

Request for Proposal (RFP)

For

**Selection of Agency for Maintenance/Up-gradation of
Online Reservation System-ETM Project and RFID
Smart Card Concessional Pass System Project
on BOO Model**

**Rajasthan State Road Transport Corporation
(RSRTC)**

NIB No. F3/HO/IT/91/2018/830 dated 20/08/2018

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24

Table of Contents

SECTION	CONTENT
Section I	Invitation to Bidders
Section II	Instruction to Bidders
Section III	General Terms and Conditions
Section IV	Bid Submission Formats and Proforma
Section V	Scope of Work
Section VI	Functional Requirement Specifications
Section VII	Technical Specifications

S.No.	Particulars	Page No.
Section I : Invitation to Bidders		
1.	About RSRTC	10
2.	Purpose	10
3.	RFP Issuer, Price of RFP, Non-Transferable RFP, Bidding Document	11
4.	Contact for Technical Issues	12
5.	Key Events & Date	13

Section II : Instruction to Bidders		
6.	Contents of RFP Document	16
7.	Cost of Bidding Process	16
8.	Procedure of Submission of Bids	16
9.	Clarification on RFP Document	17
10.	Amendment of RFP Document	18
11.	Language of Bids	18
12.	Documents Comprising the Bids	18
13.	Bid Prices	19
14.	Firm Prices	20
15.	Discount	20
16.	Authorized Signatory	20
17.	Bid Security Deposit (BSD)	21
18.	Period of Validity of Bids	22
19.	Format and signing of Bid	22
20.	Local Conditions	22
21.	Last Date for Receipt of Bids	23
22.	Late Bids	23
23.	Modification and Withdrawal of Bids	23
24.	Address for Correspondence	24
25.	Contacting RSRTC	24

26.	Opening Technical Bids by RSRTC	24
27.	Sub Contract	24
28.	Eligibility Criteria	25
29.	Evaluation of Bids	28
30.	Post Qualification and Award Criteria	29
31.	RSRTC's Right to Accept Any Bid and to Reject Any or All Bids	29
32.	Notification of Award	29
33.	Performance Security	30
34.	Rejection Criteria	30
35.	Court of Jurisdiction	31
36.	Rejection of Defective Equipment/Material	31
37.	Transfer/Exit Management	31
38.	Exit Management Plan	32
Section III : General Terms and Conditions		
39.	Key terms and their definitions	34
40.	Interpretation	37
41.	Scope of Work/Contract	38
42.	Key Performance Measurements	38
43.	Commencement and Progress	39
44.	Sub-Contract	40
45.	Project Manager or Supplier's Representative	40

46.	Bidder's Obligations	40
47.	Start of Installation/Replacement	44
48.	Reporting Progress	44
49.	Knowledge of Depot/Sub-depots, Head Quarter and Data Center Site Conditions	46
50.	Bidder's Organization	47
51.	Adherence to Safety procedure, rules and regulations and restriction	49
52.	Statutory Requirements	50
53.	Contract administration	50
54.	RSRTC's Obligations	50
55.	Payments	51
56.	Intellectual Property Rights	53
57.	Ownership and Retention of Documents	55
58.	Data and Hardware	55
59.	Indemnity	56
60.	Representation and Warranties	56
61.	Confidentiality	59
62.	Events of Default by the bidder	60
63.	Consequences of Event of Default	61
64.	Stipulated Time Schedule	62
65.	Term and Extension of the Contract	63

66.	Termination	63
67.	Consequences of Termination	64
68.	Dispute Resolution	65
69.	Time is of the Essence	66
70.	Conflict of Interest	66
71.	Publicity	67
72.	Force Majeure	67
73.	Governance Schedule	68
74.	General	68
75.	Application	70
76.	Performance Security	70
77.	Modification	71
78.	Currency of Payment	71
79.	Change Orders/Alternation/Variation	71
80.	Governing Language	75
81.	"No Claim" Certificate	75
82.	Warranty	75
83.	Project Manager	76
84.	Completion of Contract	76
85.	Passing of Property	77
86.	No Assignment	77

87.	Insurance	77
88.	Limitation of Bidder's Liability towards the RSRTC	78
89.	Payment Schedule	79
90.	Severance	81
91.	Liquidated Damage and Penalty	82
92.	Suspension of Work	83
93.	Exit Management	83
94.	Change Management	86
Section IV: Bid Submission Formats and Proforma		
95.	Appendix - A to Appendix - Q	91-115
Section V : Scope of Work		
96.	Scope of Work	120
97.	Online Reservation System (ORS)	121
98.	Public Online Reservation System (PORS)	122
99.	Electronic Ticketing Machine (ETM)	123
100.	Vehicle Scheduling and Dynamic Dispatching System	123
101.	Mobile Apps	124
102.	Contactless Smart Card Personalization	125
103.	Online MIS	126
Section VI : Functional Requirement Specification		
104.	Project Implementation Plan	129

105.	Manpower	131
106.	Training	131
107.	Third Party Audit, Auditor's Scope and Certification by Gol/GoR	132
108.	Service Level Agreement (SLA)	134
109.	Minimum Infrastructure Requirement at Various locations	139
110.	List of Locations where Computer Hardware, Software & Network Connectivity is to be provided	141
111.	List of locations where booking counters of RSRTC exists	141
Section VII : Technical Specification		
112.	Hardware for Database Server, Application Server, Web Server	152
113.	ETM Specification	153
114.	Local Server Specification at Depots	157
115.	Desktop Specification	159
116.	Dot Matrix Printer (80 Col) Specification	164
117.	Dot Matrix Printer (132 Col) Specification	165
118.	Laser Printer Duplex Specification	166
119.	ETM Ticket Roll Specification	166
120.	10 KVA Online UPS	167
121.	1 KVA UPS	168
122.	Existing Bill of Material	173-175

SECTION I: Invitation to Bidders

Section I: Invitation to Bidders

About (RSRTC)

RSRTC (Rajasthan State Road Transport Corporation) is the Rajasthan State Government establishment for providing interstate and intercity bus services. Currently RSRTC is the largest intercity bus transport service provider in Rajasthan.

