

Request For Proposal

For

Selection of Service Provider for
Centralized Printing of Registration
Certificates & Driving License Cards
and Supply & Maintenance of I.T.
Resources for Transport Department
in the U.T. of Puducherry for a period
of 5 years

Tender Notification No:1212/TD/DLRC/2025 Date: 07/02/2025

Issued By:
Transport Department,
Government of Puducherry
100 Feet Road, Mudaliarpet
Puducherry – 605004.

Phone No: 0413- 2280130/2280170

Fax No: 0413 – 2280130

<https://transport.py.gov.in>

Invitation for Bids:

The Transport Department has introduced the Smart Card based Integrated services of the Driving Licence and Registration of Vehicles to provide effective service to the general public in the Union territory of Puducherry since 21.11.2011. The above services are being delivered through outsourced agency identified through a tendering processes under Public Private Partnership (PPP) mode and the contract period is nearing completion. Now the department has proposed for Setting up of Centralized Printing of Registration Certificates and Driving License cards for Transport Department in the U.T. of Puducherry for a period of 5 years as per the specifications mentioned unser MoRTH Notification No.G.S.R.174(E), Dated 01-03-2019 on a Build, Own Operate and Transfer (BOOT) basis. This Request for Proposal document consists of following five sections:

Section 1: General Information about Department

Section 2: Scope of Work

Section 3: General Instructions to Bidders

Section 4: General Information and Terms & Conditions to Successful Bidder

Section 5: Pre-qualification, Technical, Financial Details and Formats

Section 6: Annexures

Key Activities and Dates

The schedule of activities for the purpose of the RFP is outlined below. In case of holiday on the scheduled day, the next working day may be decided as the scheduled date.

Activity	Date
Date of Publishing of the Request For Proposal (RFP)	08/02/2025
Visit by the bidders to Regional Transport Office	24/02/2025 at 9.00 AM to 1.00 PM
Pre-bid conference (Date, Time)	24/02/2025 at 03.00 PM
Last date and time for receipt of written queries from the bidders	03/03/2025 upto 5.00 PM
Issue of addenda/ answers to queries to the bidders	07/03/2025
Deadline for Bid submission (Date, Time)	17/03/2025 3.00 PM
Opening of the pre-qualification bids (Date, Time)	17/03/2025 4.00 PM
Decision on pre-qualification evaluation to be conveyed to bidders	Before 21/03/2025
Opening of the Technical Bids (Date, Time)	Will be communicated to the qualified vendors from the prequalification stage
Decision on technical evaluation to be conveyed to bidders	Will be intimated later
Opening of Financial Proposal (Date, Time)	Will be communicated to the qualified vendors from the technical evaluation stage
RFP Document price	Rs. 5000/- plus GST @ 5%
Contact person	Transport Commissioner, Puducherry
Issue of the Letter of Intent (LOI) to the Successful bidder	Will be intimated later
Contract signing with successful bidder	Will be intimated later

Address for Submission of Queries / Bids:

Transport Commissioner, Transport Department, 100 Feet Road, O.K. Palayam,
Puducherry-605004.

Note: Transport Department at its convenience may change any or all of the above mentioned dates. Same shall be informed to the bidders.

The Department shall not be responsible for any postal delay, or non-receipt / non-delivery of the documents.

1. Approximate project value : Rs. 10 to 12 Crores
2. Earnest Money to be deposited : Rs. 25,00,000/-
3. Period of contract : 5 years.

The firms which are interested in participating in the bids may download the RFP document from the website <http://pudutenders.gov.in>, <https://www.py.gov.in> under tenders free of cost. However the bidder has to pay the RFP document fee of Rs. 5000/- plus GST @ 5% (Non-refundable) and EMD amount of Rs,25,00,000/- (twenty five lakhs only) through e-payment on the e-tendering portal.

The scanned copies of receipts of RFP document fee and EMD amount should be uploaded along with the pre-qualification document. Any bid not accompanied the scanned copies of the receipts, will be summarily rejected, such bidder shall not be evaluated further.

Transport Commissioner
Transport Department
Puducherry

Phone No: 0413- 2280130/2280170

Fax No : 0413 – 2280130

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SECTION – 1
GENERAL INFORMATION ABOUT DEPARTMENT

1 General Information

1.1 About Puducherry

Pondicherry consists of four unconnected districts: Pondicherry, Karaikal, Yanam on the Bay of Bengal and Mahé on the Arabian Sea. Puducherry (Pondicherry) and Karaikal are by far the larger ones, and are both enclaves of Tamil Nadu. Mahé and Yanam are enclaves of Kerala and Andhra Pradesh respectively. The territory has a total area of 492 km²: Puducherry (city) 293 sq.km (113 sq. mi), Karaikal 160 sq.km (62 sq. mi), Mahe 9 sq. km (3.5 sq. mi) and Yanam 30 sq.km (12 sq. mi). It has 12.47 Lakhs inhabitants (2011). For further details, the Statistical Handbook 2020-2021 issued by Directorate of Economics and Statistics may be referred.

1.2 About Transport Department

1.2.1 Vision:

- Leveraging IT to provide services to Citizens at their doorsteps and facilitating the operators in ease of doing business in a safe reliable, efficient and environment-friendly manner

1.2.2 Mission:

- To ensure the safety of citizens using the road network in the UT of Puducherry
- To promote environment friendly transport services within the UT of Puducherry
- Road Safety awareness at the Schools and Colleges
- Capacity Building within the Department in terms of IT and Technology in Transport Sector
- Integration of different modes of Transport in the State with respect to cost, efficiency and convenience.
- To provide a fair regulatory framework for the Transport Sector.
- To provide IT-enabled citizen services in the transportation sector to increase transparency and service delivery quality.
- To generate revenues for the Transport Sector.

The Transport Department is rendering day to day services to the general public/motor vehicle owners by way of various statutory services in the Union Territory of Puducherry as per the provisions of the Motor Vehicles Act, 1988 and rules made there under. These cover issue of Licence, Registration Certificates and Fitness Certificate (F.C), collection of Tax, and issue of permits including special permits and temporary permits in accordance with the statutory provisions. The

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Registering Authority is enabled to collect the fees as prescribed for issue of applications, amendment of documents, issue of certificates, licences, tests, endorsements, badges, permits, countersignature permits, authorization, supply of statistics or copies of documents or order and for any other purpose or matter involving the rendering of any service by the officers or authorities under the said Act and rules.

The Main Office, Sub office and the unit offices of the Transport Department is situated at Puducherry and the Departmental Branch offices are functioning at Karaikal region enclaved by the Tamil Nadu State, at Mahe region enclaved by the Kerala State and at Yanam region enclaved by the Andhra Pradesh State.

The Transport Department has so far issued 6.4 lakhs driving licences and therein rendering allied services. About 250 Nos. (100 fresh and 150 allied services) of applications per day are being received for issue driving licenses and allied services. Similarly about 16 lakhs vehicles have so far been registered and about 350 Nos (200 fresh and 150 allied services) of application per day are being received for issue registration certificate for fresh and allied services. The Transport Department has following offices in the Union Territory of Puducherry rendering issue of DL&RC services.

Office	No. of Offices	Location
Transport Department	1	Puducherry (Commissionate and RTO Puducherry) 100 Feet Road, Mudaliarpet, Puducherry 605004.
Other Regional Transport Offices	2	Regional Transport Office(Oulgaret), Kamaraj Salai, Oulgaret, Puducherry 605013.
		Regional Transport Office, Karaikal Bypass Rd, Karaikal, Puducherry State Pincode-609602
Unit offices	4	RTO Unit Office Pondy Villupuram Main Road, Thirubuvanai, Puducherry 605107.
		RTO Unit Office Pondy Cuddalore Main Road, Kattukuppam, Puducherry 607402

		RTO Unit Office Mahe Civil Station Mahe(in Kerala) Pincode- 673310
		RTO Unit Office Yanam Civil Station Yanam(in Andhra Pradesh) Pincode- 533464.
Check Posts	8	<p>Puducherry Region 4 Nos</p> <ul style="list-style-type: none"> • Gorimedu • Kanagachettikulam • Mullodai • Madagadipet • Thirukannoor, <p>Karaikal Region 3 Nos.</p> <ul style="list-style-type: none"> • Nandalar • Ambakarathur • Vanchur

Table 1: Offices of Transport Department, Puducherry

1.3 About Transport Software Applications (VAHAN and SARATHI)

National Informatics Centre (NIC) has developed 'VAHAN 4.0', application for vehicle registration and allied services on vehicles like transfer of ownership, addition of hypothecation, alteration of vehicles, fitness, road tax etc., and 'SARATHI 4.0' application for Learner Licence, Driving Licences and allied services on licence like additional endorsements, renewal etc. Both are web based applications. The vehicle dealers are submitting the application for the vehicle registration on behalf of their customers, online, through Vahan 4.0 and pay the fees and taxes through e-payment from their premises without visiting the RTO. Similarly, the citizen can apply online for LLR, DL and allied services on licence like renewal, additional endorsement etc., through Sarathi 4.0. Any customization requirements will be incorporated in the software by National Informatics Centre, as per the feedback given by the user from time to time. All the legacy data in respect of Driving Licences and Registration Certificates of the motor vehicles have already been migrated to Sarathi 4.0 and Vahan 4.0

1.4 About Project

The Transport Department, Puducherry had earlier undertaken a project of “Computerization of Transport Department” on a Build Own Operate and Transfer (BOOT) basis and has identified a vendor for a period of five years earlier in the year 2011 and thereafter 2018 now it is continuing till date. The above services are being delivered through outsourced agency identified through a tendering processes under Public Private Partnership (PPP) mode and the contract period is nearing completion. Now the department has proposed for Centralized Printing of Registration Certificates and Driving License in PVC cards for Transport Department in the U.T. of Puducherry for a period of 5 years as per the specifications mentioned under MoRTH Notification No.G.S.R.174(E), Dated 01-03-2019 on a Build, Own Operate and Transfer (BOOT) basis. The project aims to improve the process flow in delivery of services to the citizen and help the employees discharge their duties to the best of their abilities. The key objectives of implementation e-Governance in the Transport Department are to provide:

- Prompt and single-window services
- Transparency in the delivery mechanism

This project is designed to improve upon the online delivery of services related to Driving Licences, Registration Certificates of vehicles offered to the citizens with the computer based system. The objective is to make the system of records issuance, maintenance and administration transparent, free from manipulations and at the same time increase the usefulness of data maintained electronically. It is envisaged that the Transport Department would be able to use the electronic data for planning and development activities. The Department believes that the increased transparency and better control thus brought through automation would lead to reduction in corruption and malpractices.

SECTION – 2
SCOPE OF WORK

2 Scope of Work

2.1 Summary of Scope of Works:

Scope of work	Location	Period	References in RFP
Setting up of Centralised Card Printing centres with all infrastructure (2 Locations)	1. Puducherry Main Office, 100 Feet Road, Mudaliarpet 605004 and 2. Regional Transport Office, Karaikal Bypass Road, Karaikal, Puducherry State Pincode-609602	Within 30 days from the date of signing of contract.	Annexure: 3 Annexure: 4 Annexure: 5
Installation/Maintenance of hardware and networking equipment	1 Main office 3 Regional Transport Offices (Puducherry RTO is in the main office building) 4 Unit offices	Within 30 days from the date of signing of contract.	Annexure: 3 Annexure: 4
Deployment of manpower	1 Dept Main office 3 Regional Transport Offices 4 Unit offices	Within 30 days from signing of contract for deployment of manpower for 5 years	Annexure: 4
<p>Note: As this project is on-going and the basic infrastructure is already available in the Department, the bidder is allowed to commence the project immediate after signing of contract and production of Bank Guarantee but not exceeding the above said period</p>			

Table 2: Summary of Scope of Work

2.2 Centralized Printing of Registration Certificates and Driving Licenses

All services being offered by the Transport Department in the U.T. of Puducherry related to Driving License, Vehicle Registration, Permits etc are carried out on centralized web-based software Vahan and Sarathi, developed by NIC, Delhi with the guidance of MoRTH, New Delhi. The Successful Bidder is required to print card based output for all driving license and Registration certificate related services using Vahan and Sarathi application. The Successful Bidder shall procure the cards and setup all the hardware, software, infrastructure including tables, chairs, etc. needed for Centralized Card Printing Centre (CCPC) for printing of Chipless PVC based Registration Certificate card and driving licenses cards for all the services wherever requires card output as per the specifications mentioned in MoRTH Notification No.G.S.R.174(E), Dated 01-03-2019 under PPP Model, on a Build, Own Operate and Transfer (BOOT) basis.

The Successful Bidder is required to print registration cards and driving licenses cards for all the transactions carried out through the Vahan & Sarathi Portal. The processing of all applications for various services with respect to DL and RC happens through NIC developed Vahan & Sarathi web based central application. Upon receipt of the application this department authority will approve the service for issue of DL & RC cards online.

The Successful Bidder is required and expected to understand the application thoroughly and integrate the card printers with the NIC's application. This Department will provide necessary support for understanding NIC application. The software for printing of the cards will be provided through secured user-based interface to the Successful Bidder on Vahan-Sarathi software. Once the application for a particular service applied by the applicant is approved by the department authority, the successful bidder have to print the DLs & RCs and to deliver the cards to despatch section of this department same day.

2.3 Procurement/maintenance of I.T. Infrastructure to all offices.

The successful bidder is also required to install and maintain all required I.T. equipment, networking, failover internet connection, UPS and support manpower for all offices including where D.L and R.C services are carried out using Vahan and Sarathi application as detailed in the detailed scope of work.

2.4 Detailed Scope of Work

The Department proposes to avail the services of a vendor on a Public Private Partnership basis for a period of five years after commissioning. It is to be explicitly noted that none of the tasks mentioned in the scope of the Successful bidder's work can be subcontracted to other parties. The ultimate responsibility of all the tasks rests with the successful vendor and the Department would deal only with the successful vendor at all times.

The prime role of the selected vendor have to undertake the centralized printing of RC and DL and Maintenance/Replacement of I.T infrastructure available in all the Transport Offices. In order to do this, the vendor would be required to undertake, inter-alia the following:

2.4.1 Setting up of Centralised Card Printing centre with all infrastructure/resources:

Following scope of the service shall be responsibility of the Successful Bidder for entire project period to undertake the centralized printing of RC and DL in Puducherry and Karaikal locations as per the specifications mentioned under MoRTH Notification No.G.S.R.174(E), Dated 01-03-2019 on a Build, Own Operate and Transfer (BOOT) basis and Maintenance/Replacement of the I.T. infrastructure as per the Annexure 3,4 and 7 & manpower provisioning.

2.4.2 Centralised Card Printing Locations:

- The Successful Bidder shall be responsible for any civil works, interior improvement, electric works and passive works like laying network, adding additional switch boards, etc at the Centralised Card Printing location provided on rent free at Puducherry main office and Karaikal RTO.
- The Successful Bidder shall arrange additional infrastructure like electrical fittings, plugs, switches, MCBs, ACs, fans, lights, furniture etc. for smooth operations of Centralised Card Printing centres.
- The Successful Bidder shall also be completely responsible for the utilities like electricity, drinking water etc at his own cost, separate sub-metre has to be fitted by the successful bidder for calculating and paying the electricity consumption to the department.

2.4.3 IT Equipment Installation and Maintenance:

The Transport department has already engaged an agency on a PPP basis to deliver the integrated SMART Card based services for the driving licence and registration of vehicles etc. since 2019 and the contract is getting over in the month of March 2025. The agency has provided the requisite hardware and associated manpower towards the delivery of the above mentioned services. The details of the assets provided by the agency and in use are detailed in the Annexure- 7. The bidder has to go through the annexure thoroughly and factor himself the assets that needs to be replaced and purchased newly based on the annexures 3 & 4 and requirement of the project. Accordingly the bidder should submit the proposed equipment as per TP3 of this RFP. The Bidder shall ensure that there is no break in delivery of services and the services has to be continued with the existing infrastructure till the new systems are deployed once the contract is signed. Necessary Knowledge Transfer will be provided.

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- As per the Government of Puducherry norms the life time of the IT infrastructure is normally seven years.
- In line with the above policy the bidder has to replace the IT infrastructure within 30 days initially and ensure that at no point of time the infrastructure age is more than seven years.
- The vendor shall ensure that the IT infrastructure put to use in operations does not exceed the life time of 7 years (with in which it has to be replaced).
 - Deployment of manpower in various offices apart from central card printing
 - Liaisoning with SWAN operator for ensuring connectivity between field offices of Transport Department and Network Operation Centre.

a. Hardware Installation: The Successful Bidder shall procure, install, configure the required hardware, for successful conduction of the activities as defined in the RFP and maintain the same at his own cost. The details of the hardware and equipment etc. to be provided by the Successful Bidder shall be as per specifications mentioned in Annexure 3. Indicative total number of hardware to be replaced shall be as per Annexure 4. It should be noted that Annexure 3 and 4 give an indicative list of the hardware requirements and in case additional hardware is required to meet the desired Service Levels, the same will have to be provisioned by the successful bidder at no additional cost to the client. Hardware shall include computer infrastructure, networking equipment, communication devices, printers, UPS systems etc. The hardware procured by the vendor shall be new and from reputed company and shall meet the minimum specifications as indicated in [Annexure 3](#)

b. Maintenance: The vendor will be required to maintain the system software as per the Department requirements. The vendor shall ensure necessary updates and patches are applied to the operating system. In the case of antivirus software, new anti-virus Signatures should be upgraded once in every 2 weeks. If at any time during the period of the contract, hardware and the relevant infrastructure are not found to be in

conformity with the minimum standards mentioned in the RFP and accepted in the contract, the Department would be entitled to take suitable punitive action including but not limited to imposition of penalties or Termination of Contract. Providing necessary equipments at the transport back office for creation of LAN at the office for connecting the client PCs and servers in the network. State Government has provided connectivity between the transport back offices and the state data Centre through PSWAN, the successful bidder has to provide a **failover internet feed** for entire Vahan and Sarathi users on his own cost for uninterrupted delivery of services to all RTOs and sub/unit-offices and to liaison with PSWAN for connectivity issues

I. The Successful Bidder shall procure/replace and install/commission of all the required quantity of hardware including computer systems, Printers, Card Printers, UPS etc. as per the specification & quantity indicated in the Annexure 3 & 4. The Successful Bidder shall provide additional hardware if required to meet the SLA requirements throughout the contract period.

II. All the hardware so replaced/deployed shall be brand new and shall be of a reputed make. The desktop should be from the IDC top 5 OEMs as per the latest quarterly report as on date of publishing of the RFP and meet the specifications as per Annexure-3 as a part of Project Planning and Documentation.

III. The Successful Bidder shall insure the entire hardware and infrastructure deployed at the RTOs for the entire duration of the contract against vandalism, theft, fire, lightening, earthquake or any other unforeseen conditions.

C. Registration Certificate and Driving License Printing

- i. Successful Bidder shall setup a centralized card printing centres (CCPC), and print the RC and DL, as per the specifications in the MoRTH

notification G.S.R. 174 (E) dated 01.03.2019- Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the U.T. of Puducherry shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Poly Vinyl Chloride(PVC)-with overlay to allow colour dye sublimation printing conforming to the specifications stipulated in Annexure XI of Central Motor Vehicles Rules, 1989 as per G.S.R. 174(E) dated 1st March 2019. In addition to the printing of DL & RC the vendor should take print out copy of Form-24(B-Register) and services stickers for VAHAN services to be pasted in the Form-24.

- ii. The Successful Bidder shall supply and print the cards in required quantities.
- iii. The card specification print quality and testing specifications shall be as per guideline issued by MoRTH from time to time, and Successful Bidder shall adhere to it.
- iv. Successful Bidder shall provide a minimum contract period warranty on the supplied cards, against any manufacturing or printing or other defects. The Successful Bidder shall replace a defective or incorrectly printed cards at no cost to this department or citizens anytime during the contract period. Any deviation in the type, format, material, specification of the cards shall attract penalties as defined in [Annexure 6](#) including termination of contract.
- v. The complete end to end process of printing of card shall be responsibility of the Successful Bidder.
- vi. The number of Card RC and DL to be printed per day shall be based on the data of the citizens (applicants) on day to day basis. The estimated quantity is as per [Annexure 1](#).
- vii. The Successful Bidder is expected to estimate the requirement for the printers and the preprinted cards for the entire contract period of 5 years.
- viii. The Successful Bidder is required to maintain the stock of preprinted cards in the tune of at least one month's stock, otherwise penalties as

defined in SLA as per [Annexure 6](#) shall be applicable.

- ix. The Successful Bidder shall replace a defective or incorrectly printed RC and DL card at no cost to this Department or citizens. Penalty may also be applicable as per SLAs in such cases.
- x. The Successful Bidder shall share make and model of the card printers in advance to this Department to enable configuration and integration with Vahan and Sarathi application for printing of the cards.
- xi. The data source and the format of the Registration Certificate and Driving license shall be from NIC developed software Vahan and Sarathi.
- xii. The successful bidder must do the printing directly from the Vahan and Sarathi application. Password protected; user based secure access for the application will be provided by this department in consultation with NIC.
- xiii. The CCPC setup shall be at the space provided by this Department rent free to the Successful Bidder for the project period in the Puducherry Main office Karaikal RTO, any change in location shall be intimated to the successful bidder prior to commencement of project.
- xiv. The physical infrastructure, hardware, software and any other aspect required for setting up and maintaining the CCPC for the entire contract period shall be complete responsibility of the Successful Bidder.
- xv. Card printer and manpower to manage the operations shall be deployed in adequate numbers so as to meet the SLA as defined in [Annexure 6](#).

2.4.4 Manpower provisioning

The vendor will provide well-trained and qualified staff for Centralised printing locations and all office locations stated in the Table-01 for network and system administration, first line maintenance, handholding and technical support to the Department for smooth process of DL & RC services etc.

The minimum staff requirements can be mentioned as:

- One Nodal Officer to be based at Puducherry
- Three Technical resource for maintenance/Monitoring of I.T. equipments one at each RTO
- Data Entry Operators as detailed below:

Office Location	Data Entry Operators
Puducherry-Centralised Printing	4
Puducherry	2
Oulgaret	2
Villianur	2
Bahour	2
Karaikal	5 (3+2)
Mahe	2
Yanam	2
Sub Total	21

Check Post	Data Entry Operators	
	Shift	Reserve
Gorimedu	3	3
Kalapet	3	
Mullodai	3	
Madagadipet	3	
Thirukanoor	3	
Karaikal (3 checkposts)	9	2
Total	24	5
Grand Total		50 Nos.

