



## **REQUEST FOR PROPOSAL FOR**

**Selection of a Service Provider for Centralized Printing  
of Registration Certificates and Driving License for  
Motor Vehicles Department in the State of Maharashtra  
for a period of 5 years**

**Motor Vehicles Department  
Government of Maharashtra**

Tender Notification No: TCO/Comp/RCDLTender/2021/On4180

Date of Issue: 25-03-2021

**Issued By:**

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## **CONFIDENTIALITY**

This document has been circulated for limited circulation only, amongst the interested parties (Bidders) who have requested for an RFP for “Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years”. Information shared with Bidders through this document, and any subsequent written document or verbally in this regard is confidential in nature. Any further circulation of this information without prior permission of MVD is prohibited and shall attract punishment / penalties.

## DISCLAIMER

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

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

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

## STRUCTURE OF THE RFP

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

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

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

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

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

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## GLOSSARY AND DEFINITIONS

Terms	Meaning
AoA	Articles of Association
COTS	Commercial Off the Shelf
CPF	Centralized Printing Facility
Department of Transport / DoT	Transport Department, Government of Maharashtra
DL	Driving License
EMD	Earnest Money Deposit
GoI	Government of India
GoM	Government of Maharashtra
LoA	Letter of Acceptance
LoI	Letter of Intent
LL	Learning License
MAF	Manufacturer's Authorization Form
MoA	Memorandum of Association
MoRTH	Ministry of Road Transport and Highways
MVD	Motor Vehicles Department, Maharashtra
NDA	Non-Disclosure Agreement
NIC	National Informatics Centre
PBG	Performance Bank Guarantee
PQ	Pre-Qualification
PSU	Public Sector Undertaking
QC	Quality Check
RC	Registration Certificate
RFP	Request for Proposal
RTO Official	Any officer authorized by Transport Department/Motor Vehicles Department
RTO / Dy. RTO	Regional Transport Office/Deputy Regional Transport Office
SLA	Service Level Agreement
SOP	Standard Operating Procedure
TC	Transport Commissioner, Maharashtra State
TEC	Tender Evaluation Committee

**DEFINITIONS:**

Term	Meaning
Applicable law	Laws and any other instruments / subordinate legislation having the force of law having been published in India. For the avoidance of doubt, Applicable Law shall include any applicable statute, ordinance, decree, regulation, or by-law or any rule, circular, directive or any licenses, consent, permit, authorization, concession or other approval issued by any authority which has appropriate jurisdiction.
Change of Law	Any change in the Applicable Law; or any applicable judgment of a relevant court of law which changes the interpretation of the Applicable Law and is a binding precedent which directly and adversely affects the Successful Bidder's performance / obligations under the Contract in a material way, coming into effect after the date of this Contract entered by the Successful Bidder or after the bid submission date.
Days and working days	"Days" shall mean calendar days. "Working days" as per Govt. of Maharashtra official working days
The Goods	All the software, equipment, machinery and /or other materials/services which the Successful Bidder is required to supply to the MVD under the Contract;
Last three financial years	FY 2017-18, 2018-19 & 2019-20
Maintenance	<ul style="list-style-type: none"><li>• Locate, remove, and repair technical faults.</li><li>• Providing the spares when the parts become faulty and cannot be repaired.</li><li>• Identify software related problems such as run time error viruses etc. &amp; reload the machines with Software</li><li>• Housekeeping of all hardware</li><li>• Ensuring clean power supply</li><li>• Take care of System Administration.</li></ul> Software maintenance & installation throughout the project duration. Any other task to be performed to keep the system functional
Registration Certificate (RC)	The words RC/Cards/registration certificate referred in the RFP shall mean Certificate of Registration -PC based card without chip as per Form 23(A) conforming to the specifications stipulated in Annexure XI of MoRTH notification no. G.S.R. 174(E) dated 01.03.2019.
Driving License (DL)	The words DL/Cards/driving license referred in the RFP shall mean Driving License -PC based card without chip as per Form 7 conforming to the specifications stipulated in Annexure XI of MoRTH notification no. G.S.R. 174(E) dated 01.03.2019.

Services	“Services” means any and all the services given by the MVD to its citizens related to Vehicle Registration Certificate, Driving License and aligned service.
Successful Bidder	Bidder with whom the Contract has been executed by MVD.
Vahan	Online Web – based Application developed and maintained by National Informatics (NIC) which is core application for citizens to avail any services related to Vehicle Registration and Permits.
Sarathi portal	Online web-based application developed and maintained by National Informatics Centre (NIC), which is the key application for citizens to avail any services related to Driving License. It requires backend login for processing and approval of applications.
1 Week	All seven days of the week ( Sunday – Saturday)

# **SECTION 1**

## **INTRODUCTION TO PROJECT**

## SECTION 1: INTRODUCTION TO MOTOR VEHICLES DEPARTMENT

In order to give effect to the provisions of Motor Vehicles Act, 1988 & Rules made there under, Motor Vehicles Department has been setup as per Section 213 of Motor Vehicle Act 1988 in the State of Maharashtra.

### 1.1. Vision

The Vision of the Department is to provide safe transportation of goods and passengers and enable prompt & citizen friendly services relating to motor vehicles.

### 1.2. Mission

- To aim for stricter compliance of provisions of Motor Vehicle Act & Rules there under
- To establish user-friendly front-end facilities for citizens
- To strengthen the Department by providing equipment, manpower & training
- To simplify the taxation of vehicles
- To create effective grievance redressal mechanism

### 1.3. Establishment

The Motor Vehicles Department's functions are monitored and controlled by the Transport Commissioner office, located in Mumbai. The State has 15 Regional Transport offices and 35 Deputy Regional Transport Offices.

The key services of vehicle registration and driving license are offered by the department through NIC based applications, Sarathi (Driving License) and Vahan (Registration). Sarathi & Vahan have been developed by NIC and are web-based application enabling citizens to apply for various services related to Driving License and Vehicle Registration.

### 1.4. Enabling Legal Framework

The department operates under the aegis of the following legal framework

- The Motor Vehicles Act, 1988
- Central and Maharashtra Motor Vehicles (MMV) Rules
- Maharashtra Motor Vehicle Tax Act & Tax Rules

The department has been providing all Transport related services to the citizens. Some of the most important services and their relevant statistics are provided below.

Sr. No.	Description	Statistics*
1.	Registration of Vehicles	➤ 23.86 lakh vehicles registered (2019-2020)
2.	Licenses Issued	➤ 9.62 lakh Permanent & 29.55 lakh Learning licenses issued (2019-20)

\*Motor Transport Statistics of Maharashtra, 2019-20

Vehicles that are newly purchased, or have undergone a change in their ownership, change in address, etc. are issued Registration Certificate (RC). These RC are in a card form, to be printed (along with ancillary services) at Centralized Printing Facility. Other than these services, the

department also provides other transactions like permits, NOC etc.; the output of the same is in a paper form.

Eligible citizens are provided Learner License based on certain documentation and a qualifying test. Thereafter, the learner license holder needs to pass the driving test, those who pass the test are issued Driving License (DL) and are eligible to drive the vehicle on the roads. There are other ancillary services like change of name, address, etc. on the Driving License, Renewal of DL, Duplicate DL, Conductor License, etc which are either in card form or have a paper-based output. These DL are in the form of card, to be printed (along with ancillary services) at the RTO.

In order to facilitate these activities, it is proposed to onboard a service provider to provide centralized printing facility for printing of Polycarbonate (PC) based RC and DL at three identified locations in Maharashtra for a period of 5 years.

## **SECTION 2**

### **INSTRUCTIONS TO BIDDERS**

## SECTION 2: INSTRUCTIONS TO BIDDERS

### 2.1. Tender Fee

A complete set of tender documents is available at [www.mahatenders.gov.in](http://www.mahatenders.gov.in) for viewing and download. The bidders are required to fill the tender online as per the timelines provided and make online payment of the Tender fee through the portal as mentioned below, without which tender will be taken as incomplete and non-responsive and shall not be considered. For MSME bidders claiming Tender Fee exemption, a certificate (which is valid as on date of submission of bid) of registration with NSIC to be uploaded as a part of Key Submission. The bidders must make the payments towards tender fee by taking into consideration the time lags between the online payment and settlement / realization in the pooling account and reflection of the same in the online tender system. The tender fee shall be non-refundable. The bidders must possess compatible digital Signature Certificate of Class-II or Class-III to participate in the e-tendering process.

Sr. No.	Item	Details
1	Tender Fees	INR 10,000/- to be paid online through e-tendering solution <a href="https://mahatenders.gov.in">https://mahatenders.gov.in</a> integrated with Payment Gateway

### 2.2. Completeness of the RFP response

Bidders are advised to study this RFP document carefully before submitting their bids. Submission of a bid in response to this notice shall deemed to have been done after careful study and examination of this RFP. Failure to furnish all information required by the RFP document, or submission of a proposal not substantially responsive to the RFP document in every respect, will be at the bidder's risk and may result in rejection of its bid. The key documents to be submitted are mentioned in [Annexure 13](#) with proper indexing of all submissions of the technical bid with exact page number / file name.

### 2.3. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the MVD, in no case, will be responsible or liable for these costs, regardless of conduct or outcome of the bid process.

### 2.4. Pre-Bid Meeting

- MVD will organize a Pre-Bid meeting with all interested Bidders to answer their queries.
- All the Bidders are requested to submit their list of queries / suggestions / clarifications, if any, to the RFP and / or the Draft Contract Agreement only via email and in the format prescribed in [Annexure 9](#) to [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in), on or before date specified in "NOTICE INVITING TENDER".
- MVD will not respond to the queries sent in any other format than prescribed as per [Annexure 9](#) or queries sent after the stipulated date.

- MVD shall consider the queries submitted by prospective bidders, and may, or may not, change/amend the tender document.
- All such changes, or amendments, if any, will be published online on the e-tendering website and shall be treated as inherent part of the tender requirement.

## 2.5. Amendment to RFP document

- At any time before the deadline for submission of bids, MVD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment.
- All the amendments made in the document would be made available on the e-tendering website (<https://mahatenders.gov.in>). The bidders are advised to visit this site on regular basis for checking necessary updates.
- The MVD also reserves the rights to amend the dates mentioned in this RFP or “NOTICE INVITING TENDER” for bid process. In order to allow prospective bidders reasonable time to take any such amendments into account in preparing their bids, MVD may, at its discretion, extend the Online Submission End Date (Last date for the submission of Bids).

## 2.6. Termination of RFP process

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

## 2.7. Earnest Money Deposit

- Bidders shall submit an EMD of Rs. 2,25,00,000/- (Rs. Two Crore Twenty Five Lac Only), along with the bids, which shall paid in the form of a Bank Guarantee (BG) or Demand Draft (DD) drawn in favour of "**Transport Commissioner, Maharashtra State**" issued by nationalized or scheduled banks, payable at Mumbai as per the format given in [Annexure 22](#).
- EMD exemption will be given to MSME Units registered with NSIC.
- Submission:** The scanned copy of the DD / BG towards EMD must be uploaded along with technical bids on the e-tendering website. The original DD or BG shall be sent to "**Deputy Transport Commissioner, Computers**" in a sealed envelope super scribing in bold letters the Tender Number. The bidder is requested to get a confirmed acknowledgement from the MVD as a proof of submission of BG / DD towards EMD to avoid any discrepancy. Further non-receipt of the hardcopy DD/BG document as per below described schedule would also render the bid non-responsive and be rejected.
- For MSME bidders claiming EMD exemption, a certificate (which is valid as on date of submission of bid) of registration with NSIC to be uploaded (and photocopy submitted) in place of scanned copy of BG/DD for EMD.
- Time of submission:** The scanned copy of the EMD (BG / DD) has to be submitted along-with the technical bid documents on the e-tendering application. Further, the original

EMD document has to be submitted during the period between **Online Submission End Date** and **Opening of Technical Bids** as described in the “NOTICE INVITING TENDER”.

(e.g. Online Submission End Date is 1<sup>st</sup> Jan 2020 5:00 PM and Opening of Technical Bid is 7<sup>th</sup> Jan 2020 11:00 AM, then the bidder needs to submit physical copy of EMD (BG / DD) any time AFTER 1<sup>st</sup> Jan 2020 5:00 PM and BEFORE 7<sup>th</sup> Jan 2020, 11:00 AM, during working hours)

- f. The details of the DD/BG instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the bid submitted will be rejected.
- g. EMD of non-successful bidder will be discharged / returned as promptly as possible, but not later than 30 days after Signing of the Contract with the Successful Bidder. No interest shall be payable on the EMD whatsoever.
- h. The EMD shall be kept valid through the Bid Validity Period.
- i. Prior to expiry of the original EMD and Bid validity Period, MVD may request the Bidders to extend the period of validity of both EMD and Bid for a specified additional period. The Bid of any Bidder refusing to extend validity as requested shall not be considered, and its EMD shall be returned within 30 (Thirty) days (with no interest). A bidder agreeing to the request will not be allowed to modify its bid but would be required to extend the validity of its Bid and the EMD, till the extended period and comply with all clauses of this document in all respects.
- j. Successful Bidder shall extend the validity of the EMD till the submission of the PBG.
- k. **The EMD may be forfeited fully or partially:**
  - a. If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
  - b. If a bidder submits a non-responsive bid or any other conditions as per “Rejection Criteria” under Instructions to Bidders.
  - c. In case of a successful bidder, if Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time and as per [Annexure 10](#).
  - d. During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - e. During the bid process, if any information found wrong / manipulated / hidden / false / mala fide in the bid.
  - f. During the bid process, if a Bidder indulges in any kind of corrupt or fraudulent practices as defined in clause 4.10 under “Terms and Conditions” or any other coercive, undesirable or restrictive practice.
- l. The decision of the MVD regarding forfeiture of the EMD and rejection of bid shall be final.

## 2.8. Rejection Criteria

Rejection criteria are applicable during any stage including evaluation of bids, award of contract, or execution of contract etc. MVD will determine whether each bid, bidder and the execution is

as per the requirements, terms and conditions of the RFP Document. MVD reserves the right to take necessary action as per below

**A. Following are the criteria for which Bidder's bid shall be rejected and shall not be considered for further evaluation, and award of contract.**

- i. The Tender Fee is not paid.
- ii. Bid does not contain the information and documents as requested in the RFP Document.
- iii. Bid does not contain information in formats specified in the RFP Document.
- iv. Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect;
- v. Bids are not received within the prescribed time and date for receipt of bids.
- vi. Bidders not complying with the Eligibility Criteria given in this RFP
- vii. There is multiple bidding.
- viii. Bids are not submitted with power of attorney/board resolution.
- ix. Bid does not provide the information in reasonable detail.  
Reasonable Detail means, that, but for minor deviations, the information can be reviewed and evaluated by MVD without communication with the Bidder. MVD reserves the right to determine whether the information has been provided in reasonable detail.
- x. There are inconsistencies between the Bids and the supporting documents & the Bidder fails to provide clarifications related thereto, when sought.
- xi. Scanned copy of BG/DD towards EMD is not uploaded as a part of Key Submission and/or is physically not submitted within the timeline specified in the RFP.
- xii. The details of the DD/BG instrument, physically sent, does not tally with the details available in the scanned copy and the data entered during bid submission time.
- xiii. A Bid that is not substantially responsive is one that does not conform to the preceding requirements and have material deviation or reservation.

**A material deviation or reservation is one:**

- a. which affects in any substantial way, the scope, quality, performance of the Project, or
- b. which limits in any substantial way, MVD's rights or the Bidder's obligations under the resultant Contract Agreement, or
- c. which is substantially inconsistent with the RFP Document, or
- d. which would affect unfairly the competitive position of other Bidders presenting substantially responsive bids

**B. Following are the criteria for which Bidder's bid shall be rejected and shall not be considered for further evaluation, and award of contract, as well as EMD may be forfeited at the sole discretion of MVD**

- i. Bids mentioning Bid validity less than 180 days.
- ii. Bidder requesting for modification or withdrawal of bid post last date (deadline) of submission of bids.
- iii. Bid is found to include commercials in the technical bid (Envelop A and Envelop B) and / or Revelation of Prices in any form or by any reason before opening the Commercial Bid;

- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidder;
- iv. Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents;
  - v. Bidder's failure to Agree with the Terms and Conditions of the RFP
  - vi. The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender
  - vii. Incomplete Price Bid & Bids not conforming to price bid format.
  - viii. MVD reserves right to reject such bids wherein bid costs are found to be unreasonable and / or unjustifiable by Technical Evaluation Committee
  - ix. Successful Bidder has breached the "Breach Level" as per the Service Level Agreement.

**C. Following are the criteria due to which Bidder's bid shall be rejected and not be considered for further evaluation and award of contract and the EMD shall be forfeited.**

- i. If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the RFP Process
- ii. Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- iii. Is found to canvass, influence or attempt to influence in any manner for the qualification or selection process, including without limitation, by offering bribes or other illegal gratification as clause 4.10 under "Terms and Conditions".
- iv. Has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements. In such case, EMD of the bidder shall be forfeited.
- v. Bids are found to be Conditional.
- vi. Failure of the Successful Bidder to furnish the Performance Guarantee or execute the Agreement within the prescribed time

Rejection and disqualification of bids or bidder and forfeiture of EMD due to above cited reasons will be at the sole discretion of MVD. Decision of the MVD shall be final and binding on the Bidder /Successful Bidder. The decision of the MVD regarding forfeiture of the EMD and rejection of bid shall be final.

## **2.9. Submissions of Bids**

- A complete set of tender documents is available at [www.mahatenders.gov.in](http://www.mahatenders.gov.in) for viewing and download. The bidder needs to submit their bids online on the e-Tendering website [www.mahatenders.gov.in](http://www.mahatenders.gov.in). All the notification & detailed terms and conditions regarding, this tender notice hereafter will be published online on e-tendering website <https://mahatenders.gov.in> The guidelines to download the tender documents and online submission of bids and procedure of tender opening can be downloaded from website

<https://mahatenders.gov.in> The bidders are advised to contact the toll-free number of e-Tendering website for any assistance.

- The bidders must make the payments towards tender fee by taking enough margin for time lags between the online payment and settlement/realization and other banking procedures in the pooling account and reflection of the same in the online tender system. The tender fee shall be non-refundable.
- For MSME bidders claiming Tender Fee exemption, a certificate (which is valid as on date of submission of bid) of registration with NSIC to be uploaded as a part of the Key Submission.
- Bidders shall have valid class II/III Digital Signature Certificate obtained from any notified certifying authorities. The Transport Commissioner, Maharashtra State, reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

#### **2.10. Language of Bids**

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

#### **2.11. Bid Submission Format**

The entire Bid shall be strictly as per the format specified in this RFP document. Bids with deviation from this format are liable for rejection.

#### **2.12. Clarifications**

To assist in the process of evaluation of Bids, the MVD may, at its sole discretion, ask any Bidder for clarification on its Bid submitted. No change in the substance of the Bid would be permitted by way of such clarifications. Any such correspondence shall be by email only to [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in).

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

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

#### **2.14. Evaluation of Bids – Quality and Cost Based Selection (QCBS)**

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

This tender is based on the Quality and Cost Based Selection (QCBS) based on highest of Composite Score Bid for the technically Qualified Bidders. To participate in the Commercial

Evaluation Process, the Bidders are required to secure at least 70 marks out of 100 in the Technical Evaluation and also qualify in the sample testing.

- a. **Pre-Qualification Evaluation:** After opening of the bids received (pre-qualification bids), the bidders will be evaluated against the Pre-Qualification criteria set out in the RFP. Technical evaluation of only such bidder will be undertaken that qualify in the pre-qualification criteria.
- b. **Technical Evaluation:** After Pre-Qualification Evaluation, the Technical Bids will be opened and evaluated against Technical evaluation Parameters explained in the RFP. On completion of the evaluation, the TEC shall submit a report with Technical Score of each Bidder and recommendations to the approving authority. Bidders securing at least 70 marks out of 100 marks will be qualified for sample testing.
- c. **Sample Testing:** Sample set PC cards of bidders securing at least 70 marks out of 100 marks in technical evaluation shall be sent for Laboratory testing to the Government approved Laboratories. The department shall technically qualify only those bidders whose PC cards in Sample set are found as per the specifications mentioned under MoRTH notification no. G.S.R. 174(E) dated 01.03.2019 accessed at <http://egazette.nic.in/WriteReadData/2019/199228.pdf>. Commercial envelope of only those bidders who are qualified in Technical Evaluation and whose sample set of PC cards are found as per the specifications mentioned under the MoRTH notification and approved by the laboratory shall be opened by the TEC.
- d. **Commercial Evaluation:** After the evaluation of the technical bids (scoring at least 70 marks out of 100) and sample testing, The TEC shall evaluate the commercial bids of the technically qualified bidders. On completion of the evaluation, a report of Commercial Bids, Technical Score of all the technically qualified bidders (along with the laboratory testing report) and composite score shall be submitted to approving authority along with recommendations.

## 2.15 Pre-Qualification Criteria

This invitation for bids is open to bidders who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding as per the criteria mentioned in the RFP. The bidder shall submit all the documents as mentioned below and additionally other documents as necessary. Only bids qualifying the criteria below would be eligible for further technical evaluation.

Sr. No.	Criteria	Documents Required
1.	<b>Legal Entity:</b>  The bidder should be a company registered under Indian Companies Act, 1956/2013 as amended from time to time	<ul style="list-style-type: none"> <li>• Copy of Certificates of incorporation</li> <li>• Articles of Association (AOA) or Memorandum of Association (MoA)</li> </ul>
2.	<b>Financial: Average Turnover – similar work</b>  The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing	<ul style="list-style-type: none"> <li>• Certificate from Statutory Auditors</li> <li>• Copy of Audited Financial Statements</li> </ul>

	PC/PVC/PetG/ABS cards in India in the last three financial years	<ul style="list-style-type: none"> <li>Details mentioned in format as mentioned in <a href="#">Annexure 24</a></li> </ul>
3.	<b>Financial: Net Worth</b>  The bidder shall have Positive Net worth in the last three financial years  Net Worth to be calculated as per Companies Act 1956/2013, as amended from time to time	<ul style="list-style-type: none"> <li>Certificate from Statutory Auditors</li> <li>Copy of Audited Financial Statements</li> <li>Details mentioned in format as mentioned in <a href="#">Annexure 24</a></li> </ul>
4.	<b>Technical Capability:</b>  The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India	<ul style="list-style-type: none"> <li>Copy of the work order along with copy of the contract agreement mentioning the relevant Scope of Work and Project value</li> <li>Completion Certificate OR In case of an on-going project, a partial completion certificate from the client on the client's letter head with project completion value matching the required criteria. Details of the projects should be mentioned in the format as per <a href="#">Annexure 23</a></li> </ul>
5.	<b>Tax registration and clearance</b>  The bidder must have a valid: <ul style="list-style-type: none"> <li>GST Registration Certificate</li> <li>Income Tax Registration, PAN</li> </ul>	Copies of relevant Certificates of Registration
6.	<b>Mandatory Undertaking</b>  The bidder should not have been blacklisted by any Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India at the time of submission of the bid	A Self Certified letter on company letter head by authorized signatory as per <a href="#">Annexure 11</a>
7.	<b>Certification</b> The bidder must have following certificates, which shall be kept valid till the expiry of contract: <ol style="list-style-type: none"> <li>ISO 9001:2015</li> <li>ISO 14001:2015</li> </ol>	Self-attested copy of the certificates
8.	<b>Additional requirement from the bidder to qualify in the Pre-qualification criteria:</b>	

	<ul style="list-style-type: none"> <li>• Board Resolution authorizing a person from Bidder or Power of Attorney to sign/ execute the bid as a binding document and also execute all relevant agreements forming part of bid as per format in <a href="#">Annexure 18</a></li> <li>• Self-Declaration as per <a href="#">Annexure 12</a></li> <li>• Earnest Money Deposit (EMD) as per <a href="#">Annexure 22</a>.</li> </ul>
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Any bid failing to meet the above eligibility criteria shall be disqualified and will not be considered for Technical Evaluation.

The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidiary, associated or other related entity.

**(Note: Manufacturer of PC cards shall provide MAF to only one bidder for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than one bidder for this RFP, bids with the same manufacturer will be rejected)**

## 2.16 Technical Evaluation

After Pre-Qualification Evaluation, the Technical Bids will be opened and evaluated against Technical Qualification Parameters explained in the RFP. The **Total Technical Score (TS)** will be calculated out of 100 Marks, and shall be evaluated as per the table provided, and the bidder scoring at least 70 marks shall be considered for sample testing of PC cards.

#	Technical Evaluation Parameter	Max. marks
1.	<b>Financials: Bidder's Average Annual Turnover:</b> The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years <u>Average annual turnover:</u> <100 crore = Disqualified >=100 crore and <150 crore = 10 marks >=150 crore and <200 crore = 15 marks >=200 crore and <250 crore = 20 marks >= 250 crore and <300 crore = 25 marks >=300 crore = 30 marks  <b>(Provide details in annexure 24)</b>	<b>30</b>
2.	<b>Financials : Bidder's Net Worth</b> The bidder shall have Positive Net Worth in the last financial year <u>Bidder's Net worth:</u> < 0 crore = Disqualified >= 0 crore and < 3 crore = 5 marks >=3 crore and < 6 crore = 7 marks	<b>10</b>

#	Technical Evaluation Parameter	Max. marks								
	<p>&gt;=6 crore = 10 marks</p> <p><b>(Provide details in annexure 24)</b></p>									
3.	<p><b>Technical Capability:</b> The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India</p> <table><tr><td>&lt;1 Cr</td><td>Disqualified</td></tr><tr><td>&gt;=1 Cr and &lt;1.50 Cr</td><td>10 marks</td></tr><tr><td>&gt;= 1.50 Cr and &lt;2 Cr</td><td>20 marks</td></tr><tr><td>&gt;=2 Cr</td><td>30 marks</td></tr></table> <p><b>(Provide details with supporting document of the project in annexure 23)</b></p>	<1 Cr	Disqualified	>=1 Cr and <1.50 Cr	10 marks	>= 1.50 Cr and <2 Cr	20 marks	>=2 Cr	30 marks	30
<1 Cr	Disqualified									
>=1 Cr and <1.50 Cr	10 marks									
>= 1.50 Cr and <2 Cr	20 marks									
>=2 Cr	30 marks									
4.	<p><b>Bidder's Experience: Printing Experience</b> The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks</p> <p>2 projects with atleast 20000 PC cards = 10 marks</p> <p>3 projects with atleast 30000 PC cards = 15 marks</p> <p><b>(Provide details with supporting document of the project in annexure 23)</b></p>	15								
5.	<p><b>Manufacturer Details:</b>  The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks</p> <p><b>(Provide details in annexure 25)</b></p>	15								
TOTAL TECHNICAL SCORE (TS)		100								

### 2.17 Commercial Evaluation

- The Commercial Bids of all the technically qualified bidders, (i.e. bidders securing at least 70 marks out of 100 in technical evaluation) and of the bidders whose PC cards are found as per the specifications mentioned under MoRTH notification and approved by the Laboratory will be opened on the prescribed date in the presence of all such bidder representatives.

- b. The commercial Bids format shall be as per [Annexure 14](#).
- c. After opening of the Commercial Bids of Bidders qualifying in technical qualification criteria and sample testing, the TEC shall calculate Composite Score for each Bidder, as detailed below. On completion of the evaluation on Quality and Cost Based Selection (QCBS) Approach, a report of Commercial Bids, Technical Score (along with the same testing report) and Composite Score of all the technically qualified bidders shall be submitted to MVD along with recommendations.
- d. The bid price shall include all the statutory government taxes and levies.
- e. The bidder with subsequent highest “Final Composite Score (FCS)” will be considered as L2, L3, and so on.
- f. In case of successful bidder getting rejected (fails to perform the duty up to the satisfaction of the MVD), disqualified, or not agreeing to undertake the project for any reason, L2 bidder may be offered to match L1 bidder’s Commercial Bid.
- g. If L2 bidder fails to accept the offer or gets rejected or disqualified, then the same offer may be given to the next higher bidders in the order of sequence, i.e. L3, L4, L5, and so on.
- h. On the declaration of a Successful Bidder, MVD shall issue a Letter of Intent (LoI) to the Successful Bidder.
- i. Successful Bidder shall submit Letter of Acceptance (LoA) on receipt of LOI from MVD as per the timelines defined in the RFP.
- j. If commercial bids received are deemed as exceptionally higher than the prevailing market rates, MVD may reject one or all the bids and/or annul the bidding process.

### 2.18 Commercial Score

Commercial envelope of only those bidders who has obtained minimum 70 marks in Technical Evaluation (along with qualifying sample testing report) shall be opened by the department. Each of the Commercial bids shall be evaluated on a score of 100 points on the basis that points obtained are inversely proportional to the Price quoted and vice- versa. The methodology of scoring will be as follows:

<b>Bidder Commercial Score =</b> $\frac{100 * (\text{Total Commercial Quote of the Lowest Quote Bidder})}{(\text{Total Commercial Quote of the Bidder})}$
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### 2.19 Final Composite Bid Score

The Technical bid shall have a weightage of 70% in the overall evaluation of the bid and the Commercial bid shall have a weightage of 30% in the overall evaluation.

<b>Total Score = 0.7 * Bidder’s Technical Score + 0.3 * Bidder’s Commercial Score</b>
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- a. The final evaluation shall be done by the department and the decision taken by the department shall be final & binding.
- b. Bidder securing the highest “Final Composite Score (FCS)” will considered as successful bidder and be preferred for the award of contract.

- c. In the event of two or more bidders securing exactly the same Final Composite Score (FCS), then MVD reserves the right to declare the bidder whose Technical Score (CS) is highest, among the bidders who have secured exactly the same composite score as preferred bidder.
- d. In event of two or more bidders securing exactly same composite score as well as secured exactly same Commercial Score (CS), MVD reserves the right to call for Re-Bid from only such bidders. Such Re-Bid shall only be for Commercial Bids. However, such revised quotes shall not be greater than the prices earlier quoted by the bidders in tie.
- e. Within the bid validity period and before signing of the contract, if the successful bidder fails to perform the duty up to the satisfaction of the MVD as mentioned in the RFP, or is disqualified or not agreeing to undertake the project for any reason, the second ranked Bidder shall be kept in reserve and maybe invited in case the first ranked Bidder withdraws, or fails to comply with the requirements. Second rank bidder shall match the price whichever is low between his quoted price or price quoted by first rank bidder.

## **2.20 Sample Testing**

- The department shall send a sample of PC cards of technically qualified bidders, for laboratory testing before commercial bid opening, to the Government approved laboratories.
- The department shall test PC cards as per the specifications mentioned under MoRTH notification. It is the responsibility of successful bidder to comply with the specification mentioned as per the MoRTH notification.
- The charges for laboratory testing shall be borne by the bidder. Bidder shall be intimated regarding the at actual charges of Laboratory testing at the time of submission of sample set.
- On the date of Technical bid opening, the department shall inform the bidders about the date and time for submission of the Sample set of PC card and Only after intimation received by the department, bidder shall submit Sample set of PC card. The department reserves right to summarily reject the bid of the bidder fails to submit the samples and charges of Laboratory testing as per the date and time of intimated by the department.
- The department shall technically qualify only those bidders whose all items included in sample set of PC cards are found as per the specifications mentioned under MoRTH notification and approved by the Laboratory.
- The department may test a set of PC cards, every year, to check if the printed cards comply with the required specifications (MoRTH notification), during the contract period.
- The charges for laboratory testing, whenever done, shall be borne by the successful bidder.

## **2.21 Project Timelines**

The implementation and commencement of operations of the CPF (Centralized Printing Facility) and RTO shall be done as per the timelines mentioned below. The timeline for each of the process shall be as mentioned below, and be strictly adhered to, by the Successful Bidder.

### Timelines for Implementations

#	Key Deliverables	Timeline (days)
1	Issue of Letter of Intent	T <sub>1</sub>
2	Submission of Letter of Acceptance	T <sub>1</sub> + 5
3	Signing of Contract and Submission of PBG	T <sub>1</sub> + 10
4	Allocation of premises for CPFs by MVD	T <sub>2</sub>
5	Submission of "Project Planning and Documentation" including "Proposed Physical Layout Plan" as per <a href="#">Annexure 16</a>	T <sub>2</sub> + 15
6	Delivery of all Hardware/ software/ network component as specified in <a href="#">Annexure 2</a> and <a href="#">Annexure 3</a>	T <sub>2</sub> + 45
7	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing	T <sub>2</sub> + 60
<b>CPF Commissioning:</b> User acceptance Certificate ( <a href="#">Annexure 20</a> ) will be given only after completion civil work, physical furniture, any other mechanical, electrical and plumbing work as well as procurement, installation and commissioning of hardware, software, and associated physical infrastructure at respective CPF offices. Bidder shall give demo of printing at least 50 Cards at each CFP to get the User acceptance Certificate for the respective facility.		

- In case these timelines are not met, the penalties would be imposed on the Successful Bidder to the extent of the termination of the contract and the forfeiture of the PBG as deemed fit by the MVD.
- Commencement of Project shall be marked from the Date of Signing of the Contract.
- Printing and payment of RC cards and DL cards at CPF will commence only for location where User Acceptance Certificate, from respective RTO office regarding commissioning as per [Annexure 20](#), has been received.

### 2.22. Bidding Documents

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. The bids and relevant documents shall be submitted online only, on e-tender portal, and no hard copies need to be submitted to MVD. The list of key submission documents is mentioned in [Annexure 13](#). Any additional documents required to support the bidder's bid shall be submitted along with key submission documents.

### 2.23. Deadline for Submission of Bids

Bids must be received on or before the date specified in the Notice Inviting Tender. The dates mentioned in the schedule for online submission of the documents are to be complied with. MVD may, at its discretion, extend this deadline for submission of bids, in which case all rights and obligations of the MVD and Bidders subject to the deadline will thereafter be subject to the deadline as extended.

## **2.24. Bid Validity Period**

Bids shall be valid for acceptance for a period of 180 days from the date of opening of Commercial Bid. A Bid valid for a shorter period shall be rejected by MVD as non-responsive. In exceptional circumstances, MVD may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. In the event of refusal of such request, such Bidder's bid shall not be considered and EMD shall be returned.

## **2.25. Clarification of Bids**

During evaluation of bids, MVD may, at its discretion, ask the Bidder for any clarification of its bid. The request for a clarification and the response shall be in writing and no change substance of the bid shall be sought, offered or permitted.

## **2.26. Performance Bank Guarantee (PBG)**

- a. On receipt of Lol, as per the timelines mentioned in the RFP, successful bidder shall submit the PBG of Rs. 7,00,00,000 (Rs. Seven Crore Only) in the form of an irrevocable Bank Guarantee issued by a Nationalised or Scheduled Bank in favour of Transport Commissioner, Maharashtra State - Mumbai, as per the format set out in as per the format at [Annexure 10](#).
- b. The PBG shall be from a Nationalized / Scheduled bank having Head Office in India.
- c. The Performance Bank Guarantee should be valid for entire duration of contract and 6 months from the date of completion of contract (66 months from Date of Signing of Contract).
- d. The Successful Bidder may be asked by the MVD to extend the validity of PBG to ensure the Terms and Conditions of the Contract are met with and Successful Bidder is bound to accept the same.
- e. The PBG shall be discharged to the Successful Bidder, 6 months after successful completion of project after deducting penalties, if any. The project will be considered completed when successful bidder has discharged all of its obligations as per the terms and conditions of the contract.
- f. The EMD submitted by the Bidder along with the bid, shall be returned to the successful bidder in exchange of Performance Bank Guarantee of Rs.7,00,00,000 (Rs. Seven Crores Only). No interest shall be payable on the Earnest Money Deposit so returned.
- g. No interest shall be payable on any PBG whatsoever.

**The Performance Bank Guarantee shall be forfeited and encashed either wholly or partly, inter alia, in the following cases:**

- i. If the Successful Bidder withdraws from the project midway during the project term,
- ii. If during the project term, there is any incident of gross professional negligence resulting into delayed service, or adversely affecting the quality of the work.
- iii. Any act or acts of the successful bidder which renders the project un-operational and MVD establishes enough reasons to forfeit the Performance Bank Guarantee.
- iv. Successful Bidder defaults on any conditions(s) laid in this document, or breach SLAs as defined in [Annexure 15](#) or violated of any provision of the Contract Agreement.
- v. Successful Bidder is found to have made misleading or false representation in the forms, statements and attachments submitted or attached to the bid, or,

- vi. The bidder is found indulging in corrupt or fraudulent practices as per clause 4.10 under Terms and Conditions of the RFP.

### **2.27. Project Steering Committee**

A Project Steering Committee (PSC) shall be formed by the Transport Commissioner, which shall be responsible for keeping track of the progress during the implementation phase of the project. Such PSC may comprise of officials from MVD, Government of Maharashtra, officials from testing agencies, experts, consultants or advisors, apart from the MVD officials.

### **2.28. The MVD's Rights to accept / Reject any or all Bids**

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

### **2.29. Transfer and Sub-Letting/sub-contracting**

- Sub-contracting with prior permission of MVD, would be allowed for certain non-technical work like passive networking, physical movement of goods, civil, carpentry works, manpower (excluding the CPFs), etc.
- The Successful Bidder shall ensure that he is solely implementing the project and can franchise/sublet/sub-contract the contract or any part of it to third party on own responsibility. It is the responsibility of bidder to complete the work. The Service Provider shall take prior written approval from MVD for sub-contracting any work, if not already specified in the proposal and approved by MVD. Also submit contracting document specifying scope of work.
- MVD reserves the right to terminate the contract and/or forfeit the PBG partially or in full if it has enough reasons to establish that bidder has not completed the work.

## **SECTION 3**

### **SCOPE OF WORK**

## SECTION 3: SCOPE OF WORK - Centralized Printing of Registration Certificates and Driving Licenses

All services being offered by MVD related to vehicle registration, permits and Driving license are carried out on centralized web-based software Vahan and Sarathi, designed by NIC, Delhi. These services being provided to citizens through this application software. Some of the services are online where the citizens/dealers fill up the applications online and submit the documents in the RTO against the application number, if applicable. Other services, where online application facility is not currently available, the backend processing is also on Vahan and Sarathi. In some of the transactions like new vehicle registration, transfer of ownership, duplicate registration certificate, duplicate license etc. as listed in [Annexure 1](#), the output is in a card form and in some other cases like permits, learning license, etc the output is in paper form. The Successful Bidder is required to print card or paper-based output for all driving license and Registration certificate related services as given in [Annexure 1](#), along with capturing of biometrics of the citizens for the relevant services.

The Successful Bidder shall procure and setup all the hardware, software, infrastructure including tables, chairs, etc. needed to set up a Centralized Printing Facility (CPF) for printing of PC based Registration Certificate card and driving licenses for all the services with card outputs, and LL printing and DL related services shall be performed at 50 RTO Locations across Maharashtra. Following are the locations for setting up the common CPF for RC and DL related services.