It was established on 1st October 1964 under Road Transport Act 1950, with headquarter in Jaipur. Initially it was started with 421 buses, running forty five thousand kilometers among 8 Depots and carries twenty nine thousand passengers daily. Right now RSRTC have 4500 buses and 52 depots which runs sixteen lacs kilometer and carry 10 lacs passengers daily. Currently, RSRTC provide services in Rajasthan, Gujarat, Haryana, Uttar Pradesh, Delhi, Himachal Pradesh, Uttarakhand, Madhya Pradesh, Jammu & Kashmir, Chandigarh and Maharashtra.

At present RSRTC have ordinary, express, deluxe, semi deluxe, A.G (Gandhi Rath and sleeper), Air Condition, Volvo (also with LCD and/or pantry), sleeper and Mercedes buses in his fleet.

Purpose

RSRTC has implemented Integrated Transport Management System (ITMS) in the year 2011 which includes the following:

- a) Online Reservation System(ORS)
- b) Ticketing through ETMs and Integration with ORS
- c) Public Online Reservation System(PORS)
- d) Online Management Information System(MIS)
- e) Vehicle Scheduling and Dispatch System

Similarly, RSRTC has also introduced RFID based Smart Card Concessional Pass System in the year 2012 which includes the following:

- a) Issuing of RFID Smart Card for concessional/free travel cards, Monthly Season Ticket, Prepaid-E Purse Travel.
- b) Integration of the RFID SCPPS with the ITMS

The purpose of this RFP is to select an agency for

- a) Maintaining the ITMS
- b) Maintaining the RFID SCPPS
- c) Upgrading/Enhancing the functionalities of ITMS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU.

- d) Upgrading/Enhancing the functionalities of RFID SCPPS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU
- e) Replace the existing hardware under the ITMS as per the hardware specification mentioned in the Technical Specification (Section VII) under the buyback scheme.
- f) Provide additional 10% ETIM and 10% rest hardware of replaced hardware for ITMS as per the RSRTC requirement (as and when required)
- g) Replace the existing hardware under the RFID SCPPS as per the hardware specification mentioned in the Technical Specification(Section VII) under the buyback scheme
- h) Provide additional hardware(not exceeding 10% of the replaced hardware) for RFID SCPPS as per the RSRTC requirement (as and when required)
- i) Replacement of RFID cards issued by RSRTC with the contactless smart card in line with the guidelines issued under National Common Mobility Card.
- j) The project is based on the BOO (Built, Own and Operate) model.

RFP Issuer

Rajasthan State Road Transport Corporation (RSRTC), Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan.

Price of RFP

The price of this RFP document is Rs. 10,000/- (Rupee Ten Thousand Only) inclusive of all taxes. This amount will be Non-Refundable. Bidders have to pay the cost of the RFP in the form of Cash/Bankers cheque/Demand Draft (DD) which should be in favour of "Financial Adviser, Rajasthan State Road Transport Corporation" payable at Jaipur. RFP Document should be downloaded from RSRTC website i.e. <http://transport.rajasthan.gov.in/rsrtc> or <https://www.eproc.rajasthan.gov.in>. If bidder wants to attend the pre-bid meeting he has to pay price of the RFP document in cash or in the form of DD of Rs. 10,000/- (Rupee Ten Thousand Only) which should reach RSRTC before pre bid meeting.

Non – Transferable RFP

This Request for Proposal (RFP) is not transferable. The bidder to whom the Bid has been issued, only it can participate in the bid.

Bidding Document

Bidders are advised to study the RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. 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 & may result in rejection of the bid.

Any clarification required regarding the Terms & Conditions in RFP shall be obtained from Rajasthan State Road Transport Corporation (RSRTC) office.

Bid Submission

The bidders are expected to submit their offers in two parts namely, "Technical Proposal and "Commercial Proposal in the format given in this document.

- i. Technical Bid: All the requested documents along with fee submitted by the firm will be scanned and uploaded on E-Procurement Portal as mentioned in the NIB.
- ii. Financial Bid: Financial Bid forms must be submitted as prescribed format of BoQ.