Table 3: Data entry operator requirement

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The minimum qualifications and expected responsibility of each category of staff is as follows:

1. UT Level Nodal officer: 1 No. (Puducherry Location)

Experience: Minimum of 5 years of work experience of which 2 years or more as project manager in similar project.

Responsibility: The UT level nodal officer would be responsible for all functions detailed in the scope of the work of the bidder

2. Technical resource: 3 Nos. (Puducherry Region-2 [Puducherry-1 & Oulgaret-1], Karaikal-1)

Minimum qualifications: Bachelors of Degree in Computer Science / Information Technology or equivalent technical qualification.

Experience: Minimum 2 years of experience as a System/network maintenance etc

Responsibility: The resource shall be technical resource shall be responsible for supervising the operations of the BOOT operators and maintenance of all I.T. equipment installed in all offices.

3. Data Entry Operator (DEO): 50 Nos. (All Location of this Department)

Minimum qualification: 10+2 pass, typing speed minimum of 40 words per minute in English, conversant with regional/local language

Responsibility: The resource shall monitor the Network (LAN) and System Administration, first line maintenance, handholding and technical support at each location of the Department for smooth process of DL & RC services.

2.4.5 Training

The vendor would bear all the cost of training to its staff employees as required for the project that may be charged if any by NIC/other software agency. The users of the application are to be trained properly by the bidder as and when the employees are replaced.

2.4.6 Supply of Consumables

The vendor shall be responsible for making available all the Printing Stationeries, Forms, consumables and any other goods or articles required for the hardware provided by him, which include (but are not limited to):

- Cartridges and/or ribbons for printers; It is important to note that the vendor will replenish the empty cartridges with original and new cartridges. Under no circumstances substandard/ refill cartridges would be used.
- Tonners, Image Drum and Image Belt required for the Laser Printers for this Project
- Fire safety management to be provided at centre
- Utilities like electricity, telephone, generator fuel, generator operator, UPS with battery etc. (Operator shall pay for the electricity bills based on readings of separate sub-meters to be installed by him. The electricity bills shall include bills due to use of computers by operator, light, fan, ACs etc.)
- All required stationary item and any other item which is required for the successful execution of the project.

If any doubt arises, whether any item or article can be categorized as required for functional operations or not, or with regard to the quantities used, the decision of the State Transport Commissioner, Puducherry shall be final.

2.4.7 Networking

The successful bidder shall maintain the entire Local Area Network (LAN) infrastructure of the each offices, built by the existing BOOT operator and the network and switches available in the Transport Department Office. At present the day to day services are being delivered through internet. The internet feed is provided through Puducherry State Wide Area Network (PSWAN). The Transport Department would bear the PSWAN bandwidth cost of the Transport Department Offices. As the Services are being delivered online the continuous availability of internet is mandatory and hence the bidder has to provide a **failover internet feed** for entire Vahan and Sarathi users of all offices on his own cost for uninterrupted delivery of services.

2.4.8 Un-interruptible power supply

The vendor will also be required to install/replace and maintain UPS (for a minimum backup of 240 minutes), Generator of adequate capacity to ensure uninterrupted operations of the services for each office location mentioned in the Table-01. The successful bidder has to maintain the Government D.G sets already available in the Puducherry and Oulgaret offices. Other locations the bidder has to maintain or replace the D.G. Sets under this project as and when reached not working condition or life span.

2.4.9 Adherence to Service Level Agreements (SLAs)

The vendor will be required to adhere to the Service Level Agreements (SLAs) regarding the required uptime for maintaining the quality of service expected from the Department. These service levels desired are described in the RFP.

2.4.10 Pre-commissioning Tests

A team of technical experts appointed by the Department shall conduct pre-commissioning tests on all the hardware and infrastructure deployed at each Department office. Any IT or non-IT infrastructure delivered as a part of this RFP or the agreement thereon shall be subjected to pre-commissioning test.

2.4.11 Emergency Services

The vendor is expected to provide any or all of its services to cater to any emergency requirements that may arise during holidays or beyond working hours as and when requested by the Department.

2.4.12 Operations and Maintenance

The successful vendor is expected to operate and maintain the Regional Transport Offices, Unit Office, Check posts and the State Transport Authority Office, Puducherry to provide Transport Department related services as part of the back office services (as per the SLAs given in the RFP) for the duration of the contract.

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In case, there is any change in the working hours / days, the BOOT operator will be required to comply with the same. Backlogs have to be cleared from time to time.

Location	Office Hours
TC Office	Mon – Friday (8:45am – 5:45 pm)
Regional Transport Offices	Mon – Friday (8:45am – 5:45 pm)
Unit Office	Mon – Friday (8:45am – 5:45 pm)
Check Posts	All days (24x7)

Table 4: Office hours

The BOOT operator is required to operationalize all the sites (Regional Transport Offices, Sub Office and Unit Offices).

As part of the operations and maintenance function, the vendor would therefore include:

2.5 Summary of Roles and Responsibility supply

Part y	Build	Operate	Transfer
S U C C E S S F U L T E N D E R E R	<p>1. Preparation of a detailed Project Plan in consultation with Transport Department.</p> <p>2. Supply, Installation and Application Development if any towards provisioning of Card services for Driving License and Registration Certificate.</p> <p>3. Deployment of requisite resources.</p>	<p>O&M of Hardware and Software, equipments, Network etc.</p> <p>Use PSWAN connectivity of all Regional Transport Office Sub office and Unit Offices.</p> <p>Facility Management including management of infrastructure, utilities (like electricity, telephone etc services which is required for the successful execution of the project</p> <p>Addressing technology obsolescence by appropriate upgradation, replacement and /or replenishment of systems</p>	<p>1. The successful tenderer shall transfer the operations and management of the Regional Transport Office / Sub Office/Unit Offices and TC Office to Transport Department as per the contract terms and the exit management plan agreed upon.</p> <p>2. All the equipment supplied by the vendor to the Transport Department under this RFP would be transferred to Transport Department on exit in fine working condition.</p> <p>3. Vendor will also handover a comprehensive asset inventory which would clearly show the following: date of purchase, location installed, equipment name and description, serial no. replacement date if any, etc.</p>

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T R A N S P O R T D E P A R T M E N T	<p>1. Provide adequate premises of Transport Department for site preparation. The Department would hand over the site immediately on signing of the contract.</p> <p>2. Provide separate power connection with meter / sub meter to support the power needs of the running the operations. The cost of the sub meters would be borne by the vendor.</p> <p>3. Co-ordination with NIC for application implementation at all the locations including release of upgrades</p> <p>4. Provide guidelines for all work processes including how the staff of the vendor would be working with the staff of the Transport Department</p> <p>5. Co-ordinate with PSWAN operator for providing connectivity to the BOOT operator at Transport offices</p>	<p>1. Monitoring adherence of the SLAs either through a third party or by the Department.</p> <p>2. Coordinating software installation and hand holding in case of any problems including software bugs</p> <p>3. Coordinate with NIC for conducting “Train the Trainer” programme for the vendor on VAHAN and `SARATHI` application software.</p> <p>4. Any other requirements that could arise during operations of the field offices for effective governance and to meet any administrative requirements.</p>	<p>1. Sign-off after ascertaining that the hardware, software and the other infra-structure is in usable condition when the same is transferred to the Government on the consummation of the agreement.</p>
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The Transport Department will coordinate with NIC for software related activities like bug fixing, upgradation and post implementation issues, if any.

Table 5: Roles and Responsibilities

SECTION 3
GENERAL INSTRUCTIONS TO BIDDERS

3 General Information, Terms and Conditions

3.1 Eligible Tenderer

- 1 The following shall apply to bidder submitting the bid after issuance of Request For Proposal (RFP):
 - The RFP cannot be transferred and can be led only by the bidder to whom this RFP has been issued.
 - Consortium bids are allowed. However, no more than 3 members in a consortium would be allowed.
 - The bid shall be signed by lead partner and shall be legally binding on all partners.
 - One of the partners with not less than 20% stake in the consortium shall be nominated as lead partner through a power of attorney signed by legally authorized signatories of all the partners.
 - The lead partner shall submit the role, responsibilities and percentage of stake of each consortium member. A self certificate to the effect signed by the Company Secretary of the company must be submitted.
 - The lead partner shall be authorized to incur liabilities and receive instructions for and on behalf of any or all partners of the consortium and the entire execution of the Contract, including payment, shall be done exclusively with the lead partner.
 - All partners of the consortium shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the power of attorney mentioned under clause 1.4 above as well as in the bid and in the Contract.
 - The lead bidder shall meet the entire pre-qualification criterion.
 - The agency or consortium of partners who are responsible for a specific component (s) of the project must meet the relevant minimum technical qualification criteria for that particular component individually. However the lead partner would be required to comply with the criterion of turnover/ profitability etc.

- The composition or constitution of the consortium shall not be altered during the term of contract without the prior written approval of the client.
- 2. Bidders shall provide such evidence of their continued eligibility satisfactory to the Client, as the Client shall reasonably request.
- 3. All the Bidders, for the purpose of submitting a Proposal shall treat the content of this document as private and confidential.

3.2 One Proposal per Tenderer

Each tenderer shall submit only one Proposal. The tenderer who submits or participates in more than one Proposal will be disqualified.

3.3 Cost of Proposal

The Tenderer shall bear all costs associated with the preparation and submission of its Proposal, and the Transport Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

3.4 Site Visit

The Tenderer and any of its personnel or agents will be granted permission by the Transport Department to enter upon its premises. The site visit can be arranged only upon the express condition that the Tenderer, its personnel, and agents, will indemnify the Transport Department and Puducherry Government against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such inspection, undertaken by the tenderer.

Transport Department would be willing to provide a demo of the software to the prospective tenderers on request from the tenderers. However, this demo will be done only once after intimating the date, time and venue to all the bidders and no requests to conduct the demo again will be entertained.

It would be deemed that prior to the bid submission, the bidder:

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- Has examined completely and carefully the project proposed in this tender and has taken all precautions necessary for implementation of the project considering the risks and the logistics involved
- Has made a complete and careful examination of specifications, and other information set forth in this bid document
- Has examined the RFP document in entirety and has understood the requirements accordingly
- Has received all such relevant information as has been requested by the Transport Department
- Has made a complete and careful examination of the application software or prototype or documentation as the case may be, prepared for this software and has determined to his satisfaction the nature and the extent of the work involved

3.5 Clarification of RFP Documents

A prospective Tenderer requiring any clarification of the RFP documents may notify to the Transport Department in writing at the following address:

Transport Commissioner, Transport Department, 100 Feet Road, O.K.Palayam
Puducherry-605004
Correspondence Email: tc.pon@nic.in
Department Web site: www.transport.py.gov.in

The Transport Department may prepare and send responses to all the queries raised by the tenderers in a consolidated manner. **A pre-bid meeting to discuss the pre-bid queries is planned on 24/02/2025 at 3.00 PM.**

3.6 Amendment of RFP Documents

At any time prior to the deadline for submission of Proposal, the Transport Department may amend the RFP documents by issuing suitable Addenda. Any addenda thus issued shall be a part of the RFP document, and shall only be published in the Department website. No other mode of communication will be entertained. Hence, the prospective bidders are advised to visit the department website for information updates.

3.7 Preparation of Proposal

3.7.1 Areas of Operation

The tender published will be for all the regions of the Union territory of Puducherry.

3.7.1.1 Contract Time Period

Procurement of Information Technology and Non-IT Infrastructure: The operator shall supply, install and commission the IT and Non-IT infrastructure as per the implementation/ project plan for the various sites considering the existing infrastructure. The equipment supplied under this project would carry three years onsite comprehensive Original Equipment Manager (OEM) guarantee / warranty; this three year period shall commence from the date of commissioning. For offices commissioned after the date of commissioning, the vendor would provide 3 year onsite comprehensive OEM guarantee / warranty. The vendor shall ensure that during the contract period, the IT as well as Non-IT infrastructures (excluding Furnitures) are to be covered under AMC after the expiry of the warranty period.

Operations and Management of Transport Department Field Offices: As a part of the contract, the operator shall use the existing infrastructure to initiate commencement of the project and to procure, supply and commission the IT and Non-IT infrastructure wherever required for this project as early as possible but not exceeding 30 days from the date of signing of agreement. Any delay in setting up of infrastructure and/or provisioning of centralized printing location as per the RFP will lead to penalty (as defined in Annexure 6 of this RFP) for which operator will be responsible.

3.7.1.2 Language of Proposal

The Proposal, and all correspondences and documents related to the Proposal exchanged by the Tenderer and the Transport Department shall be written in English. Supporting documents and printed literature furnished by the

Tenderer may be in another language provided they are accompanied by an accurate translation of the relevant passages in English authenticated by the approved translator.

3.7.1.3 Documents Comprising the Proposal

The proposal submitted by the Bidder shall comprise the following documents:

- (a) Tenderer's response to pre-qualification requirements as set forth in section 3.10.1 of this RFP. The EMD and RFP document fee shall be enclosed in the envelope having original pre-qualification document proposal. Relevant annexures and statements as per Form I given in the annexure of this RFP should be used.
- (b) Technical Proposal including all the technical forms in the RFP Document, duly filled in along with all enclosures/schedules duly completed and duly signed by the authorized signatory of the Bidder/consortium.
- (c) The Bidder's Financial Proposal including all the financial forms duly signed by the authorized signatory of the Bidder/consortium.
- (d) Any other information that is to be submitted during the course of the Proposal process on demand by the Transport Department.

3.7.2 Currencies of Proposal and Payment

The currency (ies) of the Proposal/offer and the payments shall be in Indian Rupees (INR).

3.7.2.1 Proposal Validity

The Bids shall be valid minimum for a period of "SIX MONTHS" from the date of submission of the bid. On completion of the validity period (6 months). If required, the Transport Department – Government of Puducherry, may solicit the tenderer's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by fax or email).

3.7.2.2 Earnest Money Deposit – EMD

The Tenderer have to pay, as a part of its bid, a refundable EMD amount of INR 25,00,000 (Rupees – twenty five lakhs) on line through the e-tendering portal. A copy of the payment receipt should be uploaded along with the pre-qualification document. The Unsuccessful Tenderer's bid security will be returned at the earliest after expiry of the final bid validity. The successful Tenderer's bid security will be discharged upon the Successful Tenderer signing the Contract. No interest will be payable by the Transport Department on the amount of the EMD.

The EMD may be forfeited:

- 1 If a Tenderer withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
- 2 During the bid process, if any information found wrong/manipulated/hidden/false /mala fide etc in the bid; or
- 3 In case of successful Tenderer, fails within the specified time limit to:
 - (a) Sign the Agreement or,
 - (b) Furnish the required Performance Bank Guarantee

3.7.2.3 RFP Discussions and Pre-Bid Conference

The Tenderer's designated representatives (a maximum of 3) are invited to attend the Pre-Bid Conference at their own cost, which will take place at a venue and time as fixed by the Transport Department, indicated in this RFP and communicated separately. The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage. The Tenderer is requested to submit only relevant questions in writing to reach the Transport Department not later than the date stated in the RFP.

Venue: Transport Commissioner, Transport Department, 100 Feet Road, O.K. Palayam, Puducherry-605004.
Email: tc.pon@nic.in

Any modification of the RFP document which may become necessary as a result of the Pre-Bid Conference shall be made by the Transport Department exclusively through the issue of an Addendum will be published in the website <http://pudutenders.gov.in/> and not through the minutes of the pre-bid meeting. Non-attendance at the Discussion Meetings and Pre-Bid Conference will not be a cause for disqualification of Tenderers but, separate queries from such tenderers shall not be entertained at any later stage.

3.7.3 Guidelines for Filling Financial Forms

- 1 Rates should be given in Indian rupees and should not exceed two decimals, in case fraction of rupees are being quoted
- 2 Rates should be given for the whole of Union Territory rather than for separate regions.

3.7.3.1 Submission of Proposals

The Bid documents to be uploaded in <https://pudutenders.gov.in> website.

- Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender should be uploaded separately in <https://pudutenders.gov.in> website in the respective tabs for “Pre-Qualification Bid”, “Technical Bid” and “Financial Bid”.
- Bidder must ensure that the information uploaded by him in <https://pudutenders.gov.in> is identical to that submitted by him in the original paper bid document

3.7.3.2 Format and Signing of Bid

The Tenderer shall prepare a three parts proposal, first part comprising of the pre-qualification bid proforma as given in [FORM I](#), technical proposal providing the information as per [FORM II](#) and the financial proposal in the given format in [FORM III](#).

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A letter of

authorization shall be supported by a written power-of -attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the bid. All pages of the proposal, where entries or amendments have been made, shall be initialled by the person or persons signing the Proposal.

The proposals for this project must be uploaded in the <https://pudutenders.gov.in>.

3.7.4 Use and Release of Tender Submissions

Transport Department is not liable for any cost incurred by the Tenderer in the preparation and production of the Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted shall become the property of the Transport Department and may be returned at its sole discretion. The content of each Tenderer's Proposal will be held in strict confidence during the evaluation process, and details of the Proposals will not be discussed outside the evaluation process.

3.7.5 Deadline for submission of proposals

Proposals have to be submitted online within the time and date stipulated in the RFP. The Client may, in exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum in the website <http://pudutenders.gov.in/>. In this case, all rights and obligations of the Transport Department and the Tenderers previously subject to the original deadline will thereafter be subject to the deadline as extended.

3.7.6 Late Proposals

Bids of the Bidders are not able to make Online submissions on Bid Due Date (“Due Date of Submission”) shall be summarily rejected. Bids of Bidders who make any physical submission shall be summarily rejected. Authority shall not be responsible for any non-receipt / non submission of any bid / any documents owing to any technical issue at online web portal. The bidders are requested to make online submission well in advance.

3.7.7 Modification and Withdrawal of Bids

The Tenderer may modify or withdraw its Bid after the submission of the bid, provided that written notice of the proposed modification or withdrawal is received by Transport Department prior to the deadline prescribed for submission of the Bids.

The Tenderer's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of this Section. A withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy not later than the deadline for submission of Bids.

No Bid may be modified subsequent to the deadline for submission of Bids. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Tenderer on the Bid Form.

3.7.8 Earnest Money refund

The Tenderer have to pay, as a part of its bid, a refundable EMD amount of INR 25,00,000 (Rupees – twenty five lakhs) on line through the e-tendering portal. A copy of the payment receipt should be uploaded along with the pre-qualification document. The Unsuccessful Tenderer's bid security will be returned at the earliest after expiry of the final bid validity. The successful Tenderer's bid security will be discharged upon the Successful Tenderer signing the Contract. No interest will be payable by the Transport Department on the amount of the EMD

3.7.9 Conflict of Interest

Tenderer shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Tenderer or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with Transport Department. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or the like) that would adversely affect the ability of the Tenderer to complete the requirements as given in the RFP.

3.7.10 Limits on Promotion

The Tenderer agrees to make no reference of the Transport Department or the procurement of the resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the Transport Department. The Tenderer shall not perform any kind of promotion, publicity or advertising etc. at the Transport Department field offices through any kinds of hoardings, banners or the like without the express prior written consent of the Transport Department.

3.8 Bid Opening and Evaluation

The bid opening will be carried out by the e-tender committee for carrying out the tender processes of opening of prequalification, technical and financial bids received from the bidders. The tender evaluation committee constituted by the Department will be evaluating the bids received from the bidder viz. technical and commercial bids.

3.8.1 Evaluation Committee(s)

The Evaluation Committee(s) constituted by Transport department shall evaluate the technical and financial proposals. The Committee(s) may choose to conduct negotiation or discussion with any or all the tenderers as per the guidelines issued by Central Vigilance Commission from time to time. The decisions of the Evaluation Committee(s) 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(s).

3.9 Bid Opening and evaluation

The evaluation of the bids will be carried out in three stages.

1. Pre-qualification evaluation: The pre-qualification bid documentation furnished by the bidder shall be examined prima facie to substantiate the compliance with the bidder's eligibility criteria as set out in this project in terms of organizational, financial and technical experience etc.
2. Technical evaluation: The next stage of the evaluation will be an assessment of the technical bid. Based on the short-listing of the pre-qualified bidders, Department representatives then will proceed to a detailed evaluation of the Technical Bids of such pre-qualified bidders in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, the Department will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified in this RFP.
 - The tender evaluation committee will open all the parts of the Technical Proposals, in the presence of Tenderers' designated representatives who choose to attend, at the time, date, and location, to be intimated by the Department. The Tenderers' representatives who are present shall sign a register evidencing their attendance.
 - The Department shall review the submitted proposal and a Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP, and particularly the Terms of Reference or if it fails to comply with the technical requirement.
 - Proposal may be rejected at any stage of the evaluation if it is found that the company has provided misleading information, has been black listed by a Central or State Government, has indulged in any malpractice/ unethical practice or has not honored any contractual obligation elsewhere.

- After the technical evaluation is completed and approved, the Department shall inform the Tenderers who have submitted proposals in detailed compliance of their Technical Proposals, and shall notify those Tenderers whose Proposals did not meet the minimum technical criterion or were considered non-responsive to the RFP and Scope of Services. The Department shall simultaneously notify in writing to the Tenderers who have complied with the technical criterion specified in the RFP, the date, time and location for opening the Financial Proposals.
 - The bidders qualifying the technical evaluation shall be invited to make presentation on technical and operations aspect of the bid.
 - Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded and the same is approved by the appropriate committee.
3. Financial evaluation: Based on the results of the technical evaluation, the Department representative will then proceed to open and evaluate the financial Bid of the technically acceptable bidders. In the financial evaluation the evaluation committee will take into account the information supplied by the Bidders in the financial Proposal.
- The Bid Opening Committee/ Department representative shall prepare the Minutes of the Proposal Opening, including the information disclosed to those present for its record.
 - Substantially responsive bid: A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the function, scope, quality, or performance of the Deliverables, or which limits in any substantial way, inconsistent with the Request for Proposals, Department's rights or the Bidder's obligations for, performance of the Project and the rectification of which deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.

- Department may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

3.9.1 Confidentiality of Process

Information relating to the examination, clarification, evaluation and comparison of Proposals, and recommendations for the award of the project shall not be disclosed to Tenderers or any other persons not officially concerned with such process until the award to the successful Tenderer has been announced.

3.10 Contact with the Department

From the time the Proposals are opened till the time the Contract is awarded, the tenderers should not contact the officials on any matter related to its Technical and/or Financial Proposal. Any effort by tenderers to influence the officials in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Tenderers' Proposal.