1. Mumbai
2. Aurangabad
3. Nagpur

### 3.1. Overview

The Successful Bidder is required to print registration cards and driving licenses for all the transactions, as mentioned in [Annexure 1](#).

#### 3.1.1. Existing NIC Application Overview

##### 3.1.1.1. Vahan

The process of application and processing of all vehicle related transactions including RC happens through NIC developed software Vahan. Vahan software provides web-based access to application and processing of the same. Successful Bidder is required and expected to understand the application thoroughly and integrate the card printers with the NIC's Vahan application. MVD will support for understanding and integration with NIC. The software for printing of the cards will be provided through secured user-based interface to the Successful Bidder on Vahan's software.

##### 3.1.1.2. Sarathi

All services being offered by MVD related to Driving License (DL) are carried out on centralized web-based application Sarathi, designed by NIC, Delhi. All the services are online where the citizens fill up the

applications online along with the required documents. In some of the transactions like permanent driving license, duplicate driving license etc. the output is in a card form, whereas in other services like learning license, international driving permit (IDP), etc. the output is in paper form (refer annexure 1). The software for printing card/ paper-based output is also developed by NIC.

### 3.1.2. Process at RTO

#### 3.1.2.1. Process flow for RC and related services:

Upon receiving the application and the fees, the MVD shall process the application and accord the approval to the case on Vahan System after which the successful bidder has to do the printing directly from the Vahan application after logging in with given id and passwords, and get the printed RC cards ready for delivery within a stipulated time period to the citizens.

#### 3.1.2.2. Process flow for DL and LL related services:

Process flow for LL and other related services (Change in particulars) on Sarathi portal. :

1. Citizen applies online on Sarathi portal, books a date for LL test on Sarathi portal after payment of fee
2. Citizen visits RTO, RTO official verifies documents and application.
3. Citizen is directed to Biometrics counter for capturing picture and signature.
4. Citizen appears for the test after verification
5. If the test result is PASS, LL is printed and laminated and handed over to citizen.

Out of the above process the responsibility of handling biometrics counter (capturing biometrics of the citizen) and printing of LL shall be the responsibility of the Successful Bidder.

The process of DL service at an RTO is given below:

1. The Citizen applies for DL test on Sarathi portal and pays the fee for the same.
2. The Citizen appears for the driving test, conducted by the concerned office.
3. Once the applicant clears the driving test, the application for DL is approved and the DL is printed and delivered within a stipulated time period to the citizens.

Printing of the DL card shall be the responsibility of the Successful Bidder. Other than the above, there are other services as per Annexure 1, for which the citizen applies on Sarathi portal and the further process is undertaken by department and post approval, the output may be either in Paper/Card form. For all the services, the responsibility of capturing biometrics of the citizen (as applicable), printing of paper/card output of relevant services shall be of the Successful Bidder.

The Biometrics are captured for services like Learning License, Conductor's Badge and in case of Change of particulars in DL (photograph /signature).

### 3.1.3. Successful Bidder's Responsibility

Following scope of the service shall be responsibility of the Successful Bidder for entire project period. The successful bidder will undertake the following to undertake centralized printing of RC and DL:

### IT Infrastructure /Hardware:

- a. **Hardware:** 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 shall be as per [Annexure 2](#). The specifications and number of hardware as given in [Annexure 2](#) and [Annexure 3](#) are the minimum acceptable requirement, successful bidder shall be responsible to maintain additional quantities of similar or higher specifications so as to meet the SLA requirements as defined in the RFP at all times.
- i. The Successful Bidder shall procure, install, commission of all the required hardware including computer systems, Card Printers, UPS etc.
  - ii. The quantity and specifications of such hardware shall form part of **Project Planning and Documentation** as per [Annexure 16](#) and shall be approved by the MVD. However minimum required quantity and specifications shall be as per [Annexure 2](#) and [Annexure 3](#) respectively. The Successful Bidder shall provide hardware to meet the SLA requirements throughout the contract period.
  - iii. All the hardware so 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.
  - iv. The OEM of the hardware including the Card printer shall give a mandatory undertaking for the service support for the entire period of contract of 5 years as per [Annexure 7](#).
  - v. For all the hardware, Successful Bidder is required to submit Manufacturer Authorization Form from the OEM as per format in [Annexure 6](#), and obtain User Acceptance Certificate from each RTO office regarding commissioning as per [Annexure 20](#).
  - vi. Uninterrupted Power Supply (UPS)
    - The Successful Bidder shall provide UPS (Uninterrupted Power Supply) backup of required capacity at each CPF to ensure provision continuous operations in event of power failure.
    - The UPS shall be as per minimum technical specifications as mentioned in [Annexure 3](#).
    - All the computer systems, printers etc. shall have a backup of power through UPS
  - vii. Insurance
    - 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, lightning, earthquake or any other unforeseen conditions.

### Non-IT Infrastructure

- The infrastructure required for the execution of the project such as table, chair, UPS power backup, etc. shall be responsibility of the Successful Bidder as per annexure 2 and annexure 3.
- Successful bidder shall ensure seating arrangement to the citizen visiting for LL services

in waiting area of RTO premises as annexure 2 and 3. For RTO locations, arrangement for seating of 50 persons shall be done and for DyRTO locations, seating arrangement shall be done for 30 persons.

- The Successful Bidder may arrange additional infrastructure like electrical fittings, plugs, switches, MCBs, fan, light, etc. for smooth operations at RTOs.
- The Successful Bidder shall also be completely responsible for the utilities like electricity at all CPF locations and for the timely bill payments of the utilities.
- The Successful Bidder shall provide and setup furniture minimum as per quantity specified in Annexure 2 and of the minimum specifications mentioned in Annexure 3.
- The physical locations and space for the setup for the services mentioned in this RFP shall be provided by MVD at later date to Successful Bidder. Such location will be provided by the MVD rent-free at 50 RTO offices in Maharashtra, the address list of these is available on the department's website. However, MVD reserves the right to change the location to any other location which may be informed to the successful bidder prior to commencement of project.
- 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 CPF locations as per the requirement to establish the minimum required infrastructure as per the RFP.

**b. Software:** The successful bidder shall procure an SLA Management Tool, as per the project requirements listed in the RFP. The reporting and monitoring format shall be provided in the SLA monitoring tool, for each CPF and RTO location to share the information pertaining to the SLAs mentioned in the RFP. The SLA monitoring tool shall provide a detailed and exhaustive output on all the SLA parameters mentioned in the RFP (Annexure 15), for the department to take cognizance of the non-compliance of the SLA parameters, if any.

**c. Registration Certificate and Driving License Printing**

- a. Successful Bidder shall setup a centralized printing facility (CPF), and print the RC and DL, as per the specifications in the MoRTH notification G.S.R. 174 (E) dated 01.03.2019. The successful bidder shall be responsible for pre-printing the static component (including color) of cards, as per the MoRTH notification, and the dynamic part shall be printed through laser engraving at CPF premises, as decided by the Department.
- b. The data source and the format of the Registration Certificate and Driving license shall be from NIC developed software Vahan and Sarathi.
- c. 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 MVD in consultation with NIC.
- d. The CPF setup shall be at the space in three locations provided by MVD rent free to the Successful Bidder for the project period. The three offices shall be Mumbai, Aurangabad and Nagpur; however, the location may be subject to change at the sole discretion of MVD. Any such change in location shall be intimated to the successful bidder prior to commencement of project.

- e. The physical infrastructure, hardware, software and any other aspect required for setting up and maintaining the CPF for the entire contract period shall be complete responsibility of the Successful Bidder.
- f. Card printer and manpower to manage the operations shall be deployed in adequate numbers so as to meet the SLA as defined in [Annexure 15](#).
- g. The card material print format and characteristics shall be strictly in conformity to the specifications stipulated in Annexure XI of MoRTH notification no. G.S.R. 174(E) dated 01.03.2019.

**d. Camp Offices for paper-based output services**

- a. RTOs also conduct single day camps in the remote areas to provide easy access to driving license related services to the citizen across Maharashtra. Around 40 RTOs conduct 10 to 15 camps in a month (total of about 350 camps across the state), which may vary from time to time. The Successful Bidder shall be responsible to facilitate these camps by capturing biometrics, printing of LL and other services with paper-based output. In order to conduct such camps, the Successful Bidder shall carry required hardware and set up for internet as per the numbers given in annexure 2 and specifications given in annexure 3.

- b. The transportation cost for carrying hardware, manpower to these camps shall be borne by the Successful Bidder.

MVD does not commit any business volume for future. The bidders are required to do their independent study for submission of bids. The figures indicated in annexure 1 contain the applications processed through camp offices also.

**e. Network Infrastructure:**

The Successful Bidder shall provide the required internet lease line services of 10 Mbps connection at each CPF and RTO location to run printing facility. It is the responsibility of the Successful Bidder to provide all the Network Infrastructure such as routers, switch and cable to ensure seamless connectivity in order to conduct their operations.

**f. Physical Infrastructure and Utilities**

**For CPF:**

- The physical premise for Centralized Printing Facility (CPF) for PC based registration cards (RC and DL), will be provided by the MVD, rent free. However, the premise may be vacant and any work (including civil work, flooring, ceiling etc.) that needs to be undertaken to make the CPF operational shall be responsibility of the Successful Bidder.
- The furniture required for the execution of the project such as table, chair, storage units for the blank and printed cards and electrical equipment like electrical fittings, plugs, switches, MCBs, fans, lights, Air Conditioners, UPS power backup etc. at a centralized location shall be responsibility of the Successful Bidder.
- The Successful Bidder shall also be completely responsible for the utilities like electricity at the three CPFs locations and timely bill payments for the utilities.
- Fire – fighting system shall be installed and maintained as per prevalent laws as defined in the RFP

- The CPF must be provided with CCTV surveillance cameras with storage for minimum 1-month data at any point in time.
- The Successful Bidder shall provide and setup furniture minimum as per quantity specified in [Annexure 2](#) and of the minimum specifications mentioned in [Annexure 3](#).
- Separate electric meter must be taken by the successful bidder at the three finalized CPF locations only. The utility charges and timely payment of the same shall be responsibility of the Successful Bidder for the three identified CPFs only. The CPF currently is proposed at Mumbai, Aurangabad and Nagpur. However, MVD reserves the right to change the location of CPF to any other location which may be informed to the successful bidder prior to commencement of project. The total locations for CPF however shall be restricted to three locations only.

**Setting up of Infrastructure at RTOs for decentralized LL/ paper-based output services:**

- b. The driving license and related services offered by MVD are listed in annexure 1. The successful bidder shall be responsible for setting up all required infrastructure to enable these service as per clause 3.2.
  - c. Minimum number of hardware / infrastructures required at each RTO and specifications shall be as per Annexure 2 and 3 respectively. In order to meet the SLA timelines, the number of IT/Non-IT infrastructure maybe increased by the Successful bidder, if required, without any additional cost.
  - d. For printing LL (and other services with paper-based output), a computer connected to the LAN, paper printer, lamination machine & and paper reams along with a desk and chair for staff as per the specifications given in annexure 3, will have to be provided at each RTO.
  - e. There shall be appropriate seating arrangement for the staff of Successful Bidder in the facilities at each RTO for smooth operation. MVD shall provide space to set-up such facilities at the RTOs.
  - f. The data source and the format of the paper-based output like LL shall be fetched from Sarathi portal and the successful bidder shall be printing LL and other services output directly from the Sarathi application. Password protected user based secure access for the application will be provided by MVD in consultation with NIC.
  - g. The Successful Bidder is required to maintain the stock of blank papers and other consumables in the tune of at least one month's stock for the respective RTO location, otherwise penalties as defined in SLA as per Annexure 15 shall be applicable.
- g. Consumables:**
- Successful Bidder shall also be responsible to supply all the consumables required for smooth functioning of the project such as preprinted card, paper and cartridges/ink etc. The Successful Bidder shall maintain an inventory adequate for minimum of three month's operation at any point in time.
  - Other than the preprinted card, the Successful Bidder shall be responsible for making available all the consumables and any other goods / articles required for the hardware

provided including but are not limited to:

- New and original cartridges for printers (refilled cartridges shall not be used).
- Lamination pouch/material for lamination machine.
- Any other item which is required for the successful execution and operation of the project.

**h. PC based Cards**

- Ministry of Road Transport and Highways has published the Notification No G.S.R. 174(E) dated 1st March 2019 - "Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Polycarbonate (PC) 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. The notification can be accessed at <http://egazette.nic.in/WriteReadData/2019/199228.pdf>
- The Successful Bidder shall supply and print the cards in required quantities.
- 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.
- **Warranty:** Successful Bidder shall provide a minimum contract period warranty on the supplied smart cards, against any manufacturing or printing or other defects. The Successful Bidder shall replace a defective or incorrectly printed cards at no cost to MVD 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 15](#) including termination of contract.
- The complete end to end process of printing of card shall be responsibility of the Successful Bidder.
- 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](#).
- The Successful Bidder is expected to estimate the requirement for the printers and the preprinted cards for the entire contract period of 5 years.
- The Successful Bidder is required to maintain the stock of preprinted cards in the tune of at least one month's stock for the entire state of Maharashtra at CPF, otherwise penalties as defined in SLA as per [Annexure 15](#) shall be applicable.
- The Successful Bidder may or may not be manufacturer of the cards. However, in case of non-manufacturer bidder, a mandatory undertaking as per [Annexure 8](#) shall be obtained duly signed by the authorized person of manufacture on the letter head of the manufacturer.
- The Successful Bidder shall replace a defective or incorrectly printed RC and DL card at no cost to MVD or citizens. Penalty may also be applicable as per SLAs in such cases.
- The Successful Bidder shall share make and model of the PC printers in advance to the MVD to enable configuration and integration with Vahan 4.0 and Sarathi for printing of the cards.
- Successful Bidder shall conduct a demo to print at least 50 sample RC and DL card at each CPF until satisfaction of MVD for review as per the timelines mentioned in the RFP.

- i. **Maintenance:** The Successful Bidder shall provide trained manpower to maintain the hardware, software and associated infrastructure at CPF and RTO locations. The Successful Bidder shall also maintain the required uptime as per the SLA defined in the RFP of all the systems to ensure provision of quality services to the citizens shall be responsibility of Successful Bidder.

The maintenance and upkeep of all the physical infrastructure, hardware and software of the CPF operations during the entire period of the contract shall be the responsibility of the Successful Bidder. The list includes all the above described hardware, software and physical furniture etc.

**The maintenance services of systems shall include but not be limited to following activities:**

- The Successful Bidder shall maintain minimum uptime for all the hardware, software and physical infrastructure as defined in SLAs as per [Annexure 15](#).
- The Successful Bidder shall carry out regular preventive maintenance of all the hardware and software, update anti-virus and scan the system for the same, keep the system up to date and clean, dusting and cleaning of physical interior and exterior body of the hardware and physical infrastructure etc.
- Such preventive maintenance shall be at least twice a year for all hardware and software for all CPF locations. Successful Bidder shall schedule maintenance in consultation with the department.
- During such maintenance and even other, if any fault, defect, error etc. is detected, the same shall be addressed immediately to not impact the operations. Successful Bidder shall carry out the necessary repairs and replacement of the spare parts or the complete hardware or physical infrastructure if required and / or if directed by MVD.
- The Successful Bidder shall maintain the adequate spares to compensate for any issues that may arise in the existing products during the project. Such repair, replacement, maintenance shall be done by well trained, qualified service engineers only.
- Maintenance service for all the hardware, software, furniture etc. shall indicatively include

#	Equipment	Maintenance Service
1.	Desktop and Monitor	Remove dust, debris and foreign objects Clean and test keyboard, mouse and CD-R/W drive Clean and verify operations of the cooling fans Verify system operations and Clean the exterior Anti-virus update, system update, virus scanning and removal etc.
2.	Card Printer	Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning of the ribbons, quantity of ink in the cartridge etc.
3.	UPS	Top-up battery fluid and Replace battering as and when exhausted Clean the interior and exterior of the UPS, especially for corrosion and heat damage Check operation of emergency power-off circuits and torque of power connections Tighten power connections Calibrate metering and protection functions
4.	Furniture and other support infrastructure	Dust and clean all the furniture regularly Check if all the components are in working and usable conditions Repair / replace broken or damaged components
5.	LAN Connectivity	Switch and router support. Resolution of any issues in providing internet facility.
6.	Camera/ Signature Slate/Lamination Machine	Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning
7.	Air Conditioner	Regular maintenance
8.	Router	Regular Maintenance
9.	CCTV camera	Regular Maintenance
10.	Any other preventive maintenance activities as may be required	

- j. **Manpower:** The Successful Bidder shall also provide the manpower on continuous basis to run the operations as defined in the RFP. Minimum qualification and experience of such deployed manpower shall be as per [Annexure 4](#).
- Successful Bidder shall deploy adequate number of manpower (as described in [Annexure 4](#)) in order to smoothly carry out the printing facility.
  - The Successful Bidder shall be responsible for ensuring compliance to the provisions of applicable labour laws, EPF laws and other relevant laws.
  - The minimum qualification and experience for the deployed manpower shall be as per [Annexure 4](#).
  - The Successful Bidder shall abide to pay the deployed staff, shall meet or exceed the minimum wages as per Minimum Wages Act 1948 and comply with labour laws of Govt. of Maharashtra.

- Manpower (except CPF manpower) can be sub-contracted by Successful Bidder if required, only after prior approval of MVD. However, overall responsibility of the project delivery and entire liability including that of sub-contracted staff shall be of the Successful Bidder. The successful bidder shall indemnify MVD from any claims, litigation or disputes from the deployed manpower (own or sub-contracted)
- However, the Successful Bidder shall ensure to deploy adequate manpower on a continuous basis so as to meet the timelines for service delivery, else penalties as per [Annexure 15](#) shall be applicable.

#### **Safety Requirements**

- The Successful Bidder shall abide by the job safety measures prevalent in India and will free the MVD from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Successful Bidder's negligence.
- Successful Bidder must ensure fitment and regular maintenance of safety equipment and measures like fire extinguishers, emergency exits and any other such safety measures recommended at the facility.
- The Successful Bidder shall pay all indemnities arising from such incidents and will not hold the MVD responsible or obligated.

**k. Training and Knowledge Transfer Plans:** Successful Bidder must train MVD's officials for basic troubleshooting of hardware, software provided by Successful Bidder.

**l. SLA:** The Successful Bidder shall ensure a system uptime for the specified time as defined in SLA, any deviation would attract penalty as defined in the SLA as per [Annexure 15](#).

**m.** Any other hardware/software/equipment as may be required for smooth functioning of the project as defined in the RFP.

**n. Inspection of the centralized printing facility (CPF), Cards and Printing Operations**

- MVD reserves right to visit and inspect the CPF facility before the commencement of the project and anytime during the entire project without any prior intimation to the Successful Bidder.
- The quality and standard of the registration cards shall remain constant during the entire contract period and shall also be checked periodically.
- Such inspection can be done by MVD and / or any third party hired by the MVD for the purpose.
- In case of any deviation to the expected and directed scope found, the Successful Bidder shall be liable for penalties as defined in [Annexure 15](#) including termination of contract and forfeiture of PBG.
- The Successful Bidder shall conduct periodic third-party quality checking of the cards randomly as directed by MVD, at its own cost and submit the test report confirming the quality specifications of the card as detailed in the RFP document.

**o. MIS Reports**

The Successful Bidder needs to develop a web-based MIS application which can provide

- Various summary MIS reports to the designated officials of MVD on a near real time basis.
- The Successful Bidder must provide login id and password to the MVD officials to access the reports centrally.
- Various reports need to be generated at various stages of the project as directed by MVD.
  - Daily, weekly, monthly and overall progress of printing of smart card - or any other

report as required by MVD.

- Capturing risk and issues during the project. The format, content, periodicity and other information related to reports shall be discussed and finalized with the successful bidder before the commencement of the project
- The MIS application must be protected from various virus attacks, data theft, intrusion etc.

### **3.2. Project Planning and Documentation**

The Successful Bidder shall plan the project implementation in detail and should provide a micro level view of the tasks and activities that they are going to undertake in consultation with the MVD. The Successful Bidder shall submit the specifications of the hardware and furniture proposed etc. as a part of Project Planning document. An indicative list of planning related documentation that the Successful Bidder should make is as per Annexure 16. Any changes recommended by MVD in the project planning and management document shall be incorporated and adhered to throughout the contract period.

### **3.3. Payment Schedule**

- The Government prescribed fee inclusive of the quoted rates for issuance or replacement of Card RC and DL shall be collected by the MVD through Vahan and Sarathi or through any other mode if department decides.
- Payment for per Card as quoted by Successful Bidder shall be made by MVD to Successful Bidder on next working day on Daily Basis on number of RC and DL Card printed as per the banking arrangement with the current bank. No separate payment shall be made for transactions with paper-based output or any other operational cost. The Bidders are expected to quote rate of per unit price of PC Card considering all types of transactions and operational costs including that of paper-based output. Such payment shall be made directly into the bank account (Only one Bank account) of the Successful Bidder only, inclusive of all the taxes. Successful Bidder shall be responsible for timely and accurate payment of all its applicable taxes to respective authorities.
- Amount of such payment to be made daily shall be calculated based on the actual number of cards printed and sent for post. The payment to be made to the successful bidder shall be within 3 days from the date of printing of cards.
- In case of dispute regarding the imposition of penalty by the respective head of office, the successful bidder shall refer the matter to Transport Commissioner, Maharashtra State for resolution thereof within seven days of receipt of such notice from the concerned office. In case, the Successful Bidder fails to refer the matter as above within the specified time limits, it shall be presumed that the Service Provider agrees to pay the penalty as demanded.
- MVD shall raise demand notice for applicable SLA penalties on quarterly basis. Any penalties imposed on the Successful Bidder for non-performance as per SLAs shall be paid by the Successful Bidder on quarterly basis within 10 days of intimation of such demand. Any penalties imposed on the Successful Bidder for non-performance (as [per Annexure 15](#)) shall be recovered on a quarterly basis. Any additional penalty due, shall also be recovered from the PBG submitted by the Successful Bidder.

- In the event of deduction of penalty from the Performance Bank Guarantee, the Successful Bidder shall promptly recoup the Performance Guarantee by the amount so deducted within 7 working days from the date of intimation from MVD or the date of invocation of the Performance Guarantee whichever is later.
- It should be noted that all the above-mentioned penalties will be exclusive to each other.
- The decision of Transport Commissioner in this matter shall be final and binding on both the parties
- Printing of RC and DL cards shall begin as per timelines as mentioned in the RFP, however, payment for such printing shall commence only for offices where User Acceptance Certificate from such office regarding commissioning as per [Annexure 20](#) has been received by the MVD.

### **3.4. Data Security and IP Rights**

- The Successful Bidder shall ensure the MVD citizen data being taken digitally/ manually by the Successful Bidder at biometric counter or for printing RC, DL/LL shall be secured, using required data and network security components and applications, installed in all the firewalls, and desktop computers.
- Any physical documents of the MVD, citizen or any other stake holder related to the project shall not be taken out of RTO premises under any circumstances.

### **3.5. Service Level Agreement**

- This RFP, and any contract resulting out of this, shall be governed by Service Level Agreement (hereinafter referred to as SLA). The purpose of this SLA is to clearly define the performance levels for the Successful Bidder duration of this contract. Each of the service parameters has an associate level of performance, expected to be met by the Successful Bidder. There is also an associated penalty mentioned for not meeting the performance level. Detailed Service Level Parameters along with required performance level are at [Annexure 15](#). The Successful Bidder shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP.
- The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the Successful Bidder and shall certify the same.

### **3.6. Successful Completion of the project**

- a. Successful Bidder shall peacefully vacate all the premises provided by MVD for implementation of the project, leave all the hardware, furniture and any other equipment setup on as-is where-is basis after completion of the project duration.
- b. All the utility charges like Internet, power if pending must be cleared by the Successful Bidder.
- c. Transfer all hardware, software license, after clearing all liens and liabilities on any financial institute, if any. All documents regarding the discharge of such lien and liabilities shall be furnished to the MVD.
- d. The complete system including all the applications, etc. shall be property of MVD. Successful Bidder shall have no rights over the same, including the data generated by system.
- e. Successful Bidder shall ensure, all the login to any of the Successful Bidder's personnel shall be revoked, and all the physical access to premises or any other system has been revoked.

- f. Successful Bidder shall provide support for SLA monitoring Software under the scope of this project for the entire contract period, and 1-year maintenance thereafter.
- g. Any on-going maintenance activities shall be planned in such a way to ensure all such activities are completed on or before last day of the contract.

### **3.7. MVD's Responsibility**

- a. Providing space/civil structure (rent free) to enable Successful Bidder to setup the Centralized Printing Facility.
- b. NOC to the Successful Bidder for securing separate Electricity meters.
- c. Approving of "Proposed Physical Layout Plan" for CPF.
- d. User Acceptance Certificate for each location (CPF and RTO locations) as per [Annexure 20](#)
- e. Provisioning of restricted (need-based) login to Vahan and Sarathi system to access the required backend data or physical record, as the case may be.
- f. Providing support to the staff of Successful Bidder to understand the forms, procedures, Dos and Don'ts etc. related to Biometrics and printing of RC, DL/LL related services, Vahan and Sarathi portal and any other related processes as needed as per the scope of work of this RFP.

### **3.8. Inspection of the Set up established by the Successful Bidder at RTOs**

- g. MVD reserves right to visit and inspect the Set Up established by the Successful Bidder at the RTOs before the commencement of the project and anytime during the entire project without any prior intimation to the Successful Bidder.
- h. The quality and standard of the driving license cards shall remain constant during the entire contract period and shall also be checked periodically.
- i. Such inspection can be done by MVD and / or any third party hired by the MVD for the purpose.
- j. In case of any deviation to the expected and directed scope found, the Successful Bidder shall be liable for penalties as defined in Annexure 15 including termination of contract and forfeiture of PBG.
- k. The Successful Bidder may conduct periodic third-party quality checking of the cards randomly as directed by MVD, at its own cost and submit the test report confirming the quality specifications of the card as detailed in the RFP document.

## **SECTION 4**

# **TERMS AND CONDITIONS**

## **SECTION 4: TERMS AND CONDITIONS**

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

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

### **4.2. Intellectual Property Rights**

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

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

### **4.3. Patent Rights**

The Successful Bidder shall provide licenses for all software products, whether developed by it or acquired from others. The Successful Bidder shall indemnify the MVD 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.

### **4.4. Ownership of Data**

While the Successful Bidder is responsible for the functioning and operation of printing facilities, the backend databases will be owned and maintained by the MVD themselves. MVD will be the owner of all data & transactions in any form either in electronic or physical form such as paper etc. Any other data of the SLA monitoring tool, reporting tools etc. shall belong to MVD.

### **4.5. Period of Contract**

The term of this contract shall be for a period of Five (5) years from the date of signing of resultant contract Agreement, unless it is otherwise terminated earlier, as per the terms and conditions of this RFP. Subject to satisfactory performance of the Successful bidder and at its sole discretion,

the Department reserves the right for extension of the contract beyond 5 years upto a maximum period of 3 years, with mutual consent. All the terms and conditions as per the original contract agreement shall prevail during the extended contract period. Written communication will be given by the Department for extension which would be through addendum to the resultant contract and a new PBG for the extended period will need to be submitted by the bidder at the time of extension. At the time of extension, the department will review condition of all hardware/software and the technology obsolete and if so required successful bidder shall change the hardware as per instructions of department.

#### **4.6. Penalty for delay or Violation of SLA**

The Successful Bidder shall adhere to the Project Timelines under “Instruction to Bidders” of this document for completion of the Project and shall complete installation and commencement within specified period. In case of delay in execution of the project, penalty as defined in SLAs shall be levied. The department may take decisions accordingly.

#### **4.7. Taxes and Duties**

The amount quoted in the Commercial Bid shall be inclusive of all taxes. Successful Bidder is fully responsible for all its own tax related obligations to relevant tax authorities.

#### **4.8. Termination**

##### **4.8.1 Termination for Default**

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

- a) if the Successful Bidder fails to deliver any or all the goods or service within the specified period;
- b) If the Successful Bidder fails to perform as per the performance standards.
- c) If the Successful Bidder, in the judgment of the MVD has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- d) Serious discrepancy noticed in execution of the project with respect to terms and conditions of RFP and / or resultant Contract Agreement.
- e) Delay in delivery and commissioning of any or all goods and services beyond a period as mentioned in the Project Timelines.
- f) Breach by the Successful Bidder of any of the terms and conditions of the RFP and / or resultant Contract Agreement or SLAs.

##### **4.8.2 Termination for Insolvency**

In addition to all other rights or remedies provided for in contract or by law, MVD may terminate the contract in whole, but not in part, in the event that:

- (a) the other Party makes a composition with or assignment for the benefit of creditors;
- (b) the other Party becomes or is unable to pay debts as they fall due;

- (c) a trustee, liquidator, administrator or receiver (including an administrative receiver) or similar official is appointed with respect to the other Party or any substantial part of such Party's assets;
- (d) any action is taken by or against the other Party under any bankruptcy or insolvency laws or laws relating to the relief of debtors; or
- (e) the other Party is the subject of a winding-up petition which is not dismissed within five business days, or a resolution is passed for its winding-up.

The MVD may serve written notice on Successful Bidder at any time to terminate contract by giving written notice of one month in any of the above event. In this event, termination will be without compensation to the Successful Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the MVD.

#### 4.8.3 Consequences of Termination

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

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

#### 4.9. Change of Law

The provisions of this RFP are governed by applicable laws, sub-ordinate legislation, statute, rules, or regulations prevalent at the time of floating of this tender. In the event of any change in such applicable laws, sub-ordinate legislation, statute, rules, or regulations which necessitate modification in any of the provisions of this RFP, the MVD has a right and discretion to modify the provisions or terminate the tendering process altogether, without any obligations whatsoever.

In event of any change in applicable law, laws, sub-ordinate legislation, statute, rules, or regulations leading to change in requirements, processes w.r.t to the scope of this RFP including change in form's format, or procedure and format of issuance of Card Registration Certificate, driving license necessitating either change in terms and conditions and scope of work or termination of the contract, the MVD may do so by giving one month notice from the date of such change of applicable laws, sub-ordinate legislation, statute, rules, or regulations coming in to effect.

#### 4.10. Corrupt or Fraudulent Practices

The Bidders, Successful Bidder and their respective officers, employees, agents and advisers shall observe the highest standards of ethics during tender submission, evaluation, contract execution and project implementation, operations for the entire contract period. Notwithstanding anything to the contrary, contained in this RFP, the MVD shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or

through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. For the purposes of this provision, the terms are defined as follows:

- a. **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the MVD who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the MVD, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Intent or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOI or the Agreement, who at any time has been or is a legal, financial or technical consultant / adviser of the MVD in relation to any matter concerning the Project;
- b. **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence a procurement / selection process or an execution of a contract to the detriment of the MVD, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the MVD of the benefits of the free and open competition.
- c. **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person, participation or action in the Selection Process;
- d. **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by MVD with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e. **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

The MVD will reject a bid for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the said project. In such an event, the MVD shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security (EMD) or Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the MVD for, inter alia, time, cost and effort of the MVD, in regard to the RFP, including consideration and evaluation of such Bidders Bids.

Without prejudice to the rights of the MVD under Clause above and the rights and remedies which the MVD may have under the LOI or the Agreement, if an Bidder or (Successful Bidder), as the case may be, is found by the MVD to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement or implementation of the project, such Bidder or Successful Bidder may not be eligible to participate in any tender or RFP issued by the MVD during a period of 2 (two) years from the date such Bidder or Successful Bidder, as the case may be, is found by the MVD to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

#### **4.11. Force Majeure**

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

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

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

#### **4.12. Non-disclosure Agreement**

Each resource of the Successful Bidder associated with this project will have to sign the Non-Disclosure Agreement (NDA) with the Successful Bidder. Successful Bidder shall sign an NDA with MVD as per attached format of NDA as per [Annexure 17](#). The copies of all the NDAs must be submitted to MVD as a part of "Project Planning and Documentation".

#### **4.13. Liquidated damages**

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

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

#### **4.14. Risk Purchase**

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

#### **4.15. Warranties**

**The Successful Bidder warrants and represents to MVD that:**

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

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

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

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

warranty other than what are the costs quoted by the Successful Bidder and as specified in the contract.

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

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

#### **4.16. Resolution of Disputes**

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

#### **4.17. Jurisdiction**

Subject to Clauses above, the Court of Mumbai, India have exclusive jurisdiction to settle any Dispute, including a dispute regarding the existence, validity or termination of the Successful Bidder or the consequences of its nullity. The parties agree that the Court of Mumbai, India are the most appropriate and convenient courts to settle any Dispute and, accordingly, that they will not argue to the contrary.

#### **4.18. Indemnity**

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

- (i) Any misstatement or any breach of any representation or warranty made by the Successful Bidder or
- (ii) The failure by the Successful Bidder to fulfill any covenant or condition in the RFP, including without limitation the breach of any terms and conditions by any employee or agent of the

Successful Bidder. Against all losses or damages arising from claims by third Parties that any Deliverable (or the access, use or other rights thereto), created by Successful Bidder, or any equipment, software, information, methods of operation or other intellectual property created by Successful Bidder or sub-contractors, or the SLAs (I) infringes a copyright, trade mark, trade design enforceable in India, (II) infringes a patent issued in India, or (III) constitutes misappropriation or unlawful disclosure or use of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); provided, however, that this will not apply to any Deliverable (or the access, use or other rights thereto) created by (A) "Implementation of Project by itself or through other persons other than Successful Bidder or its sub-contractors; (B) Third Parties (i.e., other than Successful Bidder or sub-contractors) at the direction of MVD, or (iii) any compensation / claim or proceeding by any third party against MVD arising out of any act, deed or omission by the Successful Bidder or (iv) claim filed by a workman or employee, agent engaged by the Successful Bidder for carrying out work as per RFP document. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts enough to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

#### **4.19. Governing Language**

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

#### **4.20. Applicable Law**

The Contract to be entered with Successful Bidder pursuant to this RFP shall be governed by the Laws and any other instruments / subordinate legislation having the force of law having been published in India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings. For the avoidance of doubt, Applicable Law shall include any applicable statute, ordinance, decree, regulation, or by-law or any rule, circular, directive or any licenses, consent, permit, authorization, concession or other approval issued by any authority which has appropriate jurisdiction. All legal disputes are subject to the jurisdiction of Mumbai only.

#### **4.21. Compliance with Labor Regulations**

The Successful Bidder shall pay fair and reasonable wages to the workmen employed, for the contract undertaken and comply with the provisions set forth under the Minimum Wages Act 1948, and the Contract Labour Act 1970. The salary of the manpower working on this project should be paid using ECS / NEFT / RTGS. A record of the payments made in this regard should be maintained by the Successful Bidder. Upon request, this record shall be produced to the appropriate authority in State Government and / or Judicial Body. If complaints are received by Government of Maharashtra (or any appropriate authority) appropriate action (Liquidation of Security Deposit, Blacklisting, etc.) may be initiated as deemed necessary against the Successful Bidder.

#### **4.22. Manpower**

- 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 MVD. 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 as applicable from time to time. The MVD shall not be responsible for the above issues concerning to personnel of Successful Bidder. The Successful Bidder shall indemnify the MVD that in the event the MVD is required to pay any claim of employees personnel of the Successful Bidder on the project.
- ii. Successful Bidder shall use its best efforts to ensure that enough Successful Bidder manpower are employed to perform the Services, & that, such personnel have appropriate qualifications to perform the Services. MVD or its nominated agencies shall have the right to remove or replace any Successful Bidder's personnel performing work under the resultant Contract Agreement. In the event that MVD requests that any Successful Bidder personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule & upon clearance of the personnel based on profile review & personal interview by MVD or its nominated agencies, within not later than 30 working days. Successful Bidder shall depute quality team for the project & as per requirements, MVD shall have the right to ask Successful Bidder to change the team.
- iii. Manager (Regional Head / VP level officer) of Successful Bidder needs to be involved in the project monitoring & should attend the review meeting at least once in a month.
- iv. The profiles of resources proposed by Successful Bidder in the technical bid, which are considered for Technical bid evaluation, shall be construed as 'Key Personnel' & the Successful Bidder shall not remove such personnel without the prior written consent of MVD. For any changes to the proposed resources, Successful Bidder shall provide equivalent or more experienced resources in consultation with MVD.
- v. Except as stated in this clause, nothing in this RFP will limit the ability of Successful Bidder freely to assign or reassign its manpower; provided that Successful Bidder shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. MVD shall have the right to review & approve Successful Bidder's plan for any such knowledge transfer. Successful Bidder shall maintain the same standards for skills & professionalism among replacement manpower as in personnel being replaced.
- vi. Each Party shall be responsible for the performance of all its obligations under this RFP & shall be liable for the acts & omissions of its employees & agents in connection therewith.

#### **4.23. Limitation of Liability towards MVD**

The successful bidder's liability under the resultant Agreement shall be determined as per the Law in force for the time being. The successful bidder shall be liable to department for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the successful bidder and its employees, including loss caused to department on account of defect in

goods or deficiency in services on the part of successful bidder or his agents or any person / persons claiming through or under said bidder.

Successful bidder's aggregate liability in connection with obligations undertaken as a part of this contract regardless of the form or nature of the action giving rise to such liability, shall be at actual and limited to the amount paid by department for:

(i) the period of services provided from the date of signing of resultant contract till the date of the claim;

This limit shall not apply to damages for bodily injury (including death) and damage to real property and tangible personal property for which the successful bidder is legally liable.

#### **4.24. Security and Safety**

- a) The Successful Bidder shall comply with the technical requirements of the relevant security, safety and other requirements specified in the Information Technology Act or Telegraph Act including the regulations issued by dept. of telecom (wherever applicable), IT Security Policy / Manual of the MVD / Government of Maharashtra and follow the industry standards related to safety and security (including those as stated in the RFP), insofar as it applies to the provision of the Services.
- b) Each Party to the SLA/Agreement shall also comply with MVD or the Government of India, and the Maharashtra State's security standards and policies in force from time to time at each location of which MVD or its nominated agencies make the Successful Bidder aware in writing insofar as the same apply to the provision of the Services.
- c) The Parties to the SLA / Agreement shall use reasonable endeavours to report forthwith in writing to each other all identified attempts (whether successful or not) by unauthorized persons (including unauthorized persons who are employees of any Party) either to gain access to or interfere with the MVD as the case may be or any of their nominees data, facilities or Confidential Information.
- d) The Successful Bidder shall upon reasonable request by MVD as the case may be or their nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.
- e) As per the provisions of the SLA or this Agreement, the Successful Bidder shall promptly report in writing to MVD or its nominated agencies, any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at the facilities of MVD as the case may be.
- f) Any physical documents of the MVD, citizen or any other stake holder related to the project shall not be taken out of the CPF under any circumstances.
- g) All the software application used / developed / purchased etc. shall be audited for security by Cert-In empaneled agency at the cost of Successful Bidder before deploying the software.
- h) The hardware and software components must support latest standards for security.
- i) The proposed DC / DR solution must adhere to all regulatory and security standards with for hosting Government services as directed in the guidelines and shall be empaneled with Government of India (GoI) and / or Government of Maharashtra (GoM).