Bid Submission & Correspondence Submission

The Executive Director (Traffic.),

Rajasthan State Road Transport Corporation,
Head Office, Parivahan Marg, Chomu House,
Jaipur - 302001, Rajasthan

Tel No — 0141-2374644

Website: <http://transport.rajasthan.gov.in/rsrtc>

Contact for Technical Issues

The DGM (IT)

Rajasthan State Road Transport Corporation
Head Office, Parivahan Marg, Chomu House,
Jaipur - 302001, Rajasthan

Tel No — 0141-2360254

Mob. +91 95492 34592

Website: <http://transport.rajasthan.gov.in/rsrtc>

E-mail rsrtc.dygmit@gmail.com, acp.rsrtc@gmail.com

Key Events & Date

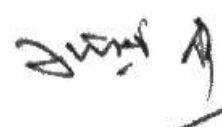
SR #	Event's Name	Date & Time
1	Issue of RFP for Sale	20-08-18 16:00 Hrs
2	Pre Bid Meeting	27-08-18 16:00Hrs
3	Issue of Corrigendum, if any	30-08-18 12:00 Hrs
4	Starting of Submission of Response of RFP	30-08-18 15:00 Hrs
5	Closing of Submission of Response of RFP	19-09-18 15:00 Hrs
6	Opening of Technical Proposal	19-09-18 17:00 Hrs
7	Opening of Financial Proposal of the Technically Qualified Bidder	Will be intimated latter
8	Bid Security Deposit (BSD Fee)	Rs. 84,00,000/- in favor of "Financial Adviser" payable at Jaipur Rajasthan.
9	Bid Fee	Rs. 10,000/- in favor of "Financial Adviser" payable at Jaipur Rajasthan.
10	Bid Processing Fee	Rs. 1000/- in favor of "MD, RISL" payable at Jaipur Rajasthan.

Note:-

1. All above events will be held at Rajasthan Road State Transport Corporation (RSRTC).
2. In the event of the date specified above being declared as a holiday for Corporation the due date will be the following working day.

Important Instructions

1. This invitation to Bidders is for "Selection of Agency for maintenance/up gradation of Online Reservation System-ETM Project and RFID Smart Card Concessional Pass System Project "
2. Bidder refers to the sole bidder who wants to bid for this bid as per the terms and conditions of this RFP.



3. Bidder can download the bid document from <http://transport.rajasthan.gov.in/rsrtc> or <https://www.eproc.rajasthan.gov.in>
4. Bidders are advised to study the RFP Document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP Document with full understanding of its implications. The required documents are to be submitted through online bidding system at <https://www.eproc.rajasthan.gov.in> in accordance with the procedures enumerated in Section II of this RFP. The RFP response should be submitted to RSRTC not later than the date and time laid down in Key Events & Date
5. Bidders are advised to visit the site locations for better understanding of the RFP. In case the Bidders wish to visit the site, they must inform and coordinate with RSRTC at least 3 days before the visit.
6. The Bidder shall have to pay Bid fee of INR 10,000 (Rupees Ten thousand only) in the form of Cash/Banker's Cheque/DD issued by a Nationalized/Scheduled Bank in the name of 'Financial Advisor, RSRTC' payable at Jaipur, Rajasthan.
7. The bidder shall have to pay Bid Processing fees of INR 1000.00 (Rupees One thousand only) in the form of Banker's Cheque/DD issued by a Nationalized/Scheduled Bank in name of "MD, RISL" payable at Jaipur Rajasthan
8. All bids must be accompanied by an Bid Security Deposit (BSD) of INR 84,00,000 (Rupees Eighty lakhs only) in the form of Banker's Cheque/DD/Bank Guarantee issued by a Nationalized / Scheduled Bank valid for the period of validity of the Bid in the name of 'Financial Advisor, RSRTC' payable at Jaipur, Rajasthan. The period of validity of the Bid would be for 90(ninety) days. The Bank Guarantee should be prepared as per the format specified in Clause 12 of Section IV of this RFP.
9. Bids not accompanied by Cost / Payment Receipt of RFP document, Bid Processing fees and / or BSD shall be treated as non-responsive.

SECTION II: Instruction to Bidders

Section II: Instruction to Bidders

1 Contents of the RFP Document

- 1.1 The Scope of work, Bid process and contract terms are prescribed in this RFP document. The RFP document includes:

SECTION	CONTENT
Section I	Invitation to Bidders
Section II	Instruction to Bidders
Section III	General Terms and Conditions
Section IV	Bid Submission Formats and Proforma
Section V	Scope of Work
Section VI	Functional Requirement Specifications
Section VII	Technical Specifications

- 1.2 The Bidder should examine all instructions, forms, terms & conditions, and scope of work in the RFP Document and furnish all information as stipulated therein.

2 Cost of Bidding Process

- 2.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, including cost of site visits and presentations etc. for the purposes of clarification of the bid, if so desired by RSRTC.

3 Procedure of Submission of Bids

- 3.1 The bidders are expected to submit their offers in two parts namely, "Technical Proposal and "Commercial Proposal in the format given in this document.
- 3.1.1 Technical Bid: All the requested documents along with fee submitted by the firm should be duly signed by authorized Signatory and stamped with exact name of the Bidder's company, scanned and uploaded on E-Procurement Portal as mentioned in the NIB.

- 3.1.2 Financial Bid: Financial Bid forms must be submitted as prescribed format of BoQ.
- 3.2 The submission of bids would be acceptable only through online mode i.e. through E Procurement portal of Government of Rajasthan.
- 3.3 No hard copies of the bid would be accepted by RSRTC
- 3.4 Please Note that Prices should not be indicated in the Technical Bid and should be indicated in the Financial Bid only. Any mention of the prices in Technical bid shall make the technical bid non-responsive.
- 3.5 Bidder should submit RFP document (through online mode) along with the corrigenda /amendments released by department duly signed by Authorized signatory and initialed and stamped on all pages along with their Technical Bid as a mark of acceptance of terms and conditions of department. This document should not contain any prices or related information whatsoever.