3.10.1 Pre-qualification criterion

This section gives the details of the evaluation criterion for the pre-qualification stage as well as the details which the bidder should provide as a part of his bid document. The lead bidder must meet all the pre-qualification requirements.

The pre-qualification bid document should be accompanied by the following documents:

- The bid shall be enclosed in a separate sealed folder clearly marked pre-qualification bid as explained in the section on bid preparation. The Earnest Money Deposit (EMD) and Tender document fee should also be enclosed in the Pre-qualification document.
- A power of attorney signed by legally authorized signatories of all the partners nominating one of the partners as the Lead bidder.
- Duly signed affidavit and statements as per the format given in Form – I for pre-qualification evaluation.
- The lead bidder must submit the details of the consortium with roles and responsibilities of each partner. The same should be endorsed by an authorized representative of the lead bidder.
- Self certification signed by the company secretary of the company giving the approximate stakes of each partner of the consortium. The lead partner must have a minimum of 20 % stake in the consortium.

The bidder should comply with the following eligibility criteria for evaluation of pre-qualification:

1. The Bidder(s) should be engaged in Information Technology (IT) business related to PVC Card/Poly Carbonate card/Card etc preparation with knowledge in I.T. infra management related works. The annual reports for the last three years (with audited financial statement) must be submitted.
2. The bidder should have executed minimum one project in customization of Transport Customer Care Service and Card preparation and development of related systems for supporting DL/RC applications in India.

3. The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects.
4. The bidder or the partners in case of consortium should have positive net worth for the last three financial years.
5. The agency/company must have experience in all of the following.
 - a) At least one PVC Card/PC related IT services with State/Central government/PSU's in India. Supporting documents (completion certificate or satisfactory working and timely performance certificates for the jobs in progress for at least a year) shall be submitted. The name and contact information (address, telephone number, fax, email-id, website) of the client contact person must also be provided.
 - b) At least three years experience in IT/e-Governance Project with project cost of 2 crores. Work order or agreement copies, other relevant documents for the project is required to be submitted.
6. The bidder should have tender specific manufacturer's authorization letter for the proposed devices.
7. The bidder or the partner in case of consortium who is himself the card manufacturer or if he is himself not the manufacturer, then, the manufacturer from whom he proposes to procure the proposed card must have the manufacturing capacity of 1 million cards per year (a self certification along with a published proof from independent established third party, if any must be submitted as a proof).
8. The bidder or the partner in case of joint venture who himself is the card manufacturer or a manufacturer from whom he proposes to procure the card must have the experience of supply of minimum 0.5 million cards during at least in the last one preceding year for which the proof of supply from the purchaser shall be submitted.

9. The bidder or the Prime bidder in case of consortium should have minimum 100 IT professional employees on its payrolls for at least last three years. The term 'IT professional' here refers to a professional on the rolls of the company and having a minimum qualification of a recognized Diploma or Degree in IT/ computer science or equivalent. A certificate to the effect authenticated by the authorized signatory of the company must be submitted. The bidder should be a NIC certified firm.
 10. The bidder or the Prime bidder in case of consortium must possess quality certification ISO 9001:2015 in IT Infrastructure Management or card related services. A self attested copy of the relevant certificate must be attached.
 11. The bidder must submit an undertaking that the firm has not been blacklisted/debarred /de-registered by any Government Department/Public Sector Undertaking during the last five years.
- Checklist: A checklist as per the format given should be attached to the pre-qualification bid provided in Form I attached to this document. The format for the checklist along to the proof supporting the same should be attached by the bidder. The bidder must submit all the certificates duly signed along with Form I.
 - The Transport Department, Puducherry reserves the right to carry out the capability assessment of the tenderer and the decision of the Transport Department shall be final in this regard. Acceptance certificate towards this effect must be submitted.
 - Evaluators of the pre-qualification proposals shall have no access to the technical or financial proposals until the pre-qualification evaluation is concluded and the same is approved by the appropriate committee.

3.11 Technical Evaluation

The evaluation committee shall first evaluate the Technical Proposals on the basis of the technical evaluation criteria provided in this RFP. Technical proposals shall be evaluated for only those bidders who meet the pre-qualification evaluation criterion.

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Financial Proposals shall be opened publicly in the presence of the Tenderers' representatives who choose to attend. After evaluation of the Technical Bids is completed, the technical scores of the Bidders shall be tabulated and Bidders scoring a minimum 75 marks (out of a maximum of 100) shall be considered as Technically Qualified. Financial Bids of the Technically Qualified bidders shall be opened and evaluated publicly in the presence of the Tenderers' representatives who choose to attend.

3.11.1 Technical Evaluation Criteria

The following criteria shall be used to evaluate the technical bids. All the bids scoring 75 and above in the technical evaluation will be qualified for commercial bid opening.

Sl.No.	Evaluation Criteria	Maximum Score
1	Project Experience	50
A)	The Bidder should have successfully executed project(s) or delivered IT services during last 3 years in following fields:	
	(a) Card services with State/Central/PSU	10
	>3 Project -10 Marks 3 Projects - 6 Marks 2 Projects - 4 Marks 1 Project - 3 Marks	
	(b) IT/eGovernance Projects	5
	>3 Project - 5 Marks >2 and <=3 Projects - 3 Marks >1 and <=2 Projects - 1 Marks	
	(c) Cost of One project done in last three years	5
	>25 Crores - 5 marks >10 Crores and <=25Crores - 3 Marks >2 Crores and <=10 Crores - 2 Marks	
	(d) IT/eGov project experience	5
	> 3 Years - 5 Marks >=2 Years and <=3 Years - 3 Marks	

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Sl.No.	Evaluation Criteria	Maximum Score
	(e) PVC/PC/Smart Card	10
	>=2 Project - 10 Marks 1 Projects - 3 Marks	
	(f) Any other Card	5
	>3 Project - 5 Marks >2 and <=3 Projects - 3 Marks >1 and <=2 Projects - 1 Marks	
	(g) Projects involving supply, issuance and personalization of PVC/PC/Smart Cards in the last 5 years	10
	>15 Lakhs PVC/PC/SmartCards printed in last 5 years - 10 Marks >10 Lakhs and <=15 lakhs PVC/PC/SmartCards printed in last 5 years - 7 Marks >5 Lakhs and <=10 lakhs PVC/PC/SmartCards printed in last 5 years - 4 Marks	
2	Financial Criteria Average Annual Turn over for Last 3 Financial Years	15
	a) >=50 Crores	15
	b) >=30 Crores and < 50 Crores	10
	c) >=15 to <30 Crores	7
3	Approach and Methodology	15
	a) Detailed understanding of Scope of Work/Project requirements	3
	b) Approach and Methodology specific to the project	3
	c) Resource Management Plan	3
	d) Detailed Project Plan with Milestones and timelines	3
	e) Detailed Methodology for Operation and Maintenance	3
4	Specification and Certification	10

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Sl.No.	Evaluation Criteria	Maximum Score
	Technical Specification/Brands of the proposed equipments	3
	Laboratory certificate towards compliance of MoRTH Notification	4
	Certificate from Card Manufacturer	3
4	Technical Presentation	10
		100

3.11.2 Technical Evaluation Criteria – Compliance matrix

Criteria, sub-criteria, and point system for the evaluation of Technical Proposals are given below

S No	Criteria/ Sub Criteria	Description	Checklist
1.	Covering letter	An undertaking by the lead partner	<ul style="list-style-type: none">• Has the bidder enclosed a covering letter on the company's letter head duly signed and stamped as per the template in Technical Proposal (including the attachments) given in RFP.• If yes,, then considered for next step of technical evaluation• If no,, then technical bid is disqualified
2.	Submission of bid	Number of copies of the bid	<ul style="list-style-type: none">• Has the bidder submitted one original and 3 copies of the bid and one soft copy as per the format specified in the RFP.• If yes, then considered for next step of technical evaluation• If no, then technical bid is disqualified

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3.	Technical Forms	Submission of Technical forms	<ul style="list-style-type: none"> • Has the bidder submitted all technical forms viz TP 1, TP 2 TP 3 & TP 4 as per the template mentioned in the RFP • If yes, then considered for next step of technical evaluation • If no, then technical bid is disqualified
4.	Signature	Signature on the original and copies of the technical proposal	<ul style="list-style-type: none"> • Is the technical proposal (original and all copies) dated and signed by person or persons duly authorized to sign on behalf of the tenderer as mentioned in RFP. • If yes, then considered for next step of technical evaluation • If no, then technical bid is disqualified
5.	Compliance of Card solution	Compliance of Card solution according to guidelines issued in this regard by Ministry of Road Transport and Highways	<ul style="list-style-type: none"> • Does bidder have submitted a Laboratory certificate approved by Government, whose PVC cards it should comply the specifications mentioned under MoRTH notification No. G.S.R.174(E) dated 01.03.2019. The qualified bidder are only considered for technical evaluation. • If yes, then considered for next step of technical evaluation • If no, then technical bid is disqualified

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6.	Equipment specifications proposed (As per the response provided in TP 3)	The specifications of equipments proposed	<ul style="list-style-type: none"> Do the equipments / items proposed in the Form TP 3 meet the expected minimum configuration for the equipments / items mentioned in the Annexure – 3 & 4 of this RFP. Vendor should also provide duly tagged product catalogues along with the proposed equipment list with details of the configuration of the products. Certificates from the proposed OEM vendors for association should also be provided. If yes, then considered for next step of technical evaluation If no, then technical bid is disqualified
7.	Equipment quantity proposed (As per the response provided in TP 3)	Minimum quantity proposed for the equipments / items	<ul style="list-style-type: none"> Do the number of each equipment / item proposed in the Form TP 3 meet the minimum quantity for the equipments / items mentioned in the Annexure –3 & 4 of the RFP If yes, then considered for next step of technical evaluation If no, then technical bid is disqualified
8.	Project resources (as per the response provided through TP 4)	Information regarding manpower provisioning	<ul style="list-style-type: none"> Is the proposal meeting the manpower requirements as mentioned in RFP If yes, then considered for next step of technical evaluation If no, then technical bid is disqualified
9.	Consortium	Number of consortium members	<ul style="list-style-type: none"> Is the number of consortium members more than 3 If no, then considered for next step of technical evaluation If yes, then technical bid is disqualified

3.12 Financial Evaluation

The financial evaluation of the bid will be carried out for the bidders who have been technically qualified by calculating the amounts quoted for:

“Total charge for Driving Licence/Registration Certificate on PVC Card for 5 years (as per FF 1)”

The tenderer should quote consolidated price for all the entire U.T. of Puducherry including the regions of Karaikal, Mahe and Yanam

The price would be inclusive of all taxes, duties, charges and levies (5% ROYALTY TO GOVT.) etc. as applicable. The price offered should include the cost of all hardware supply, operations and maintenance of the facilities, utilities bill and other items as per the scope of work of the tenderer. The prices, once offered, must remain firm and must not be subject to escalation for any reason whatsoever within the period of validity of the bid and subsequent contract, if any.

Any increase in taxes and other statutory duties / levies shall be to the Tenderer's account. However, benefit of any decrease in these tax / duties shall be passed on to the Department by the supplier. The bidder having lowest overall financial quote (FF1) shall be declared as L1. In case of successful bidder getting rejected (fails to perform the duty up to the satisfaction of this Department), disqualified, or not agreeing to understand the project for any reason, L2 bidder may be offered to match L1 bidder's Commercial Bid.

3.13 Per Transaction Payment

The payment to the vendor for provisioning of services and infrastructure for the project would be against the provisioning of services as part of the back-office operation. The services categories over which the bidder would defray the total project cost (and recover the cost in terms of usage/service charges with a declared return on investment) is per Driving Licence/Registration certificate transaction.

3.14 Disqualification

The bid is liable to be disqualified if:

- Not submitted in accordance with this document.
- During validity of the bid or its extended period, if any, the tenderer increases his quoted prices.
- The tenderer qualifies the bid with his own conditions
- Bid received in incomplete form or not accompanied by bid security amount.
- Bid received after due date and time.
- Bid not accompanied by all requisite documents.
- Tenderer sub-contracts any part of the project to any of the parties having interest in the project.
- Awardee of the contract qualifies the letter of acceptance of the contract conditionally.
- Tenderer fails to enter into a contract within 15 working days of the date of notice of the award of the tender or within such extended period, as may be specified by the Client

Tenderers may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied by the that some tenderers may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of tender then the tenderers so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by the Transport Department. It is also clarified that if need arises the purchaser would go in for appointment of outside party(s) to undertake the work under the captioned tender.

In case any one party submits multiple bids or if common interests are found in two or more tenderers, the tenderers are likely to be disqualified, unless additional bids/ tenders are withdrawn upon notice immediately.

3.15 Award of Contract

After evaluation of all accepted Proposals by the evaluation committee, a contract may be awarded to the successful tenderer whose financial quote is the lowest (L1) as per the calculation. The client reserves the right to award a contract in whole or in part if it is in its best interests to do so.

3.15.1 Notification of Award

The acceptance of the tender, subject to the contract, will be communicated in writing to the address furnished by the tenderer in the bid document. Any change of address of the Tenderer, should therefore be promptly notified to the Transport Department, Government of Puducherry.

3.15.2 Signing of Contract

The Tenderer shall be required to enter into a contract (Master Services Agreement and/or Service Level Agreements incorporating all agreements between the Parties, including any agreements reached during the negotiation process, if any) with the Authorized Representative, Transport Department, within fifteen (15) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative of the Transport Department.

The contract shall be on the basis of this document, the Bid of the Tenderer, the letter of intent and such other terms and conditions as may be determined by the Authorized Representative of the Transport Department to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

SECTION 4

GENERAL INFORMATION AND TERMS & CONDITIONS TO THE SUCCESSFUL BIDDER

4 General Information and Terms & Conditions to the Successful Bidder

4.1 Performance Bank Guarantee

- 1 The successful tenderer shall at his own expense deposit with the Transport Department, within thirty (30) days from the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to the Authorized Representative of the Transport Department, payable on demand, for the due performance and fulfillment of the contract by the tenderer. The format of the Performance Bank Guarantee will be as given in Form IV
- 2 The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.
- 3 This Performance Bank Guarantee will be for an amount of Rs. 50,00,000 (Rupees fifty lakhs only). All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the tenderer.
- 4 The performance bank guarantee shall be valid till the end of six months from the date of “Transfer” (six months after Transfer). Subject to the terms and conditions in the Performance Bank Guarantee, at the end of six months after the “Transfer”, the Performance Bank Guarantee will lapse automatically.
- 5 The PBG may be in the form of two year guarantee to be renewed by the tenderer at least 3 months prior to its expiry, for another period of 2 year, or till the end of 6 months after “Transfer”.
- 6 The Performance Bank Guarantee may be discharged / returned by Transport Department upon being satisfied that there has been due performance of the obligations by the Tenderer under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- 7 In the event of the tenderer being unable to perform the obligations under the contract for whatever reason, the Transport Department would evoke the

PBG. Notwithstanding and without prejudice to any rights whatsoever of the Transport Department under the Contract in the matter, the proceeds of the PBG shall be payable to the Transport Department as compensation for any loss resulting from the Tenderer's failure to complete its obligations under the Contract. The Client shall notify the Tenderer in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Tenderer is in default.

- 8 The Client shall also be entitled to make recoveries from the Tenderer's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

4.2 Use of Contract Documents and Information

The Tenderer shall not, without prior written consent from the Transport Department, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Transport Department in connection therewith, to any person other than a person employed by the Tenderer in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

The Tenderer shall not, without prior written consent of the Transport Department, make use of any document or information made available for the project, except for purposes of performing the Contract.

All the project related documents issued by the Transport Department, other than the Contract itself, shall remain the property of the Transport Department and shall be returned (in all copies) to the Transport Commissioner (TC), Puducherry on completion of the Tenderer's performance under the Contract.

4.3 Liquidated Damages

In case the Tenderer fails to provide the Services in accordance with the Service Standard, the Tenderer shall be liable to penalty as per the terms and

conditions of Service Level Agreements (SLAs.) to be agreed between the operator and the Administration.

Due to the criticality of the availability of the information, the solution should consider reliability, redundancy in hardware configuration and fail safe design. No data loss/interface failure is permitted and any recovery procedures should take into consideration this factor.

4.4 Termination of Contract

4.4.1 Termination for Default

The Client, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the operator by giving 10 days time to terminate the Contract fully or in part:

- If the operator fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the operator fails to perform any other obligation(s) under the Contract, or
- If the operator breaches the trust or
- If the operator in the judgment of the Transport Commissioner (TC), Puducherry has engaged in corrupt or fraudulent practices in competing for or in executing the Contract

In case the Transport Department terminates the Contract in whole or in part, the Department may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the operator shall be liable to the Transport Department for any excess costs for such similar services. However, the operator shall continue performance of the Contract to the extent not terminated. Alternately, Transport Department would be free to fully take over the assets and operations earlier being undertaken by the operator at a depreciated cost calculated on the basis of straight line method assuming the useful life of 5 years from the date of commissioning, without prejudice to any other action as contemplated in the Contract.

4.4.2 Termination for Insolvency

The Client may at any time terminate the Contract by giving written notice of 10 days to the operator if the operator becomes bankrupt or otherwise insolvent. In this event, termination shall be without compensation to the operator, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Transport Department.

4.4.3 Termination for Convenience

Transport Department, written notice sent to the operator by giving 10 days time to terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for convenience, the Transport Department would pay to the bidder the cost of services (issue of DLs/RCs/Permits/LLs / etc) provided till the date of the termination and depreciated cost of the equipment supplied. Depreciation would be calculated on the basis of a straight line method assuming the useful life as 5 years from the date of the commissioning.

4.4.4 Force Majeure

The operator shall not be liable to forfeiture of its Implementation Guarantee, Performance Security, Liquidated Damages, or termination for default if and to the extent that the delay in performance or other failure to perform his obligations under the Contract is as a result of Force Majeure.

For the purposes of this clause, “Force Majeure” means an event beyond the control of the operator and not involving the operator’s fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the Transport Department in its sovereign capacity, wars or revolutions, fire, flood, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure arises, the operator shall promptly notify to the Transport Commissioner, Puducherry in writing of such condition and the cause

therefore. Unless otherwise directed by the Transport Commissioner, Puducherry in writing, the operator shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

4.5 Exit Management

4.5.1 Purpose

- (i) This clause sets out the provisions which will apply on expiry or termination of the “MSA (Master Service Agreement)”, the “Project Implementation, Operation and Management SLA (Service Level Agreement)” and “SOW (Scope of Work)”.
- (ii) In case of termination of the Project Implementation and/or Operation and Management SLA or SOWs due to illegality, the Parties (‘Transport Department’, ‘Operator’) shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.
- (iii) The Parties shall ensure that their respective associated entities, in case of the client, Transport Department or its nominated agencies and sub-contractors in case of the Operator, carry out their respective obligations set out in this Exit Management Clause.

4.5.2 Transfer of Assets

- (i) The Operator shall be entitled to use the Assets for the duration of the exit management period which shall be the three month period from the date of expiry or termination of the Master Service Agreement (MSA).
- (ii) Transport Department during the Project Implementation Phase and Operation and Management Phase shall be entitled to serve notice in writing on the Operator at any time during the exit management period as detailed hereinabove requiring the Operator to provide the Department or its nominated agencies with a complete and up to date

list of the Assets within 30 days of such notice. Transport Department shall then be entitled to serve notice in writing to the Operator at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Operator to sell any of the Assets to be transferred to the Transport Department or its nominated agencies at market value (as determined as on the date of such notice).

- (iii) Upon service of a notice under point 3.5.2 (ii) the following provisions shall apply:
- a. In case if the Assets to be transferred are mortgaged to any financial institutions by the Operator, the Operator shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the Transport Department or its nominated agencies.
 - b. All risks in and title to the Assets to be transferred to be purchased by Transport Department or its nominated agencies pursuant to 3.5.2 (ii) shall be transferred to the Transport Department or its nominated agencies, on the last day of the exit management period.
 - c. The Client or its nominated agencies shall pay to the Operator on the last day of the exit management period such sum representing the depreciated value of the assets as defined under the clause on termination for convenience (clause 3.4.3)
 - d. That on the expiry of the period under this clause, the Operator and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all Confidential Information and all other related materials in its possession, including all the hardware supplied by Operator under this clause to the Department.
 - e. That the products and technology delivered to the Client during the contract term or on expiry of the contract duration should not

be sold or re-used or copied or transferred by operator to other locations apart from the locations mentioned in the RFP without prior written notice and approval of the Department. All hardware supplied on upfront payment basis, software and documents etc. used by the Operator for the Transport Department shall be the legal properties of the Department.

4.5.3 Cooperation and Provision of Information

- (i) During the exit management period:
 - a. The Operator will allow the Transport Department or its nominated agencies access to information reasonably required, to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered;
 - b. Promptly on reasonable request by the Transport Department or its nominated agencies, the Operator shall provide access to and copies of all information held or controlled by it which it might have prepared or maintained in accordance with the Master Service Agreement (MSA), the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services (whether provided by the Operator). Transport Department or its nominated agencies shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The Operator shall permit the Department or its nominated agencies and/or any Replacement Operator to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the Operator and to assist appropriate knowledge transfer.

4.5.4 Confidential Information, Security and Data

- (i) The Operator will promptly on the commencement of the exit management period supply to the Transport Department or its nominated agencies the following:
 - a. Information relating to the current services rendered and customer satisfaction surveys and performance data relating to the performance in relation to the services; and
 - b. Documentation relating to Intellectual Property Rights; and
 - c. Transport Department data and confidential information; and
 - d. All current and updated Departmental data as is reasonably required for the purposes of the Client or its nominated agencies transitioning the services to its Replacement Operator in a readily available format; and
 - e. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the Transport Department or its nominated agencies, or its Replacement Operator to carry out to the transition of the Services to the Client or its nominated agencies, or its Replacement Operator (as the case may be).
- (ii) Before the expiry of the exit management period, the Operator shall deliver to the Department or its nominated agencies all new or updated materials from the categories set out in 3.5.4 (i) above and shall not retain any copies thereof, except that the Operator shall be permitted to retain one copy of such materials for archival purposes only. After archival of the retained copy of materials the operator shall also deliver the retained copy along with the archived one.
- (iii) Before the expiry of the exit management period, unless otherwise provided under the Master Service Agreement (MSA), the Transport Department or its nominated agencies shall deliver to the Operator all forms of Operator confidential information which is in the possession

or control of the Transport Department or its nominated agencies or its users.