#### **4.25. Confidentiality**

- a) The MVD or its nominated agencies shall allow the Successful Bidder to review and utilize highly confidential public records and the Successful Bidder shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- b) Additionally, the Successful Bidder shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems/facilities.
- c) The MVD or its nominated agencies shall retain all rights to prevent, stop and if required take the necessary punitive action against the Successful Bidder regarding any forbidden disclosure.
- d) The Successful Bidder shall ensure that all its employees, agents and sub-contractors involved in the project, execute individual non-disclosure agreements, which have been duly approved by the MVD with respect to this Project. The Successful Bidder may submit a declaration that it has obtained the NDA from its employees. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:
  - i) information already available in the public domain;
  - ii) information which has been developed independently by the Successful Bidder;
  - iii) information which has been received from a third party who had the right to disclose the aforesaid information;
  - iv) Information which has been disclosed to the public pursuant to a court order.
- e) To the extent the Successful Bidder shares its confidential or proprietary information with the MVD for effective performance of the Services, the provisions of the above point (a) & (c) shall apply mutatis mutandis on the MVD or its nominated agencies.
- f) Any handover of the confidential information needs to be maintained in a list, both by MVD & Successful Bidder, containing at the very minimum, the name of provider, recipient, date of generation of the data, date of handing over of data, mode of information, purpose and signatures of both parties.
- g) Notwithstanding anything to the contrary mentioned hereinabove, the Successful Bidder shall have the right to share the Letter of Intent / work order provided to it by the MVD in relation to this Agreement, with its prospective purchasers solely for the purpose of and with the intent to evidence and support its work experience under this Agreement.

#### **4.26. Notices**

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

Transport Commissioner  
Motor Vehicles Department, Government of Maharashtra,  
5th Floor, MTNL Building No. 2,

Near Flora Fountain, MG Road, Fort,  
Mumbai - 400 001

Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

#### **4.27. Exit Management**

##### **1. Purpose**

- This sets out the provisions, which will apply on expiry or termination of the resultant Contract Agreement.
- In the case of termination of the contract, anytime during the contract period, the provisions of this Schedule shall apply.

##### **2. Transfer of Assets**

- MVD shall be entitled to serve notice in writing on the Successful Bidder at any time during the exit management period as detailed hereinabove requiring the Successful Bidder to provide the MVD with a complete and up to date list of the Assets within 30 days of such notice and further, MVD shall be entitled to serve notice in writing to the Successful Bidder requiring the Successful Bidder to transfer all the Assets, Project Facility etc. to MVD or its nominated agencies.
- In case of contract being terminated by MVD, MVD reserves the right to ask Successful Bidder to continue running the project operations for a maximum period of 6 months from the date of termination notice.
- Upon service of a notice under this clause, the following provisions shall apply:
  - All the Assets to be transferred to the MVD pursuant to this clause shall be transferred to MVD free from any encumbrances like mortgage, lien and liabilities, on the last day of the exit management period.
  - Payment to the outgoing Successful Bidder shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements
  - The outgoing Successful Bidder will pass on to MVD and / or to the Replacement Successful Bidder, the subsisting rights, title in any leased properties / licensed products on terms not less favorable to MVD / Replacement Successful Bidder, than that enjoyed by the outgoing Successful Bidder.

##### **3. Cooperation and Provision of Information**

- During the exit management period:
  - The Successful Bidder will allow the MVD or its nominated agency access to information reasonably required to define the current mode of operation associated with the provision of the services to enable the MVD to assess the existing services being delivered;
  - Promptly on reasonable request by the MVD, the Successful Bidder shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the RFP and the resultant contract agreement relating to any material aspect of the services (provided by the Successful Bidder). The MVD shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Successful Bidder shall permit the MVD or its nominated agencies to have reasonable access to its employees and facilities as

reasonably required by the MVD to understand the methods of delivery of the services employed by the Successful Bidder and to assist appropriate knowledge transfer.

4. Confidential Information, Security and Data

- The Successful Bidder will promptly on the commencement of the exit management period supply to the MVD or its nominated agency the following:
  - Information relating to the current services rendered and customer and performance data
  - Documentation relating to Project's Intellectual Property Rights, all documentation and other software related documents of software applications, documents relating to licenses, warranties.
  - All current and updated data as is reasonably required for purposes of MVD or its nominated agencies transitioning the services to its Replacement Successful Bidder in a readily available format nominated by the MVD, its nominated agency.
  - All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable MVD or its nominated agencies, or its Replacement Successful Bidder to carry out due diligence in order to transition the provision of the Services to MVD or its nominated agencies, or its Replacement Successful Bidder (as the case may be)
- Before the expiry of the exit management period, the Successful Bidder shall deliver to the MVD or its nominated agency all new or up-dated materials from the categories set out in clause above and shall not retain any copies thereof.

5. Employees

- Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the MVD or its nominated agency a list of all employees (with job titles) of the Successful Bidder dedicated to providing the services at the commencement of the exit management period.
- To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, MVD, or its Replacement Successful Bidder may make an offer of employment or contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the MVD or any Replacement Successful Bidder.
- The Successful Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the MVD or its nominated agency or its Replacement Successful Bidder and which the Successful Bidder has in its possession or control at any time during the exit management period.

- For the purposes of this Schedule, anything in the possession or control of the Successful Bidder or its associated entity is deemed to be in the possession or control of the MVD.
- The Successful Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

#### 6. Exit Management Plan

- The Successful Bidder shall provide the MVD or its nominated agency 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 resultant contract agreement.
  - A detailed program of the transfer process that could be used in conjunction with a Replacement Successful Bidder 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;
  - plans for the communication with such of the Successful Bidder's staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the MVD's operations as a result of undertaking the transfer;
  - Plans for provision of contingent support to MVD, and Replacement Successful Bidder for a reasonable period after transfer.
- The Successful Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- Each Exit Management Plan shall be presented by the Successful Bidder to and approved by the MVD.
- The payment terms as stated in the RFP include all costs of the Successful Bidder complying with its obligations.
- In the event of termination or expiry of resultant contract agreement, both MVD and Successful Bidder shall comply with the Exit Management Plan.
- During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
- Payments during the Exit Management period shall be made in accordance with the payment terms mentioned in the RFP.
- This Exit Management plan shall be furnished in writing to the MVD within 90 days from the date of the resultant contract agreement.

## **SECTION 5**

## **ANNEXURES**

## 5. Annexures

### 5.1. Annexure 1 - List of services & approximate transactions per year for all Vahan Services

**Table 1: List of services and approx. transactions (for Printing Card RC)**

Sr. No.	Type of Service	Output	2019- 20 Transactions
1.	Alteration of Motor Vehicle	Card	63343
2.	Change of Address in RC	Card	18465
3.	Conversion from Paper RC To Smart Card	Card	2443
4.	Conversion of Vehicle	Card	5751
5.	Dealer Registration	Card	2001577
6.	Fresh RC to Financer	Card	1235
7.	Hypothecation Addition	Card	148719
8.	Hypothecation Continuation	Card	15127
9.	Hypothecation Termination	Card	562435
10.	Issue of Duplicate RC	Card	111245
11.	New Registration	Card	713507
12.	Owner Vehicle Details-Edit	Card	92320
13.	Re-assignment of Registration No (RMA)	Card	961
14.	Renewal of Registration	Card	83561
15.	Transfer of Ownership	Card	848665
<b>Total Transactions</b>			<b>46,69,354</b>

**Table 2: List of services and approx. transactions (for Printing DL card)**

Sr. No.	Type of Service	Output	2019- 20 Transactions*
1.	Learner's License	Paper (Laminated)	2955904
2.	Permanent Driving License	Card	962179
3.	Renewal of Driving License	Card	1382161
4.	Duplicate Driving License	Card	290587
5.	Addition of class / Endorsement to DL	Card	324554
6.	Services on DL: Change in details	Card	347179
7.	DL Extract	Paper	73977
8.	IDP	Booklet form (Not in scope)	19805
9.	Application for Conductor License	Paper	12737
10.	Renewal Conductor License	Paper	24364
11.	Duplicate Conductor License	Paper	484
12.	Application for PSV Badge	Card	84544
13.	Duplicate Conductor Badge	Card	0

Sr. No.	Type of Service	Output	2019- 20 Transactions*
14.	Surrender of COV(s) / PSV Badge(S)	Card	14547
<b>Total Transactions</b>			<b>64,93,022</b>
<b>Card Based Transactions</b>			<b>34,05,751</b>

\*The figures include applications through Camp Offices.

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**5.2. Annexure 2 - Minimum number of Hardware and furniture required at Centralized printing facilities**

Indicative Bill of Material			
Sr. No.	Item	Minimum Quantity	MAF Required (Yes/No)
1.	Desktop with Antivirus	6	Yes
2.	Card Printer	The bidder shall propose as per the printing requirement	Yes
3.	UPS	3	Yes
4.	CCTV Camera with Recorder	6	Yes
5.	Desk and Chair Set	6	No
6.	File Storage Cabinet	6	No
7.	Fire Extinguisher	6	No
8.	AC 1.5 Ton ( 2 at each CPF)	6	No
9.	Passive Cabling components such as IO, Patch cord etc.	Lump sum	No
10.	Network Rack	3	Yes
11.	SLA Monitoring tool	1	Yes
12.	Network Router	3	Yes
13.	Electrical cabling and components	Lump sum	No
14.	Other Civil Work etc.	Lump sum	No
15.	Access control system	1	Yes

**Note: The above quantity mentioned in indicative, anything required over and above to run the operations has to be provided by the bidder with no extra cost to MVD.**

**\* The number of printers at CPF may be proposed based on the requirement of printing of cards/day so as to meet the SLA requirements at all the times. In case of high speed/high volume output printers being proposed, the minimum number required will be 1 per CPF provided the proposed numbers are supported by the Technical Details documents of the OEM of the Card Printer.**

**Hardware and furniture required for RTOs and camps**

**Table 2: Minimum number of Set-up/ Counter and furniture required at each RTO**

RTO	Name of the Office	Biometrics	LL Printing (Paper Output)	Pair of Desk and Chair for each counter/set up
MH01	Mumbai (C)	4	2	6
MH02	Mumbai (W)	2	2	4
MH03	Mumbai (E)	3	1	4

RTO	Name of the Office	Biometrics	LL Printing (Paper Output)	Pair of Desk and Chair for each counter/set up
MH04	Thane	4	1	5
MH05	Kalyan	3	1	4
MH06	Pen-Raigad	1	1	2
MH07	Sindhudurg	1	1	2
MH08	Ratnagiri	1	1	2
MH09	Kolhapur	3	1	4
MH10	Sangli	2	1	3
MH11	Satara	2	1	3
MH12	Pune	7	3	10
MH13	Solapur	3	1	4
MH14	Pimpri-Chinchwad	4	1	5
MH15	Nashik	3	1	4
MH16	Ahmednagar	2	1	3
MH17	Shrirampur	2	1	3
MH18	Dhule	2	1	3
MH19	Jalgaon	3	1	4
MH20	Aurangabad	3	1	4
MH21	Jalna	1	1	2
MH22	Parbhani	1	1	2
MH23	Beed	2	1	3
MH24	Latur	2	1	3
MH25	Osmanabad	2	1	3
MH26	Nanded	2	1	3
MH27	Amravati	2	1	3
MH28	Buldhana	2	1	3
MH29	Yavatmal	2	1	3
MH30	Akola	2	1	3
MH31	Nagpur City	2	1	3

RTO	Name of the Office	Biometrics	LL Printing (Paper Output)	Pair of Desk and Chair for each counter/set up
MH32	Wardha	1	1	2
MH33	Gadchiroli	1	1	2
MH34	Chandrapur	2	1	3
MH35	Gondia	1	1	2
MH36	Bhandara	1	1	2
MH37	Washim	1	1	2
MH38	Hingoli	1	1	2
MH39	Nandurbar	1	1	2
MH40	Nagpur (R)	2	1	3
MH41	Malegaon	1	1	2
MH42	Baramati	1	1	2
MH43	Vashi, Navi Mumbai	2	1	3
MH44	Ambejogai	2	1	3
MH45	Akluj	1	1	2
MH46	Panvel	2	1	3
MH47	Borivali	3	1	4
MH48	Vasai	3	1	4
MH49	Nagpur (East)	2	1	3
MH50	Karad	1	1	2
<b>Total</b>		<b>104</b>	<b>54</b>	<b>157</b>

**Note:**

- All the above quantity of hardware, furniture etc. are minimum quantity and Successful Bidder is required to propose exact number of furniture hardware etc. at RTO Offices, Camps etc. in the Proposed Plan. The requirement of hardware may be upgraded basis the actual number of transactions and to comply with the Service Levels as defined in Annexure 15, at all the times.
- The Successful Bidder shall include all such items not specifically mentioned in the RFP but that can be reasonably inferred from the RFP as being required for attaining delivery and completion of the goods and related services.
- The Successful Bidder shall not quote and supply hardware/ software that is likely to be

declared as End of Service/ Support for a period of 5 Years from date of Signing of Contract. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software defaults on the same, Successful Bidder is bound to replace them with the latest ones having equivalent or higher specifications without any financial obligation to the MVD.

- The delivery of the goods and completion of the related services including installation and commissioning shall be strictly as per specifications submitted and approved by MVD and shall be of best quality and description.
- The Successful Bidder must certify that all the goods are new, unused, and of the agreed make and models.
- The Successful Bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the OEM / Supplier / Distributor / Successful Bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination, and also during the transit and delivery. Successful Bidder shall ensure packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination.
- The Goods supplied may be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the Successful Bidder.
- Successful Bidder shall submit MAF (As per Annexure 6), Undertaking for Authenticity of Computer Equipment (as per Annexure 21) and all required documents as part of Key Submission.
- The Addresses of the RTO offices can be accessed at <https://transport.maharashtra.gov.in/1184/Regional-Offices>.

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**Table 3: Number of MINIMUM total hardware required per RTO office:**

RTO	Name of the Office	Back Office Desktops	Desktop for printing and biometrics (as per table 2)	Signature Slate	Camera	Lamination Machine	Printer for paper	UPS
MH01	Mumbai (C)	11	6	4	4	2	2	1
MH02	Mumbai (W)	7	4	2	2	2	2	1
MH03	Mumbai (E)	10	4	3	3	1	1	1
MH04	Thane	11	5	4	4	1	1	1
MH05	Kalyan	6	4	3	3	1	1	1
MH06	Pen-Raigad	5	2	1	1	1	1	1
MH07	Sindhudurg	5	2	1	1	1	1	1
MH08	Ratnagiri	5	2	1	1	1	1	1
MH09	Kolhapur	9	4	3	3	1	1	1
MH10	Sangli	5	3	2	2	1	1	1
MH11	Satara	5	3	2	2	1	1	1
MH12	Pune	16	10	7	7	3	3	1
MH13	Solapur	4	4	3	3	1	1	1
MH14	Pimpri-Chinchwad	6	5	4	4	1	1	1
MH15	Nashik	8	4	3	3	1	1	1
MH16	Ahmednagar	6	3	2	2	1	1	1
MH17	Shrirampur	5	3	2	2	1	1	1
MH18	Dhule	4	3	2	2	1	1	1
MH19	Jalgaon	5	4	3	3	1	1	1
MH20	Aurangabad	6	4	3	3	1	1	1
MH21	Jalna	4	2	1	1	1	1	1
MH22	Parbhani	3	2	1	1	1	1	1
MH23	Beed	3	3	2	2	1	1	1
MH24	Latur	5	3	2	2	1	1	1
MH25	Osmanabad	5	3	2	2	1	1	1

RTO	Name of the Office	Back Office Desktops	Desktop for printing and biometrics (as per table 2)	Signature Slate	Camera	Lamination Machine	Printer for paper	UPS
MH26	Nanded	5	3	2	2	1	1	1
MH27	Amravati	4	3	2	2	1	1	1
MH28	Buldhana	3	3	2	2	1	1	1
MH29	Yavatmal	3	3	2	2	1	1	1
MH30	Akola	3	3	2	2	1	1	1
MH31	Nagpur City	6	3	2	2	1	1	1
MH32	Wardha	4	2	1	1	1	1	1
MH33	Gadchiroli	3	2	1	1	1	1	1
MH34	Chandrapur	4	3	2	2	1	1	1
MH35	Gondia	4	2	1	1	1	1	1
MH36	Bhandara	3	2	1	1	1	1	1
MH37	Washim	3	2	1	1	1	1	1
MH38	Hingoli	3	2	1	1	1	1	1
MH39	Nandurbar	3	2	1	1	1	1	1
MH40	Nagpur (R)	5	3	2	2	1	1	1
MH41	Malegaon	3	2	1	1	1	1	1
MH42	Baramati	3	2	1	1	1	1	1
MH43	Vashi , Navi Mumbai	5	3	2	2	1	1	1
MH44	Ambejogai	3	3	2	2	1	1	1
MH45	Akluj	3	2	1	1	1	1	1
MH46	Panvel	5	3	2	2	1	1	1
MH47	Borivali	7	4	3	3	1	1	1
MH48	Vasai	7	4	3	3	1	1	1
MH49	Nagpur (East)	4	3	2	2	1	1	1
MH50	Karad	4	2	1	1	1	1	1

RTO	Name of the Office	Back Office Desktops	Desktop for printing and biometrics (as per table 2)	Signature Slate	Camera	Lamination Machine	Printer for paper	UPS
For Camps		-	45 laptops	45	45	45	45	1
Total		259	158 desktops and 45 laptops	149	149	99	99	50

**5.3. Annexure 3: Hardware (IT & Non-IT) & Software minimum specification requirement at the CPFs for RC and DL**

Sr. No.	Features	Specifications	Compliance Yes/No
<b>Desktop</b>			
1.	<b>Form Factor</b>	Large/Small	
2.	<b>CPU</b>	Intel® 7 <sup>th</sup> generation Core™ i5 Processor or higher with HD graphic card	
3.	<b>No. of cores</b>	2 or higher	
4.	<b>Processor Speed</b>	3 GHz or better	
5.	<b>Motherboard</b>	Compatible chipset to the processor	
6.	<b>Bus Architecture</b>	Integrated onboard graphics, Total 2/1 no/s of PCI/PCIe Slots	
7.	<b>Graphics Card</b>	Integrated onboard graphics, Total 2/1 no/s of PCI/PCIe Slots	
8.	<b>Memory</b>	4 GB DDR 4 @ 2133 MHz or better expandable up to 16 GB	
9.	<b>Hard disk</b>	1 TB SATA II or HDD with 7200 rpm or better	
10.	<b>Keyboard</b>	USB or PS/2 104 Keys keyboard same make as PC	
11.	<b>Mouse</b>	USB or PS/2 mouse with pad, Same Make as PC	
12.	<b>Ports</b>	1 Serial (Optional), Total 6 USB port with at least 2 USB 3.0 port (min. 2 at front), VGA and HDMI, Audio ports, RJ-45	
13.	<b>O.S.</b>	Pre-loaded Microsoft Windows 10, 64-bit Professional licensed software with latest updates and Restore/Recovery CD	
14.	<b>Monitor</b>	18.5" or higher wide screen LED Backlit based TFTs, Resolution – 1366 X 768 or better, Displays TCO 5.0 certified or better; Monitor should be of same make of offered PC Brand	
15.	<b>Network Connectivity</b>	1Gbps Ethernet and Wi-Fi	
16.	<b>Certifications</b>	RoHS, UL/CE/FCC or equivalent. To be attached	

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Sr. No.	Features	Specifications	Compliance Yes/No
17.	<b>Dust Cover</b>	Dust Cover for CPU, Monitor, Keyboard, Mouse	
18.	<b>Power Supply</b>	Less than 200 W	
19.	<b>Anti-Virus</b>	Required for 5 Years	
20.	Note :- CPU, Mouse ,Keyboard & Monitor should be of Same Make		
21.	<b>Warranty</b>	Comprehensive 5 Years	
22.	<b>Accessories</b>	Connector cables, Power cords, Mouse pad, Dust Cover for CPU, Monitor, Keyboard and Mouse.	
<b>UPS</b>			
1.	Output Power Capacity	Minimum of 10 KVA/60 Minutes/16385 VAH  (Note: Bidder needs to provide backup to run the system as per solution requirement)	
2.	Automatic Voltage Regulation (AVR), Generator Compatibility		
3.	Nominal Output Voltage	230 V AC +/-1% Single Phase	
4.	Nominal Input Voltage	230 V to AC to 460 V AC 3 Phase	
5.	Battery Type	Maintenance-free sealed Lead-Acid battery with suspended electrolyte : leak-proof	
6.	Recharge time	8-10 Hrs	
7.	Backup Time	4 hours on full load	
8.	Display	LED Status	
9.	Protection	Auto Battery off mode for high voltage protection	
10.	Output Connections	India 3-pin 6A	
11.	Others	Off-mode battery charging with high voltage protection	
12.	Certification	CE/UL or equivalent	
13.	Accessories	Connector cables	
14.	Warranty	5 Years on UPS and Battery	
<b>Card Printer</b>			
1	Print Type	Laser Engraving technology	
2	Print Area	Edge to Edge	
3	Resolution	600 DPI	
4	Print capacity Dual Side	Minimum 300 cards/Hr	

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Sr. No.	Features	Specifications	Compliance Yes/No
5	Dual Sided	Capability to print on both sides of the card	
6	Compatibility material	PC	
7	Mandatory Certification	CE, UL, FCC/KCC/BIS, ISO 7816 Complaint, RoHS, Class 1 laser product (EN 60825)	
8	SDK	As Required	
9	Warranty	Comprehensive 5 Years	
Note: The total printing requirement of cards is 35,000/day, as per the estimated transaction data. The bidder may propose printers considering the printing requirement. The bidder shall compulsorily provide technical specification details of the printers, as a part of the technical bid submission. The bidder is free to propose high throughput printers, but the minimum number of printers required will be 1 per CPF, provided the proposed numbers are supported by the Technical Details documents (including but not limited to the printing output) of the OEM of the Card Printer.			
CCTV Camera with Recorder			
1	Reputed Make with industry standard specifications with 5 years warranty		
Network Rack			
1	Minimum 6U wall mount rack of reputed Make with 5 years warranty		
Network Switch			
1	Reputed Make with specification complying to project requirement with 5 years warranty		
Network Router			
1	Reputed Make with specification complying to project requirement with 5 years warranty		
Passive Cabling Components			
1	Reputed Make with industry standard specifications		
Split Air Conditioner			
1	Capacity	Minimum 1.5 TR	
2	Energy Rating	Minimum 3 Star	
3	Power Requirement	AC 230 V, 50 Hz	
4	Other	Anti-bacteria Filter or equivalent as per OEM offering	
5	Warranty	5 Years	
Cabling, Electrical switch boards, Circuit breakers and electrical lighting etc.			
1	Reputed Make with industry standard specifications. As per requirement with Comprehensive 5 Years Warranty		
Staff Desk			


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Sr. No.	Features	Specifications	Compliance Yes/No
1	<ul style="list-style-type: none"> <li>Providing and fixing of counter tabletop of 1200 mm X 600 mm</li> <li>One side drawer unit of 1.5' x 3' x 2.6' size consisting 2 Nos. of drawer with locking arrangement. Exposed edge to be laminated.</li> <li>Keyboard tray for computer along with wiring and any size CPU arrangements</li> <li>Comprehensive 5 Years Warranty</li> </ul>		

**Staff Chairs**

1	<ul style="list-style-type: none"> <li>Pneumatic seat height adjustment.</li> <li>360 degree revolving with Back and arm rest</li> <li>Comprehensive 5 Years Warranty</li> </ul>	
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**3 seater Bench (600 total)**

Sr	Item	Minimum Specification			
1	Dimension	Width	Depth	Height	Seat Height
		165.5 cm	66.5 cm	87.0 cm	42.5 cm
2	Indicative Image				
3	Specification	<p>The Seat shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert. The PU foam having density of 520±10 kg/m<sup>3</sup> with a Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 46.5 cm (D))</p> <p>The Back shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert. The PU Foam having density of 520±10 kg/m<sup>3</sup> with a Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 51.5 cm (H))</p> <p>The Cross Beam shall be made up of black powder coated M.S. E.R.W. square tube of size 6.0±0.05cm x 6.0±0.05cm x 0.18±0.016cm thk fitted with polypropylene endcaps.</p> <p>The Leg &amp; Armrest shall be made up of powder coated High pressure Aluminium Die cast. Leg Are fitted with soft grip PVC level adjusting shoe</p>			

**Note:**

- The Card Specifications including dimensions, card warpage, card material and construction, card characteristics, dynamic bending, dynamic torsional stress, stability against UV exposure, print quality, mechanical strength, specifications of printing shall be in conformity with Annexure XI of MoRTH Notification G.S.R. 174(E), dated 01.03.2019.
- Printing requirement of cards is 35000/day as per estimated transaction data. Bidder may propose higher capacity printer to complete the printing requirement. Bidder shall compulsorily provide technical specification details of printers as technical submission. In case of high speed/high volume output printers being proposed, the minimum number required will be 1 per CPF provided the proposed numbers are supported by the Technical Details documents of the OEM of the Card Printer.
- Bidder need to mandatorily submit Datasheets and Certificates are as per the above specifications.
- Bidder need to propose only single make and single model against respective items mentioned in the bill of material.
- All the compliance as per the above format must be submitted by the bidder as part of the proposal.
- All the proposed products need to be fully complied with the respective specifications mentioned in the RFP.
- All the above points need to be complied by bidder else the bid will be rejected.

**Hardware (IT & Non-IT) & Software minimum specification requirement at the RTO offices.**

Furniture		
Description	Minimum Specifications	
Non-IT Infrastructure		
Electrical Networking & Power Connection		
Cabling, Electrical switch boards, Circuit breakers etc.	As per requirement with Comprehensive 5 Years Warranty	
Hardware and Software		
1. Desktop (IDC top 5 OEMs as per the latest quarterly report at the time of bid submission end date)		
Sr. No.	Feature	Minimum Specifications
1.	Form Factor	Large/Small
2.	CPU	Intel® 7 <sup>th</sup> generation Core™ i5 Processor or higher with HD graphic card
3.	Motherboard	Compatible chipset to the processor
4.	Graphics Card	Integrated onboard graphics, Total 2/1 no/s of PCI/PCIe Slots
5.	Memory	8 GB DDR IV @ 2133 MHz or better expandable up to 16 GB
6.	Hard disk	1 TB SATA II or HDD with 7200 rpm or better
7.	Keyboard	USB 104 Keys keyboard same make as PC
8.	Mouse	USB mouse with pad, Same Make as PC
9.	Ports	1 Serial (Optional), Total 6 USB port with at least 2 USB 3.0 port (min. 2 at front), VGA and HDMI, Headphone ports
10.	O.S.	Pre-loaded Microsoft Windows 10, 64-bit Professional licensed software with latest updates and Restore/Recovery CD
11.	18.5” or higher wide screen LED Back-lit based TFT Monitor	18.5” or higher wide screen LED Backlit based TFTs, Resolution – 1366 X 768 or better, Display TCO 5.0 certified or better; Monitor should be of same make of offered PC Brand
12.	Certifications	RoHS, UL/CE/FCC or equivalent. To be attached
13.	Accessories	Dust Cover for CPU, Monitor and Keyboard,
14.	Power Supply	Less than 200 W
15.	Anti-Virus	Required for 5 Years
16.	Warranty	Comprehensive 5 Years
2. Laptop for camp office (IDC top 5 OEMs as per the latest quarterly report at the time of bid submission end date)		

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<b>Sr. No.</b>	<b>Feature</b>	<b>Minimum Specifications</b>
1.	Form Factor	Large/Small
2.	CPU	Intel® 8 <sup>th</sup> generation Core™ i5 Processor or higher
3.	Motherboard	Compatible chipset to the processor
4.	Graphics Card	Integrated onboard graphics, Total 2/1 no/s of PCI/PCIe Slots
5.	Memory	8GB DDR IV @ 2133 MHz or better expandable up to 16 GB
6.	Hard disk	1 TB SATA II or HDD with 7200 rpm or better
7.	Keyboard	86 Keypad
8.	Mouse	mouse with pad
9.	Ports	Total 3 ports with at least 1 USB 3.0 port VGA and HDMI, Headphone ports
10.	O.S.	Pre-loaded Microsoft Windows 10, 64-bit Professional licensed software with latest updates and Restore/ Recovery CD
11.	18.5" or higher wide screen LED Backlit based TFT screen	14" or higher wide screen LED Backlit based TFTs, Resolution – 1366 X 768 or better, Displays TCO 5.0 certified or better;
12.	Certifications	RoHS, UL/CE/FCC or equivalent. To be attached
13.	Accessories	Wireless Mouse, Mousepad, Carrying Bag, Original Laptop Charger
14.	Anti-Virus	Required for 5 Years
15.	Warranty	Comprehensive 5 Years
<b>3. Paper Printers specifications</b>		
<ul style="list-style-type: none"> <li>• Print Technology: Laser</li> <li>• Cartridge Technology: Composite</li> <li>• Type of printing: Monochrome</li> <li>• Paper size: A4</li> <li>• Print Speed per minute as per ISO/IEC 24734 in (A4) Size – Mono: 22 PPM</li> <li>• Resolution Mono: 1200 X 1200</li> <li>• Interface USB 2.0 (High Speed) with USB Cable/Ethernet 10/100/1000</li> <li>• Drivers Compatible with Microsoft Windows (10 &amp; Higher version)</li> <li>• Comprehensive 5 Years Warranty</li> </ul>		
<b>4. UPS</b>		
<ul style="list-style-type: none"> <li>• Online UPS Capacity/Battery backup time at full load/Minimum VAH: 10 KVA/60 Minutes/16385 VAH</li> <li>• Parallel load sharing redundant operation with all accessories: yes</li> <li>• Management port: Preferably SNMP based with management Software</li> <li>• Certification: CE Certification and marking</li> <li>• Inverter Technology: PWM with IGBT, double conversion</li> <li>• Noise level (1-meter distance from UPS): &lt;= 55 dB</li> <li>• Input Voltage Range: 320 V to AC to 460 V AC 3 Phase</li> </ul>		

<ul style="list-style-type: none"> <li>• Output voltage: 230 V AC +/-1% Single Phase</li> <li>• Battery recharge time (after complete discharge to 90% charge) and charge rating: Battery recharge time to 90% charge after 100% DoD: 8-10 hours</li> <li>• Battery Type: Maintenance-free sealed Lead-Acid battery with suspended electrolyte: leak-proof</li> <li>• Off-mode battery charging with high voltage protection</li> <li>• Application supported: One desktop, monitor, printer and scanner</li> <li>• Backup Time: 4 hours on full load (to be increased as required)</li> <li>• Comprehensive 5 Years Warranty</li> </ul>	
<b>5. Signature Slate</b>	
<ul style="list-style-type: none"> <li>• <b>Working Area:</b> Minimum 7 x 4.7 inch</li> <li>• <b>Technology:</b> Electromagnetic Technology</li> <li>• <b>Resolution:</b> 4000 LPI or higher</li> <li>• <b>Interface:</b> USB</li> <li>• <b>Digital Pen:</b> Digital stylus pen</li> <li>• <b>SDK:</b> Provide SDK to integrate with the application</li> <li>• Comprehensive 5 Years Warranty</li> </ul>	
<b>6. Camera (Web Cam)</b>	
<ul style="list-style-type: none"> <li>• <b>Image Resolution:</b> 1080 p, 2 MP or better</li> <li>• <b>Capture Mode:</b> Manual Capture with Auto Focus and Auto Lighting Adjustment</li> <li>• <b>USB:</b> Hi-Speed USB 2.0 certified (recommended)</li> <li>• <b>Cable:</b> Minimum 3 feet</li> <li>• <b>Software API:</b> Compliant with UIDAI Device Capture API specification</li> <li>• <b>SDK:</b> Provide SDK to integrate with the application</li> <li>• Comprehensive 5 Years Warranty</li> </ul>	
<b>7. Lamination Machine</b>	
<ul style="list-style-type: none"> <li>• Type: ID card</li> <li>• Size: A6 Size/ ID card size</li> <li>• Lamination Speed: 250 mm / Min</li> <li>• Laminating Width: 118 mm,</li> <li>• Laminating Thickness: Max 0.6 mm</li> <li>• Comprehensive 5 Years Warranty</li> </ul>	
<b>8. Internet Dongle</b>	
<ul style="list-style-type: none"> <li>• Internet dongles, with atleast 10 mbps speed connectivity, shall be provided, one for each camp</li> </ul>	
<b>9. Other supporting equipment (with Comprehensive 5 Years Warranty)</b>	
Network Cable length	As required
Wireless Access Points	As required
LAN Ports	As required
<b>10. Software (for entire project period of 5 years validity)</b>	
Operating System	Original Windows 10 or latest

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Secured and Standard Anti-Virus (Original)	With Latest updates from internet
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Note:

- Bidder need to mandatorily submit Datasheets and Certificates are as per the above specifications
- Bidder need to propose only single make and single model against respective items mentioned in the bill of material
- All the compliance needs to be submitted on Letter head of the OEM and needs to be part of Key Submission
- All the proposed products need to be fully complied with the respective specifications mentioned in the RFP.
- All the above points need to be complied by bidder else the bid will be rejected.

**Table 5: Bill of Material Format (Need to be submitted on Bidder's Letterhead as a part of Key Submission)**

Sr.	Item Name	Make	Model	Quantity	MAF Submitted Yes/No	OEM Details (Name, Address, E-Mail, Mobile Nos.)

#### 5.4. Annexure 4: Manpower Qualification and Experience

**Table 5: Manpower qualification and experience**

Designation	Qualification & Experience	Responsibility	Minimum Number	
Project Director	MBA. 15+ years. Project Management. Team Management. Must be based in Maharashtra and Minimum 8 years of experience in handling IT project/infrastructure management.	State In-charge	01	
Field Office Incharge	3+ years for B.Tech. (CS)/BCA/MCA/ 5+ years for other Graduates with Minimum 2 years of experience in handling IT Operations.	IT Infrastructure management and overall in-charge of operations at each RTO.	Decentralized Facility Note: refer table 6 for details)	50
Operating/ Printing staff	12th Pass, Working knowledge of MS Office / internet, minimum 1-year experience. Full Professional Proficiency in Marathi is compulsory. Basic proficiency in English.	Printing, Biometric and other related operations	CPF	6
			Decentralized Facility Note: refer table 6 for details)	203 (158 for RTOs and 45 for camps)
Laser Printer Operator	3+ years for Graduate or ITI with Minimum 2 years of overall experience in printing and trained in handling Laser Printing Operations.	Laser Printer Operator	6	
Network Engineer	BTec/B.E/MCA/PGDCA/BSc.in IT/BCA.in Information technology, Electrical Engineering or equivalent network certifications like CCNA/CCNP with minimum 3 years of experience in relevant field. Should mandatorily have experience in cloud-based storage and security and network related issues.	Troubleshooting Network related issues	1	

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Designation	Qualification & Experience	Responsibility	Minimum Number
Hardware Engineer	BTec/B.E/MCA/PGDCA/BSc.in IT/BCA.in Information technology, Electrical Engineering or equivalent network certifications like CCNA/CCNP with minimum 3 years of experience in relevant field. Should have experience in resolving hardware related issues.	Troubleshooting hardware related issues	1

**Table 6: Manpower requirement at RTOs for decentralized facilities**

RTO Code	RTO Name	Center Manager	Counter Operators
MH01	Mumbai C	1	6
MH02	Mumbai W	1	4
MH03	Mumbai (E)	1	4
MH04	Thane	1	5
MH05	Kalyan	1	4
MH06	Pen-Raigad	1	2
MH07	Sindhudurg	1	2
MH08	Ratnagiri	1	2
MH09	Kolhapur	1	4
MH10	Sangli	1	3
MH11	Satara	1	3
MH12	Pune	1	10
MH13	Solapur	1	4
MH14	Pimpri-Chinchwad	1	5
MH15	Nashik	1	4
MH16	Ahmednagar	1	3
MH17	Shrirampur	1	3
MH18	Dhule	1	3
MH19	Jalgaon	1	4
MH20	Aurangabad	1	4
MH21	Jalna	1	2
MH22	Parbhani	1	2
MH23	Beed	1	3
MH24	Latur	1	3
MH25	Osmanabad	1	3
MH26	Nanded	1	3
MH27	Amravati	1	3

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<b>RTO Code</b>	<b>RTO Name</b>	<b>Center Manager</b>	<b>Counter Operators</b>
MH28	Buldhana	1	3
MH29	Yavatmal	1	3
MH30	Akola	1	3
MH31	Nagpur City	1	3
MH32	Wardha	1	2
MH33	Gadchiroli	1	2
MH34	Chandrapur	1	3
MH35	Gondia	1	2
MH36	Bhandara	1	2
MH37	Washim	1	2
MH38	Hingoli	1	2
MH39	Nandurbar	1	2
MH40	Nagpur (R)	1	3
MH41	Malegaon	1	2
MH42	Baramati	1	2
MH43	Vashi , Navi Mumbai	1	3
MH44	Ambejogai	1	3
MH45	Akluj	1	2
MH46	Panvel	1	3
MH47	Borivali	1	4
MH48	Vasai	1	4
MH49	Nagpur (East)	1	3
MH50	Karad	1	2
	Camps	0	45
<b>Total Decentralised Facility</b>		<b>50</b>	<b>203</b>

### **5.5. Annexure 5: Proposed Plan**

Successful Bidder shall submit “Proposed Plan” with following indicative details for CPF and RTO premises

- Deployment of Resources
- Number of Setups including IT and Non-IT infrastructures
- Possible workflow of operation
- Make, Model and Specifications of following components:
  - Desktops and Laptops
  - Card Printer
  - Paper Printer
  - Camera
  - Signature Slate
  - Lamination Machine
  - LAN;
  - UPS backup;
  - CCTV Cameras
  - Internet connection
  - Biometric attendance device
- Number of Desks setup and location of each desk
- Number of storage unit and location
- Overall Installation and Commissioning Plan

## 5.6. Annexure 6: Manufacturer Authorization Form Format

### MANUFACTURER'S AUTHORIZATION FORM (MAF)

{To be filled by the OEMs on OEM's letter head}

Ref:

Date:

To,

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001  
Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

### Subject: Issue of the Manufacturer's Authorization Form (MAF)

Reference: **RFP Ref number** .....