4 Clarification on RFP Document

- 4.1 All queries for the pre-bid meeting needs to be submitted in the following format (both soft copy and hard copy) as mentioned in "Key Events and Dates" clause

Rajasthan State Road Transport Corporation		
Bidders request for clarification		
Name of Organization submitting the request.		
Name and Designation of person submitting the request.		
Full address of the Organization including Phone/ Fax & e-mail point of contact.		
Telephone		
FAX		
E Mail Address		
Bidding document reference (s) (page no. & section no.)	Content of RFP requiring clarification	Points of clarification required

Pre-bid queries will be entertained only for those bidders who have purchased the RFP.

- 4.2 Clarifications would be posted on RSRTC's website.

5 Amendment of RFP Document

- 5.1 At any time prior to the last date for receipt of bids, RSRTC, 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. It shall not be mandatory for RSRTC to disclose the reasons for this change.
- 5.2 The amendment will be notified through website of department and would be binding on all Bidders.
- 5.3 In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, RSRTC may, at its discretion, extend the last date for the receipt of Bids.
- 5.4 RSRTC may at any time during the bidding process request the Bidder to submit revised Technical / Financial Bids and/or Supplementary Financial bids without thereby incurring any liability on RSRTC to the affected Bidder or Bidders before opening of financial bids.
- 5.5 Bidders should make note of any amendments and corrigendum issued at any time by RSRTC through the department website and the same must be submitted as enclosure of RFP document.

6 Language of Bids

- 6.1 The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and RSRTC, shall be written in **English language**, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the **English translation** shall prevail.

7 Documents Comprising the Bids

The bid prepared by the Bidder shall comprise of the following components:

- 7.1 **Technical Bid** - The Technical Bid shall comprise of the following:
 - 7.1.1 Copy of the bidding cost deposit receipt.
 - 7.1.2 Bid Security Deposit as in prescribed format.
 - 7.1.3 Notarized Power of Attorney executed by the Bidder in favour of the duly Authorized Representative, certifying him as an authorized signatory for the purpose of this RFP.
 - 7.1.4 Checklist for RFP response.
 - 7.1.5 Technical Bid Submission letter

- 7.1.6 Bidder Profile.
 - 7.1.7 Duly signed and stamped copy of RFP document with all amendments / corrigendum /addendum
 - 7.1.8 List of OEMs.
 - 7.1.9 Details of OEMs
 - 7.1.10 Manufacturer's Authorization Forms for all OEMs proposed by the Bidder
 - 7.1.11 Response to Eligibility and Evaluation Criteria in prescribed format
 - 7.1.11.1 Form 4.1 – Response to Eligibility Criteria
 - 7.1.11.2 Form 4.2 – Response to Evaluation Criteria IV
 - 7.1.12 Project Experience List in prescribed format
 - 7.1.13 Project Experience Details in prescribed format
 - 7.1.14 Details of Manpower for the Project in prescribed format
 - 7.1.15 Curriculum Vitae (CV) of the proposed manpower in prescribed format
 - 7.1.16 Details of Product Offered – Solution Stack Template, Technical Specification Compliance, Functional Specification Compliance in prescribed
 - 7.1.17 One sample equipment each of ETM device offered in the bid. The same shall be returned to the bidders after completion of the bid evaluation.
 - 7.1.18 Details of Last Mile Connectivity for each location in prescribed format as per Clause 17 of Section IV
 - 7.1.19 Network Map of the proposed GPRS service provider(s) showing coverage of GPRS services throughout the state and highlighting areas where the GPRS services of the GPRS service provider are not available.
 - 7.1.20 An undertaking duly attested by the notary that The bidder is currently not blacklisted or banned by any Govt / Govt Department / Govt Agency / PSU in India for corrupt or fraudulent practices or non-delivery or non- performance in last 3 years
- 7.2 **Financial Bid** - The Financial Bid shall comprise of the following:
- 7.2.1 Financial Bid Submission Letter in prescribed format

8 Bid Prices

- 8.1 The Bidder shall quote in the proforma prescribed
- 8.2 The Bidder shall prepare the bid based on details provided in the RFP documents. The Bidder shall carry out all the tasks in accordance with the requirement of the RFP documents and it shall be the responsibility of the Bidder to fully meet all the requirements of the RFP documents.
- 8.3 The Bidder as part of its Financial Bid should account for all out of pocket and other expenses that the Bidder shall incur during the contract period.

9 Firm Prices

- 9.1 Prices quoted and negotiated must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in **Indian Rupees (INR) only**.
- 9.2 RSRTC reserves the right to validate the technical specifications supplied with respect to specifications as provided in RFP using competent technical committee/agency acting on behalf of RSRTC.
- 9.3 The Financial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes and other charges as may be applicable in relation to the activities proposed to be carried out.
- 9.4 In case the taxes are not mentioned separately, the amount so mentioned would be deemed as inclusive of taxes.
- 9.5 A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid shall be rejected summarily.

10 Discount

- 10.1 Unconditional Discount, if any, should be merged with the quoted prices in the **financial bid**.
- 10.2 **The Bidders are advised not to indicate any separate** conditional discount. Conditional discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the best, RSRTC shall avail such discount at the time of award of contract.