4.5.5 Employees

- (i) Manpower assigned by Successful Bidder to perform the services shall be employees of Successful Bidder & under no circumstances will such manpower be considered as employees of Government of Puducherry. Successful Bidder shall have the sole responsibility for supervision & control of its personnel / employees. The Successful Bidder shall be responsible for payment of such personnel's employee's entire compensation, including salary, legal deductions withholding of income taxes & social security taxes, worker's compensation, employee & disability benefits & other like manner solely & shall be responsible for all employer obligations under all laws including labour laws and local laws as applicable from time to time. The Department shall not be responsible for the above issues concerning to personnel of Successful Bidder. The Successful Bidder shall indemnify the Department that in the event the Department is required to pay any claim of employees personnel of the Successful Bidder on the project.
- (ii) Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Operator to the Department or its nominees, or a Replacement Operator ("Transfer Regulation") applies to any or all of the employees of the Operator, then the Parties shall comply with their respective obligations under such Transfer Regulations.
- (iii) To the extent that any Transfer Regulation does not apply to any employee of the Operator, the Department or its nominated agencies, or its Replacement Operator may make an offer of employment or contract for services to such employee of the Operator and the Operator shall not enforce or impose any contractual provision that

would prevent any such employee from being hired by the Department or its nominated agencies or any Replacement Operator.

4.5.6 Transfer of certain agreements

- (i) On request by the Client or its nominated agencies, the Operator shall effect such assignments, transfers, innovations, licences and sub-licences as the Client may require in favour of the Transport Department or its nominated agencies, or its Replacement Operator in relation to any equipment lease, maintenance or service provision agreement between the Operator and third party lessors, operators, or Operator, and which are related to the services and are reasonably necessary for the carrying out the replacement services.

4.5.7 Right of Access to Premises

- (i) At any time during the exit management period, where Assets are located at the Operator's premises, the Operator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Transport Department or its nominated agencies, and/or any Replacement Operator in order to prepare an inventory of the assets.
- (ii) The Operator shall also give the Department or its nominated agencies, or any Replacement Operator right of reasonable access to the Operator's premises and shall procure the Department or its nominated agencies and any Replacement Operator rights of access from relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to Transport Department or its nominated agencies, or a Replacement Operator.

4.5.8 General Obligations of the Operator

- (i) The Operator shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the

circumstances to the Transport Department or its nominated agencies or its replacement Operator and which the Operator has in his possession or control at any time during the exit management period.

- (ii) For the purposes of this Clause, anything in the possession or control of any Operator or associated entity is deemed to be in the possession or control of the Operator.
- (iii) The Operator shall commit adequate resources to comply with its obligations under this Exit Management Clause.

4.5.9 Exit Management Plan

- (i) The Operator shall provide the Client or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the MSA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - a. A detailed programme of the transfer process that could be used in conjunction with a Replacement Operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - b. Plans for communication with such of the Operator's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the department's operations as a result of undertaking the transfer; and
 - c. If applicable, proposed arrangements for the segregation of the Operator's networks from the networks employed by the Transport Department or its nominated agencies and identification of specific security tasks necessary at termination; and

- d. Plans for provision of contingent support to the Client or its nominated agencies, and Replacement Operator for a reasonable period after transfer for the purposes of providing service for replacing the Services.
- (ii) The Operator shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
 - (iii) Each Exit Management Plan shall be presented to the Transport Department by the Operator and got approved by it or its nominated agencies.
 - (iv) In the event of termination or expiry of MSA, Project Implementation, Operation and Management SLA or SOWs, each Party shall comply with the Exit Management Plan.
 - (v) During the exit management period, the Operator shall use its best efforts to deliver the services.
 - (vi) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
 - (vii) This Exit Management plan shall be furnished in writing to the Transport Department or its nominated agencies within 90 days from the Effective Date of Master Service Agreement (MSA).

4.6 Confidentiality

The operator shall not use or disclose to any third party, except for the purpose of observance of these terms and Conditions any confidential information of the Transport Department.

4.7 Contract amendment

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties hereto.

4.8 Resolution of disputes

Transport Department and the operator 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, the Client and the operator have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Puducherry, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English. The arbitration fee if any shall be equally shared by both the parties.

4.9 Jurisdiction of Court

All legal proceedings arising out of and in connection with this agreement shall be subject to the jurisdiction of the courts of Puducherry and High Court of Madras, Chennai, irrespective of the place of performance/execution of the agreement.

4.10 Insurance Requirement

The operator shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. and submit a list of all the insured items to the Transport Department prior to the start of operations. The operator shall keep effective all the insurances during the period of the Contract.

4.11 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 e-mail, telex, cable or fax and confirmed in writing to the party's address. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

4.12 Software Licences

The paper licences of all software to be deployed as part of the project would be in the name of the Transport Department – Government of Puducherry and the original copy of the same shall be deposited by the successful bidder at Transport Commissioner’s office after signing of the contract and before the installation of the software at any of the sites.

4.13 Intellectual Property Rights

During the Operation phase, the responsibility to maintain the Intellectual Property Rights (IPR) would lie with the Operator and the Operator will transfer the IPR to the Transport Department or its nominated agency during the Transfer stage. Following conditions apply:

- (i) **Ownership and Title:** Title to the minor enhancements, point updates and documentation, including ownership rights to patents, copyrights, trademarks and trade secrets therein shall be the exclusive property of the Transport Department.
- (ii) **Reverse Engineering:** The operator shall not reverse engineer any minor, major enhancement or point update.
- (iii) **Confidentiality:** The operator hereby acknowledges that the minor enhancements, point updates, and documentation may contain information that may be trade secret and proprietary to the Transport Department. The operator hereby agrees not to disclose such information except to persons and organizations expressly authorized by the Client to receive such information. The operator shall not remove or alter any copyright notices or proprietary legends affixed by the Client to such minor enhancements, point updates or documentation.
- (iv) **Copies:** The operator shall make available to the Client an additional copy of the minor enhancements, point updates and documentation for back-up use on the Computer.

- (v) **Liability of the operator:** The operator shall not be liable for any failure to perform its services because of circumstances beyond the control of the operator, where such circumstances shall include (not exhaustive) natural disaster, terrorism, labour disputes, war, declarations of Governments.
- (vi) **Payment Terms:** A Pre-receipt bill in triplicate in the name of the “Transport Department, Puducherry” shall be submitted to the Transport Commissioner and the payment will be certified by authorized officials of the Department as per the following schedule:
1. The payment will be done to the successful agency(s) on monthly basis.
 2. Any penalties imposed on the agency(s) for non-performance will be deducted from the payments.
 3. The Successful agency has to pay royalty of 5% of value of bill.
 4. The royalty and Income Tax will be deducted at source.
- The payments for will be done to the successful agency(s) as per the process detailed in this section.

Operations and Maintenance for provision of services

- a** The payments will be done to the successful agency(s) on monthly basis for every region.
- b** The payment shall be based on per transaction charges.
- c** The monthly bills will be submitted by the agency(s) along with a report of activities and transactions performed during the month. The transaction Report has to be tallied transaction report arrived from Vahan/Sarathi application. The same has to scrutinised while monthly payment.
- d** The monthly payment on per transaction basis will be started, for any site only after successful commissioning of the project in the State.
- e** Any penalties imposed on the agency(s) for non-performance will be deducted from the payments.

4.14 Obligations of the selected agency(s)

- 1 The selected agency shall be obliged to work closely with the Transport Department, act within its own authority and abide by the directives of the Department authorities.
- 2 The selected agency shall abide by the job safety measures prevalent in India and will free the Transport Department from all demands or responsibilities arising from accidents or loss of life, the cause of which is the agency's negligence. The agency will pay all indemnities arising from such incidents and will not hold the Transport Department responsible or obligated.
- 3 The selected agency will treat as confidential all data and information, obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Transport Commissioner, Puducherry.
- 4 The selected agency shall install and use only the recommended / supplied software and hardware in specified quantities during the period of the contract.
- 5 The manpower deployed shall be dedicated for the use of Transport Department work only. It shall not be used for any other purpose during or after office hours or holidays. The Minimum Manpower as per table 3 is indicative, if any change in the workflow of the application or any other decision taken by government on the usage of Vahan application etc. the department will have the discretion to reduce the DEOs placed other than printing centre at any point of time, accordingly the man-month rate will be deducted from the monthly payment.
- 6 Vendor shall be responsible for the maintenance, up keep and upgradation of all the hardware devices installed by it during the period of the contract for the fulfillment of service levels as agreed.
- 7 The contract shall not be assigned or sublet to any third party without the written approval of the Transport Commissioner, Puducherry
- 8 The selected agency must handle carefully all the equipments and work. It should not affect the normal working of the Government office. Right time attendance and work are important; otherwise it shall be treated as non-

cooperation to the Department, which will be liable for termination of contract.

- 9 The vendor shall comply with all the rules, regulations, byelaws and directions of any local or public authority from time to time in connection with this work and shall pay fees or charges that are levied on him without any extra cost to the Client.

4.14.1 Inspection and Test

- 1 Transport Department and/or its representatives reserve the right of inspection and testing of the goods prior to delivery and after delivery at the site, or at any time during the period of the contract.
- 2 Transport Department reserves the right to inspect, test and, wherever necessary, reject the Goods after the Good's arrival at the Project Site. This shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Transport Department or its representative prior to the Goods shipment.

4.14.2 Warranty

The equipment supplied on upfront payment would carry three years onsite comprehensive Original Equipment Manufacturer (OEM) warranty; this three year period shall commence from the date of commissioning of the respective Transport Department field offices for Card based Registration Certificates and Permanent Driving Licences.

The bidder should have to submit a Laboratory certificate approved by Government, whose PVC cards it should comply the specifications mentioned under MoRTH notification no. G.S.R.174(E) dated 01.03.2019. The qualified bidder are only considered for technical evaluation.

4.14.3 Delivery and Documents

Delivery of Goods shall be made by the selected agency strictly in accordance with the specifications of the tender document or in case of deviations, the specifications approved and accepted by the Transport Department.

4.14.4 Third Party Claims

The selected agency(s) shall indemnify the Transport Department against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

4.14.5 Ownership of Equipments

All the equipments provided by the selected agency(s) shall virtually have the right of use by the Transport Department throughout the contract period though the ultimate transfer may come much later, after the expiry of the contract period. The selected agency will therefore not shift, move, and transfer the equipments without the prior consent of Transport Commissioner, Puducherry. Such a request by the agency should be made with suitable justification and reasoning. However, the operator will be allowed to carry out normal maintenance activities as scheduled. It should be noted that if equipment has to be replaced, the replacing equipment must have a manufacturing date later than the equipment being replaced and the configuration of the replacement should be same or higher. Information about all such replacements along with reasons should be provided in writing to the Transport Department.

Ownership of all the data created during the period of contract shall be the property of the Transport Department. However, the responsibility of its maintenance, updation, correctness and backup would be that of vendor.

No third party interest in any form (lien, mortgage, hypothecation etc.) without the prior approval and consent of Transport Commissioner, Puducherry can be created on the assets, equipments etc. installed by the selected agency (s).

4.14.6 Prevention of Corrupt or Fraudulent Practices

Transport Department requires that agencies observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, "Transport Department":

- (i) Defines for the purposes of this provision, the terms set forth as follows:
 - a. “Corrupt practice” means offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and
 - b. “Fraudulent practice” means a misrepresentation of facts knowingly and intentionally in order to influence a procurement process or execution of a contract to the detriment of the Transport Department, and includes collusive practice among agencies (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Government of Puducherry of the benefits of the free and open competition;
- (ii) The Transport Department shall reject a proposal for award if it determines that the Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing the contract in question;
- (iii) The Transport Department shall declare a firm ineligible, either indefinitely or for a stated period of time, for award of a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing or in executing, a contract.

The past performance of the agency will be cross-checked if necessary. If the facts are proven to be dubious, the agency’s tender will be ineligible for further processing.

The selected agency shall hire employees only after checking their past records.

The data generated out of the transactions shall not be misused in any way.

All the software used must be duly licensed.

4.14.7 Interpretation of Clauses

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

In case of any ambiguity in the interpretation of any of the clauses in the tender document, interpretation of the Transport Commissioner shall be final and binding on all the parties.

SECTION 5

PRE-QUALIFICATION, TECHNICAL, FINANCIAL DETAILS AND FORMATS

FORM I

PRE-QUALIFICATION

PROPOSAL

5 Form I Pre-qualification Proposal

Covering Letter for Pre-qualification bid proforma

Letter Dated Date/Month/Year

To

Transport Commissioner
Transport Department,
100 Feet Road, O.K. Palayam,
Puducherry-605004

Dear Sir,

Ref: RFP for Supply, Installation and Application Development towards provisioning of Card services for Driving License and Registration Certificate and Maintenance of I.T. Resources under BOOT for five years.

Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute turnkey project on build, own, operate and transfer (boot) basis for the issue of Card based driving licences, registration certificates and Maintenance of I.T. infrastructure of the Transport Department in the Union Territory of Puducherry for a period of 5 years and offer other services as required and outlined in the RFP for the same. The details sought by the organization to evaluate the bidder's technical skill base and financial capacity to implement the project are provided in the pre-qualification bid. As it is required, the list of details specified in the table below is given in the formats specified in the RFP.

The details specified in the formats are substantiated with support documents as required.

Sincerely yours

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am..... Secretary of the

(Name of tendering company)

And that

.....

(Name of the above company signatory (ies))

Who signed the above Bid is authorized to bind the corporation by authority of its governing body.

(Seal)

Checklist:

Checklist as provided below should be attached:

S. No.	Criterion	Details	Yes/ No/ NA
1.	RFP Document Fee and EMD submitted	RFP Document Fee of INR 5000 + GST and EMD amount of INR 25,00,000/- (Rupees twenty five Lakhs) to be paid through the e-tender portal. A scanned copy the receipt to be uploaded along with the document.	
2.	Consortium details	<ul style="list-style-type: none"> • Power of attorney signed by the partners of consortium nominating one of the partners as the lead partner • Self certificate from the lead partner stating that he has at least 20 % stake in the consortium • Clearly defined roles and responsibilities of the partners provided by the lead bidder with due endorsement 	
3.	The Bidder(s) should be engaged in Information Technology (IT) business related to PVC Card/Poly Carbonate card/Card etc preparation with knowledge in I.T. infra management related works. The annual reports for the last three years (with audited financial statement) must be submitted.	<ul style="list-style-type: none"> • Certificate #1 (format attached) from the lead bidder. • Company's Articles of Association, Memorandum of Association and last 3 years annual report (with audited financial statements) must be submitted. 	
4.	The bidder should have executed minimum one project in customization of Transport Customer Care Service and Card preparation and development of related systems for supporting DL/RC applications in India	<ul style="list-style-type: none"> • Completion Certificate or satisfactory working and timely performance certificates for the jobs in progress for more than a year • Client Endorsement Certificate • The name and contact information (address, telephone number, fax, email-id, website) of the client contact person must be provided 	

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

5.	<p>The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects</p>	<ul style="list-style-type: none"> • Certificate #2 (format attached) from the lead bidder. • Statutory Auditor's certificate to that effect must be submitted by the agency giving the turnover from IT related operations and the percentage of IT services in the IT turnover. 	
6.	<p>The bidder or the partners in case of consortium should have positive net worth for the last three financial years.</p>	<ul style="list-style-type: none"> • Certificate #3 (format attached) from the lead bidder. • A self certificate to the effect signed by the Company Secretary of the company must be submitted 	
7.	<p>The bidder or the Prime bidder in case of consortium should have minimum 100 IT professional employees on its payrolls for at least last three years. The term 'IT professional' here refers to a professional on the rolls of the company and having a minimum qualification of a recognized Diploma or Degree in IT/ computer science or equivalent.</p>	<ul style="list-style-type: none"> • Certificate #4 (format attached) from the lead bidder 	

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8.	The agency/company must have experience of at least one PVC Card/PC Card related IT project with a State Government/Central Government/P.S.U.'s in India and supporting documents and at least three years experience in IT/e-Governance Project with project cost of 2 crores.	<ul style="list-style-type: none"> • Certificate #5 (format attached) from the lead bidder. • Completion certificate or satisfactory working and timely performance certificates for the jobs in progress for more than a year • Client endorsed certificate (as per attached format in this section) • The name and contact information (address, telephone number, fax, email-id, website) of the client contact person must also be provided. 	
9.	The bidder should have tender specific manufacturer's authorization letter for the proposed devices.	<ul style="list-style-type: none"> • Letter copy to be attached (Format attached) 	
10.	The bidder or the partner in case of consortium who is himself the card manufacturer or if he is himself not the manufacturer, then, the manufacturer from whom he proposes to procure the proposed card must have the manufacturing capacity of 1 million cards per year (a self certification along with a published proof from independent established third party, if any must be submitted as a proof).	<ul style="list-style-type: none"> • A self certification along with a published proof from independent established third party, if any must be submitted as a proof 	
11.	The bidder or the partner in case of joint venture who himself is the card manufacturer or a manufacturer from whom he proposes to procure the card must have the experience of supply of minimum 0.5 million cards during at least in the last one preceding year for which the proof of supply from the purchaser shall be submitted.	<ul style="list-style-type: none"> • The agency/company must submit an undertaking to the effect. • The proof of supply from the purchaser shall be submitted. 	

Additionally, Certificates 6,7,8,9 should be submitted as per the attached format.

Bid security (EMD) form

File. No.:

Project Name:

(To be issued by a bank scheduled in India as having at least one branch in Puducherry)

Whereas(herein after called “the Bidder”) has submitted its bid dated (Date). For the execution of **“Printing of DL & RC Cards and Maintenance of I.T. Resources for the Transport Department, Government of Puducherry”** (herein after called “the Bid”)

KNOW ALL MEN by these presents that WE<name of the bank>..... having our registered office at<registered office location>..... (here in after called the “Bank”) are bound unto the Transport Commissioner, Transport Department, Government of Puducherry (hereinafter called “the purchaser”) to the sum of for which payment well and truly to be made to the said purchaser the bank binds itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the Department during the period of bid validity and
 - (i). fails or refuses to execute the contract form if required; or
 - (ii). Fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the Department upto the above amount upon receipt of its first written demand, without the Department having to substantiate its demand, provided that in its demand the Department will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee of Rs..... will remain in force upto and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the said period.

Place:
Date:

**Signature of the Bank Official
with seal**

Format for providing project information

The information must be endorsed by the client.

S. No.	Input Required	Input Provided
1.	Project Name	
2.	Authority providing the information (Name, Designation and Contact)	
3.	Role of the company in the project: (Brief information)	
4.	Approximate order value for the company in the project	
5.	Approximate Number of locations where the company is providing services as apart of the project	
6.	Is the project being undertaken/ completed by the company to the satisfaction of the client?	
7.	Did the role of the company include significant IT related operations? (Yes/ No)	
8.	Did the company develop and implement an application software product for the project? (Yes/ No)	
9.	Did the company provide 'over the counter' services as a part of the project using IT? (Yes/ No)	
10.	Did the company provide hardware as part of the project (Yes / No)	
11.	Did the company deploy manpower for operations of the project? (Yes / No)	

Adjudicator

In accordance with GCC clause 6.4.4., the agreed Adjudicator(s) is (are):

Title: **Secretary to Government (Transport)**

Address: Chief Secretariat Buildings, Puducherry-605 001.

Telephone: 0413 – 2334036

Certificate #1

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s. (lead bidder) _ is a Citizen Service Agency/ Company, registered in India, providing IT enabled “over the counter services” in the areas of e-governance” (hereinafter referred to as Category A agency/company)

OR

IT company/agency, registered in India, involved in provisioning of IT enabled “over the counter” services to customers, either “in the capacity of backend IT solution provider” or “in the capacity of front end operations management and service provisioning” or both (hereinafter referred to as Category B agency/company)

having expertise and experience in the area of work relating to Information Technology services such as, Card operations, Data Centre operations or Facility Management and is engaged in the IT related activities/services for at least last three years and in the areas of work mentioned in Category A or Category B (as applicable) for at least last 1 year.

As required, please find enclosed self-attested copies of the following documents:

- (i). ‘Registration Certificate’ / ‘Certificate of Incorporation’ (As applicable)
- (ii). Memorandum of Association
- (iii). Articles of Association

- (iv). Annual Reports of last three years (with audited financial statements)
- (v). Documentary evidence of company/agency conforming to Category A or B as defined above, in the form of copies of order along with either “completion” certificate or “satisfactory work in progress for more than a year” certificate.

Yours faithfully,

Signature with company seal

Name:

Date:

Designation: Company Secretary

Location:

Certificate #2

(Company Letterhead)

To,
Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that the annual turnover of M/s..... (Lead bidder) from the IT related activities:

(a) For the year 2021-22 is _____ and the percentage of IT services in this turnover is _____ %.

(b) For the year 2022-23 is _____ and the percentage of IT services in this turnover is _____ %.

(c) For the year 2023-24 is _____ and the percentage of IT services in this turnover is _____ %.

As required, please find enclosed self-attested copies of following documents:

(i) 'Audited Balance Sheet and Income Statement' or Annual Report for the years 2021- 22, 2022-23 and 2023-24.

(ii) Statutory Auditor's certificate certifying the percentage of IT services in the annual sales turnover from the IT related activities, services and hardware (in case the same is not explicitly mentioned in the submitted audited financial statements).

Yours faithfully,

Signature with company seal

Name:

Date:

Designation: Company Secretary

Location:

Certificate #3

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s..... (Lead bidder) has positive net worth (measured as paid-up capital plus free reserves) for the financial years 2021-22, 2022-23 and 2023-24 As required, please find enclosed self-attested copies of balance sheets for the corresponding years.

Yours faithfully,

Signature with company seal

Name:

Date:

Designation: Company Secretary

Location:

Certificate #4

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s..... (Lead bidder) has ____ (nos.) of IT professional employees on its payrolls and has had the same for at least last one year.

Yours faithfully,

Signature with company seal

Name: Date:

Designation: Company Secretary Location:

Certificate #5

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s..... (Lead bidder) _ has experience of at least one PVC/PC card related IT project with a State Government/Central Government/Public Sector Undertakings in India and at least three years experience in IT/e-Governance Project with project cost of 2 crores. As required, please find enclosed the following documents:

(i) Self attested copies of order and completion certificate issued by the client.

‘OR’

(i) Self attested copies of order and satisfactory working and timely performance certificates issued by the client for jobs in progress for more than a year.

(ii) Name, Address, Telephone No., Fax, Email-id of the contact person at client firm(s).