**dated** .....

Sir,

We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize (**Name of the bidder**) who is our {**Distributor/ Channel Partner/ Retailer/ Others** <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

### ***{OEM to mention the details of all the proposed product(s) with their make/model}***

We undertake to provide OEM Warranty for the offered product(s), as mentioned above, for five Years from the date of signing of the contract by (**Name of the bidder**)

We hereby confirm that the offered product(s), as mentioned above, is fully complying with the respective technical specification mentioned in said RFP.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)  
(Authorized Signatory)

Name, Designation & Contact No.:

Address: \_\_\_\_\_

Seal:

**Note: - Manufacturer Authorization Letter should be on Letter Head of Bidder signed by the person having Power of Attorney to bind the manufacturer. Manufacturer of PC cards shall authorize only one bidder for this RFP.**

**5.7. Annexure 7: Card Printer - Service Support for minimum 5 years – undertaking from OEM.**

(On letterhead of the OEM and signed by Authorized Signatory or Legal Head)

Ref:

Date:

To,

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001

Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

**Sub: Undertaking for support for period of 5 years for Tender No. ....**

Sir,

We, <OEM Name> having our registered office at <OEM address>, are an established manufacturer of Card Printer with Make \_\_\_\_\_ and Model \_\_\_\_\_.

We <OEM Name> authorize <Bidder's name> to quote our product for above mentioned tender as our Authorized Indian Agent / Authorized Agent.

We also confirm that the product matches to the specifications in [Annexure 3](#) of this RFP.

We confirm that we have worked out all necessary logistics and pricing agreement with <Bidder Name> and there won't be any delay in delivery, commissioning and support due to any delay from our side. Our full support is extended in all respects for supply, warranty and maintenance of our products. We also ensure to provide the required spares and service support for the supplied solutions for a period of **5 years** from date of Signing of Contract of the Bidder <Bidder name> with the Motor Vehicles Department, Government of Maharashtra. MVD will have option to log complaint at our call support center in case of any issues.

We also undertake that in case of any default in Card printer machines used for the project and supplied by us to <Bidder's Name>, we <OEM Name> take all liabilities and responsibilities and necessary steps to correct the faults or replace the Card Printer to enable successful execution of contract against this tender.

We understand that any false information / commitment provided here may result in <OEM's Name> getting debarred from doing business with MVD.

Thanking You

For <OEM Name>

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\_\_\_\_ < (Authorized Signatory)> \_\_\_\_\_

Seal

Name:

Designation:

**5.8. Annexure 8: Undertaking for uninterrupted supply of Card**

<< To be printed on Principal Supplier(s)'s Letter Head and Signed by Authorized Signatory>>

Tender No.

Date:

To:

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001

Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

**Sub: Undertaking for uninterrupted supply for Polycarbonate Card for printing of Registration Certificate, Driving License to <Bidder Name> for period of 5 years**

We confirm that our Company <Name of Principal Supplier> is supplying <Name of product(s) / material (s)> to M/S <Name of Bidder> for the complete contract period of 5 (five) years.

We hereby confirm and agree to provide uninterrupted supply of Cards for issuance of RC and DL to the citizens of Maharashtra.

Such supplied Card shall be in accordance with the requirement as defined in Annexure 6 of the tender document number \_\_\_\_\_ "RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years"

We hereby confirm to authorize only one bidder <bidder name> for this RFP reference no \_\_\_\_\_.

Sincerely,

(Signature of the Authorized signatory of the Principal Suppliers)

Name:

Designation:

Seal:

Date:

Place:

Business Address:

### 5.9. Annexure 9: Pre-Bid Queries Format

**Name of the Bidder:**

\_\_\_\_\_

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

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

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

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

**5.10. Annexure 10: Performance Bank Guarantee**

<< To be executed on Stamp Paper as mandated by the Bank issuing the PBG>>>

Ref: \_\_\_\_\_

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

Bank Guarantee No.: \_\_\_\_\_

No. \_\_\_\_\_

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

To:

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001  
Email: \_\_\_\_\_

Against Contract covering "RFP for selection of service provider for centralized printing of Registration Certificates and Driving Licenses for transport department in the state of Maharashtra for a period of 5 years" (hereinafter called the said 'Contract') entered into between the Transport Commissioner (TC), MVD, GoM - (hereinafter called the MVD) and \_\_\_\_\_ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank Ltd., are holding in trust in favor of the MVD, the amount of Rs. 7,00,00,000 (Rupees Seven Crore Only) to indemnify and keep indemnified the MVD against any loss or damage that may be caused to or suffered by the MVD by reason of any breach by the Bidder of any of the terms and conditions of the said Tender Document / contract and / or in the performance thereof. We agree that the decision of the MVD, whether any breach of any of the terms and conditions of the said Tender Document / contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the MVD shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the MVD.

We \_\_\_\_\_ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects of the said contract by the Bidder i.e. till \_\_\_\_\_ hereinafter called the said date and that if any claim accrues or arises against us \_\_\_\_\_ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us \_\_\_\_\_ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us \_\_\_\_\_ Bank Ltd, by the MVD before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the MVD.

The Performance Bank Guarantee shall be valid from the date of Signing of Contract and shall continue till six (6) months after the completion of all contractual liabilities (From Signing of Contract + Five years) including warranty obligations and defect liability period as per CVC guidelines. It is fully understood that this guarantee is effective from the date of the said contract and that we \_\_\_\_\_ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the MVD.

We undertake to pay to the MVD any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

The provisions relating to SLA Violations specified in the RFP and contract, entered into by the Bidder with the MVD shall be applicable for forfeiture of Performance Bank Guarantee in case of a decision by purchaser to forfeiture the same without assigning any reason.

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

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

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

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

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

Date :

Place :

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for  
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Name :  
Designation :  
Address :  
Telephone & Fax :  
E-mail address :

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

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

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

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

(Bank's common seal)

**Bank details of Motor Vehicles Department is mentioned below can be used for Bank Guarantee:**

Name of Account Holder: A.O.T.C (M.S), Mumbai

Bank Name: State Bank of India

Branch Name: Mumbai Main Branch (Branch Code: 00300)

Account No.: 39282067215

IFSC Code: SBIN00003000

### 5.11. Annexure 11: Undertaking – Non-Blacklisting

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

RFP No.

Date:

To:

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001  
Email:

**Sub:** "RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years"

#### **Non-Blacklisting Undertaking.**

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

Sir/ Madam,

We **(Company Name)**, the undersigned, hereby declare that We are not under a declaration of ineligibility/banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid.

We hereby also declare that

1. We are not convicted for any of the following offenses under the Prevention of Corruption Act, 1988; Or
2. We have not been convicted under any Indian Penal Code or any law in force, for creating public injury to person or property or risk to public health as a part of execution of public procurement contract;
3. We have not been blacklisted/banned/debarred by any Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India as on date of submission of bid;
4. We have not violated the code of integrity as on date of submission of bid;
5. Our Security Deposit or EMD or performance security deposit or any other deposit was not withheld (fully or partly) by the purchaser during any procurement process or contract execution undertaken by purchaser as on date of submission of bid;

6. We hereby declare that Our Owner / Partner / Director / Trustee are not Owner / Partner / Director / Trustee of any other organization which is presently blacklisted / Banned / Suspended by the Government / Semi-Government / PSUs, and any other organization to which the provisions of GoM GR dated 01.12.2016 are applicable.

7. We declare that we comply with all clauses mentioned under section 5.8.5 of Government of Maharashtra Government Resolution dated 01.12.2016.

8. We accept that in case of any irregularity, lapses, non-compliances, MVD decision shall be final and binding on us.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

Name of company:

Name of Authorizes Signatory:

Designation:

Seal:

Date:

Place:

Business Address:

### **5.12. Annexure 12: Self Declaration**

(To be executed on Non-judicial stamp paper of relevant value duly attested by public notary)

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

1. That the infrastructure required and necessary for carrying out the work as prescribed under the scope of the RFP document shall be made operational within the period stipulated under the RFP document.
2. That I / We shall appoint the requisite manpower with necessary qualifications and experience as stipulated in the RFP.
3. That I, shall implement the project myself and shall not franchise/sublet/subcontract it, if awarded to me.
4. That I / We shall comply with, and always observe , the terms and conditions of the RFP document and with the direction and orders issued by the Transport Commissioner or MVD from time to time.
5. That I / We hereby certify that the bid submitted by us is non-conditional and is without any deviation from the RFP requirements.
6. That all the statements, submissions made by me/us and the documents submitted by me / us are genuine to the best of my / our knowledge and that the same reflects the facts as on the date.
7. That I / We shall ensure that the key staff deployed (as identified by MVD at the start of project execution) for the Project shall formally sign the Non-disclosure Agreement in the format specified by MVD and further shall comply with all the requirements of Information Technology Act 2000 (ITA-2000) of Government of India, IT (Amendment) Act 2008 and any such amendments from time to time.
8. I / We shall ensure that all the software, hardware components provided and deployed by us for the project shall be as described in the RFP document.
9. I / we shall ensure that there are no deviations from the RFP Requirements / Terms & Conditions. The entire work shall be performed as per the project requirements.
10. I / We understand that failure to do so may result in forfeiture of EMD and / or withdrawal of LOI.
11. I/we shall provide Polycarbonate (PC) card 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 notification <http://egazette.nic.in/WriteReadData/2019/199228.pdf>

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

### 5.13. Annexure 13: Key Submission

Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder's bid.

Sr.	Brief Description	Documents to be furnished
1.	<b>Legal Entity:</b> The bidder should be a company registered under Indian Companies Act, 1956/2013 as amended from time to time.	<ul style="list-style-type: none"> <li>• Copy of Certificates of incorporation</li> <li>• Articles of Association (AOA) or Memorandum of Association (MoA)</li> </ul>
2.	<b>Financial: Average Turnover-similar work</b> The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	<ul style="list-style-type: none"> <li>• Certificate from Statutory Auditors</li> <li>• Copy of Audited Financial Statements</li> <li>• Details mentioned in format as mentioned in <a href="#">Annexure 24.</a></li> </ul>
3.	<b>Financial: Net Worth</b> The bidder shall have Positive Net worth in the last three financial years  Net Worth to be calculated as per Companies Act 1956/2013, as amended from time to time	<ul style="list-style-type: none"> <li>• Certificate from Statutory Auditors</li> <li>• Copy of Audited Financial Statements</li> <li>• Details mentioned in format as mentioned in <a href="#">Annexure 24.</a></li> </ul>
4.	<b>Technical Capability:</b> The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India	<ul style="list-style-type: none"> <li>• Copy of the work order along with copy of the contract agreement mentioning the relevant Scope of Work and Project value.</li> <li>• Completion Certificate. OR In case of an on-going project, a partial completion certificate from the client on the client's letter head with project completion value matching the required criteria. Details of the projects should be mentioned in the format as per <a href="#">Annexure 23.</a></li> </ul>
5.	<b>Tax registration and clearance</b>	Copies of relevant Certificates of Registration

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Sr.	Brief Description	Documents to be furnished
	<p>The bidder must have a valid:</p> <ul style="list-style-type: none"> <li>• GST Registration Certificate</li> <li>• Income Tax Registration, PAN</li> </ul>	
6.	<p><b>Mandatory Undertaking</b></p> <p>The bidder should not have been blacklisted by any Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India at the time of submission of the bid.</p>	<p>A Self Certified letter on company letter head by authorized signatory as per <a href="#">Annexure 11</a> – for all members</p>
7.	<p><b>Certification</b></p> <p>The bidder must have following certificates, which shall be kept valid till the expiry of contract:</p> <ol style="list-style-type: none"> <li>1. ISO 9001:2015</li> <li>2. ISO 14001:2015</li> </ol>	<p>Self-attested copy of the certificates</p>
8.	<p>All the hardware shall be as per minimum required specifications defined in Annexures. All the proposed hardware and their specifications shall form part of Technical Bid and to be submitted to MVD as a part of Technical Submission. All the compliance needs to be submitted on Letter head of the OEM and needs to be part of Key Submission.</p> <p>Bill of Material as per format in Table 4 in <a href="#">Annexure 3</a> needs to be submitted on Bidder's Letterhead as part Key Submissions.</p> <p>Undertaking for Authenticity of Computer Equipment as per <a href="#">Annexure 21</a>.</p>	
9.	<p><b>Additional requirement from the bidder to qualify in the Pre-qualification criteria:</b></p> <ul style="list-style-type: none"> <li>• Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid as per format in <a href="#">Annexure 18</a> .</li> <li>• Self-Declaration as per <a href="#">Annexure 12</a></li> <li>• Anti-Collusion Certificate as per <a href="#">Annexure 19</a>.</li> </ul>	

#### 5.14. Annexure 14: Commercial Bids Format & Instructions

The Bidder has to quote the rate strictly as per the format available online (on [www.mahatenders.gov.in](http://www.mahatenders.gov.in)).

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

#	Rate for	Rate Per card (INR) (Exclusive of all Taxes)	GST %	GST Amount (In INR)	Rate Per card (IN INR) (Inclusive of all Taxes)
1	Per unit price for Printed PC based card		18%		
	Amount in Words:				

- **Printed Card price:** The cost should be inclusive of all costs towards printing (paper based for LL and card based for RC and DL), infrastructure, manpower, software, consumables, furniture, etc.
- Bidder can project number of cards for the next 5 years based on the data mentioned in Annexure 1.
- All the rates quoted shall be in Indian Rupees only.
- All the rates quoted shall be inclusive of all the taxes, levies and all other charges.
- No conditional bidding is allowed.
- MVD reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- The rate shall be applicable throughout the state of Maharashtra and throughout the contract period.

#### 5.15. Annexure 15: Service Level Agreement

The Minimum service level (MSL) to be adhere to by the Successful Bidder, and computation of penalty for non-performance in the event of non – adherence to such MSL shall be as follows:

##### Implementation Phase

Service Level Category	Service Level Description	Service Level	Resolution Time	Measurement	Penalty
Before Signing of Contract	<b>Issue of Letter of Intent = <math>T_1</math></b>				
	Submission of Letter of Acceptance	$T_1 + 5$	NA	NA	Withdrawal of Lol and forfeiture of EMD
	Signing of Contract and Submission of PBG	$T_1 + 10$	NA	NA	Withdrawal of Lol and forfeiture of EMD
	<b>Allocation of premises by MVD = <math>T_2</math></b>				
Post Signing of Contract	Submission of “Project Planning and Documentation” including “Proposed Physical Layout Plan”	$T_2 + 15$	NA	NA	Rs. 10,000/ day
	Delivery of all Hardware/ software/ network component as specified in Annexure 2 and 3	$T_2 + 45$	NA	NA	Rs. 10,000/ day
	Demo Run at each CPF and Commencement of operations RTOs by Successful Bidder	$T_2 + 60$	NA	NA	Termination of contract and forfeiture of PBG

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

**Execution Phase**

Service Level Category	Service Level Description	Service Level	Resolution Time	Measurement	Penalty beyond resolution time
<b>Manpower</b>	Non availability of back office and other support staff	80% staff should be available at each RTO location	Within 1 day	Daily Attendance	Rs. 500 / day / absent staff
<b>Hardware</b>	Hardware (Other than card printer)	Fully functional in working hours	Within 1 day	Complaints from RTO, Random Audit, CCTV	Rs. 500 / day / device
	Card Printer	Per day card printing requirement shall be fulfilled	Within 1 day	Software	Rs. 2000 / hr/ printer
<b>Interiors</b>	Furniture, Electrical Fittings, Cables, Wires, Switches, Air Conditioner, etc.	Fully Functional	Within 1 day	Random Audit	Rs. 200 / unit / week
<b>Consumables</b>	Printer Ribbons, lamination pouch etc.	As per daily requirement of consumables	Within 1 day	Random Audit	Rs. 100 / consumable / day
<b>Maintenance</b>	All Desktops, Air conditioners, and every other IT and non-IT asset which requires regular maintenance	At pre-defined and agreed upon regular intervals	Within 1 week	Maintenance and Service contracts & Random Audit	Rs. 500 / asset
<b>Registration Certificate/ DL/ paper-based output</b>	Minimum quantity of preprinted blank card to be kept	3-month supply of preprinted blank cards	Within 1 week	Random Audit by MVD. The 3-month supply will be	Rs. 1000 / day/ number of pre-printed cards not available.

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

Service Level Category	Service Level Description	Service Level	Resolution Time	Measurement	Penalty beyond resolution time
				calculated by the Department based on the average of the preceding 3 months cards printed.	
	Delay in printing	Within 24 hours from the approval of record by the competent authority (excluding non-working days)	Nil		Rs. 20 per day / card or part thereof for delay per delayed card
	PC Card for RC/DL and paper-based output must be exactly as per specifications and requirements detailed in the RFP	100% of the output (paper/ card based) issued must be exactly as per specifications and requirements	Immediate	Random Audit, Third Party Audit, Citizen complaints	Rs. 1000 per card or paper output that is not as per requirements and specifications. Termination in case more than 1000 such cases detected in a financial year
	Card/ Paper document which are defective or incorrectly printed shall not be issued to citizens	0% of defective or incorrectly printed RC/DL shall be issued.  Free replacement to citizens	Immediate action of disposing off the defective and incorrectly printed Card & resolution on	Self-Quality Check, Random Audit by MVD, Complaints from Citizens	Rs. 1000 per defective / incorrectly printed card issued. Termination in case more than 1000 such cases detected in a financial year

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

Service Level Category	Service Level Description	Service Level	Resolution Time	Measurement	Penalty beyond resolution time
			the reason for same.		

- During the contract period, if total penalty reaches to Rs 4.50 Cr in a Financial Year, it shall be construed as material breach of contract and may lead to termination of the contract as per the sole discretion of MVD. This however may not restrict the right of MVD to impose penalties as per RFP terms and the liability of the Successful Bidder shall not be restricted to the said amount.
- The withdrawal of Lol and forfeiture of EMD or termination of contract and forfeiture of PBG shall be at sole discretion of MVD in case the Successful Bidder fails to meet the timelines.
- Penalty for any non-supply of hardware / software or associated infrastructure, etc. as per the proposed Bill of Materials shall be penalized as per the corresponding SLA Clauses in the Table above.
- Maintenance of hardware shall be done on half-yearly basis at each RTO locations.

#### 5.16. Annexure 16: Project planning document

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

- a. **Inception Report:** Inception Report should include the Successful Bidder's approach to the project including details about methodology, resource deployment and utilization, project stakeholder's identification, project timelines etc.
- b. **Detailed Project Plan:** Detailed project plan should list out all activities in detail with start date, end date, duration for completion of activity & dependencies. It is preferable that Project Plan is prepared using project management tool.
- c. **Manpower Deployment List of the project:** List the manpower along with roles and responsibilities assigned of every type of manpower. CVs of the Project Management / Key resources shall be submitted to MVD. All on-site authorized personnel shall have valid company's identity card and the list of such deployed resources shall be submitted to TC office and it shall also form a part of this document. In case of any change later, the same must be intimated promptly along with proposed replacement and submitted to TC office.
- d. **Infrastructure & Site Set Up Plan:** Plan detailing the delivery and installation related activities for various infrastructure components, including the details of Physical Layout Plan as described in [Annexure 5](#). The connectivity will also be responsibility of Successful Bidder. MVD will give required permission for obtaining connectivity on-site if deemed needed. The plan shall also have resource deployment list for all resource other than manpower.
- e. **Standard Operating Procedures (SOP):** SOP should detail the execution plan of the Successful Bidder. Successful Bidder should list out all activities with standard operating procedures, process flow of activities and assigning responsibility for each activity. SOP will detail out the responsibilities of Successful Bidder and MVD.
- f. **Manpower details for Centralized Printing Facility:** The printing of Registration Certificate shall be done at a centralized printing facility at the location provided by MVD. Number of operators, management staff, security staff etc. and their basic qualification etc. must form part of this documentation. Any change in due course of project, this document must be updated with changes incorporated and re-submitted to MVD.
- g. **Communication Plan:** This plan should indicate what form of communication will be utilized for what kinds of meeting along with recipients and frequency. Communication Plan should also include the escalation mechanism of Successful Bidder for resolution of issues.

- h. **SLA and Performance Monitoring Plan:** In this plan, Successful Bidder should mention how service level agreements for each item will be monitored and adhered to. The plan should also include the methods / tools to monitor the performance.
- i. **Training and Knowledge Transfer Plans:** Successful Bidder has to train MVD's officials for basic troubleshooting of hardware, software provided by Successful Bidder.
- j. **Issue Logs and Risk Registers:** Successful Bidder should prepare formats for logging issues and risks by MVD as well as internal employees.
- k. **Weekly and Monthly Progress reports:** Successful Bidder should prepare detailed progress reports on weekly & monthly basis for capturing details like number of RC/ NOC/ Permits issued, other transactions severed, open issues in the project etc.
- l. **Technical Manuals:** Successful Bidder should submit all the technical manuals along with those submitted by the OEMs for all the hardware components. Successful Bidder shall also submit detailed technical architecture of the application.

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

### **5.17. Annexure 17: Draft Non – Disclosure Agreement**

#### **NON-DISCLOSURE AGREEMENT**

(To be signed on Rupees 100/- non-judicial Stamp Paper)  
(Between MVD and Successful Bidder)

[The Non-Disclosure Agreement needs to be signed by all the persons duly authorized by the Successful Bidder to get access to all the confidential documents and records. A list of all the authorized persons of the Successful Bidder (Manpower details) shall be provided along with the Non-Disclosure Agreement by the Successful Bidder]

This Agreement is made on \_\_\_\_\_ day of \_\_\_\_\_ 2021 between the Motor Vehicles Department, having its office at \_\_\_\_\_ hereinafter called “MVD”, if any which expression shall unless repugnant to the subject or the context mean and included its successor, nominees or assigns and M/s \_\_\_\_\_ a company incorporated under the Indian Companies act, 1956/2013 and having its registered office at \_\_\_\_\_ herein after called “bidder” which expression shall unless repugnant to the subject or the context mean and include its successors, nominees or assigns.

#### **WHEREAS**

1. The “Motor Vehicles Department (MVD)” has invited various organizations to propose for the “RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years” (hereinafter called the “Project”) of the MVD;
2. the Successful Bidder, having represented to the “MVD” that it is interested to bid for the proposed Project,
3. In connection with the “Project”, the MVD agrees to provide to the Successful Bidder various confidential documents, including the Request for Proposal, Draft Contract agreement, access to various records of the citizens, access to the software developed by NIC, namely Vahan and Sarathi, access to public documents which citizens may submit to the Successful Bidder etc. and any other information needed to be disclosed in association with the Project. The said information to which the Successful bidder will have access to, contains highly classified and confidential information. The information is to be protected from unauthorized use and disclosure, by Successful Bidder and any and all the persons working with and for Successful Bidder throughout the contract period.

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

**A. The Successful Bidder and any and all the persons to whom the Information is disclosed shall:**

1. Hold such Information in confidence with the same degree of care with which the Successful Bidder protects its own confidential and proprietary information;
2. Restrict disclosure of the Information solely to its employees, agents and contractors with a need to know such Information and advise those persons of their obligations hereunder with respect to such Information;
3. Submit duly signed NDA with its said employees, agents and contractors;
4. Use the Information only as needed for the purpose of the Project;
5. Except for the said purpose of the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information whether physical or digital under any circumstances; and
6. Not take out any information out of the premises of the MVD through any means.

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

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

- C. The Agreement shall apply to all Information, documents, records and registers relating to the Project disclosed by the MVD to the Successful Bidder under this Agreement.
- D. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Successful Bidder, in any of the Information.
- E. This Agreement shall benefit and be binding upon the MVD and the Successful Bidder and their employees, respective subsidiaries, affiliates, successors and assigns.
- F. This Agreement shall be governed by and construed in accordance with the Indian laws in jurisdiction of Mumbai only.

Sincerely,

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

Name:

Designation:

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for  
Motor Vehicles Department in the State of Maharashtra for a period of 5 years

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Date:

Place:

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

Name:

Designation:

Seal:

Date:

Place:

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

Name:

Designation:

Seal:

Date:

Place:

### **5.18. Annexure 18: Format for Power of Attorney to appoint and authorized Attorney**

(To be submitted on a Stamp Paper of relevant value)

#### **Power of Attorney**

Know all men by these presents, we \_\_\_\_\_  
(name and address of the registered office) do hereby constitute, appoint and authorize Mr. /  
Ms. \_\_\_\_\_ (name and residential  
address) who is presently employed with us and holding the position of  
\_\_\_\_\_ as our attorney, to do in our name and on our  
behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for  
the Project envisaging “RFP for Selection of a Service Provider for Centralized Printing of  
Registration Certificates and Driving License for Motor Vehicles Department in the State of  
Maharashtra for a period of 5 years”, (the “Project”) including signing and submission of all  
documents and providing information / responses to Motor Vehicles Department (MVD)  
representing us in all matters before MVD, and generally dealing with MVD in all matters in  
connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant  
to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall  
and shall always be deemed to have been done by us.

For \_\_\_\_\_  
(Signature) (Name, Title and Address)  
Accepted  
(Signature)  
(Name, Title and Address of the Attorney)

#### **Note:**

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

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- In case the Application is signed by a Partner / authorised Director of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

**5.19. Annexure 19: Format for Anti-Collusion Certificate**

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

**Anti-Collusion Certificate**

We hereby certify and confirm that in the preparation and submission of this Proposal, we have not acted in concert or in collusion with any other Bidder or other person/s and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 2021\_\_\_\_\_

Name of the Lead Bidder

\_\_\_\_\_

Signature of the Authorized Person

Name of the Authorized Person

\_\_\_\_\_

**5.20. Annexure 20: User Acceptance Certificate Format**

No.

Date:

To:

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001

**Ref:** “RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years”.

Tender Number: \_\_\_\_\_ Dated \_\_\_\_\_

**Sub:** Acceptance Sign-off letter for MH \_\_, RTO / Dy RTO \_\_\_\_\_.

I /We confirm that we, \_\_\_\_\_ (RTO / Dy. RTO name), with respect to the proposal for “RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years”, Bidder \_\_\_\_\_ <Name of the Bidder> has supplied the products in up and running condition as follows

Sr. No.	Products	Make and Model	Quantity
1.	Desktop		
2.	Card Printer		
3.	:::		
4.	:::		

Bidder \_\_\_\_\_ <name of the bidder> has supplied above products in good condition, brand new and unused. Bidder has also installed and commissioned above hardware along with required software. Bidder has also completed required and necessary civil work, has set up physical furniture, and has completed all required mechanical, electrical and plumbing work and associated physical infrastructure at respective RTO office, as per said tender document.

I /We hereby acknowledge the receipt of products in good condition and issue Letter of Acceptance to Bidder \_\_\_\_\_ <Name of the Bidder> for RTO / Dy. RTO office \_\_\_\_\_ <Name of RTO / Dy RTO office> MH\_\_\_\_ on date DD/MM/YYYY.

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for  
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Sincerely,  
(Signature of the RTO / Dy. RTO Authority)

Name:

Designation:

Seal:

Date:

Place:

**5.21. Annexure 21: Undertaking on Authenticity of Computer Equipment**

(On Rs. 100/- Non-judicial stamp paper by the Bidder)

To,  
The Transport Commissioner Maharashtra State  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001

Reference: NIT No. :

Dated:

We <Name of the Successful Bidder> hereby undertake that all the hardware, networking and connectivity components / parts / assembly and software used in the equipment shall be genuine, original and new obtained from respective OEMs of the products and that no refurbished/ duplicate/ second hand hardware, networking and connectivity components / parts / assembly / software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name / logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the delivered and commissioned equipment, we agree to take back the equipment already supplied at our cost and replace it with compliant equipment and that you will have the right to forfeit our EMD / PBG for this bid or take suitable action against us.

Yours faithfully,

For and on behalf of M/s (Name of the Successful Bidder)

(Authorized Signatory)

Please attach proof Name,

Designation & Contact No.

Address: \_\_\_\_\_

Successful Bidder's seal & stamp

**5.22. Annexure 22: Format for Earnest Money Deposit (EMD) as Bank Guarantee**

Tender. No.:

Date:

Bank Guarantee No.:

To,  
The Transport Commissioner  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001

For bidding for the tender bearing number \_\_\_\_\_ dated \_\_\_\_\_ for the project “RFP for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years” (Hereinafter referred as ‘RFP’) We, \_\_\_\_\_ a company registered under Indian Companies Act, 1956/2013 (hereinafter called the “Bidder”), this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank, and having one of the branches at \_\_\_\_\_ (hereinafter called the “Bank”) are holding in trust in favour of Motor Vehicles Department, Government of Maharashtra (hereinafter referred as ‘MVD’), the amount of Rs. 2,25,00,000 (Two Crore Twenty Five Lac Only) to indemnify and keep indemnified the MVD against any loss or damage that may be caused to or suffered by the MVD by reason of any breach by the Bidder of any of the terms and conditions of the RFP and the bidding process as described in the RFP and corrigendum.

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

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

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

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

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

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

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

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

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

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

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

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Signature of Authorized Signatory (with official seal)

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

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for  
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\_\_\_\_\_  
Signature of Witness 1

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

Name: \_\_\_\_\_  
(Bank's common seal)

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

**Bank details of Motor Vehicles Department is mentioned below can be used for Bank  
Guarantee:**

Name of Account Holder: A.O.T.C (M.S), Mumbai

Bank Name: State Bank of India

Branch Name: Mumbai Main Branch (Branch Code: 00300)

Account No.: 39282067215

IFSC Code: SBIN00003000

### 5.23. Annexure 23: Format for Technical Qualification Criteria

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

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

#	Project Name / Client Name	Name of authorized person from Client	Email ID and Contact Number of Authorized person	Total Value of the Project in INR – Crore	Project Start Date	Project End Date	Project completion value in INR - Crore	No. of Cards Printed (in Cr.)	No. of location for Service Implementation and District Of working	Type of Project (of the “ Similar Project” )
Eg.	ABC Department	Mr. Abc Xyz	abc@xyz.com 022 XXXXXXXX X +91 XXXXXXXX XXX	12.45 Crore	15 <sup>th</sup> Jan 2016	On – going 14 <sup>th</sup> Jan 2022	On – going 7.5 Crore	X X X X	No of location : 20 Nos District Names for providing service:	Driving License printing
1										
2										
3										

Supporting Document Reference for the above is as follows : \_\_\_\_\_ <Page number, File name>

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

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

Place:

**5.24. Annexure 24: Format for Financials from Statutory Auditors of the Bidder**

<On a letter head of Statutory Auditors of the bidder>

This is to certify that <Bidder name> having its registered office at \_\_\_\_\_ have average turnover and Net worth as on 31st March 2019 (to be calculated as per guidelines given in the RFP) required as per Pre-qualification under "Instructions to Bidders" of Tender Number \_\_\_\_\_ for previous three financial years, as under:

Financial Year	Annual Turnover from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards	Net Worth calculated as per guidelines of given in the RFP
	Rupees in Crore	
2017-18 (Audited)		
2018-19 (Audited)		
2019-20 (Audited)		
Average turnover for last three financial years from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards		NA

Supporting Document Reference for the above is as follows: <Page number, file name>

**Authorized Signatory:**

**Name:**

**Designation:**

**Membership Number:**

**Place:**

**Date:**

**Stamp:**

**5.25. Annexure 25: Undertaking from Bidder on Manufacturing of PC cards**

(On letterhead of the Bidder and signed by Authorized Signatory or Legal Head)

Ref:

Date:

To,

The Transport Commissioner  
Transport Commissioner Office,  
5th Floor, MTNL Building No. 2,  
Near Flora Fountain, MG Road,  
Fort, Mumbai - 400 001  
Email: [etendercomp.tpt-mh@gov.in](mailto:etendercomp.tpt-mh@gov.in)

**Sub: Undertaking from bidder as a manufacturer of polycarbonate cards for Tender No. ....**

Sir,

We, <Bidder Name>, having our registered office at <Bidder office address>, are an established manufacturer of polycarbonate cards.

We, hereby, confirm that the performance and production capacity of the installed plant and machinery, for the polycarbonate cards, is sufficient to meet the requirement mentioned in the RFP. The maximum production capacity of the installed plant is \_\_\_\_\_ cards per financial year. We <Bidder Name> have manufactured and supplied \_\_\_\_\_ no of PC cards in last three financial years.

We confirm that we have worked out all the necessary logistics, and there won't be any delay in the delivery of cards and the corresponding support. We ensure to provide the required polycarbonate cards for a period of 5 years from date of signing of the contract with MVD.

We understand that any false information / commitment provided here may result in the <Bidder Name> getting debarred from doing any business with MVD.

Thanking You

For <Bidder Name>

< (Authorized Signatory)>

Seal

Name:

Designation:

## Part II: Draft Contract Agreement

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

THIS AGREEMENT made the \_\_\_\_\_, day of \_\_\_\_\_ 2021

### **BETWEEN**

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

### **AND**

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

### **WHEREAS**

The Successful Bidder has tendered for providing services per the terms and conditions mentioned in the Request for Proposal number \_\_\_\_\_ (from herein after referred to as "RFP") and the all subsequent corrigenda published and as per the Technical and Financial Bid submitted in response to the RFP. Whereas such tender has been accepted and the Successful Bidder has deposited / provided Bank Guarantee to MVD for the sum of Rs. 7,00,00,000/- (Rs. Seven Crore only) as Performance Bank Guarantee (PBG) for the fulfilment of this Agreement.

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

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

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years

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

This contract shall remain in force for complete project period of 60 months from date of signing of contract. However, either party may terminate the contract if the other party is in material breach of this contract and has not been rectified by the other party within the time specified in the RFP.