11 Authorized Signatory

- 11.1 For the purpose of submission of the bid, the Bidder may be represented by either the **Principal Officer** (MD/CEO/Company Secretary) or his duly **Authorized Representative**, in which case he/she shall submit a certificate of authority (Power of Attorney or Board Resolution). All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the Principal Officer.
- 11.2 It is further clarified that the individual signing the RFP or other documents in connection with the RFP must certify whether he/she signs as:
 - 11.2.1 Constituted attorney of the firm, if it is a company
- 11.3 Bidders must submit documentary evidence for power-of-attorney along with the technical bid.
- 11.4 Bids not accompanied by the power of attorney shall be treated as non-responsive.

12 Bid Security Deposit (BSD)

- 12.1 The Bidder shall furnish, as part of its bid, BSD of the amount mentioned in **Clause 8 of “Section I: Invitation to Bidders”**.
- 12.2 The BSD is required to protect RSRTC against the risk of Bidder's conduct which would warrant the BSD's forfeiture.
- 12.3 The BSD shall be denominated in Indian Rupees, and shall be submitted in the form of a Banker's cheque/DD/bank guarantee issued by a **Nationalized / Scheduled Bank** and valid for period as stated in **“Section I: Invitation to Bidders”**.
- 12.4 Unsuccessful Bidder's BSD will be discharged / returned after signing of the contract with the successful Bidder. **No interest will be paid by RSRTC on the BSD amount.**
- 12.5 The successful Bidder's BSD shall be discharged upon the Bidder executing the Contract and after furnishing the performance bank guarantee, pursuant to Clause 28 of this section.
- 12.6 The BSD may be forfeited:
- 12.6.1 if a Bidder withdraws its bid during the period of bid validity specified in the RFP; or
 - 12.6.2 if the Bidder is found to have submitted false particulars / fake documents; or
 - 12.6.3 if the Bidder is found to have indulged in corrupt practices or manipulation of rates by cartelization; or
 - 12.6.4 in the case of a successful Bidder, if the Bidder fails;
 - 12.6.4.1 to sign the Contract in accordance with Clause 27.3 of this section; or
 - 12.6.4.2 to furnish performance bank guarantee in accordance with Clause 28 of this section
- 12.7 RSRTC requires bidders to observe the highest standard of ethics during the procurement and execution of such contracts.
- 12.7.1 RSRTC will reject a proposal for the award of Contract if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the Contract.
 - 12.7.2 RSRTC will declare a firm ineligible, either indefinitely or for a stated period of time, for awarding a contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, this contract.
- 12.8 Grafts and commissions etc.
- 12.8.1 Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with the owner, shall be, in addition to any criminal liability which it may incur, subject of any loss or damage to the owner resulting from any cancellation. The owner shall then be entitled to

deduct the amount so payable from any moneys otherwise due to the contractor under the contract.

13 Period of Validity of Bids

- 13.1 Bids shall remain valid for period as stated in **Clause 8 of “Section I: Invitation to Bidders”**. **A bid valid for a shorter period shall be rejected by RSRTC as non-responsive and shall not be taken up for evaluation purposes.**
- 13.2 RSRTC may request the Bidder(s) for an extension of the period of validity of the bids.
- 13.3 The request and the responses thereto shall be made in writing (by letter or by e-mail). The validity of BSD shall also be duly extended in accordance to Clause 12.3 above. A bidder granting the request will not be permitted to modify its bid.

14 Format and Signing of Bid

- 14.1 The Bidder shall prepare the Bid, in accordance with Clause 7 of this section. In the event of any discrepancy between them, the original in online copy shall govern.
- 14.2 The bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract in accordance with Clause 7 of this section. All pages of the bid including the RFP along with issued corrigendum shall be signed and stamped by the person or persons signing the bid.
- 14.3 Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected. If price change is envisaged due to any clarification before the scheduled date and time of submission of the bid, a completely new Bid may be submitted by the Bidder. However, no revision shall be accepted after this scheduled date and time is over.

15 Local Conditions

- 15.1 It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and factors at the respective locations, sites and offices of RSRTC that would have any effect on the performance of the contract and / or the cost.
- 15.2 The Bidder is expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidder's own cost. RSRTC shall, however, provide him necessary permissions if the details of the visit schedule are made available in advance.
- 15.3 Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for project will in no way relieve the successful Bidder from performing any work in accordance with the contract entered into.

- 15.4 It will be imperative for each Bidder to fully inform themselves of all local and legal conditions and factors which may have any effect on the execution of the contract as described in the RFP documents.
- 15.5 It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by RSRTC and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by RSRTC on account of failure of the Bidder to appraise themselves of local laws and conditions.

16 Last Date for Receipt of Bids

- 16.1 Bids will be received by RSRTC at the address specified under “Section I: Invitation to Bidders” not later than the time and date specified in Key Events & Date under “Section I: Invitation to Bidders”. In the event of the specified date for the receipt of Bids being declared a holiday for RSRTC, the Bids will be received up to the appointed time on the next working day.
- 16.2 RSRTC may, at its discretion, extend the last date for the receipt of bids by issuing a corrigendum and amending the dates provided in Key Events & Date under section I, in which case all rights and obligations of RSRTC and Bidders previously subject to the last date will thereafter be subject to the last date as extended.

17 Late Bids

- 17.1 Any bid received by RSRTC after the last date and time for receipt of bids prescribed by RSRTC, pursuant to Key Events & Date under “Section I: Invitation to Bidders”, **will be rejected and shall not be considered for opening and/or will be returned unopened to the Bidder.**

18 Modification and Withdrawal of Bids

- 18.1 No bid may be altered / modified subsequent to the closing time and date for receipt of bids.
- 18.2 Unsolicited correspondences from Bidders will not be considered.
- 18.3 No bid may be withdrawn or modified in the interval between the last date and time for receipt of bids and the expiry of the bid validity period specified in the RFP. Withdrawal of a bid during this interval shall result in forfeiture of the Bidder's BSD.