Yours faithfully,

Signature of signing authority with company seal

Name:

Date:

Designation:

Location:

Certificate #6

(Company Letterhead)

To,
Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s..... (Lead bidder) has experience of successfully completing at least:

One multi location (minimum 10 locations – in single order) project in the area of IT related work and services. Please find enclosed self attested copies of the order and completion certificate / citation issued by M/s. _____ (Client Company). This order was for ____ (no.) of locations and the order value was Rs. _____ crores. Name, Address, Telephone No., Fax, Email-id of the contact person at client firm are mentioned below

Or

One multi-location (min. 10 locations – in single order) BOT/BOOT/BOO project with at least 200,000 transactions per annum and annual transaction value of at least Rs. 5 crores

Please find enclosed self attested copies of the order and satisfactory work in progress for more than a year certificate issued by M/s. _____ (client company). This order was for ____ (no.) of locations and average no. of annual transactions is _____ and the total value of annual transactions is Rs. _____. Name, Address, Telephone No., Fax, Email-id of the contact person at client firm are mentioned below.

Yours faithfully,

Signature of signing authority with company seal

Name:

Date:

Designation:

Location:

(More than one certificates and order details may be attached as per format).

Certificate #7

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s. (lead bidder) _ accepts that

- a. Transport Department, Puducherry reserves the right to carry out the capability assessment of the agency/company and the Department's decision shall be final in this regard.
- b. Transport Department, Puducherry reserves the right to reject any or all bids without assigning any reason.

Yours faithfully,

Signature of signing authority with company seal

Name:

Date:

Designation:

Location:

Certificate #8

(Company Letterhead)

To,

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Ref: RFP for Selection of Service Provider for Centralised Printing of Registration Certificate & Driving License Cards and Supply & Maintenance of I.T. Resources for Transport Department, U.T. of Puducherry for a period of 5 years.

Dear Sir,

This is to certify that M/s. (lead bidder) _ accepts that in the event of acceptance of the bid submitted by it and subsequent award of order, it shall use only PVC Card as per the notification GSR 174(E) of MoRTH towards the fulfillment of the order.

Yours faithfully,

Signature of signing authority with company seal

Name:

Date:

Designation:

Location:

Certificate #9

To Whomsoever It May Concern

I, representative of _____, hereby solemnly affirm the veracity of documents submitted as a part of pre-qualification, technical and financial bid for “Service Provider for Centralised printing of Driving License & Registration Certificate and Maintenance of I.T. Resources on a Build, Own, Operate and transfer (BOOT) basis for a period of five years” .

In the event of any deviation from the factual information, the Transport Department, Puducherry reserves the right to terminate the contract without any compensation.

Dated:

Signed:

Place:

ILLUSTRATIVE

Oath Commissioner Name:

Signature:

Date:

Place:

Stamped

FORM II

TECHNICAL PROPOSAL

6 Form II Technical Proposal

Covering letter (on the Company letter head of the lead partner)

Date:

To

Transport Commissioner

Department of Transport, Puducherry

100 Feet Road, O.K. Palayam, Puducherry-605004

Dear Sir,

Ref: RFP for “Service Provider for Centralised printing of Driving License & Registration Certificate and Maintenance of I.T. Resources.”

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the issuance of PVC based Permanent Driving Licences and Registration certificates of vehicles on Build Own Operate and Transfer basis for Puducherry for five years and to meet such requirements and provide such services as are set out in the Bid Document.

We attach hereby the Bid Technical Response as required by the tender document, which constitutes our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and Transport Department or its appointed representatives. We also undertake, if our bid is accepted, we will provide the equipments / items as proposed (in TP 7) as a part of the technical proposal.

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a nationalized bank in India, acceptable to Transport Department, for a sum of *****INR (Rupees only), 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 SIX (plus ONE) MONTHS 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 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 of the products/ services 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.

Dated this Day of.....

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

.....

(Name and address of Tendering Company)

Seal/Stamp of Tenderer

Witness signature:

.....

Witness name:

Witness address...

Attachments:Board resolution delegating signing powers to authorized signatories for the Bid Technical Response

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am..... Secretary of the

(Name of tendering company)

And that

.....

(Name of the above company signatory/ signatories

who signed the above Bid is/ are authorized to bind the corporation by authority of its governing body.

(Seal)

The Technical Proposal should consist of the following information in the given format in subsequent pages:

- TP 1 Tenderer's Organization and Experience
 - A Information on Tenderer's Organization
 - B Tenderer's Experience
- TP 2 Description of the Approach, Methodology and Work Plan for Performing the Assignment
- TP 3 Technical Specifications/ Brands of the proposed equipments
- TP 4 Manpower proposed for this project

In view of the changes in the technical bids arising out of technical discussions with the qualified tenderers, the tenderer may be allowed to change the commercial bid within 48 hours of signing of the technical bids. All pre-qualified tenderers shall have to sign-of the Approach and Methodology, Work Plan, Organization and Staffing, Team Composition and Task Assignments, Curriculum Vitae of Staff, Staffing and Work Schedule, Technical Specifications/ Brands of the proposed equipments, Relevant certification etc. to the satisfaction of the evaluation committee.

TP 1 Tenderer's Organization and Experience

A - Tenderer's Organization

[Provide here a brief (two pages) description of the background and organization of your firm/ entity and each associate for this assignment.]

B - Tenderer's Experience

[Using the format below, provide information on each project for which your organization, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment.]

Assignment name:	Approx. value of the contract (in current Rupees):
Country: Location within the country:	Duration of assignment (months):
Name of the Client:	Total No. of staff-months of the assignment
Address of the Client:	Approx. value of the services provided by your firm under the contract (in Rupees.)
Start date (month/year): Completion date (month/year):	Technologies involved/ number of locations covered, etc.
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the project:	

TP 2 Description of the Approach, Methodology and Work Plan for Performing the Assignment

Technical approach, methodology and work plan are the key components of the Technical Proposal. You are suggested to present your Technical Proposal (50 pages, inclusive of charts and diagrams) divided into the following three chapters:

- a) Technical Approach and Methodology,
- b) Proposed card layout and design
- c) Work Plan, and
- d) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Proposed card layout and design. In this chapter you should provide the pictorial description of the look and feel of the proposed Card based RC and the Driving Licence. The bidder is free to include a prototype DL and RC along with the Technical proposal. However, the final layout and design of the Card to be used for issuing the Driving Licence and Registration Certificate on a state wide basis would be as advised by the Transport Department, Government of Puducherry.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of services and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule.

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.

TP 3 Technical Specifications/ Brands of the proposed/replacement of equipments

S No	Equipment / Item	Make and Model	Details of technical specifications	Number of equipments / items proposed including number of licences wherever the same is required during the project period
1.	Client Desktop PCs			
2.	Dot Matrix Printer			
3.	Desk jet/ Ink jet printer			
4.	Fast Ethernet LAN Switch			
5.	DG set			
6.	UPS			
7.	Card			
8.	Networking accessories			
9.	Others please specify			

- The bidder shall propose all aforementioned equipments / items meeting the minimum technical specifications; however the bidder is free to propose equipments / items that are over and above the specified minimum technical specifications
- Duly tagged product catalogues with technical specifications of the product should also be provided along with the certificate for association with the Original Equipment Manufacturer (OEM).
- It will be the responsibility of the successful bidder to supply the equipments / items as proposed in TP 3. Any slight deviation in the installed equipments / items from the proposed equipments / items would be termed as breach of Master Service Agreement

(Manufacturer's authorization letter)
(This format must be kept in a separate sealed cover)

S.No.	Parameter description Specks	Compliance
1.		
2.		
3.		
4.		
5.		

TP 4 Manpower Proposed for this project

Sl. No.	Description	Qualification	Number of Person
1.	U.T. Level Nodal Person		
2.	Technical Resource		
3.	Data Entry Operator		

- The bidder shall propose all aforementioned manpower resources to meet the minimum requirement mentioned in RFP, however the bidder is free to propose over and above the required number and qualifications.
- It will be the responsibility of the successful bidder to depute the resources proposed in TP 4. Deviation of RFP terms will not be allowed which would be termed as breach of Master Service Agreement

FORM III

FINANCIAL PROPOSAL

7 Form III Financial Proposal

Covering letter (on the Company letter head of the lead partner)

Date:

To

Transport Commissioner
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Dear Sir,

Ref: RFP for Supply, Installation and Application Development towards provisioning of PVC based

Card for Driving License & Registration Certificate and Maintenance of I.T. Resources.

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services for the issuance of Card based Permanent Driving Licences and Registration certificates of vehicles on Build Own and Operate basis for Union Territory of Puducherry for five years and to meet such requirements and provide such services as are set out in the Bid Document.

We attach hereby the Bid Commercial Response as required by the tender document, which constitutes our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and the Transport Department or its appointed representatives.

If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a nationalized bank in India, acceptable to Transport Department, for a sum of Rs 50,00,000 (Rupees fifty lakhs only), for the due performance of the contract.

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

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 SIX (plus ONE) MONTHS 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 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 of the products/ services 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.

Dated this the Day of2025

(Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of:

.....
.....

(Name and address of Tendering Company)

Seal/Stamp of Tenderer

Witness signature:

.....

Witness name:

Witness address:

Attachments:Board resolution delegating signing powers to authorized signatories for Bid Commercial Response

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, certify that I am..... Secretary of the

(Name of tendering company)

And that

.....

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

(Name of the above company signatory/ signatories)

who signed the above Bid is/ are authorized to bind the corporation by authority of its governing body.

(Seal)

The Financial Bid should include the following form:

FF 1 Financial Bid

To be calculated on the basis of the statistical data mentioned in Annexure 1 of this RFP and the rate to be quoted year wise for five years.

Amount in Indian National Rupees

S. No	Transaction	Rate for issuance of Single transaction (per card) in INR inclusive of all (including GST) - to be paid by the Department
1	Permanent Driving Licence & Registration Certificate and Supply & Maintenance of I.T. Resources	

8 Form IV Proforma for Performance Bank Guarantee (PBG)

To

Transport Commissioner, Puducherry
Department of Transport, Puducherry
100 Feet Road, O.K. Palayam, Puducherry-605004

Dear Sir,

PERFORMANCE BANK GUARANTEE – – for Centralised DL & RC card printing and Maintenance of I.T. Resources

WHEREAS

M/s. (name of Bidder/Tenderer), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Operator), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (hereinafter, referred to as “Contract”) with you (Transport Commissioner, Puducherry) for Project “Service Provider for Centralised printing of Driving License & Registration Certificate and Maintenance of I.T. Resources” **for Transport Department, Government of Puducherry** in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder/Tenderer) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount Rs 50,00,000 INR (Rupees fifty lakhs only), and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of *****INR Crore (Rupees only) (in words and figures) without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till the completion of the Project from the date of signing of the contract. (Plus SIX months) or 'Transfer' + 6 months i.e. (date), subject to the terms and conditions in the said Contract

We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until the completion of the project period (plus SIX months) or 'Transfer' + 6 months for the total solution as per the said Contract.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We hereby expressly waive all our rights:

- (i) Requiring to pursue legal remedies against the Transport Department; and
- (ii) Notice of acceptance hereof for any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) upto but not exceeding the amount aforesaid during the period from and including the date of issue of this guarantee throughout the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall neither be affected by any change in the constitution of our constituent nor shall it be affected by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure that the same shall benefit you and be available to you and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs. 50,00,000 INR (Rupees fifty lakhs only), and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient/s of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favor.

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

We further agree that the exercise of any of your rights against our constituent to enforce or forbear from enforcing for any indulgence or the like or in respect of any facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed Rs. 50,00,000 INR (Rupees fifty lakhs only), INR; This Performance Bank Guarantee shall be valid only upto the completion of the Project (plus SIX months) or 'Transfer' + 6 months; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before (Date i.e. completion of the project period plus SIX months or 'Transfer' + 6 months for the proposed services to the Transport Department).

Any payment made hereunder shall be free and clear and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may be enforced in or by such court.

Dated this day 2025

Yours faithfully,

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)

Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

9 Form V Performance Security Form

_____ [Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: _____ [Name and Address of Client Department]

Date: _____

PERFORMANCE GUARANTEE No.: _____

We have been informed that [name of vendor] (hereinafter called "the Supplier") has entered into Contract No. [reference number of the contract] dated _____ with you, for the supply of [description of goods and services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we [name of Bank] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures] () [amount in words]¹ upon receipt by us of your first demand in writing accompanied by a written statement stating that the Supplier is in breach of its obligation(s) under the Contract, without your needing to prove or to show the grounds for your demand of the sum specified therein.

This guarantee shall expire not later than the ___ day of ___, 2 ___,² and any demand for payment under it must be received by us at this office on or before that date. This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

_____ [signature(s)]

1. The Guarantor shall insert an amount representing the percentage of the Contract Price specified in the Contract and denominated either in the currency (ie.,) of the Contract or a freely convertible currency acceptable to the Client Department.

2. Established in accordance with Clause 6.3.2 of the General Conditions of Contract (“GCC”), taking into account any warranty obligations of the Supplier under Clause 6.4.2 and 6.4.3 of the GCC intended to be secured by a partial performance guarantee. The Client Department should note that in the event of an extension of the time to perform the Contract, the Client Department would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee. In preparing this guarantee, the Client Department might consider adding the following text to the form, at the end of the penultimate paragraph: “The Guarantor agrees to a one-time extension of this guarantee for a period not to exceed [six months] [one year], in response to the Client Department’s written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee.”

Check list for the bidder

Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender should be uploaded separately in <https://pudutenders.gov.in> website in the respective tabs for “Pre-Qualification Bid”, “Technical Bid” and “Commercial Bid”.

S. No	Form to be submitted	Yes/No /NA
A	Pre-qualification proposal	
1	Cover letter on company’s letter head duly signed, dated and stamped	
2	Checklist for pre-qualification proposal, duly signed	
3	EMD for the bid- Receipt copy	
4	Tender Document Fee-Receipt copy	
5	Other document for pre-qualification requirements along with the certificates in the attached format	
B	Technical Proposal	
1	Cover letter on company’s letter head duly signed, dated and stamped	
2	TP 1 Tenderer’s Organization and Experience	
3	TP 2 Description of the approach, methodology and work plan for performing the assignment	
4	TP 3 Technical specifications/ Brands of the proposed equipments	
5	TP 4 Manpower requirement proposal	
E	In case of group bid a) Board Resolution b) Consortium agreement c) Detail of consortium with Roles and Responsibilities d) Self certification by (the lead partner’s) company secretary e) Details of significant changes in bidder’s management	
F	Affidavit	
G	Proforma for Performance Bank Guarantee(PBG)	
H	Is the proposal signed by the authorized signatory	
I	Power of attorney	

SECTION 6

ANNEXURES

Annexure 1 – Department Statistics

Number of transactions for the period 2024 and 2025 are given below:

Table 6: Number of Transactions for the past five years

Year	DL transactions	RC transactions
2023	47200	82100
2024	48350	84050

Estimate of number of transaction for next 5 years on the basis of Compounded Annual Growth Rate (CAGR) calculated on the actual transactional data

Year	DL transactions	RC transactions
2025	49500	85800
2026	50900	87400
2027	52200	89000
2028	53500	91600
2029	54800	93500

Annexure 2 – Information Regarding Service Transactions

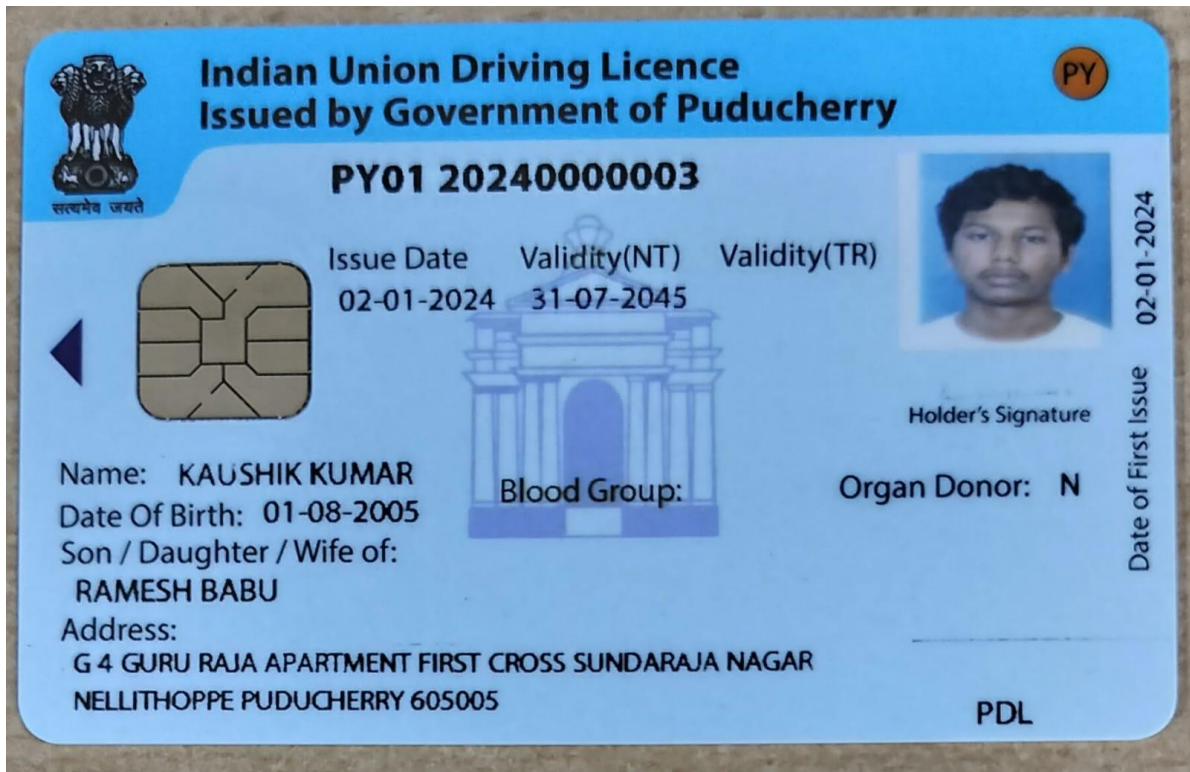
The bidders may use the following indicative data for preparing their financial bids:

1. The Transport department has already engaged an agency on a PPP basis to deliver the integrated SMART Card based services for the driving licence and registration of vehicles etc. since 2019 and the contract is getting over in the month of March 2025. The agency has provided the requisite hardware and associated manpower towards the delivery of the above mentioned services. The details of the assets provided by the agency and in use are detailed in the Annexure 7. The bidder has to go through the Annexure-7 thoroughly and factor himself the assets that needs to be replaced and purchased newly based on the annexure and requirement of the project.
2. The bidder is expected to perform installation and commissioning of the required hardware and other equipments at each location of the Transport Department where DL and RC services are being delivered, immediately after the site is handed-over by the Transport Department to commence services pertaining to registration of vehicles and driving licence.
3. All kinds of consumables for the hardware brought by the vendor including PVC cards, cartridges, stationaries for printers etc. for providing services are to be purchased and provisioned by the bidder.
4. The Registration Certificates and Driving Licences will be printed on PVC cards, therefore, a suitable colored printer for, personalization and printing the Visual Inspection Zone (VIZ) data on the plastic card is required. Driving Licence data will be printed on both side of the card. Pre-printing on the card can be done by the operator if required at their location. The standardised cards are available with the department for Driving Licence & Registration certificate has to be followed.
5. The number of data entry operators will vary in accordance with the work load in each office.
6. All software for the purpose of Printing of Cards in vahan and sarathi will be arranged by NIC and the Transport Department will only provide the required credentials for using the software wherever deemed necessary.


RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

7. The operator shall provide Warranty/AMC to IT equipments, Antivirus to all systems, the consumables for printers, DL & RC cards for printing etc and UPS and generator for all locations for offline power backup for ensuring uninterrupted smooth operations.
8. During the 'operate' phase, the operator shall take the responsibility of
 - addressing technology obsolescence needs by appropriate upgradation, replacement and / or replenishment of systems,
 - providing power requirements, environmental support systems,
 - Attendance, Access control and security measures in front and back offices etc.
9. Various MIS reports shall be generated and submitted to various officials as required even if the data is not available in the Vahan & Sarathi application.
10. The samples of DL & RC, Form 24 for newly registered vehicles and sticker for services are given below for better understanding. This Department has proposed to issue chipless PVC cards instead of Chip based cards.