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

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

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

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

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

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

Signed, Sealed and delivered

By

Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for  
Motor Vehicles Department in the State of Maharashtra for a period of 5 years

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

\_\_\_\_\_

\_\_\_\_\_

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

Signed, Sealed and delivered

By

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

\_\_\_\_\_

\_\_\_\_\_

For and on behalf of <Successful Bidder name>

Witnesses:

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

**Motor Vehicles Department, Government of Maharashtra**  
**Transport Commissioner Office, 5th Floor, MTNL Building No. 2, Near Flora Fountain, MG Road, Fort, Mumbai - 400 001**

**Response to Prebid Queries Reference:** Tender with Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

**Date:** 19<sup>th</sup> May 2022

Pre-bid Meeting for the above-mentioned tender was held on 12.04.2021. Following response is issued in consideration with the Pre-Bid queries / suggestions by prospective bidders. Corrigendum with amendments required in the above-mentioned tender document is also issued.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
1	Oasys Cybernetics Pvt. Ltd	36	Camp Offices for paper-based output services	How frequent are these camps conducted. What are the infrastructure available at the camp locations. Are LL to be laminated at site. How are permanent DLs provided ? Will the camp office be a concrete accommodation or it would be a tent where even the electricity would not be available ?	Refer Corrigendum No. 19
2	Oasys Cybernetics Pvt. Ltd	41	o. MIS Reports The Successful Bidder needs to develop a web-based MIS application which can provide	Need sample reports. Are dashboards also required? Will there be a need for a mobile app ?	<ul style="list-style-type: none"> <li>• No mobile app required.</li> <li>• Dashboard required.</li> <li>• Bidder should customize the same as per requirement of the MVD.</li> </ul>
3	Oasys Cybernetics Pvt. Ltd	33	3.1.2.1 Process flow for RC and related services	Are cards to be delivered physically or couriered .	<ul style="list-style-type: none"> <li>• After printing, bidder will deliver the printed cards to the MVD.</li> <li>• Packing and delivery to the citizens is not in the scope of the bidder.</li> </ul>
4	Oasys Cybernetics Pvt. Ltd	57	In case of contract being terminated by MVD, MVD reserves the right to ask Successful Bidder to continue running the project operations for a maximum period of 6 months from the date of termination notice.	Will the bidder be paid for this time ? Will there be an extension of this 6 months.	Yes, payment will be given as per contractual terms as defined in the tender.
5	HID INDIA PVT LTD	71	Card printer speed 300 cards / hr dual side	Is this speed including the encoding of chip? Is there any encoding require in cards ?	As per Tender Conditions

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
6	HID INDIA PVT LTD			Is there color printing for dynamic data or photo ?	Monochrome only  As per tender conditions.
7	M-Tech Innovations Ltd	17	2.7.b EMD exemption will be given to MSME Units registered with NSIC	We request EMD exemption to MSME registered with Udyam registration also	All the EMD exemptions allowed by Central / State Govt. for MSME are accepted.
8	M-Tech Innovations Ltd	22	2.15.2 Financial: Average Turnover – similar work The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	We request to modify the clause as “The average annual turnover of the bidder should be at least Rs. 25 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years” As keeping 100 crore turnover from card business allows qualification of only 1 - 2 players in card industry and changing this term as per above request will help department to get more competitive bids.	Refer Corrigendum No. 19
9	M-Tech Innovations Ltd	25	2.16.1 Financials: Bidder’s Average Annual Turnover: The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average annual turnover: <100 crore = Disqualified >=100 crore and <150 crore = 10 marks >=150 crore and <200 crore = 15 marks >=200 crore and <250 crore = 20 marks >= 250 crore and <300 crore = 25 marks >=300 crore = 30 marks (Provide details in annexure 24)	We request you modify it as “The average annual turnover of the bidder should be at least Rs. 25 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average annual turnover: <25 crore = Disqualified >=25 crore and <30 crore = 10 marks >=30 crore and <35 crore = 15 marks >=35 crore and <40 crore = 20 marks >=40 crore and <45 crore = 25 marks >= 45 crore = 30 marks” As this enable competitive bids from medium scale card manufacturer also and department will get competitive bids and quality product at best possible prices	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
10	M-Tech Innovations Ltd	25	<p>2.16.4 Bidder's Experience: Printing Experience</p> <p>The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks</p> <p>2 projects with atleast 20000 PC cards = 10 marks</p> <p>3 projects with atleast 30000 PC cards = 15 marks</p> <p>(Provide details with supporting document of the project in annexure 23)</p>	<p>PC is new material in India. There are only 3 projects done in this technology out of which Rajasthan and Kerala project has not started yet. Only Andaman project has started so the experience of PC will be limited to only one manufacturer in India. Hence this point will favor that particular manufacturer only. In such circumstance we suggest to give marks for experience of parties for supplying &amp; printing DL &amp; RC cards and give weightage as given below</p> <p>"Bidder's Experience: Printing Experience</p> <p>The bidder should have an experience in printing of Polycarbonate/PVC cards through Laser Engraving technology or thermal printing, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years: Having experience of supply of PC/PVC cards</p> <p>&gt;=25 Lakhs and &lt;50 Lakhs = 5 marks</p> <p>&gt;=50 Lakhs and &lt;1 crore = 10 marks</p> <p>&gt;= 1 crore = 15 marks"</p>	Refer Corrigendum No. 19
11	M-Tech Innovations Ltd	25	<p>2.16.5 Manufacturer Details:</p> <p>The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:</p> <p>If not a manufacturer = 0 Marks</p> <p>If a manufacturer = 15 marks</p> <p>(Provide details in annexure 25)</p>	<p>As said, PC is new material in India. There are only 3 projects done in this technology out of which Rajasthan and Kerala project has not started yet. Only Andaman project has started so the experience of PC will be limited to only one manufacturer in India. Hence this point will favor that particular manufacturer only. In such circumstance we suggest to add PVC experience also and request you to modify the same as</p> <p>"The bidder is a manufacturer of PC/PVC cards and have manufactured and supplied atleast 1,00,00,000 PC/PVC cards in India in the last three financial years:</p> <p>If not a manufacturer = 0 Marks</p> <p>If a manufacturer = 15 marks</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
12	M-Tech Innovations Ltd	38	3.1.h PC based Cards - the material of the card shall be Polycarbonate (PC) 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	We request you to please elaborate whether the card is chip base card? If yes, whether is contact chip or contactless chip card?	As per Tender Conditions
13	M-Tech Innovations Ltd	NA	General	As we understand, currently DL/RC cards are delivered through registered post/courier to citizen address. Please elaborate, who will bear freight/courier cost of cards? Vendor or department?	<ul style="list-style-type: none"> <li>After printing, bidder will deliver the printed cards to the MVD.</li> <li>Packing and delivery to the citizens is not in the scope of the bidder.</li> </ul>
14	M-Tech Innovations Ltd	62	Annexure 1 List of services & approximate transactions per year for all Vahan Services	<p>At page no. 13 some different numbers are mentioned and on pg 62 different number.</p> <p>Card type Qty on pg no. 13 Qty on pg no. 62</p> <p>RC cards 23.86 lakhs 46.69 lakhs</p> <p>DL cards permanent 9.62 lakhs 9.62 lakhs</p> <p>Learning License 29.55 lakhs 29.55 lakhs</p> <p>Please clarify correct quantity for RC cards</p>	<p>'23.86 lakhs' is only data pertaining to the registration of vehicles</p> <p>However, '46.69 lakhs' includes all allied services mentioned on page no 62.</p>
15	M-Tech Innovations Ltd	NA	General	Please confirm, the photo on the DL card will be colored or monochrome?	Monochrome only
16	M/s Yardstick Technologies Pvt. Ltd.	22	<b>2.15 Pre-Qualification Criteria</b> <b>Financial: Average Turnover</b> – similar work The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	<p>We request you to consider "average annual turnover of the bidder should be at least Rs. 14 crore from manufacturing/supplying, IT/ ITeS Services and printing PC/PVC/PetG/ABS cards in India in the last three financial years".</p> <p>It will give more opportunity to bidders in the tender who has same / similar experience in the same field and ultimately benefit department and citizens to get good services in reasonable rate.</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
17	M/s Yardstick Technologies Pvt. Ltd.	23	<b>2.15 Pre-Qualification Criteria</b> <b>Technical Capability:</b> The bidder should have an experience of manufacuring / printing atleast 1 crore PC/PVC/PetG/ABS cards during the last 3 financial years in Government (State/Central) / Semi Government / Corporation / PSU / PSU Banks in India.	We request you to change it to The bidder should have an experience of manufacuring / printing atleast 40 Lacs PC/PVC/PetG/ABS cards during the last 3 financial years in Government (State/Central) / Semi Government / Corporation / PSU / PSU Banks in India.	No Change
18	M/s Yardstick Technologies Pvt. Ltd.	24	2.15 Pre-Qualification Criteria  The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidary, associated or other related entity.	We kindly request you to consider the technical experience of it's parent, subsidiary,co-subsidary, associated or other related entity and also for a fair opportunity for more bidders/ vendors to participate in the BID allow two companies to form a consortium to bid for the tender. It will give opportunity to more bidders to bid for the tender and it will benefit department and citizen to have best services with competative rate when more bidders are allowed to bid.	No change
19	M/s Yardstick Technologies Pvt. Ltd.	24	2.15 Pre-Qualification Criteria  (Note: Manufacturer of PC cards shall provide MAF to only one bidder for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than one bidder for this RFP, bids with the same manufacturer will be rejected)	Please revise this clause as follows:  (Note: Manufacturer of PC cards shall provide MAF to not more than 2 bidders for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than two bidder for this RFP, bids with the same manufacturer will be rejected)	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
20	M/s Yardstick Technologies Pvt. Ltd.	24	<p>2.16 Technical Evaluation</p> <p>Sr. No.1 Financials: Bidder's Average Annual Turnover: The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average Annual Turnover: &lt;100crore= Disqualified &gt;=100 crore and &lt;150 crore = 10 marks &gt;=150 crore and &lt;200 crore = 15 marks &gt;=200 crore and &lt;250 crore = 20 marks &gt;= 250 crore and &lt;300 crore = 25 marks &gt;=300 crore=30mars</p> <p>Sr. No. 3 Technical Capability The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India</p> <p>&lt;1 Cr Disqualified &gt;=1Cr &lt;1.5 Cr 10 Marks &gt;=1.50 Cr and &lt;2Cr 20 Marks &gt;=2Cr 30 Marks</p>	<p>We kindly request you to revise following clause to promote and allow a fair opportunity for more bidders/ vendors to participate in the BID.</p> <p>2.16 Technical Evaluation Sr. No.1 Financials: Bidder's Average Annual Turnover: The average annual turnover of the bidder should be at least Rs. 14 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average Annual Turnover: &lt;14crore= Disqualified &gt;=14 crore and &lt;18 crore = 10 marks &gt;=18 crore and &lt;22 crore = 15 marks &gt;=22 crore and &lt;26 crore = 20 marks &gt;= 26 crore and &lt;30 crore = 25 marks &gt;=30 crore=30marks</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
21	M/s Yardstick Technologies Pvt. Ltd.	25	<p>Technical Capability: The bidder should have an experience of manufacturing / printing atleast 1 crore PC/PVC/PetG/ABS cards during the last 3 financial years in Government (State/Central) / Semi Government / Corporation / PSU / PSU Banks in India.</p> <p>&lt;1 Cr Disqualified &gt;=1Cr &lt;1.5 Cr 10 Marks &gt;=1.50 Cr and &lt;2Cr 20 Marks &gt;=2Cr 30 Marks</p>	<p>We kindly request you to revise following clause to promote and allow a fair opportunity for more bidders/ vendors to participate in the BID.</p> <p>Technical Capability: No . 4: The bidder should have an experience of manufacturing/supplying, and printing of at least 40+ lacs PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India</p> <p>&lt; 40 Lacs Disqualified &gt;= 40 Lacs &lt; 45 Lacs 10 Marks &gt;= 45 Lacs and &lt; 50 Lacs 20 Marks &gt;= 50 Lacs 30 Marks</p>	No Change
22	M/s Yardstick Technologies Pvt. Ltd.	25	<p>Bidder's Experience: Printing Experience S. No. 4 The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks 2 projects with atleast 20000 PC cards = 10 marks 3 projects with atleast 30000 PC cards = 15 marks</p> <p>(Provide details with supporting document of the project in annexure 23)</p>	<p>We request to kindly revise this clause as following since the most used card for DL and RC and Banking projects is PVC or PVC +PETG. Hence only PC card clause restrict participation for Bidders in the Tender</p> <p>The bidder should have an experience in printing of PVC/PVC+PETG/ Polycarbonate cards, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 25,00,000 cards = 5 marks 2 projects with atleast 35,00,000 cards = 10 marks 3 projects with atleast 45,00,000 &gt; cards = 15 marks</p> <p>(Provide details with supporting document of the project in annexure 23)</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
23	M/s Yardstick Technologies Pvt. Ltd.	26	<b>2.16 Technical Evaluation</b> <b>Point No. 5</b> <b>Manufacturer Details:</b> The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks	We request you to please remove this clause As not all the system integrators or smart card suppliers will be having experience in printing of PC cards in india and not all the bidders are having experience of printing PC cards and manufactureres of cards. It will given unfair advantag to only one company and it will also affect the marking of other bidders.	Refer Corrigendum No. 19
24	M/s Yardstick Technologies Pvt. Ltd.	37	<b>3.1.3 successful Bidders Responsibility</b> <b>IT Infrastrucure/Hardware</b> <b>Point d</b> Camp Offices for paper-based output services a. RTOs also conduct single day camps in the remote areas to provide easy access to driving license related services to the citizen across Maharashtra. Around 40 RTOs conduct 10 to 15 camps in a month (total of about 350 camps across the state), which may vary from time to time. The Successful Bidder shall be responsible to facilitate these camps by capturing biometrics, printing of LL and other services with paper-based output. In order to conduct such camps, the Successful Bidder shall carry required hardware and set up for internet as per the numbers given in annexure 2 and specifications given in annexure 3.  b.The transportation cost for carrying hardware, manpower to these camps shall be borne by the Successful Bidder.	Please clarify, if your office is going to provide permanent space to successful bidder for conducting camps as it is not feasible to carry all the hardware equipment's and consumables regularly in heat and rainy season for each camp as there is possibility of malfunctioning of hardware.  Also please clarify who will provide internet connectivity at camp locations.	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
25	M/s Yardstick Technologies Pvt. Ltd.	37	<b>3.1.3 successful Bidders Responsibility IT Infrastrucure/Hardware Point e Network Infrastructure:</b> The Successful Bidder shall provide the required internet lease line services of 10 Mbps connection at each CPF and RTO location to run printing facility. It is the responsibility of the Successful Bidder to provide all the Network Infrastructure such as routers, switch and cable to ensure seamless connectivity in order to conduct their operations.	Please clarify if 10MBPS Lease line will be from any internet service provider or BSNL	Bidder can select any service provider.  As per tender, Commissioning, Payment, Network security etc. will be responsibility of the bidder.
26	M/s Yardstick Technologies Pvt. Ltd.	38	<b>3.1.3 successful Bidders Responsibility IT Infrastrucure/Hardware Point h PC based cards</b> <b>§ Ministry of Road Transport and Highways has</b> published the Notification No G.S.R. 174(E) dated 1st March 2019 - "Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Polycarbonate (PC) 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. The notification can be accessed at <a href="http://egazette.nic.in/WriteReadData/2019/1">http://egazette.nic.in/WriteReadData/2019/1</a>	Currently in State of Maharashtra and other indian state, presently Smartcard with Chip (SCOSTA) is used and being issued for DL and RC Card to citizens, however the PC card proposed in the Tender for DL & RC is normal plain PC card without any chip or security features. The new Proposed PC card has a shortfall of no secure storage of data into the chip of the card hence in-case of any validation requirement of the DL and RC need to rely on only visual printing data, further the QR Printing could also fade over a period hence PC card cannot be validated in the absence of chip and reduced security. Currently the traffic police use a handheld terminal to read the chip-data cannot be used on the proposed new card plain PC Card. We request you instead of Polycarbonate Cards (PC) change to <b><u>Poly Vinayal Cards (PVC) with colour dye submlimation printing technology</u></b> for following	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
			99228.pdf § The Successful Bidder shall supply and print the cards in required quantities. § 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.	reasons... 1)The cost of per card of PC (Polycarbonate card) is very high than PVC. 2) The cost for printing per card for Laser Engraved printing technology is also at higher side than Direct-to-Card Smart card printing.Also The printer cost for Laser Engraved technology is very high. 3) The Laser Engraved printing technology is not successful in India. 4) Getting support/services for such high end printers is quite difficult in India as trained staff is required for such printing technology.	
27	M/s Yardstick Technologies Pvt. Ltd.			<b>Also to add additional security and validation we request you to kindly revise the clause as follows.</b> Request you to kindly revise the clause as below: Ministry of Road Transport and Highways has published the Notification No G.S.R. 174(E) dated 1st March 2019 - "Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be Smartcard (ICC) as mentioned on page no 22 of the MORTH Notification being Smart Card type driving licence is issued in Form 7 further "Form 23A 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. The notification can be accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228.pdf">http://egazette.nic.in/WriteReadData/2019/199228.pdf</a>	No Change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
28	M/s Yardstick Technologies Pvt. Ltd.			<p>Further Annexure XI of Central Motor Vehicles Rules, 1989 as per G.S.R. 174(E) dated 1st March 2019. Specifications of laminated card type Smart Card type Driving Licence and Registration Certificate. –</p> <p>(a) Integrated Circuit Card (ICC, commonly known as contact smart card)</p> <p>(b) ICC shall be compliant to ISO/IEC 7816-1, 2</p> <p>(c) ICC shall also be compliant to ISO/IEC 7816-4, 8 and 9, IS-16695 Part I, 2018 (commonly known as SCOSTA).</p> <p>(d) Minimum 10 years data retention for the non-volatile memory in the form of EEPROM or FLASH.</p> <p>(e) Minimum 300,000 write cycles endurance for the non-volatile memory</p> <p>(i) For Poly Vinyl Chloride (PVC): Glossy surface, Poly Vinyl Chloride (PVC), with overlay to allow colour dye sublimation printing.</p>	No change
29	M/s Yardstick Technologies Pvt. Ltd.	39	<p><b>3.1.3 successful Bidders Responsibility IT Infrastrucure/Hardware</b></p> <p><b>Point h PC based cards</b></p> <p>§ Warranty: Successful Bidder shall provide a minimum contract period warranty on the supplied smart cards, against any manufacturing or printing or other defects. The Successful Bidder shall replace a defective or incorrectly printed cards at no cost to MVD 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 15 including termination of contract.</p>	<p>Please clarify who will bear the charges if wear and tear of card is due to mishandling by RC/DL holder and incorrectly printed card is due to wrong inputs by candidate or govt. staff.</p>	<p>Only causes attributable to successful bidder shall be covered under the clause. MVD's decision shall be final and binding in this regard.</p>

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
30	M/s Yardstick Technologies Pvt. Ltd.	43	3.3. Payment Schedule - Third Bullet Amount of such payment to be made daily shall be calculated based on the actual number of cards printed and sent for post. The payment to be made to the successful bidder shall be within 3 days from the date of printing of cards.	Please clarify who will bear the postal expenses for sending DL and RC to the post or citizens?	After printing, bidder will deliver the printed cards to the MVD.  Packing and delivery to the citizens is not in the scope of the bidder.
31	M/s Yardstick Technologies Pvt. Ltd.	48	<b>4.7.Taxes and Duties</b> <b>Taxes and Duties</b> The amount quoted in the Commercial Bid shall be inclusive of all taxes. Successful Bidder is fully responsible for all its own tax related obligations to relevant tax authorities.	Please clarify if there is revision in Taxes at later stage, How it will be compensated to the successful bidder?	Any change in the Government Tax structure or duties (increase / decrease) as per prevailing law during the project period, shall be considered.
32	Evolis Card Printer India Pvt Ltd	26	2.16 Technical Evaluation, 4, Bidder's Experience: Printing Experience, The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years: 1 project with atleast 10000 PC cards = 5 marks 2 projects with atleast 20000 PC cards = 10 marks 3 projects with atleast 30000 PC cards = 15 marks	The MVD is planning to issue approx 35,000 cards a day and where as the experience from the bidder is sought for maximum of 30,000 cards in last Three financial years, 1. This may lead to a short supply of cards, 2. Inexperienced bidders may lead to disrupt the project, 3. Currently No Transport department in India had gone with the PC card technology, since it is a high cost solution, 4. Laser engraving on a PC card is generally used in High security application and globally we didn't find any DL/RC application use this technology. Hence, we request the MVD to consider the Dye-sublimation printing technology using PVC cards, with additional security features such as lamination / customized holographic lamination for card durability and trouble free operations (which is very cost effective and widely used in many states in India successfully for many years).	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
33	Evolis Card Printer India Pvt Ltd	26	5. Manufacturer details, Manufacturer Details: The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks	There has been no big project on PC Card used in India on Government project, since it is a costly solution, also it is fully relied on foreign countries on the raw materials and hence it is a big risk to depend on this technology. We request and suggest the MVD to consider the Dye-sublimation printing technology using PVC cards.	Refer Corrigendum No. 19
34	Evolis Card Printer India Pvt Ltd		Pre-bid meeting planned on 12th April @11am	Due to the partial lockdown implied in Mumbai, Maharashtra, we request MVD to conduct the Pre-bid meeting by virtual platform rather than in-person meeting.	NA
35	Watchdata Technologies India Pvt. Ltd	22	2.14. c. Sample Testing: Sample set PC cards of bidders securing at least 70 marks out of 100 marks in technical evaluation shall be sent for Laboratory testing to the Government approved Laboratories. The department shall technically qualify only those bidders whose PC cards in Sample set are found as per the specifications mentioned under MoRTH notification no. G.S.R. 174(E) dated 01.03.2019 accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228.pdf">http://egazette.nic.in/WriteReadData/2019/199228.pdf</a> . Commercial envelope of only those bidders who are qualified in Technical Evaluation and whose sample set of PC cards are found as per the specifications mentioned under the MoRTH notification and approved by the laboratory shall be opened by the TEC.	Kindly help to clarify how many samples needed to be submitted for DL and RC each? Kindly clarify if any artwork printing is required for the samples. If yes please share the original artwork / CDR file. Since as per the MORTH notification only the generic layout and requires several clarifications and input from	Refer clause 2.20  50 samples without artwork printing are needed to be submitted.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
36	Watchdata Technologies India Pvt. Ltd	22	2.15 Pre-Qualification Criteria Sr. No. 2: Financial: Average Turnover – similar work The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/ supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	Request to kindly revise the clause as follows to enable a fair opportunity for more Bidders to participate in the Tender who has same / Similar experience in the same field and result in better benefit to department and citizens.  Financial: Average Turnover – similar work The average annual turnover of the bidder should be at least Rs. 15 crore from manufacturing/supplying, and printing PC/PVC/Pet-G/ABS cards in India in the last three financial years	Refer Corrigendum No. 19
37	Watchdata Technologies India Pvt. Ltd	23	2.15 Pre-Qualification Criteria Sr. No . 4: Technical Capability: The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India	Request to kindly revise the clause as follows to enable a fair opportunity for more Bidders to participate in the Tender who has same / Similar experience in the same field and result in better benefit to department and citizens.  The bidder should have an experience of manufacturing/supplying, and printing of at least 2.5 Million PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India	No Change
38	Watchdata Technologies India Pvt. Ltd	24	2.15 Pre-Qualification Criteria The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidiary, associated or other related entity.	Request you to kindly remove the below clause as Several large organizations generally have subsidiary, co-subsidiary and Group companies. Also this would limit and restrict the number of participants for the tender. Further in a tender where it requires a wide scope of work it is always encouraged to work with consortium partners distinguished in their field. For e.g. a Card manufacturer is good at manufacturing cards and SI is good at systems and networks etc.	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
39	Watchdata Technologies India Pvt. Ltd	24	2.15 Pre-Qualification Criteria (Note: Manufacturer of PC cards shall provide MAF to only one bidder for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than one bidder for this RFP, bids with the same manufacturer will be rejected)	Request to kindly revise this clause as follows: As there are limited number of PC card Manufacturers, the addition of this clause would restrict the number of Participants in the Tender (Note: Manufacturer of PC cards shall provide MAF to not more than 2 bidders for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than two bidder for this RFP, bids with the same manufacturer will be rejected)	Refer Corrigendum No. 19
40	Watchdata Technologies India Pvt. Ltd	24	2.16 Technical Evaluation Sr. No.1 Financials: Bidder's Average Annual Turnover: The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average Annual Turnover: <100crore= Disqualified >=100 crore and <150 crore = 10 marks >=150 crore and <200 crore = 15 marks >=200 crore and <250 crore = 20 marks >= 250 crore and <300 crore = 25 marks >=300 crore=30mars	Request to kindly revise the clause as follows to enable a fair opportunity for more Bidders with required and suitable qualification to participate in the tender. Sr. No.1 Financials: Bidder's Average Annual Turnover: The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years Average Annual Turnover: <15crore= Disqualified >=15 crore and <17.25crore = 10 marks >=17.25 crore and <20 crore = 15 marks >=20 crore and <22.25 crore = 20 marks >= 22.25 crore and <25 crore = 25 marks >=25 crore=30 marks	Refer Corrigendum No. 19
41	Watchdata Technologies India Pvt. Ltd	25	Sr. No. 3 Technical Capability The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government	Request to kindly revise the clause as follows to enable a fair opportunity for Bidders with required and suitable qualification to participate in the tender The bidder should have an experience of manufacturing/supplying, and printing of at least 1.5	No Change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
			(State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India  <1 Cr Disqualified >=1Cr <1.5 Cr 10 Marks >=1.50 Cr and <2Cr 20 Marks >=2Cr 30 Marks	Million PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India  <1.5 Million Disqualified >=1.5 Million<1.75Million 10 Marks >=1.75Million and <2 Million 20 Marks >=2Million 30 Marks	
42	Watchdata Technologies India Pvt. Ltd	25	Sr. No. 4 Bidder's Experience: Printing Experience The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years: 1 project with atleast 10000 PC cards = 5 marks 2 projects with atleast 20000 PC cards = 10 marks 3 projects with atleast 30000 PC cards = 15 marks (Provide details with supporting document of the project in annexure 23)	Request to kindly revise this clause as below since the most widely used card body for cards in India for ID projects including DL and RC and Banking projects is PVC or PVC +PETG. Hence this would restrict participation for Bidders in the Tender The bidder should have an experience in printing of PVC/PVC+PETG/ Polycarbonate cards, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years: 1 project with atleast 1,000,000 cards = 5 marks 2 projects with atleast 2,000,000 cards = 10 marks 3 projects with atleast 3,000,000 cards = 15 marks (Provide details with supporting document of the project in annexure 23)	Refer Corrigendum No. 19
43	Watchdata Technologies India Pvt. Ltd	25	Sr. No. 5 Manufacturer Details: The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks	Request to kindly remove this clause as this will discriminate between a card-manufacturer as a bidder and a System Integrator as the Bidder. Also the most widely used card body for cards in India for ID projects including DL and RC and Banking projects is PVC or PVC +PETG. Hence this would restrict participation for Bidders in the Tender	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
44	Watchdata Technologies India Pvt. Ltd	38	<p>3.1.3 Successful Bidders Responsibility</p> <p>h. PC based Cards</p> <p>▪ Ministry of Road Transport and Highways has published the Notification No G.S.R. 174(E) dated 1st March 2019 - "Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Polycarbonate (PC) 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. The notification can be accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228.pdf">http://egazette.nic.in/WriteReadData/2019/199228.pdf</a></p>	<p>For the State of Maharashtra the present DL and RC Card being issued is a Smartcard with Chip (SCOSTA) however the card proposed in the Tender for Certificate of Registration and Driving License is plain PC card without any chip. The new Proposed card has a shortfall of no secure storage of data into the chip of the card hence in-case of any validation requirement of the DL and RC need to rely on visual printing data further the complete or partial QR Printing could also fade over a period thus resulting in a situation where the card cannot be validated in the absence of chip and reduced security.</p> <p>Also the current allied applications like the e-challan where the traffic police use a handheld terminal to read the chip-data cannot be used on the proposed new card plain PC Card. Hence to add additional security and validation we request you to kindly revise the clause as follows</p> <p>Request you to kindly revise the clause as below:</p> <p>Ministry of Road Transport and Highways has published the Notification No G.S.R. 174(E) dated 1st March 2019 - "Central Motor Vehicles (Second Amendment) Rules 2019". In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be Smartcard (ICC) as mentioned on page no 22 of the MORTH Notification being Smart Card type driving licence is issued in Form 7 further "Form 23A 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. The notification can be accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228">http://egazette.nic.in/WriteReadData/2019/199228</a></p>	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>.pdf</p> <p>Further Annexure XI of Central Motor Vehicles Rules, 1989 as per G.S.R. 174(E) dated 1st March 2019.</p> <p>Specifications of laminated card type Smart Card type Driving Licence and Registration Certificate. –</p> <p>(a) Integrated Circuit Card (ICC, commonly known as contact smart card)</p> <p>(b) ICC shall be compliant to ISO/IEC 7816-1, 2</p> <p>(c) ICC shall also be compliant to ISO/IEC 7816-4, 8 and 9, IS-16695 Part I, 2018 (commonly known as SCOSTA).</p> <p>(d) Minimum 10 years data retention for the non-volatile memory in the form of EEPROM or FLASH.</p> <p>(e) Minimum 300,000 write cycles endurance for the non-volatile memory</p> <p>(i) For Poly Vinyl Chloride (PVC): Glossy surface, Poly Vinyl Chloride (PVC), with overlay to allow colour dye sublimation printing.</p>	
45	UNITED TELECOMS LIMITED	22	2.15 point 2 Financial: Average Turnover – similar work - The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	<p>With reference to PMI Notification dated 4th June 2020 of Government of India, we request you to amend this Clause 2.15 Point-2 Financial, as "The average turnover of the bidder (Any one member in case of a consortium) should be at least Rs.10 Crore from the business of manufacturing /supply, printing and personalization of Smart Cards in the last three financial years".</p> <p>For ready reference, we are extracting the relevant Clause of PMI Notification on the Financial Turnover criteria, as under: -“10. (b). Procuring entities shall endeavor to see that eligibility conditions, including on matters like turnover, production capability and financial strength do not result in unreasonable</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>exclusion of “Class-I local supplier/ Class-II who would otherwise be eligible, beyond what is essential for ensuring quality or credit worthiness of the supplier”</p> <p>Further, we request you to maintain the earlier Tender conditions &amp; Clause for Financial Turnover criteria wherein your office has sought for “The Average turn over of around Rs.10 crores from smart card projects are eligible to participate”</p> <p>We request you to kindly issue necessary amendment to the present Clause 2.15 Point 2 Financial while reciprocating the strict guidelines of PMI Notification issued by GOI under Atmanirbhar Bharat initiative with due respect and fair play.</p>	
46	UNITED TELECOMS LIMITED	23	2.15-point 4 Technical Capability: The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India	<p>With reference to PMI Notification dated 4th June 2020 of Government of India, we request you to amend this Clause Point-4 Technical Capability, as “The bidder should have an experience of manufacturing/supplying and printing of at least 50 Lakhs PC/PVC/PetG/ABS Cards during the last 3 financial years in Government (State/Central/Union Territory), Semi Government/ Corporation/ PSU/ PSU Banks in India:.</p> <p>For ready reference, we are extracting the relevant Clause of PMI Notification on the Financial Turnover criteria, as under: -</p> <p>PMI Clause 10. Specifications in Tenders and other procurement solicitations:</p> <p>a. Every procuring entity shall ensure that the eligibility conditions in respect of previous experience fixed in any tender or solicitation do not require proof of supply in other countries or proof of exports..</p>	No Change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
47	UNITED TELECOMS LIMITED	24	Note: Manufacturer of PC cards shall provide MAF to only one bidder for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than one bidder for this RFP, bids with the same manufacturer will be rejected)	This is would restrict number of bids as there are not many manufacturers of PC cards in India. We request you to relax this requirement and allow Card manufacturers to provide MAFs to multiple bidders, while reciprocating the PMI Notification and Guidelines of GOI dated 4th June 2020. The copy of PMI Notification is enclosed for ready reference and needful..	Refer Corrigendum No. 19
48	UNITED TELECOMS LIMITED	25	2.16. Technical Evaluation Point 4. Bidder's Experience: Printing Experience The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years: 1 project with atleast 10000 PC cards = 5 marks 2 projects with atleast 20000 PC cards = 10 marks 3 projects with atleast 30000 PC cards = 15 marks (Provide details with supporting document of the project in annexure 23)	With reference to PMI Notification dated 4th June 2020 Clause 10 (a) of Government of India, we request you to amend this Clause 2.16 Technical Evaluation Point-4, Bidder's Experience, as under:-  In Pre-Qualification Criteria the bidders with experience in other types of cards are allowed whereas they are restricted by way of marks allotment in the Technical Evaluation which is unfair and discriminatory. Request you to kindly revise the clause to include specific experience of DLRC smart cards printing experience on PVC/PC/PETG  The use of PC cards in india is very less accordingly there are very few OEM who manufacture PC cards. The project envisages various components like IT related services to be delivered at every office, Center Management, Camps etc but the Pre-qualifications criteria does not reflect any of the IT related services requirement and mainly focused on Printing and its experience.	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
49	UNITED TELECOMS LIMITED	24	2.16. Technical Evaluation Manufacturer Details: The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks	With reference to PMI Notification dated 4th June 2020 Clause 10 (a) of Government of India, we request you to amend this Clause 2.16 Technical Evaluation Point-4, Bidder's Experience, Request you to kindly modify this clause as this clause is totally inclined towards PC card manufacturers only and appears to be favoring some particular manufacturer and it is unfair to the bidders who are not manufacturers but have the experience and Technical capability of implementing large scale smart card DLRC projects. Please amend this clause to include SCOSTA compliant DLRC PVC/Petg cards	Refer Corrigendum No. 19
50	UNITED TELECOMS LIMITED	24	2.15. Pre-Qualification Criteria The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidiary, associated or other related entity.	Please specify that in case of consortium any member or all members put together should meet this experience.	No change
51	UNITED TELECOMS LIMITED	22	2.20 Sample Testing	Request you to provide details of 1.The quantity of sample cards for DL as well as RC to be submitted along with the bid. 2. Will these sample cards be blank or preprinted. If preprinted then please share the artwork.	Refer clause 2.20  50 samples without artwork printing are needed to be submitted.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
52	UNITED TELECOMS LIMITED	32	<p>Section 3 : Scope of work The Successful Bidder shall procure and setup all the hardware, software, infrastructure including tables, chairs, etc. needed to set up a Centralized Printing Facility (CPF) for printing of PC based Registration Certificate card and driving licenses for all the services with card outputs, and LL printing and DL related services shall be performed at 50 RTO Locations across Maharashtra.</p> <p>Following are the locations for setting up the common CPF for RC and DL related services. 1.Mumbai 2.Aurangabad 3. Nagpur</p>	Please clarify whether the 3 CPFs would be printing the DLRC cards pertaining to their regions or any DLRC card approved throughout the state and provide the quantity of DLRC printing load at each CPF to propose a suitable printer to cater to the load.	Department will decide RTO mapping with each CPF and provide details to the successful bidder from time to time to comply with daily printing requirements
53	UNITED TELECOMS LIMITED	RFP	RFP – Consortium	Earlier tender (tender Id TCO/Desk11/2018/Smartcard/ON-5741 dated 10th April 2018) had the consortium clause request you to include the same in this tender to allow for bidders to go for consortium.	No change
54	UNITED TELECOMS LIMITED	RFP	Pre-Bid Meeting date 12-04-2021	Due to restrictions on travels, COVID situation and lockdown in Maharashtra we request you to please extend the date of Pre-Bid meeting until lockdown restrictions are relaxed and conditions are normalized.	NA

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
55	MCT Cards & Technology Private Limited	27	The department shall test PC cards as per the specifications mentioned under MoRTH notification. It is the responsibility of successful bidder to comply with the specification mentioned as per the MoRTH notification.	Please let us know the quantity of cards (DL& RC) that needs to be submitted along with bid for testing purpose? Sample cards are to be submitted as per MoRTH spec with only static data or with dynamic data (laser) as well? What lab tests will be conducted on cards and under any ISO standard? This is just to know the tentative costs to be considered for testing. Please indicate in which Lab the tests will be carried out( If this is not a confidential information) or share the actual cost for testing.	Refer clause 2.20  50 samples without artwork printing are needed to be submitted.
56	MCT Cards & Technology Private Limited	28	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing T2 + 60	Request MVD to extent project commencement time to T2 + 90 days. This is considering site preparation at CPF and lead time for Laser perso machines and installation at 3 different locations.	No change.
57	MCT Cards & Technology Private Limited	32	Following are the locations for setting up the common CPF for RC and DL related services. 1. Mumbai 2. Aurangabad 3. Nagpur	Please let us know the card volume break up at each CPF. Also break up of DL and RC card volume at each location. Working hours for card personalization at each CPF.	Department will decide RTO mapping with each CPF and provide details to the successful bidder to comply with daily printing requirements
58	MCT Cards & Technology Private Limited	33	Citizen is directed to Biometrics counter for capturing picture and signature.	Please explain which Biometric details needs to be collected? Ex: Fingerprint, Iris etc. Please share the specification of Biometric capturing devices.	As per Tender conditions
59	MCT Cards & Technology Private Limited	35	The Successful Bidder may arrange additional infrastructure like electrical fittings, plugs, switches, MCBs, fan, light, etc. for smooth operations at RTOs.	Please indicate the area provided for CPF in Square feet. Can the bidder visit the location before bidding to estimate the cost for additional infrastructure required?	Sufficient space will be provided to accommodate the activities
60	MCT Cards & Technology	35	The data source and the format of the Registration Certificate and Driving license	Please let us know in which format data will be shared and what is the frequency of data sharing.	Role based access will be provided for printing the

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
	Private Limited		shall be from NIC developed software Vahan and Sarathi.	QR code in the card will be pre generated or the bidder has to generate in perso machine?	data through NIC software.  QR code data will be pre-generated.
61	MCT Cards & Technology Private Limited	35	RTOs also conduct single day camps in the remote areas to provide easy access to driving license related services to the citizen across Maharashtra. Around 40 RTOs conduct 10 to 15 camps in a month (total of about 350 camps across the state), which may vary from time to time.	This means 350 monthly camps across Maharashtra state or yearly? What will be the working hours for these camps? One camp will run for how many days?	Refer Corrigendum No. 19
62	MCT Cards & Technology Private Limited	36	In order to conduct such camps, the Successful Bidder shall carry required hardware and set up for internet as per the numbers given in annexure 2 and specifications given in annexure 3. b. The transportation cost for carrying	Infrastructure such as Portable shelter, table chair, Power supply for devices will be arranged by MVD?	Refer Corrigendum No. 19
63	MCT Cards & Technology Private Limited	36	The physical premise for Centralized Printing Facility (CPF) for PC based registration cards (RC and DL), will be provided by the MVD, rent free. However, the premise may be vacant and any work (including civil work, flooring, ceiling etc.) that needs to be undertaken to make the CPF operational shall be responsibility of the Successful Bidder.	We understand MVD will provide vacant constructed building for setting up CPF. We need to know the area in Sq. feet allocated for each CPF. To understand the estimate expense of civil works, can the bidder be allowed to visit the CPF location. Or send us the photos of CPF location.	Sufficient space will be provided to accommodate the activities
64	MCT Cards & Technology Private Limited	37	Separate electric meter must be taken by the successful bidder at the three finalized CPF locations only. The utility charges and timely payment of the same shall be responsibility of the Successful Bidder for the three identified CPFs only.	We understand CPF building will be given power supply connection form Electricity board, bidder just need to get an additional meter and manage tariff.	As per Tender Conditions

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
65	MCT Cards & Technology Private Limited	36	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 CPF locations as per the requirement to establish the minimum required infrastructure as per the RFP.	Confirm if the facility to be access controlled. If yes, access to be provided to only to vendor's staff or to RTO staff also	Yes, access shall be provided to authorized vendor staff and RTO staff
66	MCT Cards & Technology Private Limited	37	The data source and the format of the paper-based output like LL shall be fetched from Sarathi portal and the successful bidder shall be printing LL and other services output directly from the Sarathi application.	Paper for LLR should be pre printed or blank? Any security feature to be needed in paper such as Hologram etc.? Please let us know paper size and lamination material specification for LLR.	As per Tender conditions, Paper will be blank with A4 size.  <b>For Lamination:</b> Refer Corrigendum No. 19
67	MCT Cards & Technology Private Limited	38	In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Polycarbonate (PC) 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.	Any security features need to be considered in PC card. We recommend to consider below security features: 1. Fine line geometric pattern or guilloche pattern 2. One or more micro-printed text features with intentional error 3. Invisible logo (visible only under UV light sources) 4. Hologram 5. Laser engraved portrait (grayscale) 6. Laser engraved "ghost" portrait. 7. Laser engraved demographic information 8. Laser engraved tactile features for demographic elements. 9. Machine readable QR code	No change
68	MCT Cards & Technology Private Limited	38	Warranty: Successful Bidder shall provide a minimum contract period warranty on the supplied smart cards, against any manufacturing or printing or other defects.	What is the expected life time of PC cards. We recommend the cards to be 100% PC without any adhesives for high durability.	As per Tender Conditions

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
69	MCT Cards & Technology Private Limited	38	The complete end to end process of printing of card shall be responsibility of the Successful Bidder.	After successful card printing at CPF, how the bidder needs to deliver the cards? Any kind of packing to be done for cards? Cards needs to be delivered to end user or specific RTO? Kindly clarify. Our understanding freight cost related to card dispatch to the end customer / RTO will be taken care by department only. Kindly confirm	After printing, bidder will deliver the printed cards to the MVD.  Packing and delivery to the citizens is not in the scope of the bidder.
70	MCT Cards & Technology Private Limited	38	The Successful Bidder shall share make and model of the PC printers in advance to the MVD to enable configuration and integration with Vahan 4.0 and Sarathi for printing of the cards.	For Laser machine integration with Vahan/ Sarathi, we expect MVD to support with dll files.	As per Tender Conditions
71	MCT Cards & Technology Private Limited	41	The Successful Bidder shall conduct periodic third-party quality checking of the cards randomly as directed by MVD, at its own cost and submit the test report confirming the quality specifications of the card as detailed in the RFP document.	Please indicate the tests to be conducted in third party labs. What will be the frequency of these tests. Please provide list of third party labs where tests to be conducted.	Refer clause 2.20  50 samples without artwork printing are needed to be submitted.
72	MCT Cards & Technology Private Limited	43	Successful Bidder shall peacefully vacate all the premises provided by MVD for implementation of the project, leave all the hardware, furniture and any other equipment setup on as-is where-is basis after completion of the project duration.	Can bidder get back the Laser Perso machine from all locations after completion of project duration.	As per Tender conditions
73	MCT Cards & Technology Private Limited	43	The Successful Bidder needs to develop a web-based MIS application which can provide	Confirm if the web application to be developed in house	MIS application deployment and necessary server storage and computing, security etc. shall be responsibility of Successful Bidder