19 Address for Correspondence

- 19.1 The Bidder shall designate the official mailing/e-mail address, place and fax number to which all correspondence shall be sent by RSRTC

20 Contacting RSRTC

- 20.1 No Bidder shall contact RSRTC on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- 20.2 Any effort by a Bidder to influence RSRTC's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the Bidder's bid.

21 Opening Technical Bids by RSRTC

- 21.1 RSRTC will open the Technical Bid, in the presence of the representatives of the Bidders who choose to attend, at the time, date and place, as mentioned in Key Events & Date of ***"Section I: Invitation to Bidders"***.

22 Sub Contract

- 22.1 The successful bidder shall not, without the consent in writing of RSRTC appoint any delegate/ subcontractor for the performance of Services under this contract.
- 22.2 The support of OEMs only for certain tasks limited to installation / deployment, commissioning & maintenance support related to their respective product / equipment is permitted.
- 22.3 The Successful bidder shall be responsible and shall ensure the proper performance of the sub-contractors and shall be liable for any non-performance or breach by such service providers. The Successful bidder indemnifies and shall keep indemnified RSRTC against any losses, damages, claims or such other implications arising from or out of the acts and omissions of such providers. The Successful bidder shall be responsible for making all payments to the sub-contractors as may be necessary, in respect of any services performed or task executed, and RSRTC shall not be responsible for any part or full payment which is due to such service providers.
- 22.4 All rights of use of any process, product, service or facility developed or any other task performed by the sub-contractors for the Successful bidder, under this contract would lie exclusively with RSRTC in perpetuity free from all liens, encumbrances and other third party rights and the Successful bidder shall, wherever required, take all

steps that may be necessary to ensure the transfer of such ownership in favor of RSRTC.

- 22.5 Nothing in this Contract or any agreement hereunder shall relieve the Successful bidder from its liabilities or obligations under this Contract to provide the services in accordance with this Contract. RSRTC reserves the right to hold the Successful bidder) liable for any act/omission of sub- contractors.
- 22.6 The Successful bidder shall ensure that the Sub-Contractor appointed is competent, professional and possesses the requisite qualifications and experience appropriate to the tasks they will perform.
- 22.7 The terms of Bidder's contract / agreement with the sub-contractor (excluding the commercial terms) for this particular assignment shall require the review and approval of RSRTC and shall be in conformity with the terms of this Contract. Where RSRTC deems necessary, it may refuse to consent to the delegation of services to the sub-contractor (s). The Successful bidder shall not amend or modify the terms of contract / agreement with the sub-contractor (s) without the prior written consent of RSRTC.
- 22.8 The Successful bidder shall not terminate the contract / agreement with the sub-contractor (s) without prior written consent of RSRTC. Further, in case the Successful bidder terminates any contract/arrangement or agreement with a sub-contractor for any reason whatsoever, the Successful bidder shall ensure the smooth continuation of services by providing forthwith, a suitable replacement which is acceptable to RSRTC at no additional cost to RSRTC.
- 22.9 All the conditions mentioned here shall belong to the company bidding and shall not include any aspects of affiliates / sister concern / subsidiary of the bidding company.

23 Eligibility Criteria

23.1 Technical Evaluation

RSRTC will examine and compare the technical aspects of the proposals on the basis of the information supplied by the bidders, taking into account overall completeness and compliance with the requirements specified in the RFP document. The proposal that does not meet minimum acceptable standards of completeness, consistency and details will be rejected taking it as non-responsiveness. The Technical Qualification proposal will be evaluated using followings (Bidder should ensure that all documents submitted are legible): -

S No.	Criteria (Following Should be Submitted)
1	Bid Authorization Letter (The letter of authorization shall be indicated by written power-of-attorney accompanying the bid).
2	A Cash/Bankers Cheque/Demand Draft of Rs. 10,000/- (Rs. Ten Thousand only) towards price of RFP document should be submitted, if not submitted earlier.
3	The Bidder should deposit Bid Security Deposit (BSD) of Rs. 84,00,000/- (Rupee Eighty Four Lacs Only) in the form of Demand Draft / Bank Guarantee/Bankers Cheque as mentioned in bid document/RFP. The Address of the bidder submitting the RFP has to be furnished on reverse of the BSD.
4	Bidder shall provide an attested copy of –
	A PAN Card
	B Company registration certificate
	C Certified Audited copies of Balance Sheets/ Profit & Loss Accounts/ Annual Reports of last three financial years
5	Documentary Proof regarding the bidder being an Information Technology Company / Corporation.
6	Documentary proofs from bidder having positive net worth in last three financial years
7	Documentary proofs from bidder regarding having an average turnover of 30 crore in last three financial years
8	A certificate from the HR of the company stating that the company has on its roll at least 100 technically qualified professionals in Software Development, Networking, System Integration etc. for at least 12 months
11	<p>Documentary proof regarding the bidder experience of handling assignments in India with Government/ PSU / Government owned entity in India in last 5 years of the following:</p> <p>a.1) Experience in implementing/maintaining projects</p> <p>i. 1 Project of value at least INR 10 Crore within a period of 5 years</p> <p>OR</p> <p>ii. 2 projects with cumulative value of INR 15 Crore within a period of 5 years</p> <p>a.2) Experience in projects in implementation/maintenance of Intelligence Transport System (ITS)/ E- ticketing solution capable of issuing tickets for either passengers or freight transportation.</p> <p>i. 1 Project of value at least INR 10 Crore or more</p>