DL Cards:




DL No : PY01 20240000003 PD00000003




Invalid Carriage (Regn. Numbers)

Hazardous Validity Hill Validity

Class of vehicle	Code	Issued by	Date of Issue	Vehicle Category	Badge Number	Badge Issued Date	Badge Issued by
	MCWG		-			-	

From 7 Rule 16(2)

Emergency Contact Number


 Licensing Authority
 PY01 PONDICHERRY RTO

RC Card:



Indian Union Vehicle Registration Certificate
Issued by Government of Puducherry



Regn. Number
PY01BA2682

Chassis Number
MAJAXXMRTAAL73979

Engine / Motor Number
AL73979

Owner Name
CHELLA KRISHNAN

Son / Wife / Daughter of (In case of Individual Owner)
SREENIVASAN

Address
NO 20 PUGAZHENDI STREET, ANANDHA NAGAR, KATHIRKAMAM, Puducherry, PY, 605009

Date of Regn.
15-02-2010

Owner
3

Regn. Validity
14-02-2025

Serial
3

Fuel
DIESEL

Emission Norms
BHARAT STAGE II

Card Issue Date
04 01 2024



PR00000001

Vehicle Class: **Motor Car**

Regn. Number
PY01BA2682

Maker's Name
FORD INDIA PVT LTD

Model Name
FORD IKON 1.4 TDCI

Colour
CHILL METALLIC

Body Type
CAR (SEDAN)

Seating(in all) / Standing / Sleeper Capacity
5

Month - Year of Mfg.
02-2010

Unladen / Laden / Gross Combination Weight (kg)
1006 0 0

Number of Cylinders
4

Cubic Capacity / Horse Power (BHP/Kw) Wheel Base(mm)
1399 68 2486

Number of Axle
Financer Name

Form 23A

Registration Authority
PY01 PONDICHERRY

Form-24:

FORM 24 (REGISTER OF MOTOR VEHICLE)
GOVERNMENT OF PUDUCHERRY, TRANSPORT DEPARTMENT

Registration No. : PY01DD5115 Date of Registration. : 11-Nov-2024
 Dealer's Name & Address : AAKASH AUTOMOBILES PVT. LTD,PO,NA
 Owner Name : MUKESH GOKUL Son/wife/daughter of : MURUGABOOPATHY
 Full Address: (Permanent) : 93C 84 31 4TH STREET RAJIV NAGAR NORTH THOOTHUKUDI
 CHIDAMBARANAGAR,,Thoothukkudi.623008
 Full Address: (Temporary) : 34 PALLA STREET MURUNGAPAKKAM, PUDUCHERRY, Puducherry, 605004
 Nominee Name : GEETHA Relationship with the nominee : Mother
 Mobile No. : 7094449942 Old Registration No. :

RC Cancel Details:
 a) Date : b) Cancel Reason :


Hypothecation Details:
 a) Financer Name : BANK OF INDIA b) Financer Type : HYPOTHECATION
 c) Financer Address : *110 JAWAHARLAL NAGAR, "NEHRU STREET", PUDUCHERRY, 605001, PUDUCHERRY
 The Motor Vehicle is : NEW (NON-TRANSPORT) Sale Amount : 219462
 Class of Vehicle : M-Cycle/Scooter(2WN) Month and Year of Manufacture : 10/ 2024
 No. Of Cylinders : 1 Norms : BHARAT STAGE VI
 Chassis No : MD2JUEXG1RN017313 Colour : COOL WHITE PEARL MAT
 Engine No. : R-962*23961* Type Of body : SOLO WITH PILLION
 Maker's Name : BAJAJ AUTO LTD Model Name : HUSQVARNA VITPILEN 250
 Fuel Used in Engine : PETROL Horse Power(S.H.P) : 30.55
 Cubic Capacity : 249.07 Wheel Base : 1366
 Seating Capacity : 2 Standing Capacity : 0
 Sleeper Capacity : 0 Length : 2071
 Width : 807 Height : 1028
 Laden Wt : 314 Kg Unladen Wt : 164 Kg
 Gross Vehicle Wt : 0 Kg Owner Sr. : 1

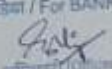
Number & Description of size of tyres :
 a) Front: b) Rear: c) Other: d) Tandem:
 Registered Axle Weight (In respect of each axle):
 a) Front: b) Rear: c) Other: d) Tandem:



Insurance Details :
 Purchase Date : 09-Nov-2024 Policy No. : 0914013124P112461970
 INSURANCE TYPE : THIRD PARTY Insurance Validity : Fr 09-Nov-2024 To 08-Nov-2029
 INSURANCE COMPANY : UNITED INDIA INSURANCE CO.LTD

Fee Details:
 Appl No. : PY24110936084766 Fee/Tax Receipt No. : PY1D241100000401

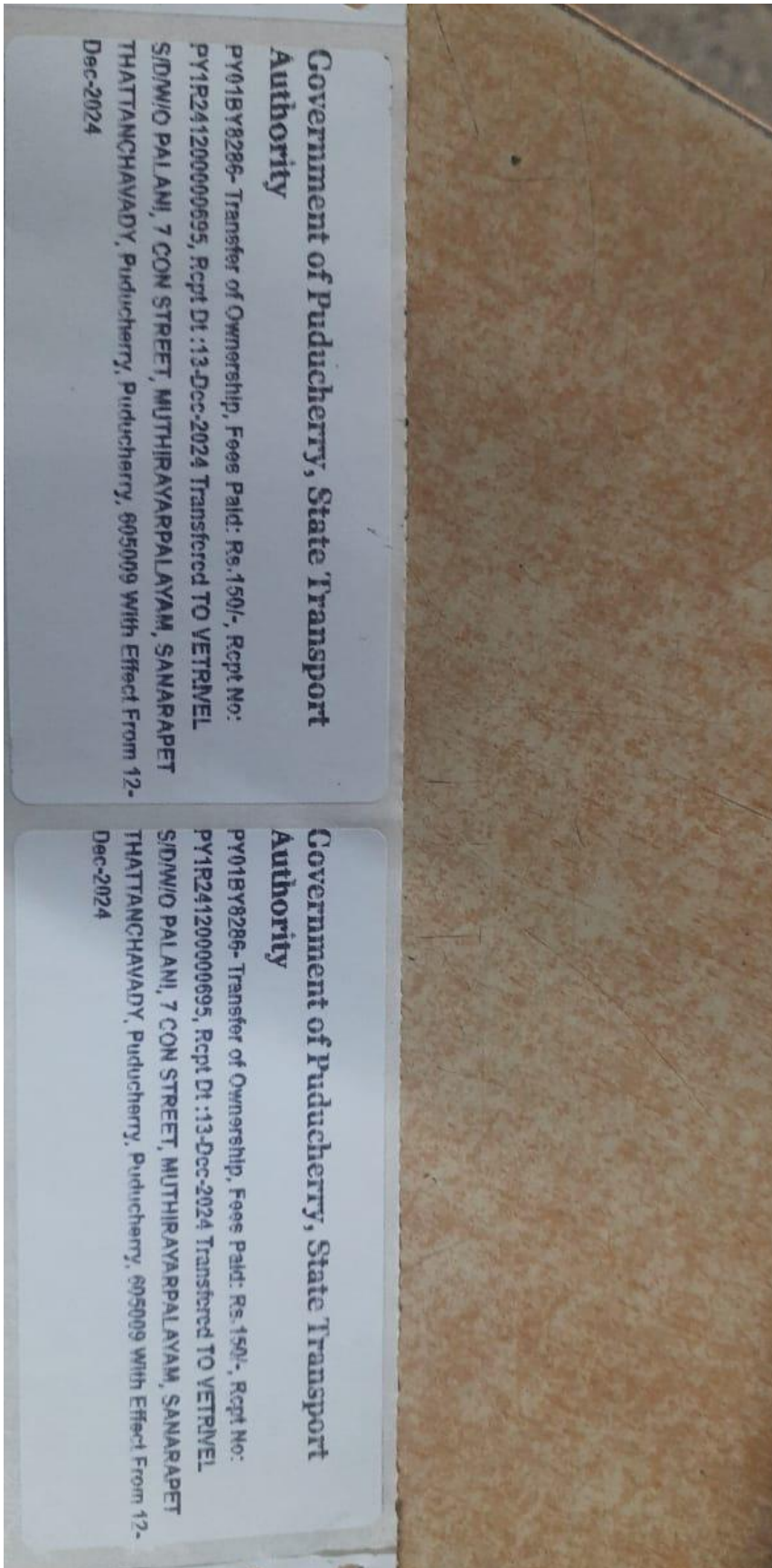
Particular	Amount	Penalty	Total
Service/User Charge	320	0	320
Smart Card Fee	200	0	200
Hypothecation Addition	500	0	500
New Registration	300	0	300
MV Tax (LIFE TIME)	1200	0	1200

Registration valid upto 10-Nov-2039 Fitness valid upto 10-Nov-2039
GRAND TOTAL (In Rs): 2520 /- (TWO THOUSAND FIVE HUNDRED AND TWENTY ONLY)
 Name and Designation of the Inspecting Officer who certifies the vehicle as fit for registration:
 Inspector Name :
 Owner Signature :

 Registering Authority

स्वो बैंक ऑफ इंडिया / For BANK OF INDIA

 अधिकारी / Officer
 पोडिचेरी ब्रांच / Pondicherry Branch

Service Sticker:



Annexure 3 – Technical Specifications

The minimum indicative specifications for hardware to be installed by the vendor have been given in the table below. The bidder is responsible for the upgradation of the specifications of the hardware whenever there is a need.

The minimum indicative specifications for hardware to be installed by the vendor have been given in the table below. The bidder is responsible for the upgradation of the specifications of the hardware whenever there is a need.

ITEM	EXPECTED MINIMUM CONFIGURATION
Client Desktop PCs	Intel Core i5 13 th Generation or latest Processor with Base Frequency 3.60GHz, 4 Cores, 4 Threads, 3MB Smart-cache or higher Intel Onboard Graphics 16GB DDR5 4800 Mhz or higher RAM Upgradable up-to 32GB Intel 700 Series chipset motherboard or latest Graphics - Onboard VGA, HDMI, USB-3.0 Ports(backside-4, front side-2) or suitable 1TB SSD, Windows 11 Pro Original Operating system 10/100/1000 auto sensing on board integrated RJ-45 Gigabit Port Line/Mic In, Line out/Speaker Out (3.5 mm) Cabinet – Tower Model Monitor 18.5”, Resolution- 1366x768 , TCO 7.0 Certification Power 180 watts, Power Efficiency 85% Keyboard – USB OEM keyboard. Mouse – USB optical scroll OEM mouse with superior mouse pad. Cables and Connectors - Power cords for CPU and Monitor.
Laser Jet Printer	Printing Technology : Laser Catridge Technology: Composite Type of Printing : Mono Paper Size : A4, Legal Print Speed : 24 PPM or above Resolution : Upto 600 x 600 dpi (2400 x600 dpi Quality) Memory : 64 MB Duplex : Yes Network : Yes (Ethernet 10/100/1000)
Dot Matrix Printer	24 Pins, 136 cols, 300cps speed Push/Pull tractor Centronics parallel or RS232/422 serial interface Paper Path - friction, tractor mode Thevanagiri Language Printing capability
Fast Ethernet LAN	Provision 12 to 24 nos of 10/100/1000 Base-TX ports (as per requirement of the office) in auto sensing mode.

ITEM	EXPECTED MINIMUM CONFIGURATION
Switch	2 GBPS switching speed 1 Mbps packet forwarding rate Shall support Static routes and RIPv1 and v2 Support IEEE 802.3x flow control for full-duplex mode ports. Support 802.1Q Tagged VLAN and port based VLAN. RS 232 console port
UPS	UPS (Online, double conversion) Rated Capacity: 10 KVA (output power rating) Bidder is required to do the load estimation and provide UPS of appropriate output power rating so that atleast 240 minutes of back-up are provided. Technical specification of the UPS Input Single phase AC input. Voltage Range: 165 to 265 VAC at 100% load; 145 to 265 VAC at 50% load. Frequency Range: 47 to 53 Hz Power Factor: 0.95 to Unity. Output Three/Single phase AC output. Voltage: 230 VAC Voltage Regulation: $\pm 2\%$ Frequency: 50 Hz $\pm 0.2\%$ Harmonic Distortion (THD): Less than 4% on linear load; less than 5% on non-linear load. Waveform: Pure Sine wave Crest Factor: 3:1 Efficiency (AC/AC): More than 90%. Power Factor: 0.7 or better Overload capacity: 125% of rated capacity for at least 1 minute. Battery Charger Charger: Built in solid state float-cum-boost charger with automatic boost/ trickle charge modes with current limiting features. Transfer Time: No break General Operating Temperature: 0 to 40 °C Indicators: Mains ON, Inverter ON/OFF/Faulty, Battery Level, Static Bypass ON, Load Level Meters: Metering panel OR on-line metering for all standard parameters. Audible Alarms: Mains Failure Alarm, Low Battery Alarm, and Overload Alarm Protection: Electronic protection for device safety backed with MCBs / MCCBs / fast acting fuses. High speed pulse blanking, electronic over voltage and under voltage protection, over temperature protection. Features Communication Interface: Ethernet port for SNMP interface. Microprocessor controlled design

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

ITEM	EXPECTED MINIMUM CONFIGURATION
	<p>PWM Technology with IGBTs Cold start feature Floor mount with rack mount option Management software Provide SNMP and Web monitoring. Provide management and monitoring software. Test Certificates Test certificates (DoE / ERTL / ETDC / Sameer) for a buyer selected sample of 10% of the supplied UPS are required to be provided before despatch from factory / ware house. Battery for UPS with battery rack Battery: Sealed Maintenance Free Battery Battery Rack: Provide as required for housing all the batteries. Battery Backup time: At least 240 minutes backup on full load. Provide details about number, AH, and VAH rating of batteries. Also provide calculation for estimation of battery backup duration.</p>
<p>Poly Vinyl Card(PVC) (Refer Annexure 5 for notification on printing of card as specified by MoRTH)</p>	<p>Glossu surface, Poly Vinyl Chloride (PVC)/Acrylonitrile/Butadiene Styrene (ABS)/PetG plastic construction, with overlay to allow colour dye sublimation printing.</p>
<p>PVC card personalization printer</p>	<p>Print process : Dye Sublimation Resolution : 300 dpi Print Speed approximately 30 seconds per side Single and dual sided printing 300 cards/hour colour single sided 225 cards/hour colour dual sided Colours – upto 16.7 million colours by using YMCK-O/YMCKO/KO ribbon Capable of Edge to Edge printing USB 2.0 or above and Ethernet 10/100/1000 connectivity Having card input hopper and in built cleaning system Capable of printing and smart card electronic Personalization in single pass</p>
<p>Chairs for Employees</p>	<p>Castored, ergonomic with contoured and padded seat and backrest, backrest angle adjustment, hand rests, 360 degree swivel, Back Size: 22"H x 19"W Seat Size: 18"D x 20"W</p>
<p>Diesel Generator Set</p>	<p>Reputed make; offline diesel generator system conforming to environmental regulations to run the site DG sets are required for the continuity of business operations of the Servicest. DG sets are required to have adequate charging of UPS.</p>
<p>Networking</p>	<p>To perform the structured cabling with in the office involving CAT6 cables, Surface Mount I/Os, CAT 6 patch cords, Jack</p>

ITEM	EXPECTED MINIMUM CONFIGURATION
	Panel, PVC conduit / casing / capping with accessories, any other required components such as labels, ferrules etc., and all associated civil works at the office.

Table 7: Minimum technical specifications

Note: Bidder must note that technical specifications listed above are expected minimum configuration of equipments to be deployed. Bidder is required to suitably add on to the mentioned configuration based on scope of work and services to be delivered. Comprehensive Onsite Maintenance and/or Maintenance Management of all hardware and software listed above shall be the responsibility of the Bidder.

The brands of equipment used should be amongst the top five in their respective categories as per the rankings in the quarterly edition of IDC rankings for hardware.

Annexure 4 – Resource Requirements

Indicative Manpower Requirements:

The minimum manpower requirement given below is indicative for functioning of the project, the successful bidder may be required to bring in more manpower at no additional cost to the Department to fulfil the SLA and for effective functioning of the project.

Sl. No.	Designation	Minimum Requirement	Basis of estimation																								
1.	State Level Nodal Officer	1	To be the point of contact																								
2.	Technical Resource/Supervisor	3	One for each RTO office																								
3.	Data Entry Operators	50	For Card Printing centre and Support persons for DL & RC service.																								
	<table border="1"> <thead> <tr> <th>Location</th> <th>Data Entry Operators</th> </tr> </thead> <tbody> <tr> <td>Puducherry-Centralised Printing</td> <td>4</td> </tr> <tr> <td>Puducherry</td> <td>2</td> </tr> <tr> <td>Oulgaret</td> <td>2</td> </tr> <tr> <td>Villianur</td> <td>2</td> </tr> <tr> <td>Bahour</td> <td>2</td> </tr> <tr> <td>Karaikal</td> <td>3</td> </tr> <tr> <td>Printing Cente</td> <td>2</td> </tr> <tr> <td>Mahe</td> <td>2</td> </tr> <tr> <td>Yanam</td> <td>2</td> </tr> <tr> <td>Check posts</td> <td>29</td> </tr> <tr> <td>Total (21=29)</td> <td>50</td> </tr> </tbody> </table>	Location	Data Entry Operators	Puducherry-Centralised Printing	4	Puducherry	2	Oulgaret	2	Villianur	2	Bahour	2	Karaikal	3	Printing Cente	2	Mahe	2	Yanam	2	Check posts	29	Total (21=29)	50		
Location	Data Entry Operators																										
Puducherry-Centralised Printing	4																										
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Karaikal	3																										
Printing Cente	2																										
Mahe	2																										
Yanam	2																										
Check posts	29																										
Total (21=29)	50																										

Table 8: Indicative Manpower requirement

Indicative Hardware Requirements:

All hardware requirements given are indicative and the vendor may be required to bring in more hardware at no additional cost to the Department, based on the project requirements. Bidders should carry out independent assessment to as to what exact number of hardware might be required, factoring the Annexure-7 but not less than the listed items mentioned in the Annexure-7

Sl.No.	Description of the Items Required at Puducherry Region (Puducherry, Oulgaret, Villianur & Bahour)	Qty.
1.	The bidder shall supply the client systems, Laser Printer, Bio metric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence.	As per requirements to fulfil the project.
2.	High speed Dot Matrix Printer for printing of form-24.	8 or higher
3.	Smart Card, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
4.	Production Scanner	6 or higher
5.	Generator. (KVA – as per requirements)	As per requirement
6.	On-Line UPS (KVA – as per requirements)	As per requirements

Sl.No.	Description of the Items Required at Karaikal Region	Qty.
1.	The bidder shall supply the client systems, Laser Printer, Bio metric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence	As per requirements to fulfil the project.
2.	High speed Dot Matrix Printer for printing of form-24.	2
3.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
4.	Generator. (KVA – as per requirements)	1
5.	Production Scanner	1
6.	On-Line UPS (KVA – as per requirements)	As per requirements

Sl.No.	Description of the Items Required at Mahe Region	Qty.
1.	The bidder shall supply the client systems, Laser Printer, Bio metric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence	As per requirements to fulfill the project.
2.	Dot Matrix Printer (80 colmn-1) (132 column-2)	1
3.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
4.	Generator. (KVA – as per requirements)	1

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5.	Documents Scanner	1
6.	On-Line UPS	1
Sl.No.	Description of the Items Required at Yanam Region	Qty.
1.	The bidder shall supply the client systems, Laser Printer, Bio metric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence	As per requirements to fulfill the project.
2.	Dot Matrix Printer (80 colmn-1) (132 column-2)	1
3.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
4.	Generator. (KVA – as per requirements)	1
5.	Production Scanner	1
7.	On-Line UPS	1

Table 9: Indicative Hardware requirements

Annexure 5- Smart Card Notification

[भाग II-खण्ड 3(i)]

भारत का राजपत्र : असाधारण

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वेवलेंथ पर 21 मिनट तक यूवी प्रकाश में रखा जाएगा। इसके तत्काल बाद, स्याही आसंजन हेतु विजुअल वैयक्तीकीकरण परीक्षण किया जाएगा। परीक्षण में नमूने द्वारा ग्रेड 2 अथवा ग्रेड 1 दर्शाया जाएगा।

- (ड.) **भण्डारण और परतीकरण** – जब विजुअल वैयक्तीकीकृत कार्डों को 5 कार्डों के ढेर में रखा जाता है तथा ऊपर से 1.5 किलोग्राम निबल भार डाले जाने और 2 दिन तक $40 \pm 3^{\circ}\text{से.}$, 80 प्रतिशत सापेक्ष आर्द्रता पर रखे जाने पर कार्ड की सतह पर मुद्रण पर कोई प्रतिकूल प्रभाव नहीं पड़ना चाहिए अर्थात् इसका रंग नहीं उड़ना चाहिए अथवा नजदीकी कार्डों तक रंग अंतरण नहीं होना चाहिए। इस परीक्षण के उपरोक्त कार्डों की स्याही आसंजन जांच की जाएगी। परीक्षण नमूने में ग्रेड-1 गुणवत्ता दर्शाई जाएगी।

[फा. सं. आरटी-11028/24/2016-एमवीएल]

प्रियांक भारती, संयुक्त सचिव

नोट: प्रमुख नियम, अधिसूचना संख्या सा.का.नि. 590(अ) तारीख 2 जून, 1989 द्वारा और अंतिम संशोधन अधिसूचना सा.का.नि. 1225(अ) तारीख 20 दिसम्बर, 2018 द्वारा भारत के राजपत्र, असाधारण, भाग-II, खंड 3, उप-खंड (i) में प्रकाशित किया गया था।

MINISTRY OF ROAD TRANSPORT AND HIGHWAYS NOTIFICATION

New Delhi, the 1st March, 2019

G.S.R. 174(E).—Whereas the draft of certain rules further to amend the Central Motor Vehicles Rules, 1989, were published, as required under sub-section (1) of section 212 of the Motor Vehicles Act, 1988 (59 of 1988), *vide* notification of the Government of India in the Ministry of Road Transport and Highways number G.S.R. 1073(E), dated the 30th October, 2018 in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i), inviting objections and suggestions from affected persons before the expiry of the period of thirty days from the date on which copies of the Gazette containing the said notification were made available to public;

Whereas, copies of the said Gazette notification were made available to the public on the 30th October, 2018;

And whereas, the objections and suggestions received from the public in respect of the said draft rules have been duly considered by the Central Government;

Now, therefore, in exercise of the powers conferred by section 27 and section 64 of the Motor Vehicles Act, 1988 (59 of 1988), the Central Government hereby makes the following rules further to amend the Central Motor Vehicles Rules, 1989, namely: —

1. **Short title and commencement.** - (1) These rules may be called the Central Motor Vehicles (Second Amendment) Rules, 2019.
- (2) They shall come into force on the 1st day of October, 2019.
2. In the Central Motor Vehicles Rules, 1989,-
 - (a) in rule 16, -
 - (i) in sub-rule (1), for the word and figure "Form 6", the following shall be substituted, namely:-
"in form of a laminated card type without a chip or Smart Card type in Form 7 conforming to the specifications stipulated in Annexure XI";
 - (ii) in sub-rule (2), for the words "laminated card type or Smart Card type driving license, such", the following words shall be substituted, namely:-
"Smart Card type driving license, such";
 - (iii) sub-rule (3) shall be omitted;
 - (b) in rule 18, in sub-rule(1) for 'clause (b)', the following 'clause' shall be substituted, namely: -
"(b) applicant's recent passport size photograph,";
 - (c) in rule 32, in the 'Note', for 'clause 1', the following 'clause' shall be substituted, namely: -

1. The details of the features on the card shall be as under, namely:-
 - A. For front side:

The image shows the front side of an Indian Union Driving Licence card. It features the national emblem of India at the top left and a circular emblem with 'AB' at the top right. The text includes 'Indian Union Driving Licence Issued by XXXXXXXXXXXXXXXXXXXX'. Below this is a large 'XXXXXXXXXXXXXXXXXXXX' followed by a chip icon. The card contains fields for Issue Date, Validity (NT and TR), Name, Date of Birth, Blood Group, Organ Donor status, Son/Daughter/Wife of, Address, Holder's Signature, and Date of First Issue (DD-MM-YYYY). The card is labeled 'Form 7 Rule 16(2)' on the right side.