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
74	MCT Cards & Technology Private Limited	99	Delay in printing . Rs. 20 per day / card or part thereof for delay per delayed card	Request to modify the penalty Clause of Delay in Printing Rs.1 per day/card or part thereof for delay per delayed card	No change
75	MCT Cards & Technology Private Limited	42	Payment for per Card as quoted by Successful Bidder shall be made by MVD to Successful Bidder on next working day on Daily Basis on number of RC and DL Card printed as per the banking arrangement with the current bank.	Our understanding MVD will make the Payment centrally from one location to the successful Bidder on next working day on Daily Basis on number of RC and DL Card printed.	As per tender conditions
76	MCT Cards & Technology Private Limited	36	<b>Non-IT Infrastructure. b. Software:</b> The successful bidder shall procure an SLA Management Tool, as per the project requirements listed in the RFP. The reporting and monitoring format shall be provided in the SLA monitoring tool, for each CPF and RTO location to share the information pertaining to the SLAs mentioned in the RFP.	Please elaborate what are main Parameter required In SLA monitoring tool.	As per tender conditions
77	MCT Cards & Technology Private Limited	25	Section 2.16 Technical Evaluation Technical Evaluation Parameter Serial Number 5 Manufacturer Details: The bidder is a manufacturer of PC cards, have manufactured and supplied at least 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks (Provide details in annexure 25)	This project is related to Government supply. So we request to add The bidder is a manufacturer of PC cards, have manufactured and supplied at least 10000 PC cards to any <b>Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks)</b> in India for the last three financial years as mentioned in section 2.16 serial number 4	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
78	MCT Cards & Technology Private Limited	32	SECTION 3: SCOPE OF WORK - Centralized Printing of Registration Certificates and Driving Licenses The Successful Bidder shall procure and setup all the hardware, software, infrastructure including tables, chairs, etc. needed to set up a Centralized Printing Facility (CPF) for printing of PC based Registration Certificate card and driving licenses for all the services with card outputs, and LL printing and DL related services shall be performed at 50 RTO Locations across Maharashtra. Following are the locations for setting up the common CPF for RC and DL related services. 1. Mumbai 2. Aurangabad 3. Nagpur	Our understanding is three CPF is required to reduce the Leadtime. Whether Government will divide which RTO data will go to which CPF or the bidder can do themselves.	Department will decide RTO mapping with each CPF and provide details to the successful bidder to comply with daily printing requirements
79	MCT Cards & Technology Private Limited	62	Table 2: List of services and approx. transactions - <b>DL Extract -Paper</b>	Kindly confirm which Data to be printed on DL extract paper and source of data?	As per Tender conditions, DL extract is service and data for printing will be available through NIC SARATHI portal.
80	MCT Cards & Technology Private Limited	39	h. PC based Cards	We request department to adopt only Multilayer Laminated PC Card without any glue. There are inferior quality PC Material available which is not 100 percent polycarbonate and adhesive is used to bond the cards. As a result card life will be very less. All Global Tenders adopt this condition.	As per Tender Conditions
81	MCT Cards & Technology Private Limited		General	We request the department to kindly extend the bid submission minimum 2 weeks from the date of receiving Prebid queries response.	NA

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
82	Lipi Data Systems Ltd	Page 71 5.3. Annexure 3	Card Printer - Print capacity. Minimum 300 cards/Hr	Speed Up to 300 cards per hour depending on amount of laser marking/ Please give clarification on variable Data.	As per Tender Conditions
83	Lipi Data Systems Ltd	Page No 71 5.3. Annexure 3	Card printer Print Type Laser Engraving technology	As per MORTH design photograph shown in colourful format.  As laser engraving system, unique identifying data or images are engraved into the card body for tamper-proof, highly durable personalization, making forgery and manipulation virtually impossible. Laser marking gives only monochrome impression. Please clarify on this.	Monochrome only
84	Datacard India Pvt Ltd (Entrust)	21	2.14. Evaluation of Bids – Quality and Cost Based Selection (QCBS) c. Sample Testing: Sample set PC cards of bidders securing at least 70 marks out of 100 marks in technical evaluation shall be sent for Laboratory testing to the Government approved Laboratories. The department shall technically qualify only those bidders whose PC cards in Sample set are found as per the specifications mentioned under MoRTH notification no. G.S.R. 174(E) dated 01.03.2019 accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228.pdf">http://egazette.nic.in/WriteReadData/2019/199228.pdf</a> Commercial envelope of only those bidders who are qualified in Technical Evaluation and whose sample set of PC cards are found as per the specifications mentioned under the MoRTH notification and approved by the laboratory shall be opened by the TEC.	Can you please share the laser layout (Card printing layout) we need to consider for checking the speed requirements?  we also understand that this project is a chip-less based Card requirement. please confirm our understanding that there is no chip on (in) the card.  Are the captions Pre-Printed on the card?  is there any Barcode / QR Code to be Printed during Card Perso / printing.	As per Tender Conditions.  No pre printing required for sample testing.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
85	Datacard India Pvt Ltd (Entrust)	21	<p>2.14. Evaluation of Bids – Quality and Cost Based Selection (QCBS)</p> <p>c. Sample Testing: Sample set PC cards of bidders securing at least 70 marks out of 100 marks in technical evaluation shall be sent for Laboratory testing to the Government approved Laboratories. The department shall technically qualify only those bidders whose PC cards in Sample set are found as per the specifications mentioned under MoRTH notification no. G.S.R. 174(E) dated 01.03.2019 accessed at <a href="http://egazette.nic.in/WriteReadData/2019/199228.pdf">http://egazette.nic.in/WriteReadData/2019/199228.pdf</a></p> <p>Commercial envelope of only those bidders who are qualified in Technical Evaluation and whose sample set of PC cards are found as per the specifications mentioned under the MoRTH notification and approved by the laboratory shall be opened by the TEC.</p>	<p>Since you are advance Printing technology in Laser, are you also considering to include Laser Security features while printing? (Tactile, Ghost Image, Micro-Text etc)</p> <p>Also CLI / MLI as security feature is widely used for Laser printed cards, please consider the same.</p>	As per Tender Conditions
86	Datacard India Pvt Ltd (Entrust)	27	<p>2.20 Sample Testing</p> <ul style="list-style-type: none"> <li>The department shall send a sample of PC cards of technically qualified bidders, for laboratory testing before commercial bid opening, to the Government approved laboratories.</li> <li>The department shall test PC cards as per the specifications mentioned under MoRTH notification. It is the responsibility of successful bidder to comply with the specification mentioned as per the MoRTH notification.</li> </ul>	<p>Will the cards be tested only for card body quality requirement / standards?</p> <p>Or will the testing include laser engraving and the card body as well?</p>	<p>Refer Tender clause 2.20.</p> <p>50 samples without artwork printing are needed to be submitted.</p>

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
87	Datacard India Pvt Ltd (Entrust)	27	<p>2.20 Sample Testing</p> <ul style="list-style-type: none"> <li>On the date of Technical bid opening, the department shall inform the bidders about the date and time for submission of the Sample set of PC card and Only after intimation received by the department, bidder shall submit Sample set of PC card. The department reserves right to summarily reject the bid of the bidder fails to submit the samples and charges of Laboratory testing as per the date and time of intimated by the department.</li> <li>The department shall technically qualify only those bidders whose all items included in sample set of PC cards are found as per the specifications</li> </ul> <p>mentioned under MoRTH notification and approved by the Laboratory.</p> <ul style="list-style-type: none"> <li>2.21 Project Timelines</li> </ul>	The project time line mentioned in the chart includes the PC card testing at authorized Laboratories?	<p>Refer Tender clause 2.20.</p> <p>50 samples without artwork printing are needed to be submitted.</p>
88	Datacard India Pvt Ltd (Entrust)	28	<p>Delivery of all Hardware/ software/ network component as specified in Annexure 2 and Annexure 3</p> <p>T2 + 45</p>	<p>Table (6)</p> <p>Delivery Time of Hardware (45 days); impact of customs, etc</p> <p>Please advise what measure are assumed to be in place re COVID quarantine or delays related to the same?</p>	As per Tender Conditions
89	Datacard India Pvt Ltd (Entrust)	32	<p>3.1.1.1 Vahan</p>	<p>Who does the integration? Is the Vahan application data dictionary available</p> <p>Will an ICD (interface Control Document ) be made available for Vahan interface.</p>	As per Tender Conditions

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
90	Datacard India Pvt Ltd (Entrust)	63	5.2. Annexure 2 - Minimum number of Hardware and furniture required at Centralized printing facilities	<p>As per the requirement, the annual card issuance volume is considerably large and hence we request you to consider heavy duty large volume industrial grade machines only instead of desktop printers. Hence we request you clarify the intent of implementing Large volume industrial grade machines only at designated CPFs.</p> <p>Large volume industrial grade machines benefits you with</p> <ul style="list-style-type: none"> <li>- best quality laser engraved cards</li> <li>- lower production downtime</li> <li>- faster card printing and delivery</li> <li>- reduced number of machines at site</li> <li>- more control on card printing process</li> <li>- enhanced issuance program security</li> <li>- less manpower (most important post COVID times)</li> <li>- industry trend globally and regionally / locally</li> </ul>	The bidder shall propose printers considering the printing requirement as per Tender Conditions.
91	Datacard India Pvt Ltd (Entrust)	70	5.3 Annexure 3: Hardware (IT & Non-IT) & Software minimum specification requirement at the CPFs for RC and DL	Please confirm these specification only apply to external PCs that are needed to control the printer ? i.e. these specification do not apply to internal printer control PC/Severs included with the Card Printer?	Specification is for external PCs
92	Datacard India Pvt Ltd (Entrust)	71	5.3. Annexure 3: Hardware (IT & Non-IT) & Software minimum specification requirement at the CPFs for RC and DL	<p>Laser solution now a days support 400 dpi ++ resolution up to 1200 dpi – however more the resolution dpi less will be the speed of the Laser printer.</p> <p>Globally 400dpi is considered to be standard for laser printing.</p> <p>Hence please clearly indicate the Resolution dpi required for printing cards</p>	As per Tender Conditions

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
93	Datacard India Pvt Ltd (Entrust)	74	Printing requirement of cards is 35000/day as per estimated transaction data. Bidder may propose higher capacity printer to complete the printing requirement. Bidder shall compulsorily provide technical specification details of printers as technical submission. In case of high speed/high volume output printers being proposed, the minimum number required will be 1 per CPF provided the proposed numbers are supported by the Technical Details documents of the OEM of the Card Printer	<p>Can you please confirm if 35000/day volume is for each location or for all 3 locations together?</p> <p>Can you please share location wise daily volume for card issuance / laser engraving?</p>	<p>Printing requirement of cards is 35000/day is for 3 locations together.</p> <p>Department will decide RTO mapping with each CPF and provide details to the successful bidder to comply with daily printing requirements</p>
94	Datacard India Pvt Ltd (Entrust)	74	Printing requirement of cards is 35000/day as per estimated transaction data. Bidder may propose higher capacity printer to complete the printing requirement. Bidder shall compulsorily provide technical specification details of printers as technical submission. In case of high speed/high volume output printers being proposed, the minimum number required will be 1 per CPF provided the proposed numbers are supported by the Technical Details documents of the OEM of the Card Printer.	<p>As per the requirement, the annual card issuance volume is considerably large and hence we request you to consider heavy duty large volume industrial grade machines only instead of desktop printers. Hence we request you clarify the intent of implementing Large volume industrial grade machines only at designated CPFs.</p> <p>This will help for all bidders to propose similar capacity / quality printers.</p> <p>Large volume industrial grade machines benefits you with</p> <ul style="list-style-type: none"> <li>- best quality laser engraved cards</li> <li>- lower production downtime</li> <li>- faster card printing and delivery</li> <li>- reduced number of machines at site</li> <li>- more control on card printing process</li> <li>- enhanced issuance program security</li> <li>- less manpower (most important post COVID times)</li> <li>- industry trend globally and regionally / locally</li> </ul>	The bidder shall propose printers considering the printing requirement as per Tender Conditions.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
95	Datacard India Pvt Ltd (Entrust)	74	Printing requirement of cards is 35000/day as per estimated transaction data. Bidder may propose higher capacity printer to complete the printing requirement. Bidder shall compulsorily provide technical specification details of printers as technical submission. In case of high speed/high volume output printers being proposed, the minimum number required will be 1 per CPF provided the proposed numbers are supported by the Technical Details documents of the OEM of the Card Printer.	Can you please advise below details to consider? a. Working hours per shift b. Working shifts per day c. Working days per month	Successful bidder may in consultation with the concerned authority increase the working hrs, shifts and working days etc as per clause "definitions" to complete the printing requirement
96	VFS Global Services Pvt Ltd	General	Pre-Qualification	RFP is silent on permission to bid by consortium  The requirement of bidding entity is majorly concentrated towards company having experience in Card supply , Considering this versatility of the project and to bring in the expertise in an integrated manner, we request to allow 'Consortium' of minimum 2 partners who can bring in relevant experience in IT, Front Office Services, Operations and Citizen handling capabilities.	No change
97	VFS Global Services Pvt Ltd	23	Pre Qualification criteria	Clause does not clarify whether consortium can participate this bid or not.  The requirement of bidding entity is majorly concentrated towards company having experience in Card supply , Considering this versatility of the project and to bring in the expertise in an integrated manner, we request to allow 'Consortium' of minimum 2 partners who can bring in relevant experience in IT, Front Office Services, Operations and Citizen handling capabilities.	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
98	VFS Global Services Pvt Ltd	24	Technical Evaluation	Clause does not clarify about consortium We request you to consider marks based on combine strength of consortium partners	No change
99	VFS Global Services Pvt Ltd	Others	Bid Submission date	We request you to extend current bid submission date by 4 weeks considering complexity of the bid	NA
100	Capital Business Systems Pvt. Ltd.	2	Section 2.16 Technical Evaluation Technical Evaluation Parameter Serial Number 5 Manufacturer Details: The bidder is a manufacturer of PC cards, have manufactured and supplied at least 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks (Provide details in annexure 25)	In section 2.16 serial number 4 the card to be supplied to any <b>Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks)</b> in India for the last three financial years. We request you to maintain the same conditions for the serial number 5 also. This will ensure that The manufacturing facility is used for printing of cards & supplied to Govt entities.	Refer Corrigendum No. 19
101	Capital Business Systems Pvt. Ltd.	28	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing T2 + 60	Extend the project time line to T2 + 120 days, considering installation of the required facilities in three different locations.	No change
102	Capital Business Systems Pvt. Ltd.	32	Following are the locations for setting up the common CPF for RC and DL related services. 1. Mumbai 2. Aurangabad 3. Nagpur	Request you to give the card requirement in each location, so that we can assess the manufacturing capacity in each locations.	Department will decide RTO mapping with each CPF and provide details to the successful bidder to comply with daily printing requirements.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
103	Capital Business Systems Pvt. Ltd.	35	RTOs also conduct single day camps in the remote areas to provide easy access to driving license related services to the citizen across Maharashtra. Around 40 RTOs conduct 10 to 15 camps in a month (total of about 350 camps across the state), which may vary from time to time.	please clarify, 350 camps in a year or for the complete tenure of the contract & also confirm what will be the maximum number camps during the contract period.	Refer Corrigendum No. 19
104	Capital Business Systems Pvt. Ltd.	38	In view of the said notification, the Certificate of Registration and driving license in the State of Maharashtra shall be (card without chip type in Form 23A and Form 7; the material of the card shall be Polycarbonate (PC) 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 the Market different quality PC card are available 1. Multi layered fused with heat process which is more durable. 2. Multi layer fused with Glue. which is less short life span and cheaper material.  We request you to confirm the quality of the PC cards to be used in the proposed DL RC.	As per Tender Conditions
105	Capital Business Systems Pvt. Ltd.	38	The complete end to end process of printing of card shall be responsibility of the Successful Bidder.	After completion of card personalisation, where we have to deliver these cards?	After printing, bidder will deliver the printed cards to the MVD.  Packing and delivery to the citizens is not in the scope of the bidder.
106	Capital Business Systems Pvt. Ltd.	99	Delay in printing . Rs. 20 per day / card or part thereof for delay per delayed card	we request to department to charge 1% of the card cost per day /card, maximum not more than 10% of total card cost for the delay as a penalty.	No change
107	Capital Business Systems Pvt. Ltd.		As per tender conditions pass mark is 70	our suggestion is request you to reduce from 70 to 65 mark. It will help to maximum participation	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
108	Seshaasai Business Forms Pvt. Ltd.	22-23	Financial: Average Turnover – similar work – The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing / supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years.	<p>Since the 3 financial years have been kept as 2017-18, 2018-19 &amp; 2019-20, we request if the average annual turnover can be reduced to Rs. 80 Crore from manufacturing / supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years</p> <p style="text-align: center;">Or</p> <p>If the 3 financial years can be changed to 2018-19, 2019-20 &amp; 2020-21 for Rs. 100 crore Turnover.</p>	Refer Corrigendum No. 19
109	Seshaasai Business Forms Pvt. Ltd.	25	<p>Bidder's Experience: Printing Experience</p> <p>The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks</p> <p>2 projects with atleast 20000 PC cards = 10 marks</p> <p>3 projects with atleast 30000 PC cards = 15 marks</p> <p>(Provide details with supporting document of the project in annexure 23)</p>	<p>This clause is given in scoring table but seems to be an eligibility criteria clause as a vendor would not be able to qualify through these points without PC cards manufacturing experience.</p> <p>We would like to apprise the dept. about the polycarbonate cards projects in India, there has been only 1-2 projects in India in DL-RC cards segment only with very minimal volume, there is a very rare chance of multiple bidders having such experience which makes this clause as a competitive participation limiting clause and seems to be favouring 1 or 2 bidders.</p> <p>Also, the RFP entails a requirement of 3.50 to 4 Crores Cards put together DL &amp; RC's during a 5 year period, for same, an experience of only 10000 cards looks very unconvincing as an experience, it should then be an experience of min. 1 to 2 Million Cards or a substantial volume, if so is demanded.</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
110	Seshaasai Business Forms Pvt. Ltd.	25	<p>Manufacturer Details:</p> <p>The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:</p> <p>If not a manufacturer = 0 Marks</p> <p>If a manufacturer = 15 marks</p> <p>(Provide details in annexure 25)</p>	<p>Similarly, for score on PC cards basis the volume is very low, it should be in lakhs, if so is demanded.</p> <p>We wish to inform the Dept. that the bidders doing complex Banking Cards on PVC material can easily do these PC cards as well as the cards manufacturing &amp; personalization processes are identical.</p> <p>Thus, we request and suggest if these clauses can be suitable amended factoring experience of cards having PVC, PET-G or PVC+PET-G Combination.</p> <p>If these clauses are not amended, dept. may get bids from 1 or max. 2 bidders only.</p>	Refer Corrigendum No. 19
111	Seshaasai Business Forms Pvt. Ltd.		Technology for Cards	Please suggest if these cards would be on Contact / Contactless, SCOSTA Secure Flash / SCOSTA EEPROM Technology as the given Gazette document details use of any type, dept. has to select a particular type, clarity on same would be required for cards costing also.	As per Tender Conditions
112	Madras Security Printers Private Limited	26	Bidder's Experience: Printing Experience	The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in the last three financial years:	Refer Corrigendum No. 19
113	Madras Security Printers Private Limited	26	<p>Manufacturer Details:</p> <p>The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:</p> <p>If not a manufacturer = 0 Marks</p> <p>If a manufacturer = 15 marks</p>	The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in the last three financial years:	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
114	A-ID Systems India Pvt Ltd.	72, Card Printer	5.3 Annexure 3 Hardware (IT & Non-IT) & Software minimum specification requirement	<p><b>Print Type - Laser Engraving Printer</b></p> <p>There are very few laser printing manufacturers. The cost of the printer is extremely high and it requires high maintenance and good skilled set for managing the printer.</p> <p>Laser engraving printer do not have BIS certifications. These printers need polycarbonate cards that are not environmental friendly. Laser engraving printer can only print black data, to print the colour photo on driving license there will be need for DTC technology printer.</p> <p>Instead we suggest you to go for DTC technology printer alone which has got all the advantages against the disadvantages mentioned for Laser engraving technology.</p> <p>By going for DTC technology printer it will be competitive bid with experienced vendors who have worked on DLRC project.</p>	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
115	Colorplast Systems Private Limited	Page 25,	<p>Technical Evaluation- Point 1</p> <p>Financials: Bidder's Average Annual Turnover:</p> <p>The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years</p> <p>Average annual turnover:</p> <p>&lt;100 crore = Disqualified</p> <p>&gt;=100 crore and &lt;150 crore = 10 marks</p> <p>&gt;=150 crore and &lt;200 crore = 15 marks</p> <p>&gt;=200 crore and &lt;250 crore = 20 marks</p> <p>&gt;= 250 crore and &lt;300 crore = 25 marks</p> <p>&gt;=300 crore = 30 marks</p>	<p>It is observed that the requirement of average annual turnover of at least 100 crore from manufacturing/supplying/printing of PC/PVC/PetG/ABS cards in the last three financial years is exorbitant and in contravention to the CVC guidelines. Our analysis states that if the cost of the Project is Rs. 250 Crores over next 5 years that the turnover of Rs. 100 Crores is not commensurate to the cost of the project as per CVC guidelines dated 17.12.2002. Reducing the turnover will bring more experienced DL/VRC and other companies participation which will increase the competition and give the most reasonable cost to the applicants of the transport department.</p> <p>OUR PROPOSED</p> <p>The bidder must have an average annual turnover of Rs 50,00,00,000/- (Fifty Crores) from the business of manufacturing / supply, and printing of smart cards during the last three Financial Years i.e., FY 2017-18, 2018-19 and 2019-20</p> <p>Average annual turnover:</p> <p>&lt;50 crore = Disqualified</p> <p>&gt;=50 crore and &lt;60 crore = 10 marks</p> <p>&gt;=60 crore and &lt;70 crore = 20 marks</p> <p>&gt;=70 crore = 30 marks</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
116	Colorplast Systems Private Limited	Page 26,	<p>Technical Evaluation- Point 4  Bidder's Experience: Printing Experience  The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks  2 projects with atleast 20000 PC cards = 10 marks  3 projects with atleast 30000 PC cards = 15 marks  (Provide details with supporting document of the project in annexure 23)</p>	<p>Mandatorily seeking experience of manufacturing of Polycarbonate based card with laser engraving technology is restrictive and excluding other DL/RC smart card manufacturers. Furthermore, as Laser engraving in PC based cards have been notified only pursuant to notification dated 01.03.2019 issued by MoRT&amp;H. Currently, only one UT namely Andaman &amp; Nicobar Islands has adopted the laser engraving technology on smart card based DL/RC. Thus, only one or two manufacturers have experience in Laser engraving technologies in PC smart cards. This will exclude other competent manufacturers. Furthermore, the under the Technical Test Score system of this RFP which provides that 5 marks will be given to the that only one bidder having experience of Laser engraving technology in PC smart cards in the UT of Andaman &amp; Nicobar Islands thus, giving a winning edge to the said bidder. Hence, it is apparent that the RFP is not providing a level playing field to all manufacturers and appears to be tailor made to favour one or two bidders and exclude other competent manufacturers.</p> <p>OUR PROPOSED  The bidder should have manufactured/ supplied, issued &amp; printed scosta smart cards to Govt./ system integrators for DL/RC projects of transport department in any state of India as on 31.03.2020  1 project with atleast 10000 64 K Scosta Smart cards = 5 marks  2 projects with atleast 20000 64 K Scosta Smart cards = 10 marks  3 projects with atleast 30000 64 K Scosta Smart cards = 15 marks</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
117	Colorplast Systems Private Limited	Page 26,	<p>Technical Evaluation- Point 5  Manufacturer Details:  The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:  If not a manufacturer = 0 Marks  If a manufacturer = 15 marks  (Provide details in annexure 25)</p>	<p>Mandatorily seeking experience of manufacturing of Polycarbonate based card with laser engraving technology is restrictive and excluding other DL/RC smart card manufacturers. Furthermore, as Laser engraving in PC based cards have been notified only pursuant to notification dated 01.03.2019 issued by MoRT&amp;H. Currently, only one UT namely Andaman &amp; Nicobar Islands has adopted the laser engraving technology on smart card based DL/RC. Thus, only one or two manufacturers have experience in Laser engraving technologies in PC smart cards. This will exclude other competent manufacturers. Furthermore, the under the Technical Test Score system of this RFP which provides that 5 marks will be given to the that only one bidder having experience of Laser engraving technology in PC smart cards in the UT of Andaman &amp; Nicobar Islands thus, giving a winning edge to the said bidder. Hence, it is apparent that the RFP is not providing a level playing field to all manufacturers and appears to be tailor made to favour one or two bidders and exclude other competent manufacturers.</p> <p>OUR PROPOSED  The bidder is a manufacturer or supplied, issued and printed at least 1.5 Cr 64 K Scosta Smart cards in the last three (03) Financial Years to any Govt/PSUs/ System Integrators executing Smart card-based DL/RC projects for any state transport department.</p> <p>If not manufactured or supplied, issued &amp; printed 1.5 Cr.= 0 Marks  If manufactured or supplied, issued &amp; printed 1.5 Cr. = 15 marks</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
118	Colorplast Systems Private Limited	Page no. 28,	Point 2.20 Sample Testing, clause no. 4 On the date of Technical bid opening, the department shall inform the bidders about the date and time for submission of the Sample set of PC card and Only after intimation received by the department, bidder shall submit Sample set of PC card	Please confirm if the samples are not to be submitted along with the Tender Bid or need to be submitted. If yes, how many samples. Also, Please confirm if the card samples should be laser personalized or only pre-printed card	Refer clause 2.20  50 samples without artwork printing are needed to be submitted.
119	Colorplast Systems Private Limited	Page 73,	5.3. Annexure 3: Hardware (IT & Non-IT) & Software minimum specification requirement at the CPFs for RC and DL Card Printer Mandatory Certification: CE, UL, FCC/KCC/BIS, ISO 7816 Complaint, RoHS, Class 1 laser product (EN 60825	CE, UL and BIS are essentially same certificate. CE is required in Europe, UL is required in US and BIS is required in India. Since the printers are required only in India hence only BIS certificate is required. We request to remove CE and UL certificate from the requirement.	Refer Corrigendum No. 19
120	Colorplast Systems Private Limited	Page 35,	Point 3.1.3. C "The successful bidder shall be responsible for pre-printing the static component (including color) of cards, as per the MoRTH notification, and the dynamic part shall be printed through laser engraving at CPF premises, as decided by the Department."	Please confirm DL photo printing is through laser or dye sublimation printing; As Laser is only able to do black and white printing, so DL applicants will only receive a monochrome ID	Monochrome only
121	Colorplast Systems Private Limited	Page 32,	Point 3.1.1.1 "the application thoroughly and integrate the card printers with the NIC's Vahan application. MVD will support for understanding and integration with NIC"	Please advise if card personalization software application provided by department or successful bidder	Data/software for printing will be provided through the NIC applications
122	CeriseTech Solutions Pvt	22	Legal Entity and financial Turnover	MVD was allowed to JV in previous DL&RC tender so requesting MVD to allow Joint Venture.	No change
123	CeriseTech Solutions Pvt Ltd	24	Certification: The bidder must have following certificates, which shall be kept valid till the expiry of contract: 1. ISO 9001:2015 2. ISO 14001:2015	Requesting MVD to allow CMMI 3 or above as well	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
124	CeriseTech Solutions Pvt Ltd	26	<p>2.16 Technical Evaluation</p> <p><b>Manufacturer Details:</b> The bidder is a manufacturer of PC cards, have manufactured and supplied at-least 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks <b>(Provide details in annexure 25)</b></p>	<p>As this is government project so requesting MVD to consider manufacture and supply experience in Government sector only. Requesting to add following government experience condition</p> <p><b>The bidder is a manufacturer of PC cards, have manufactured and supplied at least 10000 PC cards in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years</b></p>	Refer Corrigendum No. 19
125	CeriseTech Solutions Pvt Ltd	33	<p>CPF Location: Successful bidder has to CPF setup at following 3 locations :</p> <ol style="list-style-type: none"> <li>1. Mumbai</li> <li>2. Aurangabad</li> <li>3. Nagpur</li> </ol>	Requesting MVD to centralize only one CPF setup at Mumbai or Pune. This would be easiest and fastest way for card delivery management and cost saving.	No change
126	CeriseTech Solutions Pvt Ltd	37	Camp Offices for Paper based output services	Please clarify the electricity power supply.	Refer Corrigendum No. 19
127	CeriseTech Solutions Pvt Ltd	42	MIS Reports	Please clarify the hosting server details and number of concurrent users.	<p>MIS application deployment shall be responsibility of the successful bidder. Necessary server storage and computing, security etc. shall be responsibility of Successful Bidder</p> <p>Concurrent Users: 60</p>

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
128	Thales		Online Submission End Date: Last date and time (deadline) for submission of bids on the e-Tendering website in response to RFP notice	The RFP was released on 25th March 2021 and was available is to be answered by 20th Apr 21. This provides effectively only 40 days for a bidder to respond to the bid. Kindly note that this project has a comprehensive and large scope that will require substantial time & effort to prepare and respond a professional bid. The compliance documentation work and associated preparation will exceed this very short bid submission time. We therefore request to provide a clear 10-12 weeks time extension for Bidders for submission of Bid from the date of release of pre-bid clarifications.	NA
129	Thales	16	Pre-Bid meeting	We request for the extension of the pre-bid meeting to be postponed due to Covid restrictions. Otherwise the pre-bid meeting should be do online only.	NA
130	Thales	24	The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidiary, associated or other related entity.	This clause is restrictive and prohibits experienced manufacturers to participate in the RFP. We strongly object on this restriction. We have more than 30 years of experience in the domain of Polycarbonate cards with largest capacity, supply credentials and business continuity, we therefore request that the Group Company experience should be allowed. <b>Please note that Majority of PC cards projects are done outside India. We would like to bring to fact that in India only 2 PC based DLRC projects have been done, which makes the overall RFP very restrictive only to 1 or 2 bidders. The Transport Dept. will benefit from the global experience of such bidders and therefore we request that the group company should be allowed.</b>	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
131	Thales	25	<p>Bidder's Experience: Printing Experience  Bidder's Experience: Printing Experience  The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:  1 project with atleast 10000 PC cards = 5 marks  2 projects with atleast 20000 PC cards = 10 marks  3 projects with atleast 30000 PC cards = 15 marks</p>	This is a restrictive clause and only supports 1 or 2 manufacturers. It is surprising that for a project where more than 5 Cr cards are to be printed and supplied in 5 years, the technical capabilities is being judged by ONLY 30,000 cards supply experience, that too in last 3 financial years. We therefore request that the clause should allow Global experience from other subsidiary companies.	Refer Corrigendum No. 19
132	Thales	25	<p>Manufacturer Details:  The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:  If not a manufacturer = 0 Marks  If a manufacturer = 15 marks</p>	This is a restrictive clause and only supports 1 or 2 manufacturers. It is surprising that for a project where more than 5 Cr. cards are to be supplied in 5 years, the technical capabilities is being judged by ONLY 10,000 cards supply experience, that too in last 3 financial years.	Refer Corrigendum No. 19
133	SELP INDIA Pvt Ltd	23	<p>Financial: Average Turnover – similar work  The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years.</p>	We requesting you to kindly please consider the Average turnover of the Group of companies also from the manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in last three financial years.	Refer Corrigendum No. 19
134	SELP INDIA Pvt Ltd	24	<p>Financial: Net Worth  The bidder shall have Positive Net worth in the last three financial years  Net Worth to be calculated as per Companies Act 1956/2013, as amended from time to time.</p>	We requesting you to kindly please consider Positive Net worth of the Group companies also.	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
135	SELP INDIA Pvt Ltd	26	<p><b>Bidder's Experience: Printing Experience</b></p> <p>The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks</p> <p>2 projects with atleast 20000 PC cards = 10 marks</p> <p>3 projects with atleast 30000 PC cards = 15 marks</p> <p>(Provide details with supporting document of the project in annexure 23)</p>	<p>As the Total project requirement ask in this tender for the 3 crore and you have asked for the experience of printing for at least 10000- 30000 PC cards which is not comparable so we requesting you to kindly please consider the experience 5 lacs at least.</p> <p>Also As its Prestigious project of the Maharashtra and in India not yet any project has been successful for the Polycarbonate cards so we requesting you to kindly please consider the experience of the group of companies for this RFP.</p> <p>As our group of company successfully supplied the PC Driving license cards in almost 5-6 country.</p> <p>So we requesting you to kindly please consider the experience of the Global group companies for this RFP.</p>	Refer Corrigendum No. 19
136	SELP INDIA Pvt Ltd		<b>Date of RFP submission</b>	We are requesting you to kindly please extend the RFP submission date by 8-10 days	NA
137	SELP INDIA Pvt Ltd	24	<p><b>Technical Capability:</b></p> <p>The bidder should have an experience of manufacturing/supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India</p>	<p>It is not clear from the term 'Bidder' as whether it is only one entity/company or can be a consortium of partners which include implementation partner and smart card manufacturer/supplier.</p> <p>Since both implementation and manufacturing of cards are two diverse skillset, we request the department to consider experience of consortium partners as "bidders".</p>	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
138	SELP INDIA Pvt Ltd	25	Financials: Bidder's Average Annual Turnover:  The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years	Since most of the PPP projects are being implemented by the consortium partners, please clarify whether the experience criteria of either of the consortium partners would be considered.	No change
139	Rosmerta Technologies Limited	25	"Clause" 2.16 Sr. No. 5 Manufacturer Details:  The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years: If not a manufacturer = 0 Marks If a manufacturer = 15 marks	Not seeking any specific experience with respect to prior experience of implementation of Egovernance Project and seeking minimum number of manufacturing experience of only PC cards, when the relevant CMV Rules envisage other types of cards as well.  With respect to the aforementioned preeligibility criteria, the eligibility criteria seems to have no nexus with the objective of the tender process, as the request for tender is not seeking prior experience in manufacturing and supply of DL/RC based smart cards which is more specific to the tender process, instead it is seeking experience of manufacturing and supply of Poly carbonate (PC) cards. Especially when the Central Motor Vehicles Rules 1989 amended vide notification dated 01.03.2019 issued by MoRT&H, provides that DL/RC smart cards can be made of either Polyvinyl Chloride (PVC) or Acrylonitrile Butadiene Styren or Pet G or Poly Carbonate (PC). Thus, this pre-eligibility criteria is misconceived and have no nexus with the tender process as firstly, it is general in nature and not seeking any specific experience with respect to manufacturing and supply of smart card based DL/RC cards; Secondly, the eligibility criteria is in contravention to the requirement of the Central Motor Vehicle Rules (hereinafter referred as CMVR). With respect to the aforementioned preeligibility criteria, the eligibility criteria seems to have no nexus with the objective of the tender process, as the request for tender is not seeking prior experience in manufacturing and supply of	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				DL/RC based smart cards or of implementing an E-governance Project as a system Integrator which is more specific to the tender process, instead it is seeking experience of manufacturing and supply of Poly carbonate (PC) cards. Even the CVC guidelines specify that the procuring entity should not specify the pre-qualification criteria from some similar work executed in the past, without appropriately amending the different parameters according to the requirements of the present work. Significantly, the scope of work under the present RFP is not merely manufacturing and supply of PC smart cards, instead it includes the know-how and expertise of implementing E-governance Project which includes setting up of IT Infrastructure, providing consumables, printing of DL/RC, providing software, Non-IT infrastructure, network requirements, safety requirements, setting up of infrastructure at RTOs, generating MIS reports, and most importantly, act as system integrator. However, in disregard to the need to access the bidders with respect to their expertise in handling E-governance Project which includes all the aforementioned roles and obligations, the RFP is only seeking manufacturing experience of PC smart cards. Hence, the pre eligibility criteria of the RFP are misconceived and does not have any nexus to the objective of the tender process. It is submitted that manufacturing and supply of DL/RC smart cards is distinguishable from the any smart card made of PC, as the manufacturing of DL/RC smart cards are mandatorily required to adhere to the specifications laid down in the Central Motor Vehicles Rules and its Annexure XI. Hence, the pre eligibility criteria which is allowing any manufacturer of PC smart cards to participate does not have any nexus with the tender process.	

