "Implementation e-Challan System in Bhopal" (hereinafter referred as "the Project"). Whereas, \_\_\_\_\_ and \_\_\_\_\_ (collectively the "Consortium") being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposal and other connected documents in respect of the Project, and Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

I, M/s. \_\_\_\_\_, having our registered office at \_\_\_\_\_, [the respective names and addresses of the registered office] (hereinafter collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint and M/s \_\_\_\_\_, having its registered office at \_\_\_\_\_, being a Member of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney") and hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the Concession/ Contract, during the execution of the Project, and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the Concessing Authority/ Confirming Party, and/ or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the Government and Concessing Authority.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 20\*\*.

For \_\_\_\_\_

(Name & Title)

For \_\_\_\_\_

(Name & Title)

Witnesses:

- 1.
- 2.

(Executants)

(To be executed by all the Members of the Consortium)

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the 52otarized52(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

For a Power of Attorney executed and issued overseas, the document will also have to be 52otarized by the Indian Embassy and 52otarized in the jurisdiction where the Power of Attorney is being issued.

## 17 Annexure 9: Format for OEM / Manufacturers Authorization Certificate

(To be enclosed with Technical Bid)

(On the letterhead of OEM carrying address, contact numbers, TIN number with sign and seal of authorized signatory)

1. It is certified that M/s \_\_\_\_\_ are our authorized distributors / resellers/ agents and they have been authorized to quote and sell .....(name of equipment or part or hardware or COT software with full details ) and ..... (Accessories) Make/ Model No.----- is manufactured / developed by us to Bhopal Police. We will provide to them all necessary support for providing effective after sale services.
1. That in the event of bidder is awarded this tender, we will provide adequate quantity of quoted make, model of hardware/ quoted version of software and associated services within the given delivery period of this tender.
2. That this assurance is being given after assessing the financial capability of the bidder and our contractual arrangements with the bidder.

Authorized signatory

(Signature, Name, designation,

contact address and Telephone number)

Seal