- B. For reverse side

The image shows the reverse side of the Indian Union Driving Licence card. It displays the DL No. (XXXXXXXXXXXXXXXXXX), a QR code, and fields for Invalid Carriages (Regn. Numbers), Hazardous Validity, and Hill Validity. A table lists vehicle classes (MCWG, LMV, TRANS, MVSD) with their codes, issued by, date of issue, vehicle category, badge number, badge issued date, and badge issued by. At the bottom, there are fields for Emergency Contact Number and Licensing Authority. The card is labeled 'Form 7 Rule 16(2)' on the right side.

6 Class of Vehicle	Code	Issued by	Date of Issue	Vehicle Category	Badge ⁸ Number	Badge ⁸ Issued Date	Badge ⁸ Issued by
	MCWG	XXXXXX	DD-MM-YYYY	NT/TR	XXXXXX	DD-MM-YYYY	XXXXXX
	LMV	XXXXXX	DD-MM-YYYY	NT/TR	XXXXXX	DD-MM-YYYY	XXXXXX
	TRANS	XXXXXX	DD-MM-YYYY	TR	XXXXXX	DD-MM-YYYY	XXXXXX
	MVSD	CNEQP	DD-MM-YYYY	NT/TR	XXXXXX	DD-MM-YYYY	XXXXXX

2. Specifications.-

(a) Card Size - 85.6mm x 54.02 mm +/- 2 mm; Thickness minimum 0.7 mm							
(i) Card in the form of either laminated card type without chip; or							
as per the defined template in the form of ICC (Integrated Circuit Card) compliant to ISO/IEC 7816-Part 1, 2, 3, 4, 8 and 9, IS16695 (Part 1: 2018) Smart Card Template Architecture Part 1: Basic Command Set (commonly known as SCOSTA Contact Smart Card);							
(ii) PICC (Proximity Integrated Circuit Card), if provided, compliant to ISO/IEC 14443- Part 1, 2 3 and 4, ISO/IEC 7816-Part 4, 8 and 9, IS16695 (Part 1: 2018) Smart Card Template Architecture Part 1: Basic Command Set (commonly known as SCOSTA Contactless Smart Card), with card dimensions compliant to ISO/IEC 7810 ID-1 standard.							
(b) Font Style and Size specifications							
Front Side				Reverse Side			
Sr. No.	Features	Font Name	Size	Sr. No.	Features	Font Name	Size
1.	State/UT Code	Myriad Pro Regular	7pt	1.	Driving Licence Number	Myriad Pro Bold	8pt
2.	National Emblem	Symbol	7.37mm x 12.28mm	2.	QR code (As specified by Central Government)	NA	15mm x 15mm
3.	Card Header	Myriad Pro Bold	9pt	3.	Invalid Carriage [#] (Regn. Numbers)	Myriad Pro Regular	7pt
4.	Driving Licence Number	Myriad Pro Bold	9pt	4.	Hazardous Validity [#]	Myriad Pro Regular	7pt
5.	IC Chip (if opted for)	NA	NA	5.	Hill Validity [#]	Myriad Pro Regular	7pt
6.	Issue Date	Myriad Pro Regular	7pt	6.	Vehicle class table (Class of Vehicle, Code, Issued by, Date of Issue, Vehicle Category, Badge Number [#] , Badge Issued Date [#] , Badge Issued by [#])	Myriad Pro Regular	5pt
7.	Validity (NT)	Myriad Pro Regular	7pt	7.	Emergency Contact Number	Myriad Pro Regular	6pt
8.	Validity(TR) [#]	Myriad Pro Regular	7pt	8.	Licensing Authority	Myriad Pro Regular	6pt
9.	Name	Myriad Pro Regular	7pt	9.	Form 7 Rule 16(2)	Myriad Pro Regular	6pt
10.	Date of Birth	Myriad Pro Regular	7pt				
11.	Blood Group	Myriad Pro Regular	7pt				
12.	Organ Donor	Myriad Pro Regular	7pt				
13.	Son/Daughter/ Wife of	Myriad Pro Regular	7pt				
14.	Address	Myriad Pro Regular	7pt				
15.	Date of First Issue	Myriad Pro Regular	6pt				
16.	Holder's Signature	Myriad Pro Regular	5pt				
17.	Photograph	NA	14.82 mm x 14.82 mm				
# : Both Label and Value would be blank in cases where they are not applicable or have not been opted for							

(c) Background Colour Details					
Front Side			Reverse Side		
Sr. No	Hex Code	Print colour	Sr. No.	Hex Code	Print colour
C1.	#8951d	C: 0 M: 49 Y: 100 K:0	C1.	#ddf1fa	C:12 M: 1 Y:1 K:0
C2.	Gradient Color Top: #e7f5f5 Bottom:#a3daf7	Gradient Color Top:C:8 M: 0 Y:3 K:0 Bottom:C:33 M:1 Y:0 K:0	C2.	Gradient Colour Top: #e7f5f5 Bottom:#a3daf7	Gradient Colour Top: C:8 M: 0 Y:3 K:0 Bottom:C:33 M:1 Y:0 K:0
C3.	#edf8fc	C:6 M: 0 Y:1 K:0	C3.	#edf8fc	C:6 M: 0 Y:1 K:0

MACHINE READABLE ZONE (applicable only if opted for Smart Card)

The concerned State Governments shall provide the following features of the licence in the Machine Readable Zone, namely:-

Sr. No.	Field
1.	DL Holder Personal Details :
	Driving Licence Number (DL)
	Name of the DL Holder
	Full Name of the DL Holder
	Gender
	Guardian(Mother/Father/Husband) Name
	Relation with Guardian (e.g.: S/o, W/o , D/o)
	Date of Birth (in ddmmyyyy format)
	First Identification Mark
	Second Identification Mark
	Blood Group
	Mobile Number
	Email Id
	Alternate Mobile Number
	Emergency Contact Number
	Permanent Address
	PINCODE of Permanent Address
	State Code In Permanent Address
	District Name in Permanent Address
	Sub-division/Taluk name in Permanent Address
Village Name in Permanent address	
Present Address	
State Code in Present address	
PINCODE of Present address	
District Name in present Address	
Sub-division/Taluk Name in present Address	
Village Name in Present address	
2.	Licence details :
	Valid From (Transport) (in ddmmyyyy format)
	Valid Till (Transport) (in ddmmyyyy format)
	Valid From (Non-Transport) (in ddmmyyyy format)
	Valid From (Non-Transport) (in ddmmyyyy format)

	First Date of DL Issuance (in ddmmyyyy format)
	First (Original) Issuing Authority
	Date of Hazardous Validity (in ddmmyyyy format)
	Date of Hill Region validity (in ddmmyyyy format)
	Authority who issued Transport Authorization
	Transport Authorization Number
	Transport Authorization date (in ddmmyyyy format)
	Invalid carriage Vehicle Registration Number
	INVALID Carriage 2 nd Vehicle Registration Number , if any
	Invalid carriage 3 rd Vehicle Registration Number , if any
3.	Class of Vehicle details :
	Class of Vehicle (COV)
	Class of Vehicle Issue Date (in ddmmyyyy format)
	Class of vehicle – Issued By (Name & Designation)
	Badge No.
	Badge Issue Date (in ddmmyyyy format)
	Badge Issued by –LA Office
4.	Image details :
	Photograph of DL Holder
	Signature of DL Holder
5.	Enforcement details :
	Challan/Inward Number
	Challan Date (in ddmmyyyy format)
	Endorsement Authority ID
	Endorsement Authority Name
	Section/ Rule Violated
	Disqualification Type (Suspended/Cancelled)
	Disqualification period from (in ddmmyyyy format)
	Disqualification period Up to (in ddmmyyyy format)
	Class of Vehicle that is suspended/Cancelled
	Settlement date
	Review Date (in ddmmyyyy format)
	Review Authority Name
	Remarks .”;

(h) the “FORM 23” shall be omitted;

(i) for ‘FORM 23A’, the following ‘Form’ shall be substituted, namely: -

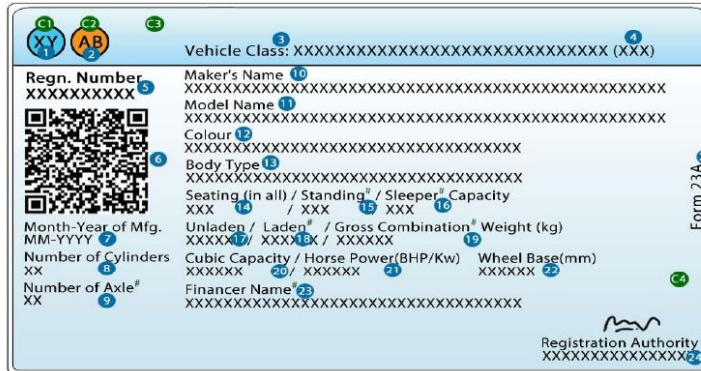
“FORM 23A

[See rule 48]

CERTIFICATION OF REGISTRATION (LAMINATED CARD WITHOUT CHIP OR SMART CARD)

VISUAL INSPECTION ZONE

(b) For reverse side:



2. Specifications.-

(a) Card Size - 85.6mm x 54.02 mm +/- 2 mm; Thickness minimum 0.7 mm							
(i) Card in the form of either laminated card type without chip; or							
as per the defined template in the form of ICC (Integrated Circuit Card) compliant to ISO/IEC 7816-Part 1, 2, 3, 4, 8 and 9, IS16695 (Part 1: 2018) Smart Card Template Architecture Part 1: Basic Command Set (commonly known as SCOSTA Contact Smart Card);							
(ii) PICC (Proximity Integrated Circuit Card) if provided, compliant to ISO/IEC 14443- Part 1, 2 3 and 4, ISO/IEC 7816-Part 4, 8 and 9, IS16695 (Part 1: 2018) Smart Card Template Architecture Part 1: Basic Command Set (commonly known as SCOSTA Contactless Smart Card), with card dimensions compliant to ISO/IEC 7810 ID-1 standard.							
(b) Font Style and Size specifications							
Front side				Reverse side			
Sr. No.	Features	Font Name	Size	Sr. No.	Features	Font Name	Size
1.	Category (NT/TR)-XY	Myriad Pro Regular	7pt	1.	Category (NT/TR)-XY	Myriad Pro Regular	7pt
2.	State / UT Code-AB	Myriad Pro Regular	7pt	2.	State / UT Code-AB	Myriad Pro Regular	7pt
3.	Golden National Emblem	Symbol	7.37mm x 12.28mm	3.	Vehicle Class	Myriad Pro Regular	6pt
4.	Card Header	Myriad Pro Bold	8pt	4.	Vehicle Type (e.g. LMV/ HMV/HGV etc)	Myriad Pro Regular	6pt
5.	IC Chip (if opted for)	NA	NA	5.	Registration Number	Myriad Pro Regular	6pt
6.	Fuel	Myriad Pro Regular	7pt	6.	QR Code (As specified by the Central Government)	NA	15 mm x 15mm
7.	Emission Norms	Myriad Pro Regular	7pt	7.	Month & Year of Mfg.	Myriad Pro Regular	5.5pt

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8.	Registration Number	Myriad Pro Bold	7pt	8.	Number of Cylinders	Myriad Pro Regular	5.5pt
9.	Date of Registration	Myriad Pro Bold	7pt	9.	Number of Axle [#]	Myriad Pro Regular	5.5pt
10.	Registration Validity* (to be printed "As per Fitness" for Transport/ Commercial vehicle)	Myriad Pro Bold	7pt	10.	Maker's Name	Myriad Pro Regular	5.5pt
11.	Chassis Number	Myriad Pro Regular	7pt	11.	Model Name	Myriad Pro Regular	5.5pt
12.	Engine /Motor Number	Myriad Pro Regular	7pt	12.	Colour	Myriad Pro Regular	5.5pt
13.	Owner Name	Myriad Pro Regular	7pt	13.	Body Type	Myriad Pro Regular	5.5pt
14.	Son/ Daughter/ Wife of (in case of Individual Owner)	Myriad Pro Regular	7pt	14.	Seating (in all) Capacity	Myriad Pro Regular	5.5pt
15.	Address	Myriad Pro Regular	7pt	15.	Standing Capacity [#]	Myriad Pro Regular	5.5pt
16.	Card Issue Date	Myriad Pro Regular	6pt	16.	Sleeper Capacity [#]	Myriad Pro Regular	5.5pt
17.	Owner Serial	Myriad Pro Regular	7pt	17.	Unladen Weight (kg)	Myriad Pro Regular	5.5pt
				18.	Laden Weight [#] (kg)	Myriad Pro Regular	5.5pt
				19.	Gross Combination Weight [#] (kg)	Myriad Pro Regular	5.5pt
				20.	Cubic Capacity (Kw)	Myriad Pro Regular	5.5pt
				21.	Horse Power (BHP)	Myriad Pro Regular	5.5pt
				22.	Wheel Base (mm)	Myriad Pro Regular	5.5pt
				23.	Financer name [#]	Myriad Pro	5.5pt
				24.	Registering Authority's Name	Myriad Pro	5.5pt
				25.	Form 23A	Myriad Pro Regular	6pt

: Both Label and Value would be blank in cases where they are not applicable or have not been opted for

(c) Background Colour Details					
Front Side			Reverse Side		
Sr. No.	Hex Code	For Print Media	Sr. No.	Hex Code	For Print Media
C1.	#44c7f1	C:60 M:0 Y:1 K:0	C1.	#44c7f1	C:60 M:0 Y:1 K:0
C2.	#f8951d	C:0 M: 49 Y:100 K:0	C2.	#f8951d	C:0 M: 49 Y:100 K:0
C3.	<u>Gradient Colour</u> Top: # e7f5f5 Bottom:#a3daf7	<u>Gradient Colour</u> Top: C:8 M:0 Y:3 K:0 Bottom:C:33 M:1 Y:0 K:0	C3.	<u>Gradient Colour</u> Top: # e7f5f5 Bottom:#a3daf7	<u>Gradient Colour</u> Top: C:8 M: 0 Y:3 K:0 Bottom:C:33 M:1 Y:0 K:0
C4.	<u>Gradient Colour</u> Top: #ffffff Bottom:#cbe5ef	<u>Gradient Colour</u> Top: C:0 M: 0 Y:3 K:0 Bottom:C:9 M:2Y:3 K:0	C4.	<u>Gradient Colour</u> Top: #ffffff Bottom:#cbe5ef	<u>Gradient Colour</u> Top: C:0 M: 0 Y:3 K:0 Bottom:C:9 M:2Y:3 K:0

MACHINE READABLE ZONE (applicable only if opted for Smart Card)

The concerned State Governments shall provide the following features of the Registration Certificate in the Machine Readable Zone, namely:-

Sr. No.	Field
1.	Registration Details :
	Registration Number
	Registration Date (in ddmmYYYY format)
	Purchase Date (in ddmmYYYY format)
	Registration Type (N, A, O, D)
	Registration Validity (in ddmmYYYY format)
	(To be stored "As per Fitness" for Transport / Commercial vehicle)
	Dealer Name
Registering Authority Name	
2.	Personal Details :
	Owner Name
	Son/Wife /Daughter of (if Individual)
	Owner Current Address
	Owner Permanent Address
	Owner Serial No.
	Ownership Type
3.	Vehicle Details :
	Vehicle Class
	Maker/Manufacturer
	Model
	No. of Cylinder
	Horse Power (format 99999.99)
	Seating Capacity
	Standing Capacity
	Sleeper Capacity
	Unladen Weight (kg)
	Laden Weight (kg)
	Gross Combination Weight, if applicable (kg)
	Wheelbase (mm)
	Cubic Capacity (format 99999.99)
	Floor Area (sq m) (format 999.999)
	Fuel
	Chassis No
	Engine No
	Body Type
	Colour
	Manufacturing Month & Year (mmYYYY)

	Sale Amount
	Emission Norms
	Height (mm)
	Length (mm)
	Width (mm)
	AC Fitted (Y/N)
	Video Fitted (Y/N)
	Audio Fitted (Y/N)
4.	Axle Details of Transport Vehicle :
	Number of Axle
	Number of Tyre – Front Axle
	Number of Tyre – Rear Axle
	Number of Tyre – Tandem Axle
	Number of Tyre – Other Axle
	Front Axle (Description and Size of Tyre)
	Rear Axle (Description and Size of Tyre)
	Tandem Axle (Description and Size of Tyre)
	Other Axle (Description and Size of Tyre)
	Front Axle Weight (kg)
	Rear Axle Weight (kg)
	Tandem Axle Weight (kg)
	Other Axle Weight (kg)
	Overhang
	Rearhang
5.	Additional Details of Attached Trailer / Semi-Trailer (if applicable) :
	Number of attached Semi-Trailers
	Attached Trailer(s) Registration Mark
6.	Additional Details of Linked Horse Vehicle No. (if this RC is of Semi-Trailer/Trailer) :
	Horse Vehicle Registration Mark, if applicable
7.	Hypothecation Details*3 :
	Name of Financier
8.	Challan Details*40 :
	Challan No.
	Accused category (D – Driver, C – Conductor, O – Owner)
	Section (s) (code only with delimiter “;”, if more than 1)
	Challaning Officer Name
	Location
	Challan Date & Time in ddmmyyy /hh-mm format
	Disposing Officer Name
	Penalty
	Receipt No.

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

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THE GAZETTE OF INDIA : EXTRAORDINARY

[PART II—SEC. 3(i)]

9.	Permanent Permit Details :
	Permit Number
	Permit Type (Description)
	Permit Issuing Authority Name
	Validity From (in ddmmyyyy format)
	Validity Up to (in ddmmyyyy format)
	Replacement Date (in ddmmyyyy format)
	Area (e.g. Local, Distt, Region, State etc.)
	Route From
	Route Up to
	Stages
	Route Length (km)
	Number of Trips per day
	10.
Body Type	
Unladen Weight (kg)	
Laden Weight (kg)	
Chassis No	
Front Axle (Number, Description and Size of Tyre)	
Rear Axle (Number, Description and Size of Tyre)	
Tandem Axle (Number, Description and Size of Tyre)	
Other Axle (Number, Description and Size of Tyre)	
Front Axle Weight (kg)	
Rear Axle Weight (kg)	
Tandem Axle Weight (kg)	
Other Axle Weight (kg)	
11.	
	Kit Manufacturer
	Kit Type
	Kit Workshop
	Kit Serial Number
	Kit PUCC Norms
	Workshop License No
	Fitment Date (in ddmmyyyy format)
	Hydro Test Date (in ddmmyyyy format)
	Cylinder Serial Number .";

- (j) for 'Annexure XI', the following 'Annexure' shall be substituted, namely: -

“Annexure XI

[see clause(s) of rule 2, rule 16 and rule 48]

I. Specifications of laminated card type without chip or Smart Card type Driving Licence and Registration Certificate. -

- (a) Integrated Circuit Card (ICC, commonly known as contact smart card) or Proximity Integrated Circuit Card (PICC, commonly known as contactless smart card).
- (b) ICC shall be compliant to ISO/IEC 7816-1, 2 and 3 while PICC shall be compliant to ISO/IEC 14443-1, 2, 3 and 4.
- (c) Both ICC and PICC shall also be compliant to ISO/IEC 7816-4, 8 and 9, IS-16695 Part I, 2018 (commonly known as SCOSTA).
- (d) Minimum 10 years data retention for the non-volatile memory in the form of EEPROM or FLASH.
- (e) Minimum 300,000 write cycles endurance for the non-volatile memory.
- (f) The hardware (controller) shall be in compliance and certified to be EAL4+ (or higher) common criteria certificate along with security target of evaluation of microcontroller (in case of ROM based OS implementation) or of the microcontroller along with Boot loader/Flash loader/Smart Program/Boot Program (in case of Flash based OS implementation) under the Common Criteria Certificate. The common Criteria Certificate refers to BSI-CC-PP-0035-2007/BSI-CC-PP-0084-2014 (or newer) Protection profile.
- (g) The operating system shall be loaded in the Flash Memory or in the ROM with the chip at wafer level in the facility fully owned by the chip manufacturer and shall be locked at that facility in a way that it cannot be altered, modified, erased or deleted either selectively or wholly.
- (h) Operating ambient temperature range -25C to +55C.
- (i) For Poly Vinyl Chloride (PVC): Glossy surface, Poly Vinyl Chloride (PVC)/Acrylonitrile Butadiene Styrene (ABS)/PetG plastic construction, with overlay to allow colour dye sublimation printing.
- (j) For Polycarbonate Card: Multi-layered card construction using pure polycarbonate layer, fused (laminated) together with heat and pressure without any kind of glue or adhesive. Card Body material including outer overlay shall be capable of personalisation through Laser engraving.

II. Material Specifications for Driving License and Registration Certificate. -

- (a) **Dimension of the Card.-** The cards used for the Driving License and Registration Certificate shall be compliant to ISO/IEC 7810 standard as defined for ID-1 unused and returned cards. The tolerances, edge burrs etc. shall be as defined for the ID-1 cards in ISO/IEC 7810 section 5. All dimensions of the card shall be measured as per the ISO/IEC 10373-1 standard as defined in section 5.2 under the standard testing conditions as defined in ISO/IEC 10373-1.
- (b) **Card Warpage and Surface Distortion. -** The maximum distance from a flat rigid plate to any portion of the convex surface of the card shall not be greater than 1.5 mm including the card thickness. Further, the difference between the maximum and minimum thickness of the finished card shall not be more than 0.10 mm. For measuring the maximum and minimum thicknesses, the contact chip shall also be considered. Thus, no point of the entire IC contact surface shall be higher than 0.10 mm above or lower than 0.10 mm below the adjacent surface of the card. The test shall be carried out using the standard measurement method as described in ISO/IEC10373-1.
- (c) **Card Material and Construction. -** The cards shall be made of Polyvinyl Chloride (PVC), Acrylonitrile Butadiene Styrene (ABS) or PetG or Poly Carbonate (PC) plastic material unless specified otherwise. The card construction shall be made of bonded materials with inserts of the ISO7816-2 compliant contact chip (for ICC) if provided, or with inserts of the ISO14443 compliant contactless chip with associated antenna (for PICC), if provided.