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
140	Rosmerta Technologies Limited	25	<p>"Clause" 2.16, Sr. No. 4  Bidder's Experience: Printing Experience  The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:  1 project with atleast 10000 PC cards = 5 marks  2 projects with atleast 20000 PC cards = 10 marks  3 projects with atleast 30000 PC cards = 15 marks</p>	<p>Seeking experience of only manufacturing of Laser engraving of PC cards, when the CMVR provides for other technologies as well as has strategically giving additional 5 marks for it which will lead to qualification of only 1 or 2 manufacturers.</p> <p>It is submitted that although the CMVR amended vide notification dated 01.03.2019 issued by MoRT&amp;H which provides that DL/RC smart cards can be made of either Polyvinyl Chloride (PVC) or Acrylonitrile Butadiene Styrene or Pet G or Poly Carbonate (PC), yet, the pre-eligibility criteria is only seeking prior experience from the bidders in printing of Polycarbonate Cards through Laser Engraving Technology only when the CMVR allows manufacturing and supply of DL/RC smartcards made of Poly Vinyl Chloride (PVC) /Acrylonitrile Butadiene Styrene (ABS)/PetG plastic construction, with overlay to allow colour dye sublimation printing. Hence, mandatorily seeking experience of manufacturing of Polycarbonate based card with laser engraving technology is restrictive and excluding other DL/RC smart card manufacturers. Furthermore, as Laser engraving in PC based cards have been notified only pursuant to notification dated 01.03.2019 issued by MoRT&amp;H. Currently, only one UT namely Andaman &amp; Nicobar Islands has adopted the laser engraving technology on smart card based DL/RC. Thus, only one or two manufacturers have experience in Laser engraving technologies in PC smart cards. This will exclude other competent manufacturers. Furthermore, the under the Technical Test Score system of this RFP which provides that 5 marks will be given to the that only one bidder having experience of Laser engraving technology in PC smart cards in the UT of Andaman &amp; Nicobar Islands thus, giving a winning edge to the said bidder. Hence, it is apparent that the RFP is not providing a level playing field to all manufacturers and appears to be tailor made to favour one or two bidders and exclude other competent</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>manufacturers. With respect to the aforementioned preeligibility criteria, the eligibility criteria seems to have no nexus with the objective of the tender process, as the request for tender is not seeking prior experience in manufacturing and supply of DL/RC based smart cards which is more specific to the tender process, instead it is seeking experience of manufacturing and supply of Poly carbonate (PC) cards. Even the CVC guidelines specify that the procuring entity should not specify the pre-qualification criteria from some similar work executed in the past, without appropriately amending the different parameters according to the requirements of the present work.</p> <p>It is submitted that the terms and conditions in the DL-RC tenders floated by all other states, such as Delhi, Maharashtra, Karnataka, Madhya Pradesh, Puducherry, Mizoram etc., were formulated, keeping Smart Card based DL/VRC experienced System Integrator's experience in mind. However, the present pre-eligibility criteria are lax and arbitrary.</p> <p>Infact, all the other states tenders are asking for eligibility criteria in terms of number of Smart Card based DL/RC issued in multiple states with multiple locations as prequalification criteria, and also giving preference to the existing DL/RC vendors specialized in doing state government DL/VRC projects. Wherein in the present RFP is making. Due to the skewed nature of the eligibility criteria, we are unable to participate in the bid, being unreasonable. Similarly placed organizations (who are pioneer in smart card domain integration techniques specifically in transport department) are also being disqualified due to the inherent defect in the bid itself.</p>	

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
141	Rosmerta Technologies Limited	24	<p>"Clause" 2.16, Sr. No. 1</p> <p>Financials: Bidder's Average Annual Turnover:</p> <p>The average annual turnover of the bidder should be at least Rs. 100 crore from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years</p> <p>Average annual turnover:</p> <p style="padding-left: 40px;">&lt;100 crore = Disqualified</p> <p style="padding-left: 40px;">&gt;=100 crore and &lt;150 crore = 10 marks</p> <p style="padding-left: 40px;">&gt;=150 crore and &lt;200 crore = 15 marks</p> <p style="padding-left: 40px;">&gt;=200 crore and &lt;250 crore = 20 marks</p> <p style="padding-left: 40px;">&gt;= 250 crore and &lt;300 crore = 25 marks</p> <p style="padding-left: 40px;">&gt;=300 crore = 30 marks</p>	<p>Turnover requirement is in contravention to the CVC guidelines.</p> <p>It is submitted that the requirement of seeking average annual turnover of at least 100 corer from manufacturing/supplying /printing of PC/PVC/PetG/ABS cards in the last three financial years is exorbitant and in contravention to the CVC guidelines.</p> <p>Approximately, the cost of the Project is Rs. 225 Crores and the average 3 year turnover sought is Rs. 100 Crores, which is exorbitant and in contravention to the CVC guidelines dated 17.12.2002, which provides that the turnover requirement should be commensurate to the cost of the Project, to ensure that otherwise competent manufacturers are not excluded from the bidding process. The said circular clearly elaborated such irregularities in the preeligibility criteria in the following manner: "Some of the common irregularities/lapses observed in this regard are highlighted as under:</p> <p style="padding-left: 20px;">- i) For a work with an estimated cost of Rs.15 crores to be completed in two years, the criteria for average turnover in the last 5 years was kept as Rs.15 crores although the amount of work to be executed in one year was only Rs.7.5 crores. The above resulted in prequalification of a single firm.</p> <p style="padding-left: 20px;">ii) One organization for purchase of Computer hardware kept the criteria for financial annual turnover of Rs.100 crores although the value of purchase was less than Rs.10 crores, resulting in disqualification of reputed computer firms."</p> <p>The aforementioned illustrations in the said circular clearly manifest that the turnover criteria in the present RFP is as against the CVC guidelines and needs to be amended. The impugned turnover requirement is creating artificial barriers for participation of qualified and competent bidders like M/s Rosmerta technologies which is implementing the Vehicle Registration Smart Card E-governance Project in the State of Maharashtra for the last 16 years and also in various other States/UTs.</p> <p>Furthermore, on one hand the RFP is seeking average Rs. 100</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>Crоре turnover for last three years and on the other hand only specifying positive Net-worth without mentioning any figure, which manifests that the eligibility criteria are tailor-made to favour few manufacturers. It is Net-worth and not turnover which is an essential criterion for determining an entity's financial position and credibility. However, the tender condition is only seeking just positive net worth, which is giving considerable scope for malpractices, favouritism and corruption</p>	
142	Rosmerta Technologies Limited	24	<p>"Clause" 2.16, Sr. No. 2 Financials : Bidder's Net Worth The bidder shall have Positive Net Worth in the last financial year Bidder's Net worth:  <div style="margin-left: 40px;"> &lt; 0 crore = Disqualified  &gt;= 0 crore and &lt; 3 crore = 5 marks  &gt;=3 crore and &lt; 6 crore = 7 marks  &gt;=6 crore = 10 marks </div> </p>	<p>Net Worth sought is not in congruence to the turnover requirement, making the conditions arbitrary It is submitted that although the CMVR amended vide notification dated 01.03.2019 issued by MoRT&amp;H which provides that DL/RC smart cards can be made of either Polyvinyl Chloride (PVC) or Acrylonitrile Butadiene Styren or Pet G or Poly Carbonate (PC), yet, the pre-eligibility criteria is only seeking prior experience from the bidders in printing of Polycarbonate Cards through Laser Engraving Technology only when the CMVR allows manufacturing and supply of DL/RC smartcards made of PolyVinyl Chloride (PVC) /Acrylonitrile Butadiene Styrene (ABS) /PetG plastic construction, with overlay to allow colour dye sublimation printing. Hence, mandatorily seeking experience of manufacturing of Polycarbonate based card with laser engraving technology is restrictive and excluding other DL/RC smart card manufacturers. Furthermore, as Laser engraving in PC based cards have been notified only pursuant to notification dated 01.03.2019 issued by MoRT&amp;H. Currently, only one UT namely Andaman &amp; Nicobar Islands has adopted the laser engraving technology on smart card based DL/RC. Thus, only one or two manufacturers have experience in Laser engraving technologies in PC smart cards. This will exclude other competent manufacturers. Furthermore, the under the Technical Test Score system of this RFP which provides that 5 marks will be given to the that</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>only one bidder having experience of Laser engraving technology in PC smart cards in the UT of Andaman &amp; Nicobar Islands thus, giving a winning edge to the said bidder. Hence, it is apparent that the RFP is not providing a level playing field to all manufacturers and appears to be tailor made to favour one or two bidders and exclude other competent manufacturers.</p> <p>With respect to the aforementioned preeligibility criteria, the eligibility criteria seems to have no nexus with the objective of the tender process, as the request for tender is not seeking prior experience in manufacturing and supply of DL/RC based smart cards which is more specific to the tender process, instead it is seeking experience of manufacturing and supply of Poly carbonate (PC) cards. Even the CVC guidelines specify that the procuring entity should not specify the pre-qualification criteria from some similar work executed in the past, without appropriately amending the different parameters according to the requirements of the present work. It is submitted that the terms and conditions in the DL-RC tenders floated by all other states, such as Delhi, Maharashtra, Karnataka, Madhya Pradesh, Puducherry, Mizoram etc., were formulated, keeping Smart Card based DL/VRC experienced System Integrator's experience in mind. However, the present pre-eligibility criteria are lax and arbitrary. Infact, all the other states tenders are asking for eligibility criteria in terms of number of Smart Card based DL/RC issued in multiple states with multiple locations as pre-qualification criteria, and also giving preference to the existing DL/RC vendors specialized in doing state government DL/VRC projects. Wherein in the present RFP is making. Due to the skewed nature of the eligibility criteria, we are unable to participate in the bid, being unreasonable. Similarly placed organizations (who are pioneer in smart card domain integration techniques specifically in transport department) are also being disqualified due to the inherent defect in the bid itself.</p>	

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
143	Rosmerta Technologies Limited	38	"Clause" 3.1.3. Point H Required PC card	Please clear Required PC card With chip or without chip	As per Tender Conditions
144	Rosmerta Technologies Limited	38	"Clause" 3.1.3. Point H	if PC card Without chip how will KMS performed by Department  Why not KMS performed by department	As card is Poly Carbonate laminated card type without chip, KMS is not in scope of the project
145	Rosmerta Technologies Limited	38	"Clause" 3.1.3. Point H warranty "Minimum contract level warranty on the supply of smart card "	as per this statement how a card can be smart without chip" kindly confirm for supply of PC card or smart PC card and please clear required card or smart card	Refer Corrigendum No. 19
146	Rosmerta Technologies Limited	32	"Clause" 3.1.1.1 "the application thoroughly and integrate the card printers with the NIC's Vahan application. MVD will support for understanding and integration with NIC"	Please clear card personalization software application provided by department or successful bidder	Data/software for printing will be provided through the NIC applications
147	Rosmerta Technologies Limited	35	Clause 3.1.3 "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 CPF locations as per the requirement to establish the minimum required infrastructure as per the RFP"	Please clear any civil work at rto location also	As per Tender Conditions.
148	Rosmerta Technologies Limited	35	Clause 3.1.3 C "The successful bidder shall be responsible for pre-printing the static component (including color) of cards, as per the MoRTH notification, and the dynamic part shall be printed through laser engraving at CPF premises, as decided by the Department."	please clear DL photo printing is through laser or dye sublimation printing	As per Tender Conditions through Laser Engraving technology

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
149	Rosmerta Technologies Limited	41	Clause 3.1.3 O "The Successful Bidder needs to develop a webbased MIS application"	please clear how data provided to successful bidder for MIS report and is any server have to deployed by vendor as no server specification provided in rfp	MIS application deployment and necessary server storage and computing, security etc. shall be responsibility of Successful Bidder
150	Rosmerta Technologies Limited	38	"Clause" Point H Required PC card	As per MoRTH Notification G.S.R. 174(E), dated 01.03.2019 and Annexure XI Specifications of laminated card type without chip or Smart Card type Driving Licence and Registration Certificate " please clear if required card without chip then please clear the lamination process.	As per Tender Conditions
151	SMART CHIP PRIVATE LIMITED	17	2.7. Earnest Money Deposit a. Bidders shall submit an EMD of Rs. 2,25,00,000/- (Rs. Two Crore Twenty Five Lac Only), along with the bids, which shall paid in the form of a Bank Guarantee (BG) or Demand Draft (DD) drawn in favour of "Transport Commissioner, Maharashtra State" issued by nationalized or scheduled banks, payable at Mumbai as per the format given in Annexure 22.	In this regard we would like to inform you that EMD can be submitted through BG / DD, but in eProcurement portal i.e. "https://mahatenders.gov.in", bidder can submit the Tender Fee and EMD Only through online. Requesting you kindly make the necessary changes in https://mahatenders.gov.in portal, so that all the bidders can submit their EMD through BG/DD.	Bidder can select exemption for EMD at 100 %.and upload scanned copy of BG or DD to proceed further on eProcurement portal i.e. "https://mahatenders.gov.in",
152	SMART CHIP PRIVATE LIMITED	24	The bidder should on its own meet the technical experience as stipulated in RFP and should not rely on meeting the technical experience criteria on its parent, subsidiary, co-subsidiary, associated or other related entity.	Requesting you, kindly consider technical experience of bidder's parent, 100% subsidiary or group of company for evaluation purpose. IDEMIA being an OEM and also SI, it has divisions to cater the market separately. Finally all the units belong to the parent company, hence it should not make any difference for the department or even from the experience point of view. In all other Central and state Government bids, this is very much allowed. Currently, the RFP clause is favoring one particular company.	No change

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
153	SMART CHIP PRIVATE LIMITED	25	<p>2.16 Technical Evaluation</p> <p>Bidder's Experience: Printing Experience</p> <p>The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India in the last three financial years:</p> <p>1 project with atleast 10000 PC cards = 5 marks</p> <p>2 projects with atleast 20000 PC cards = 10 marks</p> <p>3 projects with atleast 30000 PC cards = 15 marks</p>	<p>Would request the department to kindly amend this technical evaluation parameter since the polycarbonate cards are not widely used in Indian government projects as of now.</p> <p>Similar kind of tender was released by Rajasthan Transport Department (in 2018) for the requirement of Polycarbonate card, but they had also asked for an experience of Card manufacturing, Supply and printing only. Only one particular vendor will qualify with the current rfp criteria, which defeats the purpose of an open tender. It will also help that particular vendor to quote higher prices or control th commercials, which is actually to be paid by the citizen.</p> <p>We would like to suggest below 2 options.</p> <p>Option 1:</p> <p>Kindly consider Global experience (experience of bidder's parent, 100% subsidiary or group of company for evaluation purpose) and the Scoring may be considered to change as follows:</p> <p>Project with at least 10000 PC Cards = 5 marks</p> <p>Project with at least 10001 to 25000 PC Cards = 8 marks</p> <p>Project with at least 25001 to 35000 PC Cards = 10 marks</p> <p>Project with more than 35001 PC Cards = 15 marks</p> <p>(Kindly remove the number of projects from the criteria, so that if a SI qualifies the quantity criteria with single or 2 orders, still he should be considered as qualified vendor &amp; accordingly marking should be given</p> <p>OR</p> <p>Option 2:</p> <p>2.16 Technical Evaluation</p> <p>Kindly Amend the clause as mention below-</p> <p>The bidder should have experience in the field of IT as</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
				<p>a System Integrator with at least one State level project having manpower deployment, hardware &amp; software deployment, Technical support, card printing, Data Management etc of worth 1 project of worth 50 Crores /5 projects of worth 10 Crores each within the last 3 years as on the bid submission date.</p> <p>1 State level project implementation = 5 marks  2 - 3 State level projects implementation = 10 marks  More than 3 State level projects implementation = 15 marks</p>	
154	SMART CHIP PRIVATE LIMITED	25	<p>2.16 Technical Evaluation  Manufacturer Details:  The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:  If not a manufacturer = 0 Marks  If a manufacturer = 15 marks</p>	<p>As mentioned above, Only one particular vendor will qualify with this criteria which defeats the purpose of an open tender. It will also help the vendor to quote higher prices or control the commercials. Since the bid is actually for the system integrator who has to implement and execute the project for 5 years, we request department to mention SI criteria under this clause instead of making it fully for the OEM.</p> <p>1) For polycarbonate card OEM capability evaluation, we request department to allow SI to submit OEM certificate describing the manufacturing capability.  2) Request department to allow SI to participate in the bid with OEM authorization certificate or the undertaking from the OEM with a capacity of producing 80 Lakh PC cards per annum.  3) We suggest department to change the OEM manufacturing capability to 80 Lakhs per annum, since the department's requirement for PC card in a year itself is 80 Lakhs.  4) Please note that it is almost impossible for an OEM with a manufacturing capacity of 10,000/- per annum to supply 80 lakh cards in a year.</p>	Refer Corrigendum No. 19

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
155	SMART CHIP PRIVATE LIMITED	25		Suggest department to include the Centralized card processing experience in the technical scoring criteria. We also request Department to include the below clause in the RFP, to ensure that the bidder has an experience of executing Centralized Card Processing (CPC) facility in any of the states. We suggest that bidder with an experience of Centralized card printing should get marks as per the below - 1 Project with centralized card printing and dispatch facility - 10 Marks 2 or more Projects with centralized card printing and dispatch facility - 15 Marks	No Change
156	SMART CHIP PRIVATE LIMITED	26	Clause number # 2.16 (5) Technical Evaluation - Manufacturer Details - Annexure - 25	Requesting you to consider the change in the Annexure - 25 as mentioned below: Kindly DELETE "We (Bidder Name) have manufactured and supplied _____ number of Cards in last 3 financial years".	Refer Corrigendum No. 19
157	SMART CHIP PRIVATE LIMITED	35-36	3.1.3 Non-IT Infrastructure The Successful Bidder may arrange additional infrastructure like electrical fittings, plugs, switches, MCBs, fan, light, etc. for smooth operations at RTOs.	Requesting you to provide a baseline / tentative quantities of the additional infrastructure like electrical fittings, plugs, switches, MCBs, fan, light, etc. to be arranged / installed in all the 50 RTO locations. Also cap the amount or the quantity, so that proper estimation can be done by the bidders.	As per the tender conditions.
158	SMART CHIP PRIVATE LIMITED	48	4.7 Taxes and Duties The amount quoted in the Commercial Bid shall be inclusive of all taxes. Successful Bidder is fully responsible for all its own tax related obligations to relevant tax authorities.	Would request the department to consider either of the below mentioned options: Option 1: To make the "Quote Price of PC Card" exclusive of taxes.  OR Option 2: To add a sub-Clause to Clause 4.7 "any change in the Government Tax structure or duties (increase/decrease) during the project period shall be on account of MVD Department and paid accordingly to the vendor".	Refer Corrigendum No. 19  Any change in the Government Tax structure or duties (increase / decrease) as per prevailing law during the project period, shall be considered.

Sr.	Bidder name	Page No.	Clause (Tender Ref.)	Query / Suggestion / Clarification	Department Response
159	SMART CHIP PRIVATE LIMITED	51	4.13. Liquidated damages In the event of delay or any gross negligence, for causes attributable to the successful bidder in meeting the deliverables or milestone, MVD shall be entitled at its option to recover from the Successful bidder as agreed, liquidated damages, a sum of 0.5% of the value of the deliverable or milestone which suffered delay or gross negligence for each completed week or part thereof subject to a limit of 10% of the value of delayed deliverables or milestone, post which contract may be liable for termination.	LD capping of 10% is very high compared to nature of the project. We request you to kindly reduce the LD capping to 5% of undelivered portion.	No change
160	SMART CHIP PRIVATE LIMITED	48	4.8.1 Termination for default	We suggest to add "subject to Cure Period of 30 days to Successful Bidder". In the first line of Clause 4.8.1 i.e the clause may be read as " Subject to cure period of 30 days to successful bidder the MVD may, without prejudice....."	Refer Corrigendum No. 19
161	SMART CHIP PRIVATE LIMITED	General	Additional Point requested for Penalty Capping	LD is capped to 10% of undelivered portion, however service penalty is not capped. We request department to Cap the penalty to maximum of 5% of the monthly invoice. In Government bids, penalties are always capped, however in this bid, it seems that the capping is missed out. We request department to include the same.	No change

**Note:** Queries received after the deadline are excluded from this response sheet.

-----X-----X-----X-----X-----

**Motor Vehicles Department, Government of Maharashtra**  
**Transport Commissioner Office, 5th Floor, MTNL Building No. 2, Near Flora Fountain, MG Road, Fort, Mumbai - 400 001**

**Date:** 19<sup>th</sup> May 2022

**Corrigendum No. 19: Amendments to the Tender with Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021**

**Corrigendum Reference:** Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180 Date – 25.03.2021 for “Request for Proposal for Selection of a Service Provider for Centralized Printing of Registration Certificates and Driving License for Motor Vehicles Department in the State of Maharashtra for a period of 5 years”.

Following corrigendum with amendments is issued in consideration with the Pre-Bid queries/suggestions by prospective bidders:

#	RFP Clause / Page	Clause as appearing in the Published RFP		Revised Clause					
1.	Definitions Page 10	<table><tr><td>Last three financial years</td><td>FY 2017-18, 2018-19 &amp; 2019-20</td></tr></table>		Last three financial years	FY 2017-18, 2018-19 & 2019-20	<table><tr><td>Last three financial years</td><td>FY 2018-19, 2019-20 &amp; 2020-21</td></tr></table> Wherever in the tender document, pre-bid queries response, and any other document, if there is any mention of financial years, it shall be read as above.		Last three financial years	FY 2018-19, 2019-20 & 2020-21
Last three financial years	FY 2017-18, 2018-19 & 2019-20								
Last three financial years	FY 2018-19, 2019-20 & 2020-21								
2.	Clause 2.15. Under Section 2: Instruction to Bidders Page 22	PQ2: Financial: Average Turnover – similar work  The average annual turnover of the bidder should be at least <b>Rs. 100 crores</b> from manufacturing/supplying, and printing PC / PVC / PetG / ABS cards in India in the last three financial years.		PQ2: Financial: Average Turnover – similar work  The average annual turnover of the bidder should be at least <b>Rs. 75 crores</b> from manufacturing / supplying, and printing PC / PVC / PetG / ABS cards in India in the last three financial years.					
3.	Clause 2.15 Under Section 2: Instruction to Bidders Page 24	<b>Note:</b> Manufacturer of PC cards shall provide MAF to only one bidder for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer cannot provide MAF to another bidder bidding in this RFP. In case if manufacturer authorize more than one bidder for this RFP, bids with the same manufacturer will be rejected.		<b>Note:</b> Manufacturer of PC cards shall provide MAF to <b>not more than 2 bidders</b> for participating in this RFP. If the bidder is itself manufacturer of PC cards, then manufacturer can provide MAF <b>to only one bidder</b> bidding in this RFP. In case if manufacturer authorize more than 2 bidders for this RFP, bids with the same manufacturer will be rejected.					

Motor Vehicles Department, Government of Maharashtra  
Corrigendum No. 19: Amendments to the Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause
4.	<b>Clause 2.16. Under Section 2: Instruction to Bidders Page 24</b>	<p><b>TQ1: Financials: Bidder's Average Annual Turnover:</b></p> <p>The average annual turnover of the bidder should be at least Rs. 100 crores from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years</p> <p><u>Average annual turnover:</u></p> <p style="text-align: center;">&lt;100 crore = Disqualified            &gt;=100 crore and &lt;150 crore = 10 marks            &gt;=150 crore and &lt;200 crore = 15 marks            &gt;=200 crore and &lt;250 crore = 20 marks            &gt;= 250 crore and &lt;300 crore = 25 marks            &gt;=300 crore = 30 marks</p>	<p><b>TQ1: Financials: Bidder's Average Annual Turnover:</b></p> <p>The average annual turnover of the bidder should be at least <b>Rs. 75 crore</b> from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards in India in the last three financial years</p> <p><u>Average annual turnover:</u></p> <p style="text-align: center;">&lt;75 crore = Disqualified            &gt;= 75 crore and &lt;100 crore = 10 marks            &gt;=100 crore and &lt;125 crore = 15 marks            &gt;=125 crore and &lt;150 crore = 20 marks            &gt;=150 crore and &lt;175 crore = 25 marks            &gt;=175 crore = 30 marks</p>
5.	<b>Clause 2.16. Under Section 2: Instruction to Bidders Page 25</b>	<p><b>TQ2 : Financials: Bidder's Net Worth</b></p> <p>The bidder shall have Positive Net Worth in the last financial year</p> <p><u>Bidder's Net worth:</u></p> <p style="text-align: center;">&lt; 0 crore = Disqualified            &gt;= 0 crore and &lt; 3 crore = 5 marks            &gt;=3 crore and &lt; 6 crore = 7 marks            &gt;=6 crore = 10 marks</p>	<p><b>TQ2: Financials: Bidder's Net Worth</b></p> <p>The bidder shall have Minimum Average Positive Net Worth for the last five financial years</p> <p><u>Bidder's Average Net worth for the last five financial years:</u></p> <p style="text-align: center;">&lt;= 0 = Disqualified            &gt;= 0 and &lt; 7.5 crore = 5 marks            &gt;= 7.5 crore and &lt; 10 crore = 7 marks            &gt;= 10 crore = 10 marks</p>

Motor Vehicles Department, Government of Maharashtra  
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#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause																						
6.	Clause 2.16. Under Section 2: Instruction to Bidders Page 25	<b>TQ4: Bidder’s Experience: Printing Experience</b>  The bidder should have an experience in printing of Polycarbonate cards through Laser Engraving technology, in Government (State/Central) / Semi-Government/ Corporation / PSU / PSU Banks in India in the last three financial years:  1 project with atleast 10000 PC cards = 5 marks 2 projects with atleast 20000 PC cards = 10 marks 3 projects with atleast 30000 PC cards = 15 marks	<b>TQ4: Bidder’s Project Experience: Personalization Experience:</b>  The bidder should have an experience <b>in printing of PC / PVC / PetG / ABS cards</b> , during the last 3 financial years in Government (State / Central / UT) / Semi Government / Corporation / PSU / PSU Banks projects in India with a minimum number of cards printed per project as per below table: <table border="1"><thead><tr><th>Number of projects executed</th><th>Minimum number of cards printed meeting the criteria</th></tr></thead><tbody><tr><td>One Project</td><td>70 Lakhs</td></tr><tr><td colspan="2"><b>OR</b></td></tr><tr><td>Two Projects</td><td>45 Lakhs</td></tr><tr><td colspan="2"><b>OR</b></td></tr><tr><td>Three Projects</td><td>35 Lakhs</td></tr></tbody></table> <b>Total number of cards printed in maximum any three projects submitted meeting the Criteria:</b> <table border="1"><thead><tr><th>Total cards printed</th><th>Marks</th></tr></thead><tbody><tr><td>&lt; 70 lakhs</td><td><b>00 marks</b></td></tr><tr><td>&gt;= 70 lakhs &lt; 105 lakhs</td><td><b>05 marks</b></td></tr><tr><td>&gt;= 105 lakhs &lt; 140 lakhs</td><td><b>10 marks</b></td></tr><tr><td>&gt;= 140 lakhs</td><td><b>15 marks</b></td></tr></tbody></table>	Number of projects executed	Minimum number of cards printed meeting the criteria	One Project	70 Lakhs	<b>OR</b>		Two Projects	45 Lakhs	<b>OR</b>		Three Projects	35 Lakhs	Total cards printed	Marks	< 70 lakhs	<b>00 marks</b>	>= 70 lakhs < 105 lakhs	<b>05 marks</b>	>= 105 lakhs < 140 lakhs	<b>10 marks</b>	>= 140 lakhs	<b>15 marks</b>
Number of projects executed		Minimum number of cards printed meeting the criteria																							
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Motor Vehicles Department, Government of Maharashtra  
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#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause								
7.	<p><b>Clause 2.16.</b> <b>Under Section 2:</b> <b>Instruction to</b> <b>Bidders</b> <b>Page 25</b></p>	<p><b>TQ5: Manufacturer Details:</b></p> <p>The bidder is a manufacturer of PC cards, have manufactured and supplied atleast 10000 PC cards in India in the last three financial years:</p> <p>If not a manufacturer = 0 Marks If a manufacturer = 15 marks</p>	<p><b>TQ5: Manufacturer Details:</b></p> <p>The bidder should have an experience of manufacturing of PC Cards through Laser Engraving Technology, in Government (State / Central / UT) / Semi-Government / Corporation / PSU / PSU Banks in India in the last three financial years.</p> <p>Bidder should have minimum yearly Installed Capacity of the PC cards manufacturing in India as follow:</p> <p><b>Installed capacity:</b></p> <table><tr><td>No Installed Capacity</td><td>= 0 marks</td></tr><tr><td>&lt;= 22.5 Lakh</td><td>= 5 marks</td></tr><tr><td>&gt; 22.5 Lakh and &lt;= 45 Lakh</td><td>= 10 marks</td></tr><tr><td>&gt; 45 Lakh</td><td>= 15 marks</td></tr></table> <p><i>(Refer Key Submission for supporting documents required)</i></p>	No Installed Capacity	= 0 marks	<= 22.5 Lakh	= 5 marks	> 22.5 Lakh and <= 45 Lakh	= 10 marks	> 45 Lakh	= 15 marks
No Installed Capacity	= 0 marks										
<= 22.5 Lakh	= 5 marks										
> 22.5 Lakh and <= 45 Lakh	= 10 marks										
> 45 Lakh	= 15 marks										
8.	<p><b>Clause 2.17 Under</b> <b>Section 2:</b> <b>Instruction to</b> <b>Bidders</b></p> <p><b>Page 25-26</b></p> <p><b>Commercial</b> <b>Evaluation</b></p>	<p>e. The bidder with subsequent highest “Final Composite Score (FCS)” will be considered as L2, L3, and so on.</p> <p>f. In case of successful bidder getting rejected (fails to perform the duty up to the satisfaction of the MVD), disqualified, or not agreeing to undertake the project for any reason, L2 bidder may be offered to match L1 bidder’s Commercial Bid.</p> <p>g. If L2 bidder fails to accept the offer or gets rejected or disqualified, then the same offer may be given to the next higher bidders in the order of sequence, i.e. L3, L4, L5, and so on.</p> <p>h. On the declaration of a Successful Bidder, MVD shall issue a Letter of Intent (LoI) to the Successful Bidder.</p>	<p>e. <b>The bidder with highest “Final Composite Score (FCS)” will be considered as H1 bidder.</b> The bidder with subsequent highest “Final Composite Score (FCS)” will be considered as <b>H2, H3</b>, and so on.</p> <p>f. In case of <b>H1</b> getting rejected (fails to perform the duty up to the satisfaction of the MVD), disqualified, or not agreeing to undertake the project for any reason, <b>H2</b> bidder may be offered to execute the project at <b>H2</b> bidder’s Commercial Bid or <b>H1’s</b> bidder’s Commercial Bid, whichever is lower.</p> <p>g. If <b>H2</b> bidder fails to accept the offer or gets rejected or disqualified, then the same offer may be given to the next higher bidders in the order of sequence, i.e. <b>H3, H4, H5</b>, and so on.</p> <p>h. On the declaration of a Successful Bidder, MVD shall issue a Letter of Intent (LoI) to the Successful Bidder.</p>								

Motor Vehicles Department, Government of Maharashtra  
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#	RFP Clause / Page	Clause as appearing in the Published RFP		Revised Clause						
9.	<p><b>Clause 2.19</b> <b>Under Section 2:</b> <b>Instruction to Bidders</b></p> <p><b>Page 26-27</b></p> <p><b>Final Composite Bid Score</b></p>	<p>c. In the event of two or more bidders securing exactly the same Final Composite Score (FCS), then MVD reserves the right to declare the bidder whose Technical Score (CS) is highest, among the bidders who have secured exactly the same composite score as preferred bidder.</p> <p>d. In event of two or more bidders securing exactly same composite score as well as secured exactly same Commercial Score (CS), MVD reserves the right to call for Re-Bid from only such bidders. Such Re-Bid shall only be for Commercial Bids. However, such revised quotes shall not be greater than the prices earlier quoted by the bidders in tie.</p> <p>e. Within the bid validity period and before signing of the contract, if the successful bidder fails to perform the duty up to the satisfaction of the MVD as mentioned in the RFP, or is disqualified or not agreeing to undertake the project for any reason, the second ranked Bidder shall be kept in reserve and maybe invited in case the first ranked Bidder withdraws, or fails to comply with the requirements. Second rank bidder shall match the price whichever is low between his quoted price or price quoted by first rank bidder.</p>		<p>c. In the event of two or more bidders securing exactly the same Final Composite Score (FCS) and are considered for award of contract, then MVD reserves the right to declare the bidder whose Technical Score (CS) is highest, among the bidders who have secured exactly the same composite score as preferred bidder.</p> <p>d. In event of two or more bidders securing exactly same Final Composite Score (FCS) as well as secured exactly same Technical Score (TS) and Commercial Score (CS) and are considered for award of contract, MVD reserves the right to call for Re-Bid from only such bidders. Such Re-Bid shall only be for Commercial Bids. However, such revised quotes shall not be greater than the prices earlier quoted by the bidders in tie.</p> <p>e. Within the bid validity period and before signing of the contract, if the <b>H1</b> fails to perform the duty up to the satisfaction of the MVD as mentioned in the RFP, or is disqualified or not agreeing to undertake the project for any reason, the <b>H2</b> Bidder shall be kept in reserve and maybe invited in case the <b>H1</b> Bidder withdraws, or fails to comply with the requirements, as per Clause 2.17 above.</p>						
10.	<p><b>Clause 2.21</b> <b>Under Section 2:</b> <b>Instruction to Bidders</b></p> <p><b>Page 27-28</b></p> <p><b>Project Timelines</b></p>	<table><tr><td>7</td><td>Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing</td><td>T<sub>2</sub> + 60</td></tr></table>	7	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing	T <sub>2</sub> + 60	<table><tr><td>7</td><td>Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations <b>for paper-based output printing</b></td><td>T<sub>2</sub> + 60</td></tr></table>		7	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations <b>for paper-based output printing</b>	T <sub>2</sub> + 60
7	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations for LL printing	T <sub>2</sub> + 60								
7	Demo Run at each CPF and commencement of operations by Successful Bidder at CPF and 50 RTO locations <b>for paper-based output printing</b>	T <sub>2</sub> + 60								

Motor Vehicles Department, Government of Maharashtra  
Corrigendum No. 19: Amendments to the Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause
11.	<p><b>Under Section 3: Scope of Work</b></p> <p><b>Page 32</b></p>	<p><b>SCOPE OF WORK - Centralized Printing of Registration Certificates and Driving Licenses</b></p> <p>In some of the transactions like new vehicle registration, transfer of ownership, duplicate registration certificate, duplicate license etc. as listed in Annexure 1, the output is in a card form and in some other cases like permits, learning license, etc. the output is in paper form. The Successful Bidder is required to print card or paper-based output for all driving license and Registration certificate related services as given in Annexure 1, along with capturing of biometrics of the citizens for the relevant services.</p>	<p><b>SCOPE OF WORK - Centralized Printing of Registration Certificates and Driving Licenses</b></p> <p>In some of the transactions like new vehicle registration, transfer of ownership, duplicate registration certificate, duplicate license etc. as listed in Annexure 1, the output is in a card form and, in some other cases like permits, learning license, etc. the output is in paper form. <b>The learner license transactions are of two types i.e., Faceless Learner's License and Non-Faceless Learner's License. Only for non-Faceless Learner's License service, the citizens may visit RTO offices, for which LL printing is required.</b> The Successful Bidder is required to print the card or paper-based output for all driving license and Registration certificate-related services as given in Annexure 1, along with capturing of biometrics (Photograph and Signature) of the citizens for the relevant services.</p>
12.	<p><b>Clause 3.1.2.2. Under Section 3: Scope of Work</b></p> <p><b>Process flow for DL and LL related services:</b></p> <p><b>Page 33</b></p>	<p><b>The process of DL service at an RTO is given below:</b></p> <ol style="list-style-type: none"> <li>1. The Citizen applies for DL test on Sarathi portal and pays the fee for the same.</li> <li>2. The Citizen appears for the driving test, conducted by the concerned office.</li> <li>3. Once the applicant clears the driving test, the application for DL is approved and the DL is printed and delivered within a stipulated time period to the citizens.</li> </ol> <p>Printing of the DL card shall be the responsibility of the Successful Bidder. Other than the above, there are other services as per Annexure 1, for which the citizen applies on Sarathi portal and the further process is undertaken by department and post approval, the output may be either in Paper/Card form. For all the services, the responsibility of capturing biometrics of the citizen (as applicable), printing of paper/card output of relevant services shall be of the Successful Bidder.</p> <p>The Biometrics are captured for services like Learning License, Conductor's Badge and in case of Change of particulars in DL (photograph /signature).</p>	<p><b>The process of DL service at an RTO is given below:</b></p> <ol style="list-style-type: none"> <li>1. The Citizen applies for DL test on Sarathi portal and pays the fee for the same.</li> <li>2. The Citizen appears for the driving test, conducted by the concerned office.</li> <li>3. Once the applicant clears the driving test, the application for DL is approved and the DL is printed and delivered within a stipulated time period to the citizens.</li> </ol> <p>Printing of the DL card shall be the responsibility of the Successful Bidder. Other than the above, there are other services as per Annexure 1, for which the citizen applies on Sarathi portal and the further process is undertaken by the department, and post-approval, the output may be either in Paper/Card form. <b>For services like backlog data entry, or in case of change in particulars on DL or Conductor's Badge, etc. (as detailed in Annexure 1), citizens are directed to biometric counters to capture photographs and signatures through the counter/s set up by the successful bidder.</b> For all the above services, the responsibility of capturing biometrics of the citizen (as applicable), and the printing of paper/card output of relevant services shall be of the Successful Bidder.</p>

Motor Vehicles Department, Government of Maharashtra  
Corrigendum No. 19: Amendments to the Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause
13.	<p><b>Clause 3.1.3</b> <b>Under Section 3:</b> <b>Scope of Work</b></p> <p><b>Successful Bidder's Responsibility-</b></p> <p><b>Page 34 &amp; 35</b></p>	<p><b>Non-IT Infrastructure</b></p> <p><b>Bullet 2:</b> Successful bidder shall ensure seating arrangement to the citizen visiting for LL services in waiting area of RTO premises as annexure 2 and 3. For RTO locations, arrangement for seating of 50 persons shall be done and for DyRTO locations, seating arrangement shall be done for 30 persons.</p>	<p><b>Non-IT Infrastructure</b></p> <p><b>Bullet 2:</b> Successful bidder shall ensure seating arrangement to the citizen visiting for LL services in waiting area of RTO premises as annexures 2 and 3. For RTO locations, arrangement for seating of <b>25</b> persons shall be done and for DyRTO locations, seating arrangement shall be done for <b>15</b> persons.</p>
14.	<p><b>Clause 3.1.3</b> <b>Under Section 3:</b> <b>Scope of Work</b></p> <p><b>Successful Bidder's Responsibility-</b></p> <p><b>Page 36</b></p>	<p><b>d. Camp Offices for paper-based output services</b></p> <p>a. RTOs also conduct single day camps in the remote areas to provide easy access to driving license related services to the citizen across Maharashtra. Around 40 RTOs conduct 10 to 15 camps in a month (total of about 350 camps across the state), which may vary from time to time. The Successful Bidder shall be responsible to facilitate these camps by capturing biometrics, printing of LL and other services with paper-based output. In order to conduct such camps, the Successful Bidder shall carry required hardware and set up for internet as per the numbers given in annexure 2 and specifications given in annexure 3.</p> <p>b. The transportation cost for carrying hardware, manpower to these camps shall be borne by the Successful Bidder. MVD does not commit any business volume for future. The bidders are required to do their independent study for submission of bids. The figures indicated in annexure 1 contain the applications processed through camp offices also.</p>	<p><b>d. Camp Offices for paper-based output services</b></p> <p>a. RTOs also conduct single-day camps in remote areas to provide easy access to driving license-related services to citizen across Maharashtra. <b>The Successful Bidder shall be responsible to provide laptops and set up for internet to these camps as per the numbers given in annexure 2 and specifications given in annexure 3. Any recurring costs towards internet setup shall be responsibility of the Successful Bidder throughout the contract period of 5 years.</b></p> <p>b. These camps shall be manned by the MVD staff only. There is no requirement of dedicated Manpower of the Successful Bidder's for Camps. The figures indicated in annexure 1 contain the applications processed through camp offices also.</p>

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15.	<b>Clause 3.1.3</b> <b>Under Section 3:</b> <b>Scope of Work</b>  <b>Successful Bidder's Responsibility-</b>	<b>Setting up of Infrastructure at RTOs for decentralized LL/ paper-based output services:</b>  d. For printing LL (and other services with paper-based output), a computer connected to the LAN, paper printer, lamination machine & and paper reams along with a desk and chair for staff as per the specifications given in annexure 3, will have to be provided at each RTO.	<b>Setting up of Infrastructure at RTOs for decentralized LL/ paper-based output services:</b>  d. For printing LL (and other services with paper-based output), a computer connected to the LAN, paper printer & and paper reams along with a desk and chair for staff as per the specifications given in annexure 3, will have to be provided at each RTO.
16.	<b>f. Physical Infrastructure and Utilities</b>  <b>Page 37</b>	<b>Setting up of Infrastructure at RTOs for decentralized LL/ paper-based output services:</b>  g. The Successful Bidder is required to maintain the stock of blank papers and other consumables in the tune of at least one month's stock for the respective RTO location, otherwise penalties as defined in SLA as per Annexure 15 shall be applicable.	<b>Setting up of Infrastructure at RTOs for decentralized LL/ paper-based output services:</b>  g. The Successful Bidder is required to maintain the stock of blank papers and other consumables in the tune of at least <b>three month's</b> stock for the respective RTO location, otherwise penalties as defined in SLA as per Annexure 15 shall be applicable.
17.	<b>Clause 3.1.3</b> <b>Under Section 3:</b> <b>Scope of Work</b>  <b>Successful Bidder's Responsibility</b>  <b>g. Consumables</b>  <b>Page 37 &amp; 38</b>	<b>Bullet 2:</b>  <ul style="list-style-type: none"> <li>▪ Other than the preprinted card, the Successful Bidder shall be responsible for making available all the consumables and any other goods / articles required for the hardware provided including but are not limited to:  -New and original cartridges for printers (refilled cartridges shall not be used).  -Lamination pouch/material for lamination machine.  -Any other item which is required for the successful execution and operation of the project.</li> </ul>	<b>Bullet 2:</b>  <ul style="list-style-type: none"> <li>▪ Other than the preprinted card, the Successful Bidder shall be responsible for making available all the consumables and any other goods / articles required for the hardware provided including but are not limited to:  -New and original cartridges for printers (refilled cartridges shall not be used).  -Any other item which is required for the successful execution and operation of the project.</li> </ul>
18.	<b>Clause 3.1.3</b> <b>Under Section 3:</b> <b>Scope of Work</b>  <b>Successful Bidder's Responsibility-</b>  <b>Page 38</b>	<b>Point h: PC Based Cards</b> <b>Bullet 4</b>  <b>Warranty:</b> Successful Bidder shall provide a minimum contract period warranty on the supplied <b>smart cards</b> , against any manufacturing or printing or other defects. The Successful Bidder shall replace a defective or incorrectly printed cards at no cost to MVD or citizens anytime during the contract period. Any deviation in the type, format, material, specification of the cards shall attract penalties as defined in <a href="#">Annexure 15</a> including termination of contract.	<b>Point h: PC Based Cards</b> <b>Bullet 4</b>  <b>Warranty:</b> Successful Bidder shall provide a minimum contract period warranty on the <b>supplied laminated PC cards without a chip</b> , against any manufacturing or printing or other defects. The Successful Bidder shall replace defective or incorrectly printed cards at no cost to MVD or citizens anytime during the contract period. Any deviation in the type, format, material, specification of the cards shall attract penalties as defined in <a href="#">Annexure 15</a> of RFP including termination of the contract.