	<p>OR</p> <p>ii. 2 projects with value of at least INR 5 Crore each.</p> <p>The copy of Purchase Order/Work Order/Certificate from client self-attested by the authorized signatory should be attached. Completion Certificate would be preferred.</p>
12	An undertaking duly attested by the notary that the bidder has not been Black listed by any State or Central Government/any PSU in India.
13	An undertaking from the bidder on its letterhead to the fairness of these documents in support of its claim while submitting the Bids
14	An undertaking from bidder for successful completion of the project.
15	The bidder should submit the affidavit stating that the bidder or employees of bidder should not ask for employment in Corporation.
16	Documentary proofs regarding Bidder having a local support office at Jaipur. If the bidder does not have any local support office at the time of bidding then he must submit an undertaking on his letter head that if selected then he shall open a local support office at Jaipur within one month from the date of award of contract.
17	Bill of Material (BoM) with Make, Model, Specifications etc.
18	OEM Authorization, Warranty and Support Letter.(One Product one OEM, no more than one OEM authorization, may lead disqualification)
19	Team Deployment Details
20	Technical Compliance Sheet

23.2 Financial Evaluation

The financial bids of only those bidders will be opened who have qualified technically. Evaluation of Financial Proposal shall include the following:

Check the Per Ticket Charge quoted by the bidder

Slab No	Ticket Issuing Mode	No. of Tickets sold monthly	Rate Per Ticket Charges (Rs.)
1	Tickets issuing from all modes	Less Than 1.50 Cr	a **
		Tickets >1.50 cr and <= 2.0 Cr(over and above Slab1)	75% of a
		Tickets >2.0Cr. (over and above Slab 1 & 2)	60% of a

** Quoted Rate “a” by bidder for Per Ticket inclusive of all taxes (Appendix M of Section Bid Submission Formats and Proforma).

L1 Bidder will be assessed only on the basis of Rate “a” quoted by the bidder.

The L1 bidder shall be eligible for the award of the contract. RSRTC reserves the right to negotiate the terms of the services and/or the 'Payments' with the L1 Bidder prior to award of contract, at its sole discretion.

24 Evaluation of Bids

24.1 Evaluation Methodology

RSRTC will examine the bids in two phases.

Phase 1 – Technical Evaluation

All bids will go through an evaluation against the Eligibility Criteria as mentioned in clause 23.1 of this section. Only those bidders who meet the Eligibility Criteria would be considered for Phase 2 of the evaluation process

Phase 2 – Financial Evaluation

The financial bids of the bidders qualifying Phase 1 of evaluation shall be opened in the presence of the representatives of the qualified bidders as per the clause 23.2 mentioned in this section.

25 Post Qualification and Award Criteria

- 25.1 This determination will take into account the Bidder's financial and technical strengths and capabilities. It will also include examination of the documentary evidence submitted by the Bidder as part of the bid as well as such other information as RSRTC deems necessary and appropriate.
- 25.2 A negative determination will result in rejection of the Bidder's bid, in which event; RSRTC will proceed to the next best evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- 25.3 RSRTC is not bound to accept the best evaluated bid or any bid and reserves the right to reject any bid without assigning any reason thereof.

26 RSRTC's Right to Accept Any Bid and to Reject Any or All Bids

- 26.1 RSRTC reserves the right to accept any bid, and to annul the Bid 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 RSRTC's action.

27 Notification of Award

- 27.1 Prior to the expiration of the period of bid validity, pursuant to Clause 13 of this section, RSRTC will notify the successful Bidder in writing by registered letter/e-mail or by fax that its bid has been accepted. The Bidder shall provide his acceptance within a week of such notification.
- 27.2 The notification of award will constitute the formation of the Contract. Upon the successful Bidder's furnishing of performance bank guarantee pursuant to Clause 28 of this section, RSRTC may notify each unsuccessful Bidder and will discharge their BSD, pursuant to Clause 12.4 of this section.
- 27.3 **Signing of Contract**
 - 27.3.1 The successful bidder shall sign the contract within **30 days from date of notification of award.**

28 Performance Security

- 28.1 Within 15 days of the receipt of notification of award from RSRTC, the successful **Bidder shall furnish** the Performance Security of **5% of the total contract value valid** in accordance with the Conditions of Contract. Performance Security can be in the form of Bank Guarantee/DD/Banker's Cheque as per the guidelines of RTPP Act, 2012 and RTPP Rules, 2013.
- 28.2 Failure of the successful Bidder to comply with the requirement of Clause 27.3 or Clause 28.1 of this section shall constitute sufficient grounds for the annulment of the award and forfeiture of the BSD, in which event RSRTC may award the Contract to the next best evaluated bidder or call for new bids at the sole discretion of RSRTC.