(d) **Card Characteristics.** - The card characteristics shall be as defined in ISO/IEC 7810 standard as outlined here:-

- (i) **Bending Stiffness.** - (1). The bending stiffness shall be as defined in ISO/IEC 7810. The test procedures shall be as described in ISO/IEC 10373-1 section 5.7. For carrying out the bending stiffness test, the cards shall be exercised in the following four configurations, namely:-
 - (a) With the embedded chip facing upward and the edge of the card closer to the chip placed towards the clamping device.
 - (b) With the embedded chip facing upward and the edge of the card closer to the chip placed away from the clamping device.
 - (c) With the embedded chip facing downward and the edge of the card closer to the chip placed towards the clamping device.
 - (d) With the embedded chip facing downward and the edge of the card closer to the chip placed away from the clamping device.(2). The maximum permitted bending deformation shall be identical in all the four configurations.
- (ii) **Resistance to chemicals.** - Cards shall be resistant to the chemicals as described in ISO/IEC 7810 section 8.4. The chemical resistance shall be tested as per the procedure outlined in ISO/IEC 10373-1 section 5.4, using reagents both for short-term and long-term contamination.
- (iii) **Storage Requirements.** - (1). The card characteristics as defined in this section of the document shall remain unaltered for the following range of temperature and humidity as storage requirements, namely:-
 - (a) Temperature range of 5-40°C.
 - (b) Relative humidity range of 10-85%.(2). The cards shall be tested for the bending stiffness after exposing it to the following two environment conditions, namely:-
 - (I) 5°C at 10%RH, and
 - (II) 40°C at 85%RH.(3). The exposure for each of these two conditions shall be for one hour in the environment. This test only establishes the card characteristics and does not establish any print quality characteristics, which are defined later.
- (iv) **Peel Strength.** - The peel strength of the component layers of the card material shall be as per the minimum specified in ISO/IEC 7810 section 8.8. The peel strength shall be tested as per the procedure outlined in ISO/IEC 10373-1 section 5.4 with a peeling angle of 90°.
- (v) **Adhesion Resistance.** - (a) When finished cards are stacked together in a stock of 5 cards and applied 1.5 Kg dead weight from the top, kept for 7 days at 40 ± 3°C, 80%RH, no card shall show any adverse effect such as delamination, discolouration or colour transfer to adjacent cards, changes to surface finish, transfer of material from one card to another and deformation. The physical dimension of the all cards shall remain as described in section 5 of this document.
 - (b) The cards shall be tested for easy separation by hand for randomly chosen cards in the middle of the stack and will be inspected visually for the colour transfer, discolouration, changes in the surface finish etc. The dimension of the cards, card warpage and surface distortion after each test shall be tested to be within the limits as described in this document.

- (e) **Dynamic Bending.** - The cards shall be tested for dynamic bending as per the procedure outlined in ISO/IEC 10373-1 section 5.8. The h_v and h_w parameters shall be used as defined in ISO/IEC 10373-1 (i.e. 2mm and 20mm for bending along axis B, and 1mm and 10mm for bending along axis A). The cards shall continue to work electronically after the test is performed with 250 bending each along axis A and axis B and with card contacts facing upwards as well as downwards. The cards shall be tested after the cycle of 1000 bending tests for the following, namely:-
- (i) The dimensions of the card.
 - (ii) Card warpage and surface distortion.
 - (iii) The presence of Answer to Reset (ATR) or Answer to Select (ATS) sequence after insertion in the ISO7816-3 compliant interface device (IFD) or ISO14443-4 compliant proximity coupling device (PCD), as the case may be.
 - (iv) The contact resistance being within the limits for all contact pads for an ICC.
- (f) **Dynamic Torsional Stress.**-The cards shall be subjected to dynamic torsional stress test as outlined in ISO/IEC 10373-1 section 5.9. The parameters shall be as defined in ISO/IEC 10373-1. After the cycle torsional stress application, the cards shall be tested for the following, namely:-
- (i) The dimension of the card.
 - (ii) Card warpage and surface distortion.
 - (iii) The presence of Answer to Reset (ATR) or Answer to Select (ATS) sequence after insertion in the ISO7816-3 compliant interface device (IFD) or ISO14443-4 compliant proximity coupling device (PCD), as the case may be.
 - (iv) The contact resistance being within the limits for all contact pads for an ICC.
- (g) **Stability against UV Exposure.**-The pre-printed layers of the card material shall show no visible degradation of the print quality under the following conditions, namely:-
- (i) Exposure to UV lighting for 21 minutes at UV irradiance of 0.12 mW/mm² at 254nm wavelength.
 - (ii) The cards shall be exposed to such UV light source as per the testing procedure defined in ISO/IEC 10373-1 section 5.11. After the exposure cycle, the cards shall be tested for the following, namely:-
 - (a) The dimension of the card.
 - (b) Card warpage and surface distortion.
 - (c) Bending stiffness test.
 - (d) The contact resistance being within the limits for all contact pads for an ICC.
 - (e) Visual print quality for the pre-printed layers, which shall not show any visible degradation, discolouring, change of surface finish or delamination.
- (h) **Print Quality.** - (a) The print shall be verified for the visual appearance of the pre-printed layers, which must not show any visible degradation, discolouring, change of the surface finish, change of the surface colours, and presence of visible unwanted colour marks under the following conditions, namely:-
- (i) Temperature of 0°C with a relative humidity of 10%.
 - (ii) Temperature of 46°C with a relative humidity of 90%.
- (b) The temperature and relative humidity shall be established in the environment control chambers and the cards shall be exposed for 20 minutes in the corresponding environment condition. After the exposure, the card shall be visually inspected for the print quality on the pre-printed layers of the card material.

- (i) **Electrical Contacts (applicable for ICC, or contact smart cards only).** – (1). The cards shall provide the following contacts at location as defined in ISO/IEC 7816-2, namely:-
- (i) C1: supply power input (VCC).
 - (ii) C2: reset signal input (RST).
 - (iii) C3: clock signal input (CLK).
 - (iv) C5: ground (GND).
 - (v) C7: bidirectional serial data (I/O).
- (2). The maximum and minimum currents and potential on each of these contacts are as defined in ISO/IEC 7816-3.
- (j) **Mechanical Strength of Card Contacts (applicable for ICC, or contact smart cards only).** –
- (i) The card should resist damage to its surface, to any components contained in it, and should remain intact during normal use, storage and handling.
 - (ii) Each contact surface and contact area (entire galvanic surface) shall not be damaged by a working pressure equivalent to a steel ball of diameter 1 mm applying a force of 1.5 N.
 - (iii) The test shall be carried out by applying the pressure as mentioned above for 5 minutes and checked for card being functional for the presence of ATR in an ISO7816-3 compliant reader.
- (k) **Electrical Resistance of Card contacts (applicable for ICC, or contact smart cards only).** - The contact resistance of a card contact pad as defined in ISO/IEC 7816-2 should be less than 0.5Ω between two points on the same contact pad at a distance of 1.5mm. The card shall be tested for all the five contacts as specified in section 13 of this document at random locations within the contact.

III. **Specifications for Printing on the finished card surface.** –(a) **Printing Requirements on finished cards.** - The finished cards shall be as per the specifications outlined in this document. The finished cards shall then be subjected to personalisation – electronic as well as visual on the card surfaces. Typically, dye sublimation printing is used for visual personalisation. These tests shall be performed after printing on the card surfaces – both bottom as well as top, using the standard card printers being used in the field for visual personalisation. The printing of text and photograph for the testing shall be as typical of any driving license and vehicle registration certificate and as specified in the visual layout for the same.

- (b) **Ink Adhesion.** - (i) The personalised printing on the cards shall show good quality ink adhesion as indicated below. (Ref: IPC-TM-650 Test Method Number 2.4.1 for Adhesion Tape testing).
- (ii) With the tape and procedure as described in the test method, the evaluation shall be carried out. The visual examination of the tape used for the testing and the test area of the substrate will be carried out for the ink adhesion performance of the specimen in the following grades, namely:-
 - Grade 1:** No removal of ink (tape will not show any marking of the ink when peeled off).
 - Grade 2:** Slight removal of ink (tape will show markings of the ink but the ink impressions on tape adhesive side will not be readable) amounting to <10% of ink removal.
 - Grade 3:** High removal of ink (the ink impression on the tape adhesive side will be readable) amounting to more than 10% of ink removal.
- (c) **Exposure to the environmental parameters.** - (i) The visually personalized cards shall be tested for ink adhesion after exposing it to the following two environment conditions, namely:-
- (A) 5°C at 10%RH; and
 - (B) 40°C at 85%RH.

- (ii) The exposure for each of these two conditions shall be for one hour in the environment and the ink adhesion test will be performed immediately after the exposure. The specimen shall show Grade 1 quality for both tests.
- (d) **Exposure to UV.** - The visually personalised cards shall be exposed to UV lighting for 21 minutes at UV irradiance of 0.12 mW/mm² at 254nm wavelength as per the testing procedure defined in ISO/IEC 10373-1 section 5.11. Immediately after the exposure cycle, the visual personalisation shall be tested for the ink adhesion. The specimen shall show Grade 2 or Grade 1 quality for the test.
- (e) **Stacking and layering.** - When visually personalised cards are stacked together in a stock of 5 cards and applied 1.5 Kg dead weight from the top, kept for 2 days at 40 ± 3°C, 80% RH, no printing on the card surfaces shall show any adverse effect discolouration or colour transfer to adjacent cards. The cards after subjecting to this test shall be tested for ink adhesion. The specimen shall show Grade 1 quality for the test.”.

[F. No. RT-11028/24/2016-MVL]

PRIYANK BHARTI, Jt. Secy.

Note : The principal rules were published in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i) *vide* notification number G.S.R. 590(E), dated the 2nd June, 1989 and last amended *vide* notification G.S.R. 1225(E), date 20.12.2018.

Annexure 6 – Service Levels

Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
A) IT and Non-IT Infrastructure				
1	Timelines			
	Supply & Commissioning including replacing the IT/Non IT item as and when the items reaches its life time.	Within 30 days	Total Number of days delayed	For every 7 days after prescribed timeline a penalty of 1% of the total invoice with maximum penalty of 10%
B) Operations and Maintenance				
2	Timeline			
	Time taken for printing of the DL & RC after approval from the Department	Within 24 hours after the approval from the department (excluding holidays)	Software to monitor the time taken between receipt of request for printing and delivery of printed forms	<p>Slab 1 Between 24 and 36 hours from the approval (excluding holidays)</p> <p>Slab 2 More than 36 hours from the approval (excluding holidays)</p> <p>Penalty Slab 1: 5 % of the payment due for the documents for which late delivery has been made. Slab 2: 15 % of the payment due for the documents for which late delivery has been made. A further penalty of 10 % to be made for every 12 hour delay in the delivery (excluding holidays)</p>

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Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
3	Downtime of functioning of DL&RC printing Centre.	Downtime of DL&RC Printing Centre should not be more than 3 hour per month at each site.	Downtime will be monitored by the staff of the department and department shall record the non function of the routine work on daily basis for each office.	Slab 1: Downtime between 3 and 5 hours Slab 2: Downtime between 5 hours and 9 hours Slab 3: Downtime more then 9 hours Penalty Slab 1: 1% of the invoice value of the current month Slab 2: 3% of the invoice value of the current month Slab 3: 5% of the invoice value of the current month
4	Recruitment/ Replacement of manpower	Non-Availability of Manpower not more than 3 days.	Will be monitored through the attendance register or through bio-metric attendance	Slab:1 Non-availability between 4-7 days Slab: 2 Non-availability between 8-15 days Slab: 3 Non-availability more than 15 days Slab 1: Rs.1000 (each manpower) Slab 2: Rs.2000 (each manpower) Slab 3: Rs.200 per day (each manpower) Additional Penalty of Rs.1000 for each 7days for Nodal Officer and Technical resources
5	Replacement of faulty component	Replacement with the original component	Random checks by the departmental staff or third party appointed by the department. Each noncompliance to be counted as a default	Slab 1: 1-3 default for every 5 days Slab 2: More than 3 default for every 5 days Penalty: Slab 1: Rs 1000 Slab 2: Rs 1500

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Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
6	Updating of Virus definitions	Virus definitions to be updated every 2 weeks	The date when the virus definitions were last updated	Slab 1: Virus definitions not updated in 2-4 days. Slab 2: Virus definitions not updated in 5 or more days. Penalty: Slab 1: Rs 1000 per site Slab 2: Rs 2000 per site

Annexure 7 – I.T and Non-I.T Asset Details

I.T and Non-IT items being used in the Project

SL NO	MODEL	CONFIGUARATION	INVOICE DATE	WARRANTY DATE	QUANTITY
MAIN OFFICE (PONDICHERRY)					
SYSTEMS					
1	HP 280 G6 MT	CORE i3 10th GEN, 4*2 GB RAM,1TB HDD,WIN 10 PRO, 19.5 INCH LED DISPLAY	22.02.2023	21.02.2026	4
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	28.06.2019	27.06.2024	32
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	SINEWAVE	10KVA ONLINE UPS	29.02.2020	28.02.2022	1
2	SINEWAVE	7.5KVA ONLINE UPS	13.04.2019	12.04.2021	1
DOT MATRIX PRINTER					
1	EPSON	DP LQ 1310 24 PIN HIGH SPEED DRAFT 416 CPS AT 12 CPI,136 COLUMNS,360*180DPI	04.02.2020	03.02.2022	2
2	TVS	MSP 455* 24PIN HIGH SPEED DRAFT 400,136 COLUMNS,360*180 DPI	23.08.2022	22.08.2024	2
SWITCH'S					
1	HP	JE006A 24 PORT UNMANAGED	05.06.2019	04.06.2022	3
	D LINK	8 PORT	01.07.2019	30.06.2020	2
FIREWALL					
1	FOTIGATE	FGT50E5618043689 50E 1 CONSOLE ,2 RJ 45 WAN AND 5 RJ45 SWITCH PORTS.	16.11.2020	15.11.2023	1

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2	NETFOX	VN3100 WFH, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATA CARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	2
LASERJET PRINTERS					
1	HP	LASER JET 403 DN DUPLEX	20.03.2019	19.03.2021	1
2	HP	LASER JET 203 DN DUPLEX	23.05.2019	22.05.2021	1
3	HP	LASER JET 1566	20.01.2019	19.01.2020	1
4	HP	LASER JET 1020	23.05.2019	22.05.2021	4
5	HP	LASER JET 108	19.08.2022	18.08.2023	2
PRODUCTION SCANNERS					
1	HP	PRO 2000 S2	23.11.2024	22.11.2025	2
2	CANNON	C240	06.03.2021	05.03.2024	1
AIR CONDITIONED					
1	HITACHI	2.0 TON SPLIT AC WITH SYSCOM 5KVA STABILIZER	20.02.2020	19.02.2023	2

KARAIKAL OFFICE

SYSTEMS					
1	HP 280 G6 MT	CORE i3 10th GEN, 4*2 GB RAM,1TB HDD,WIN 10 PRO, 19.5 INCH LED DISPLAY	22.02.2023	21.02.2026	2
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	28.06.2019	27.06.2024	8
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	6KVA ONLINE UPS	18.03.2021	17.03.2024	1
GENERATOR					
1	MAHINDRA	10 KVA GENSET	01.06.2020	31.05.2023	1
DOT MATRIX PRINTER					
2	TVS	MSP 455* 24PIN HIGH SPEED DRAFT 400,136 COLUMNS,360*180 DPI	23.08.2022	22.08.2024	1

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SWITCH'S					
	D LINK	16 PORT	18.05.2020	17.05.2021	1
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATA CARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	2
LASERJET PRINTERS					
2	HP	LASER JET 203 DN DUPLEX	23.05.2019	22.05.2021	1
4	HP	LASER JET 1020	23.05.2019	22.05.2021	1
PRODUCTION SCANNERS					
1	HP	PRO 2000 S3	06.09.2019	05.09.2022	1
AIR CONDITIONED					
1	HITACHI	2.0 TON SPLIT AC WITH SYSCOM 5KVA STABILIZER	20.02.2020	19.02.2023	1

MAHE OFFICE

SYSTEMS					
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	10.09.2019	09.09.2024	6
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	6KVA ONLINE UPS	18.03.2021	17.03.2024	1
GENERATOR					
1	XLNT	6500E XLNT GASOLINE GENERATOR	21.11.2022	20.11.2023	1
SWITCH'S					
	TP LINK	8 PORT	04.10.2019	03.10.2020	1
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					

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1	DATACARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	1
LASERJET PRINTERS					
4	HP	LASER JET 1020	23.05.2019	22.05.2021	2
PRODUCTION SCANNERS					
1	HP	PRO 3000 S3	21.03.2018	20.03.2021	1
AIR CONDITIONED					
1	PANASONIC	1.05 TON SPLIT AC WITH 5KVA STABILIZER	23.12.2013	22.12.2016	1

YANAM OFFICE

SYSTEMS					
1	HP 280 G6 MT	CORE i3 10th GEN, 4*2 GB RAM,1TB HDD,WIN 10 PRO, 19.5 INCH LED DISPLAY	22.02.2023	21.02.2026	2
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	17.09.2019	16.09.2024	4
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	6KVA ONLINE UPS	18.03.2021	17.03.2024	1
GENERATOR					
1	XLNT	6500E XLNT GASOLINE GENERATOR	21.11.2022	20.11.2023	1
SWITCH'S					
1	HP	JE006A 24 PORT UNMANAGED	05.06.2019	04.06.2022	1
	D LINK	8 PORT	19.12.2019	18.12.2020	1
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATACARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	1
LASERJET PRINTERS					

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4	HP	LASER JET 1020	23.05.2019	22.05.2021	2
PRODUCTION SCANNERS					
2	CANNON	C240	06.03.2021	05.03.2024	1
AIR CONDITIONED					
1	PANASONIC	2.0 TON SPLIT AC WITH 5KVA STABILIZER	23.12.2013	22.12.2016	1
OULGARATE OFFICE					
SYSTEMS					
1	HP 280 G6 MT	CORE i3 10th GEN, 4*2 GB RAM,1TB HDD,WIN 10 PRO, 19.5 INCH LED DISPLAY	22.02.2023	21.02.2026	2
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	28.06.2019	27.06.2024	8
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	6KVA ONLINE UPS	18.03.2021	17.03.2024	1
DOT MATRIX PRINTER					
1	EPSON	DP LQ 1310 24 PIN HIGH SPEED DRAFT 416 CPS AT 12 CPI,136 COLUMNS,360*180DPI	04.02.2020	03.02.2022	1
SWITCH'S					
1	HP	JE006A 24 PORT UNMANAGED	05.06.2019	04.06.2022	1
	D LINK	8 PORT	18.05.2020	17.05.2021	2
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATA CARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	1
LASERJET PRINTERS					
2	HP	LASER JET 203 DN DUPLEX	23.05.2019	22.05.2021	1
4	HP	LASER JET 1020	23.05.2019	22.05.2021	4

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PRODUCTION SCANNERS					
1	HP	PRO 3000 S3	06.09.2019	05.09.2022	2
AIR CONDITIONED					
1	HITACHI	2.0 TON SPLIT AC WITH SYSCOM 5KVA STABILIZER	20.02.2020	19.02.2023	1
THRIBHUVANAI OFFICE					
SYSTEMS					
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	10.09.2019	09.09.2024	5
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	6KVA ONLINE UPS	18.03.2021	17.03.2024	1
GENERATOR					
1	MAHENDRA	5 KVA GENERATOR	01.06.2020	31.05.2023	1
DOT MATRIX PRINTER					
1	EPSON	DP LQ 1310 24 PIN HIGH SPEED DRAFT 416 CPS AT 12 CPI,136 COLUMNS,360*180DPI	04.02.2020	03.02.2022	1
SWITCH'S					
1	DAX	JE006A 24 PORT UNMANAGED	08.07.2019	07.07.2020	1
	D LINK	8 PORT	13.02.2019	12.09.2020	1
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATACARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	1
LASERJET PRINTERS					
4	HP	LASER JET 1020	23.05.2019	22.05.2021	2
PRODUCTION SCANNERS					
1	HP	PRO 3000 S3	06.09.2019	05.09.2022	1

KATUKUPPAM OFFICE

RFP for Selection of Service Provider for Centralised Printing of DL & RC Cards

SYSTEMS					
2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	10.09.2019	09.09.2024	5
SCAN SERVER					
1	HP ML30	HPE ML30 GEN10 ZE-2124 KIT,EMBEDDED S100iVSOFTWARE RAID 4 SATA PORTS,32 GB RAM,4TB HDD WITH 18.5 INCH LED DISPLAY	23.11.2019	22.11.2022	1
UPS					
1	FUJI CONSOLE	3KVA ONLINE UPS	18.03.2021	17.03.2024	1
GENERATOR					
1	MAHENDRA	5 KVA GENERATOR	01.06.2020	31.05.2023	1
DOT MATRIX PRINTER					
1	EPSON	DP LQ 1310 24 PIN HIGH SPEED DRAFT 416 CPS AT 12 CPI,136 COLUMNS,360*180DPI	04.02.2020	03.02.2022	1
SWITCH'S					
1	D LINK	16 PORT SWITCH	03.03.2019	02.03.2020	1
	D LINK	8 PORT	28.03.2019	27.03.2020	1
FIREWALL					
2	NETFOX	NF-Q- 150, 2*10/100MBPS WAN, 3*10/100 MBPS LAN WITH 1 USB PORT.	24.08.2022	23.08.2025	1
SMART CARD PRINTER					
1	DATA CARD	SD360 DUPLEX PRINTER WITH SMART CARD COUPLER 506339-023	02.05.2019	01.05.2022	1
LASERJET PRINTERS					
1	HP	LASER JET 203 DN DUPLEX	23.05.2019	22.05.2021	1
2	HP	LASER JET 108	19.08.2022	18.08.2023	1
PRODUCTION SCANNERS					
1	HP	PRO 3000 S3	06.09.2019	05.09.2022	1
ALL CHEPOST'S (PONDICHERRY UT)					
SYSTEMS					
1	HP 280 G6 MT	CORE i3 10th GEN, 4*2 GB RAM,1TB HDD,WIN 10 PRO, 19.5 INCH LED DISPLAY	22.02.2023	21.02.2026	2

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2	HP 280 G4 MT	CORE i3 8100, 8GB RAM,1TB HDD,WIN 10 PRO, 18.5 INCH LED DISPLAY	28.06.2019	27.06.2024	12
UPS					
1	SINEWAVE	3 KVA ONLINE UPS	02.12.2019	01.12.2024(AMC)	8
SWITCH'S					
1	TP LINK	8 PORT	31.10.2019	30.10.2020	3
2	D LINK	8 PORT	24.07.2021	23.07.2021	4
LASERJET PRINTERS					
1	HP	LASER JET 1020	23.05.2019	22.05.2020	8
GENERATOR					
1	XLNT	2 KVA GENERATOR	05.04.2022	04.04.2024	1
2	XLNT	3 KVA GENERATOR	30.09.2022	29.09.2024	6