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#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause						
19.		<p><b>Point h: PC Based Cards</b></p> <p><b>Bullet 8</b></p> <p>The Successful Bidder is required to maintain the stock of preprinted cards in the tune of based at least one month’s stock for the entire state of Maharashtra at CPF, otherwise penalties as defined in SLA as per Annexure 15 shall be applicable.</p>	<p><b>Point h: PC Based Cards</b></p> <p><b>Bullet 8</b></p> <p>The Successful Bidder is required to maintain the stock of preprinted cards in the tune of based <b>at least three months’ stock</b> for the entire state of Maharashtra at CPF, otherwise penalties, as defined in SLA as per Annexure 15, shall be applicable.</p>						
20.	<p><b>Clause 3.1.3</b></p> <p><b>Under Section 3:</b></p> <p><b>Scope of Work</b></p> <p><b>Successful Bidder’s Responsibility-</b></p> <p><b>Page 39 &amp; 40</b></p>	<p><b>i. Maintenance:</b></p> <p><b>The maintenance services of systems shall include but not be limited to following activities</b></p> <p><b>Bullet 6</b></p> <p><b>Maintenance service for all the hardware, software, furniture etc. shall indicatively include</b></p> <table><tr><td>6.</td><td>Camera/ Signature Slate/Lamination Machine</td><td>Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning.</td></tr></table>	6.	Camera/ Signature Slate/Lamination Machine	Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning.	<p><b>i. Maintenance:</b></p> <p><b>The maintenance services of systems shall include but not be limited to following activities</b></p> <p><b>Bullet 6</b></p> <p><b>Maintenance service for all the hardware, software, furniture etc. shall indicatively include</b></p> <table><tr><td>6.</td><td>Camera/ Signature Slate</td><td>Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning.</td></tr></table>	6.	Camera/ Signature Slate	Remove dust, debris and foreign objects Perform standard diagnostic test to ensure proper functioning.
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22.	<p><b>Clause 3.3 Under Section 3:</b></p> <p><b>Scope of Work</b></p> <p><b>Page 42</b></p>	<p><b>Payment Schedule</b></p> <p><b>Bullet 3:</b> Amount of such payment to be made daily shall be calculated based on the actual number of cards printed and sent for post. The payment to be made to the successful bidder shall be within 3 days from the date of printing of cards.</p>	<p><b>Payment Schedule</b></p> <p><b>Bullet 3:</b> Amount of such payment to be made daily shall be calculated based on the actual number of cards printed and sent for post. The Payment to be made to the successful bidder <b>shall be on next working day on a Daily Basis on a number of RC and DL Card printed.</b></p>						

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23.	<b>Clause 4.7. Under Section 4: Terms and Conditions Page 47</b>	<b>4.7. Taxes and Duties</b> The amount quoted in the Commercial Bid shall be inclusive of all taxes. Successful Bidder is fully responsible for all its own tax related obligations to relevant tax authorities.	<b>4.7. Taxes and Duties</b> The amount quoted in the Commercial Bid shall be inclusive of all taxes. Successful Bidder is fully responsible for all its own tax-related obligations to relevant tax authorities. <b>Any change in the Government Tax structure or duties (increase / decrease) as per prevailing law during the project period, shall be considered.</b>
24.	<b>Clause 4.8. Under Section 4: Terms and Conditions Page 47</b>	<b>4.8.1 Termination for Default</b> The MVD may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, terminate the Contract in whole or part:	<b>4.8.1 Termination for Default</b> <b>Subject to a cure period of 30 days to the successful bidder</b> the MVD may, without prejudice to any other remedy for breach of contract, by written notice of 30 days of default sent to the Successful Bidder, terminate the Contract in whole or part:
25.	<b>5.1 Annexure 1 Table 2 Page 61</b>	<b>5.1. Annexure 1 - List of services &amp; approximate transactions per year for all Vahan Services</b>  As per RFP	<b>5.1. Annexure 1 - List of services &amp; approximate transactions per year for all Vahan Services</b>  <b>Additional note:</b> Please note, in accordance with MoRTH GSR S.O. 1026(E) dated 3 March 2021, Maharashtra state has planned to provide various Vahan and Sarathi Services through contactless mode.  Maharashtra has gone live with Contactless Learner's License Service since June 2021. For the period of January 2022 to March 2022, approximately 60% citizens are applying for contactless services wherein they are not coming RTO office to take printout of paper based Learner's License. Maharashtra has planned to launch other contactless services in the due course. Bidders are advised to take note of the same and plan their operations accordingly.  However, the Successful Bidder shall ensure to provide paper based output to the citizens unconditionally throughout the contract period.




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26.	5.2 Annexure 2 Table 1  Page 63	<p><b>Annexure 2:</b> Minimum number of Hardware and furniture required at Centralized printing facilities</p> <table border="1"> <thead> <tr> <th colspan="4">Indicative Bill of Material</th></tr> <tr> <th>Sr. No.</th><th>Item</th><th>Minimum Quantity</th><th>MAF Required (Yes/No)</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Desktop with Antivirus</td><td>6</td><td>Yes</td></tr> <tr> <td>2.</td><td>Card Printer</td><td>The bidder shall propose as per the printing requirement</td><td>Yes</td></tr> <tr> <td>5.</td><td>Desk and Chair Set</td><td>6</td><td>No</td></tr> </tbody> </table>	Indicative Bill of Material				Sr. No.	Item	Minimum Quantity	MAF Required (Yes/No)	1.	Desktop with Antivirus	6	Yes	2.	Card Printer	The bidder shall propose as per the printing requirement	Yes	5.	Desk and Chair Set	6	No	<p><b>Annexure 2:</b> Minimum number of Hardware and furniture required at Centralized printing facilities</p> <table border="1"> <thead> <tr> <th colspan="4">Indicative Bill of Material</th></tr> <tr> <th>Sr. No.</th><th>Item</th><th>Minimum Quantity</th><th>MAF Required (Yes/No)</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Desktop with Antivirus</td><td>The bidder shall propose as per the printing requirement to meet the defined SLAs as per clause 5.15. Annexure 15: Service Level Agreement - "Delay in printing" on page number 99 of the RFP document</td><td>Yes</td></tr> <tr> <td>2.</td><td>Card Printer</td><td></td><td>Yes</td></tr> <tr> <td>5.</td><td>Desk and Chair Set</td><td>Minimum 7</td><td>No</td></tr> </tbody> </table>	Indicative Bill of Material				Sr. No.	Item	Minimum Quantity	MAF Required (Yes/No)	1.	Desktop with Antivirus	The bidder shall propose as per the printing requirement to meet the defined SLAs as per clause 5.15. Annexure 15: Service Level Agreement - "Delay in printing" on page number 99 of the RFP document	Yes	2.	Card Printer		Yes	5.	Desk and Chair Set	Minimum 7	No
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29.	5.2 Annexure 2  Page 67	<p><b>Table 3:</b> Number of MINIMUM total hardware required per RTO office</p> <p>As per RFP</p>	<p><b>Table 3:</b> Number of MINIMUM total hardware required per RTO office</p> <p>Attached as Annexure to this corrigendum.</p>																																								

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30.	<div>5.3 Annexure 3:</div> <div>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the CPFs for RC and DL</div> <div>Page 71</div>	<div>Card Printer Specification</div> <table><tr><th>S.No.</th><th>Feature</th><th>Specification</th></tr><tr><td>1.</td><td>Print Type</td><td>Laser Engraving technology</td></tr><tr><td>2.</td><td>Print Area</td><td>Edge to Edge</td></tr><tr><td>7.</td><td>Mandatory Certification</td><td>CE, UL, FCC/KCC/BIS, ISO 7816 Complaint, RoHS, Class 1 laser product (EN 60825)</td></tr></table>	S.No.	Feature	Specification	1.	Print Type	Laser Engraving technology	2.	Print Area	Edge to Edge	7.	Mandatory Certification	CE, UL, FCC/KCC/BIS, ISO 7816 Complaint, RoHS, Class 1 laser product (EN 60825)	<div>Card Printer Specification</div> <table><tr><th>S.No.</th><th>Feature</th><th>Specification</th></tr><tr><td>1.</td><td>Print Type</td><td>Laser Engraving technology with the <b>monochrome format</b></td></tr><tr><td>2.</td><td>Print Area</td><td>Edge to Edge with a tolerance of <b>2 mm gap from edges</b></td></tr><tr><td>7.</td><td>Mandatory Certification</td><td><b>CE/UL/FCC/KCC/BIS certifications, RoHS and Class 1 laser product (EN 60825)</b>  <i>(* If BIS is not submitted by any of the bidders at the time of bid submission, then in case of award of contract, the successful bidder shall be required to submit the same within 3 months from date of signing of contract or before the date of commissioning, whichever is earlier)</i></td></tr></table>	S.No.	Feature	Specification	1.	Print Type	Laser Engraving technology with the <b>monochrome format</b>	2.	Print Area	Edge to Edge with a tolerance of <b>2 mm gap from edges</b>	7.	Mandatory Certification	<b>CE/UL/FCC/KCC/BIS certifications, RoHS and Class 1 laser product (EN 60825)</b>  <i>(* If BIS is not submitted by any of the bidders at the time of bid submission, then in case of award of contract, the successful bidder shall be required to submit the same within 3 months from date of signing of contract or before the date of commissioning, whichever is earlier)</i>
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32.	<div>5.3 Annexure 3:</div> <div>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the CPFs for RC and DL</div> <div>Page 73</div>	<div>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the RTO offices.</div> <div>NA</div>	<div>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirements at the RTO offices.</div> <div>3 seater Bench (300 total)</div> <table><tr><th>Sr</th><th>Item</th><th colspan="5">Minimum Specification</th></tr><tr><td>1</td><td>Dimension</td><td>Width</td><td>Depth</td><td>Height</td><td>Seat Height</td><td></td></tr><tr><td></td><td></td><td>165.5 cm</td><td>66.5 cm</td><td>87.0 cm</td><td>42.5 cm</td><td></td></tr><tr><td>2</td><td>Indicative Image</td><td colspan="5"></td></tr><tr><td>3</td><td>Specification</td><td colspan="5"><div>The Seat shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert. The PU foam having density of 520±10 kg/m3 with a Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 46.5 cm (D))</div><div>The Back shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert.The Pu Foam having density of 520±10 kg/m3 witha Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 51.5 cm (H))</div><div>The Cross Beam shall be made up of black powder coated M.S E.R.W. square tube of size 6.0±0.05cm x 6.0±0.05cm x 0.18±0.016cm thk fitted with polypropelene endcaps.</div><div>The Leg &amp; Armrest shall be made up of powder coated High pressure Aluminium Die cast. Leg Are fitted with soft grip PVC level adjusting shoe</div></td></tr></table>	Sr	Item	Minimum Specification					1	Dimension	Width	Depth	Height	Seat Height				165.5 cm	66.5 cm	87.0 cm	42.5 cm		2	Indicative Image						3	Specification	<div>The Seat shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert. The PU foam having density of 520±10 kg/m3 with a Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 46.5 cm (D))</div> <div>The Back shall be made from high density self-skin PU foam reinforced with 3mm M.S. perforated sheet insert.The Pu Foam having density of 520±10 kg/m3 witha Shore 'A' hardness of 55±5. (Seat Size: 52.0 cm (W) x 51.5 cm (H))</div> <div>The Cross Beam shall be made up of black powder coated M.S E.R.W. square tube of size 6.0±0.05cm x 6.0±0.05cm x 0.18±0.016cm thk fitted with polypropelene endcaps.</div> <div>The Leg &amp; Armrest shall be made up of powder coated High pressure Aluminium Die cast. Leg Are fitted with soft grip PVC level adjusting shoe</div>				
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Motor Vehicles Department, Government of Maharashtra  
Corrigendum No. 19: Amendments to the Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause
33.	<b>5.3 Annexure 3:</b>  <b>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the RTO offices.</b>  <b>Page 77</b>	<b>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the RTO offices.</b>  <b>Point 7. Lamination Machine</b> <ul style="list-style-type: none"> <li>• Type: ID card</li> <li>• Size: A6 Size/ ID card size</li> <li>• Lamination Speed: 250 mm / Min</li> <li>• Laminating Width: 118 mm,</li> <li>• Laminating Thickness: Max 0.6 mm</li> <li>• Comprehensive 5 Years Warranty</li> </ul>	<b>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the RTO offices.</b>  <b>Deleted</b>  <b>Since there is no requirement of lamination of the Learner's License etc., hence wherever in the tender document, pre-bid queries response and any other document "Lamination pouch/material" and "lamination machine" is appearing, it shall be considered as deleted.</b>
34.	<b>5.3 Annexure3:</b>  <b>Hardware (IT &amp; Non-IT) &amp; Software minimum specification requirement at the RTO offices.</b>  <b>Page 77</b>	<b>8. Internet Dongle</b>  Internet dongles, with at least 10 mbps speed connectivity, shall be provided, one for each camp	<b>8. Internet Dongle</b>  Internet dongles, with atleast 10 mbps speed connectivity, shall be provided, <b>one for each laptop at each RTO Office.</b>

#	RFP Clause / Page	Clause as appearing in the Published RFP					Revised Clause				
35.	<b>5.4 Annexure 4:</b>  <b>Manpower Qualification and Experience</b>  <b>Page 79</b>	Table 5: Manpower qualification and experience					Table 5: Manpower qualification and experience				
		<b>Designation</b>	<b>Qualification &amp; Experience</b>	<b>Responsibility</b>	<b>Minimum Number</b>		<b>Designation</b>	<b>Qualification &amp; Experience</b>	<b>Responsibility</b>	<b>Minimum Number</b>	
		Field Office Incharge	3+ years for B.Tech. (CS)/BCA/MCA/ 5+ years for other Graduates with Minimum 2 years of experience in handling IT Operations.	IT Infrastructure management and overall in-charge of operations at each RTO.	Decentralized Facility  Note: refer table 6 for details)	50	<b>Counter Operator / Center Manager</b>	Any graduation.  Minimum 2 years of experience in handling IT Operations.  Knowledge of MS Office / internet.	IT Infrastructure management and overall in-charge of operations at each RTO.	CPF	7  As per requirement
		Operating/ Printing staff	12th Pass, Working knowledge of MS Office / internet, minimum 1-year experience. Full Professional Proficiency in Marathi is compulsory. Basic proficiency in English.	Printing, Biometric and other related operations	CPF	6		Full Professional Proficiency in Marathi is compulsory.  Basic proficiency in English.		Decentralized Facility Note: refer table 6 for details)	*50
		Laser Printer Operator	3+ years for Graduate or ITI with Minimum 2 years of overall experience in printing and trained in handling Laser Printing Operations.		Laser Printer Operator	6			Laser Printer Operator		Laser Printer Operator
							*Requirement of Manpower for camps and Field Office Incharge is deleted.				

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#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause
36.	<b>5.4 Annexure 4:</b>  <b>Manpower Qualification and Experience</b>  <b>Page 80</b>	<b>Table 6:</b> Manpower requirement at RTOs for decentralized facilities  As per RFP	<b>Table 6:</b> Manpower requirement at RTOs for decentralized facilities  Attached as Annexure to this Corrigendum.
37.	<b>5.5 Annexure 5:</b>  <b>Proposed Plan</b>  <b>Page 82</b>	Successful Bidder shall submit “Proposed Plan” with following indicative details for CPF and RTO premises <ul style="list-style-type: none"> <li>• Make, Model and Specifications of following components: <ul style="list-style-type: none"> <li>o Lamination Machine</li> <li>o Biometric attendance device</li> </ul> </li> </ul>	Successful Bidder shall submit “Proposed Plan” with the following indicative details for CPF and RTO premises <ul style="list-style-type: none"> <li>• Make, Model and Specifications of following components: <ul style="list-style-type: none"> <li>o Deleted</li> <li>o Deleted</li> </ul> </li> </ul>
38.	<b>5.8.</b>  <b>Annexure 8:</b>  <b>Undertaking for uninterrupted supply of Card</b>  <b>Page 86</b>	We hereby confirm to authorize only one bidder <bidder name> for this RFP reference no _____.	We <are / are not> participating for this RFP reference no _____.  We hereby confirm to authorize one or maximum two bidder for this RFP reference no _____, as listed below <ol style="list-style-type: none"> <li>1. &lt;Bidder 1 name&gt;</li> <li>2. &lt;Bidder 2 name, if applicable&gt;</li> </ol>
39.	<b>5.13 Annexure 13</b>  <b>Key Submission</b>  <b>Page 94 &amp; 95</b>	Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder’s bid.  As per RFP	Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder’s bid.  Attached as Annexure to this Corrigendum.

Motor Vehicles Department, Government of Maharashtra  
Corrigendum No. 19: Amendments to the Tender Notification No: TCO/Comp/RCDL Tender/2021/On4180, Date – 25.03.2021

#	RFP Clause / Page	Clause as appearing in the Published RFP	Revised Clause												
40.	<p><b>5.15. Annexure 15:</b></p> <p><b>Service Level Agreement</b></p> <p><b>Page 97 to 100</b></p>	<p><u><b>Execution Phase</b></u></p> <table><tr><td><b>Manpower</b></td><td>Non availability of back office and other support staff</td><td>80% staff should be available at each RTO location</td></tr><tr><td><b>Consumables</b></td><td>Printer Ribbons, lamination pouch etc.</td><td>As per daily requirement of consumables</td></tr></table>	<b>Manpower</b>	Non availability of back office and other support staff	80% staff should be available at each RTO location	<b>Consumables</b>	Printer Ribbons, lamination pouch etc.	As per daily requirement of consumables	<p><u><b>Execution Phase</b></u></p> <table><tr><td><b>Manpower</b></td><td>Non availability of back office and other support staff</td><td>Staff should be available at each RTO location all the time. In case of non-availability, Successful Bidder shall provide necessary replacement to ensure that the counter is manned at all time during the usual working hours and days as per requirement of the MVD.</td></tr><tr><td><b>Consumables</b></td><td>Printer Ribbons etc.</td><td>As per daily requirement of consumables</td></tr></table>	<b>Manpower</b>	Non availability of back office and other support staff	Staff should be available at each RTO location all the time. In case of non-availability, Successful Bidder shall provide necessary replacement to ensure that the counter is manned at all time during the usual working hours and days as per requirement of the MVD.	<b>Consumables</b>	Printer Ribbons etc.	As per daily requirement of consumables
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41.	<p><b>5.23. Annexure 23</b></p> <p><b>Format for Technical Qualification Criteria</b></p> <p><b>Page 115</b></p>	<p><b>Annexure 23:</b> Format for Technical Qualification Criteria</p> <p>As per RFP</p>	<p><b>Annexure 23:</b> Format for Technical Qualification Criteria</p> <p>Attached as Annexure to this Corrigendum</p>												
42.	<p><b>5.24. Annexure 24</b></p> <p><b>Format for Financials from Statutory Auditors of the Bidder</b></p> <p><b>Page 116</b></p>	<p><b>Annexure 24:</b> Format for Financials from Statutory Auditors of the Bidder</p> <p>As per RFP</p>	<p><b>Annexure 24:</b> Format for Financials from Statutory Auditors of the Bidder</p> <p>Attached as Annexure to this Corrigendum</p>												
43.	<p><b>5.25 Annexure 25</b></p> <p><b>Undertaking from Bidder on Manufacturing of PC cards</b></p> <p><b>Page 117</b></p>	<p><b>Undertaking from Bidder on Manufacturing of PC cards</b></p> <p>We, hereby, confirm that the performance and production capacity of the installed plant and machinery, for the polycarbonate cards, is sufficient to meet the requirement mentioned in the RFP. The maximum production capacity of the installed plant is _____ cards per financial year. We &lt;Bidder Name&gt; have manufactured and supplied _____ no of PC cards in last three financial years.</p>	<p><b>Undertaking from Bidder on Manufacturing of PC cards</b></p> <p>We, hereby, confirm that the performance and production capacity of the installed plant and machinery, for the polycarbonate cards, is sufficient to meet the requirement mentioned in the RFP. The maximum production capacity of the installed plant is _____ cards per financial year. We &lt;Bidder Name&gt; have manufactured _____ no of PC cards <b>through Laser Engraving Technology</b>, in Government (State / Central / UT) / Semi-Government / Corporation / PSU / PSU Banks in India in the last three financial years.</p>												

**Annexure 2: Minimum number of Hardware and furniture required at Centralized printing facilities**

**Table 2: Minimum number of Set-up/ Counter and furniture required at each RTO**

RTO	Name of the Office	Biometrics and LL Printing (Paper Output) on the same counter	Pair of Desk and Chair for each counter/set up
MH01	Mumbai (C)	1 set per each RTO office	1 pair per each RTO office
MH02	Mumbai (W)		
MH03	Mumbai (E)		
MH04	Thane		
MH05	Kalyan		
MH06	Pen-Raigad		
MH07	Sindhudurg		
MH08	Ratnagiri		
MH09	Kolhapur		
MH10	Sangli		
MH11	Satara		
MH12	Pune		
MH13	Solapur		
MH14	Pimpri-Chinchwad		
MH15	Nashik		
MH16	Ahmednagar		
MH17	Shrirampur		
MH18	Dhule		
MH19	Jalgaon		
MH20	Aurangabad		
MH21	Jalna		
MH22	Parbhani		
MH23	Beed		
MH24	Latur		
MH25	Osmanabad		
MH26	Nanded		
MH27	Amravati		
MH28	Buldhana		
MH29	Yavatmal		
MH30	Akola		
MH31	Nagpur City		
MH32	Wardha		
MH33	Gadchiroli		
MH34	Chandrapur		
MH35	Gondia		
MH36	Bhandara		
MH37	Washim		
MH38	Hingoli		
MH39	Nandurbar		
MH40	Nagpur (R)		
MH41	Malegaon		
MH42	Baramati		
MH43	Vashi, Navi Mumbai		
MH44	Ambejogai		
MH45	Akluj		
MH46	Panvel		
MH47	Borivali		
MH48	Vasai		
MH49	Nagpur (East)		
MH50	Karad		
	<b>Total</b>	<b>50</b>	<b>50</b>

**Note:**

- All the above quantity of hardware, furniture etc. are minimum quantity and Successful Bidder is required to propose exact number of furniture hardware etc. at RTO Offices, Camps etc. in the Proposed Plan. The requirement of hardware may be upgraded basis the actual number of transactions and to comply with the Service Levels as defined in Annexure 15, at all the times.
- The Successful Bidder shall include all such items not specifically mentioned in the RFP but that can be reasonably inferred from the RFP as being required for attaining delivery and completion of the goods and related services.
- The Successful Bidder shall not quote and supply hardware/ software that is likely to be declared as End of Service/ Support for a period of 5 Years from date of Signing of Contract. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software defaults on the same, Successful Bidder is bound to replace them with the latest ones having equivalent or higher specifications without any financial obligation to the MVD.
- The delivery of the goods and completion of the related services including installation and commissioning shall be strictly as per specifications submitted and approved by MVD and shall be of best quality and description.
- The Successful Bidder must certify that all the goods are new, unused, and of the agreed make and models.
- The Successful Bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the OEM / Supplier / Distributor / Successful Bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination, and also during the transit and delivery. Successful Bidder shall ensure packaging of the Goods as is required to prevent their damage or deterioration during transit to their final destination.
- The Goods supplied may be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the Successful Bidder.
- Successful Bidder shall submit MAF (As per Annexure 6), Undertaking for Authenticity of Computer Equipment (as per Annexure 21) and all required documents as part of Key Submission.
- The Addresses of the RTO offices can be accessed at <https://transport.maharashtra.gov.in/1184/Regional-Offices>.

**Annexure 2: Minimum number of Hardware and furniture required at Centralized printing facilities**

**Table 3: Number of MINIMUM total hardware required per RTO office**

RTO	Name of the Office	Back Office Desktops	Desktop for printing and biometrics (as per table 2)	Signature Slate	Camera	Printer for paper	UPS	Laptop for Camp	Internet Dongle for Laptop
MH01	Mumbai (C)	11	1 Per each RTO office	1 Per each RTO office	1 Per each RTO office	1 Per each RTO office	1 Per each RTO office	1 Per each RTO office	1 Per each RTO office
MH02	Mumbai (W)	7							
MH03	Mumbai (E)	10							
MH04	Thane	11							
MH05	Kalyan	6							
MH06	Pen-Raigad	5							
MH07	Sindhudurg	5							
MH08	Ratnagiri	5							
MH09	Kolhapur	9							
MH10	Sangli	5							
MH11	Satara	5							
MH12	Pune	16							
MH13	Solapur	4							
MH14	Pimpri-Chinchwad	6							
MH15	Nashik	8							
MH16	Ahmednagar	6							
MH17	Shrirampur	5							
MH18	Dhule	4							
MH19	Jalgaon	5							
MH20	Aurangabad	6							
MH21	Jalna	4							
MH22	Parbhani	3							
MH23	Beed	3							
MH24	Latur	5							
MH25	Osmanabad	5							
MH26	Nanded	5							
MH27	Amravati	4							
MH28	Buldhana	3							
MH29	Yavatmal	3							
MH30	Akola	3							
MH31	Nagpur City	6							
MH32	Wardha	4							
MH33	Gadchiroli	3							
MH34	Chandrapur	4							
MH35	Gondia	4							
MH36	Bhandara	3							
MH37	Washim	3							
MH38	Hingoli	3							
MH39	Nandurbar	3							
MH40	Nagpur (R)	5							
MH41	Malegaon	3							
MH42	Baramati	3							
MH43	Vashi , Navi Mumbai	5							
MH44	Ambejogai	3							
MH45	Akluj	3							
MH46	Panvel	5							
MH47	Borivali	7							
MH48	Vasai	7							
MH49	Nagpur (East)	4							
MH50	Karad	4							
Total		259	50	50	50	50	50	50	50

**Annexure 4: Manpower Qualification and Experience**

**Table 6: Manpower requirement at RTOs for decentralized facilities**

RTO Code	RTO Name	Counter Operator / Center Manager
MH01	Mumbai C	1 Counter Operator / Center Manager for each RTO
MH02	Mumbai W	
MH03	Mumbai (E)	
MH04	Thane	
MH05	Kalyan	
MH06	Pen-Raigad	
MH07	Sindhudurg	
MH08	Ratnagiri	
MH09	Kolhapur	
MH10	Sangli	
MH11	Satara	
MH12	Pune	
MH13	Solapur	
MH14	Pimpri-Chinchwad	
MH15	Nashik	
MH16	Ahmednagar	
MH17	Shrirampur	
MH18	Dhule	
MH19	Jalgaon	
MH20	Aurangabad	
MH21	Jalna	
MH22	Parbhani	
MH23	Beed	
MH24	Latur	
MH25	Osmanabad	
MH26	Nanded	
MH27	Amravati	
MH28	Buldhana	
MH29	Yavatmal	
MH30	Akola	
MH31	Nagpur City	
MH32	Wardha	
MH33	Gadchiroli	
MH34	Chandrapur	
MH35	Gondia	
MH36	Bhandara	
MH37	Washim	
MH38	Hingoli	
MH39	Nandurbar	
MH40	Nagpur (R)	
MH41	Malegaon	
MH42	Baramati	
MH43	Vashi , Navi Mumbai	
MH44	Ambejogai	
MH45	Akluj	
MH46	Panvel	
MH47	Borivali	
MH48	Vasai	
MH49	Nagpur (East)	
MH50	Karad	
	Camps	0
<b>Total for Decentralised Facility</b>		<b>50</b>

### 5.13. Annexure 13: Key Submission

Following minimum documents are to be furnished. Any additional supporting documents needed are to be submitted as per bidder's bid.

Sr.	Brief Description	Documents to be furnished																						
1.	<b>Legal Entity:</b> The bidder should be a company registered under Indian Companies Act, 1956/2013 as amended from time to time.	<ul style="list-style-type: none"><li>• Copy of Certificates of incorporation</li><li>• Articles of Association (AOA) or Memorandum of Association (MoA)</li></ul>																						
2.	<b>Financial: Average Turnover-similar work</b> The average annual turnover of the bidder should be at least <b>Rs. 75 crores</b> from manufacturing / supplying, and printing PC / PVC / PetG / ABS cards in India in the last three financial years.	<ul style="list-style-type: none"><li>• Certificate from Statutory Auditors</li><li>• Copy of Audited Financial Statements</li><li>• Details mentioned in format as mentioned in <a href="#">Annexure 24</a>.</li></ul>																						
3.	<b>Financial: Net Worth</b> The bidder shall have Minimum Average Positive Net Worth for the last five financial years. Net Worth to be calculated as per Companies Act 1956/2013, as amended from time to time.	<ul style="list-style-type: none"><li>• Certificate from Statutory Auditors</li><li>• Copy of Audited Financial Statements</li><li>• Details mentioned in format as mentioned in <a href="#">Annexure 24</a>.</li></ul>																						
4.	<b>Technical Capability:</b>  The bidder should have an experience of manufacturing / supplying, and printing of at least 1 crore PC/PVC/PetG/ABS cards, during the last 3 financial years in Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India.	<ul style="list-style-type: none"><li>• Copy of the work order along with copy of the contract agreement mentioning the relevant Scope of Work and type and number of cards.</li><li>• Completion Certificate.</li></ul> <p style="text-align: center;">OR</p> <p>In case of an on-going project, a partial completion certificate from the client on the client’s letter head with type of cards and total number of cards printed matching the required criteria. Details of the projects should be mentioned in the format as per <a href="#">Annexure 23</a>.</p>																						
5.	<b>Bidder’s Project Experience: Personalization Experience:</b>  The bidder should have an experience <b>in printing of PC / PVC / PetG / ABS cards</b> , during the last 3 financial years in Government (State / Central / UT) / Semi Government/ Corporation / PSU / PSU Banks projects in India with a minimum number of cards printed per project as per below table: <table border="1" style="width: 100%;"><thead><tr><th>Number of projects executed</th><th>Minimum number of cards printed meeting the criteria</th></tr></thead><tbody><tr><td>One Project</td><td>70 Lakhs</td></tr><tr><td colspan="2" style="text-align: center;"><b>OR</b></td></tr><tr><td>Two Projects</td><td>45 Lakhs</td></tr><tr><td colspan="2" style="text-align: center;"><b>OR</b></td></tr><tr><td>Three Projects</td><td>35 Lakhs</td></tr></tbody></table> <b>Total number of cards printed in maximum any three projects submitted meeting the Criteria:</b> <table border="1" style="width: 100%;"><thead><tr><th>Total cards printed</th><th>Marks</th></tr></thead><tbody><tr><td>&lt; 70 lakhs</td><td><b>00 marks</b></td></tr><tr><td>&gt;= 70 lakhs &lt; 105 lakhs</td><td><b>05 marks</b></td></tr><tr><td>&gt;= 105 lakhs &lt; 140 lakhs</td><td><b>10 marks</b></td></tr><tr><td>&gt;= 140 lakhs</td><td><b>15 marks</b></td></tr></tbody></table>	Number of projects executed	Minimum number of cards printed meeting the criteria	One Project	70 Lakhs	<b>OR</b>		Two Projects	45 Lakhs	<b>OR</b>		Three Projects	35 Lakhs	Total cards printed	Marks	< 70 lakhs	<b>00 marks</b>	>= 70 lakhs < 105 lakhs	<b>05 marks</b>	>= 105 lakhs < 140 lakhs	<b>10 marks</b>	>= 140 lakhs	<b>15 marks</b>	<ul style="list-style-type: none"><li>• Copy of the work order along with copy of the contract agreement mentioning the relevant Scope of Work and type and number of cards.</li><li>• Completion Certificate.</li></ul> <p style="text-align: center;">OR</p> <p>In case of an on-going project, a partial completion certificate from the client on the client’s letter head with type of cards and total number of cards printed matching the required criteria. Details of the projects should be mentioned in the format as per <a href="#">Annexure 23</a>.</p>
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Date: 23.03.2021										
Sr.	Brief Description	Documents to be furnished								
6.	<p><b>Manufacturer Details:</b></p> <p><b>Manufacturer Details:</b></p> <p>The bidder should have an experience of manufacturing of PC Cards through Laser Engraving Technology, in Government (State / Central / UT) / Semi-Government / Corporation / PSU / PSU Banks in India in the last three financial years.</p> <p>Bidder should have minimum yearly Installed Capacity of the PC cards manufacturing in India as follow:</p> <p><b>Installed capacity:</b></p> <table><tr><td>No Installed Capacity</td><td>= 0 marks</td></tr><tr><td>&lt;= 22.5 Lakh</td><td>= 5 marks</td></tr><tr><td>&gt; 22.5 Lakh and &lt;= 45 Lakh</td><td>= 10 marks</td></tr><tr><td>&gt; 45 Lakh</td><td>= 15 marks</td></tr></table>	No Installed Capacity	= 0 marks	<= 22.5 Lakh	= 5 marks	> 22.5 Lakh and <= 45 Lakh	= 10 marks	> 45 Lakh	= 15 marks	<p><b>Bidder shall provide following documents:</b></p> <ul style="list-style-type: none"><li><b>Manufacturing experience:</b><ul style="list-style-type: none"><li>Copy of the work order along with copy of the contract agreement mentioning the relevant Scope of Work and type and number of cards.</li><li>Completion Certificate.</li></ul></li><li><b>Installed Capacity:</b><ul style="list-style-type: none"><li>Tax Invoice from the OEM for the purchase clearly mentioning the Make and Model of the machine</li><li>Technical specification of the same make and model on the OEM letter head clearly mentioning the Capacity of the machine to manufacture PC cards.</li><li>Certificate from Chartered Engineer certifying the machine/s installed in the bidder's premises of the said make and models.</li></ul></li></ul> <p>(Provide details with supporting document of the projects in annexure 23)</p>
No Installed Capacity	= 0 marks									
<= 22.5 Lakh	= 5 marks									
> 22.5 Lakh and <= 45 Lakh	= 10 marks									
> 45 Lakh	= 15 marks									
7.	<p><b>Tax registration and clearance</b></p> <p>The bidder must have a valid:</p> <ul style="list-style-type: none"><li>GST Registration Certificate</li><li>Income Tax Registration, PAN</li></ul>	Copies of relevant Certificates of Registration								
8.	<p><b>Mandatory Undertaking</b></p> <p>The bidder should not have been blacklisted by any Government (State/Central) / Semi Government/ Corporation / PSU / PSU Banks in India at the time of submission of the bid.</p>	A Self Certified letter on company letter head by authorized signatory as per <a href="#">Annexure 11</a> – for all members								
9.	<p><b>Certification</b></p> <p>The bidder must have following certificates, which shall be kept valid till the expiry of contract:</p> <ol style="list-style-type: none"><li>ISO 9001:2015</li><li>ISO 14001:2015</li></ol>	Self-attested copy of the certificates								
10.	<p>All the hardware shall be as per minimum required specifications defined in Annexures. All the proposed hardware and their specifications shall form part of Technical Bid and to be submitted to MVD as a part of Technical Submission.</p> <p>All the compliance needs to be submitted on Letter head of the OEM and needs to be part of Key Submission.</p> <p>Bill of Material as per format in Table 5 in <a href="#">Annexure 3</a> needs to be submitted on Bidder's Letterhead as part Key Submissions.</p> <p>Undertaking for Authenticity of Computer Equipment as per <a href="#">Annexure 21</a>.</p>									
11.	<p><b>Additional requirement from the bidder to qualify in the Pre-qualification criteria:</b></p> <ul style="list-style-type: none"><li>Board Resolution authorizing a person from Bidder or Power of Attorney to sign / execute the bid as a binding document and also execute all relevant agreements forming part of bid as per format in <a href="#">Annexure 18</a> .</li><li>Self-Declaration as per <a href="#">Annexure 12</a></li><li>Anti-Collusion Certificate as per <a href="#">Annexure 19</a>.</li></ul>									

**5.23. Annexure 23: Format for Technical Qualification Criteria**

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

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

#	Project Name / Client Name	Name of authorized person from Client	Email ID and Contact Number of Authorized person	Project Start Date	Project End Date	Type of Card	Completion / partial completion certificate date	Total No. of Cards Manufactured / Supplied / Printed as per certificate
Eg.	ABC Department	Mr. Abc Xyz	abc@xyz.com 022 XXXXXXXXXX +91 XXXXXXXXXX XX	15 <sup>th</sup> Jan 2016	On – going 14 <sup>th</sup> Jun 2022	Poly-carbonate with chip	31 March 2022	Manufactured: 0  Supplied: 53,21,100  Printed: 53,21,100
1								
2								
3								

Supporting Document Reference for the above is as follows :\_\_\_\_\_<Page number, File name>\_\_\_\_\_.

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

SEAL, SIGNATURE & STAMP OF BIDDER / AUTHORISED SIGNATORY

Dated:

Place:

**Annexure 24: Format for Financials from Statutory Auditors of the Bidder**

<On a letterhead of Statutory Auditors of the bidder>

This is to certify that <Bidder name> having its registered office at \_\_\_\_\_ have average turnover and Net worth (to be calculated as per guidelines given in the RFP) required as per Pre-qualification under “Instructions to Bidders” of Tender Number \_\_\_\_\_ for previous three / five financial years, as under:

Financial Year	Annual Turnover from manufacturing/supplying, and printing PC/PVC/PetG/ABS cards	Net Worth calculated as per guidelines of given in the RFP
	Rupees in Crore	
2016-17 (Audited)	NA	
2017-18 (Audited)	NA	
2018-19 (Audited)		
2019-20 (Audited)		
2020-21 (Audited)		
Average		

Supporting Document Reference for the above is as follows: <Page number, file name>\_\_\_\_\_

Authorized Signatory:

Name:

Designation:

Membership Number:

Place:

Date:

Stamp:

**SD/-**  
**Transport Commissioner Office**  
**Motor Vehicle Department, Maharashtra**