29 Rejection Criteria

- 29.1 Besides other terms and conditions highlighted **in the RFP document, bids may be rejected** under following circumstances:

29.1.1 General Rejection Criteria

- 29.1.1.1 Bids submitted without or improper BSD / cost of RFP document/ Bid Processing Fee
- 29.1.1.2 Bids received through Telex / Telegraphic / Fax / e-Mail
- 29.1.1.3 If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Bidding Process
- 29.1.1.4 Any effort on the part of a Bidder to influence RSRTC's bid evaluation, bid comparison or contract award decision.
- 29.1.1.5 Bids received by RSRTC after the last date and time for receipt of bids prescribed by RSRTC, pursuant to Key Events & Date under "Section I: Invitation to Bidders",
- 29.1.1.6 Bids without signature of duly authorized person(s) on all pages of bid documents
- 29.1.1.7 Bids without seal of company on whose behalf the signatures have been appended on all pages of the bid document.
- 29.1.1.8 Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bid

29.1.2 Technical Rejection Criteria

- 29.1.2.1 Technical Bid containing financial detail.
- 29.1.2.2 Revelation of Prices in any form or by any reason before opening the Financial Bid

29.1.2.3 Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the RFP Document in every respect.

29.1.2.4 Bidders not quoting for the complete scope of Work as indicated in the RFP documents, Amendment /addendum / Corrigendum (if any) and any subsequent information given to the Bidder.

29.1.2.5 If the bid does not confirm to the overall timelines as per the project implementation schedule.

29.1.3 Financial Rejection Criteria

29.1.3.1 Financial Bids that do not conform to the RFP's financial bid format.

30 Court of Jurisdiction

All disputes pertaining both prior and subsequent to the Bidding process shall be subject to the jurisdiction of courts at Jaipur only.

31 Rejection of Defective Equipment/Material

If the assets (including hardware and software), before it is transferred to RSRTC, be found to be defective, or fails to fulfill the requirements of the Contract, the successful bidder shall have to replace / rectify the equipment/material / software at its own cost before executing the transfer of the complete system to the RSRTC.

32 Transfer / Exit Management

The Successful bidder shall transfer all the assets (including software and its licenses) and all related documentation, which will be developed, procured or customized during the project to RSRTC. Successful bidder shall have to transfer the whole setup in optimum performance conditions as per the contract. 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 RSRTC or its Replacement Successful bidder and which the Successful bidder has in its possession or control at any time during the transfer period. The Successful bidder shall commit adequate resources to comply with its obligations under this Exit Management Procedures. The Successful bidder should get exit management plan approved by RSRTC.

33 Exit Management Plan

- 33.1 An Exit Management plan shall be furnished by Successful bidder in writing to RSRTC within 180 days from the Effective Date of this Agreement, which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Project Implementation, and the Service Levels.
- 33.1.1 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.
- 33.1.2 Plans for the communication with such of the Successful bidder's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer
- 33.1.3 Plans for provision of contingent support to Replacement Successful bidder for a reasonable period after transfer.
- 33.2 The Successful bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- 33.3 Each Exit Management Plan shall be presented by the Successful bidder and approved by the RSRTC
- 33.4 In the event of termination or completion of the contract period, each Party shall comply with the exit Management Plan.
- 33.5 During the exit management period, the Successful bidder shall continue to deliver the Services.
- 33.6 Payments during the Exit Management period shall be made in accordance with the Terms of Payment. Appropriate Spares to carry out the operations will be handed over by Successful bidder to RSRTC.

SECTION III: General Terms and Conditions

Section III: General Terms and Conditions

1 Key terms and their definitions

- 1.1 In this bid document, unless repugnant to the context in which these words and expressions appear the words and expressions defined below shall have the meanings assigned to them:
- 1.1.1 **“Business Day”** means any day that is not a Sunday or a public holiday.
 - 1.1.2 **“Bid” or “Proposal”** means the documents in their entirety comprised in the proposal or bid submitted by the selected bidder (including the technical and commercial bid) in response to the bid document, and accepted by RSRTC.
 - 1.1.3 **“Bidder”** means individual/Consortium(maximum up to 5 members) who is/are fully responsible towards RSRTC for providing solution to set up IT and other systems and provide related services as per the requirements and terms and conditions specified in this bid / contract. The consortium will nominate one of the bidders as prime bidder who will be responsible for all the communication individual who is responsible for fully responsible towards RSRTC for providing solution to set up IT and other systems and provide related services as per the requirements and terms and conditions specified in this bid / contract
 - 1.1.4 **“Bidder’s Representative”** means the person or the persons appointed by the Bidder from time to time to act on its behalf for overall co-ordination, supervision and project management.
 - 1.1.5 **“Bidder’s Team”** means the successful Bidder who has to provide goods & services to the RSRTC under the scope of this bid / Contract. This definition shall also include any and/or all of the employees of the Bidder, authorized service providers/partners/agents and representatives or other personnel employed or engaged either directly or indirectly by the Bidder for the purposes of this bid / Contract.
 - 1.1.6 **“Bidding Documents”** refers to the collection of documents issued by the RSRTC to instruct and inform potential suppliers of the processes for bidding, selection of the winning bid, and Contract formation, as well as the contractual conditions governing the relationship between the RSRTC and the successful bidder. The General Conditions of Contract, the Technical Requirements, and all other documents included in the Bidding Documents reflect the Procurement Guidelines that the RSRTC is obligated to follow during procurement and administration of this Contract.

- 1.1.7 **“Commercial Off-The-Shelf (COTS)”** refers to software products that are ready-made and available for sale, lease, or license to the general public.
- 1.1.8 **“Confidential Information”** means any information disclosed to or by any Party to this Contract and includes any information in relation to the Parties, a third party or any information including any such information that may come to the knowledge of the Parties hereto / Bidder's Team by virtue of this Contract that:
- a. is by its nature confidential or by the circumstances in which it is disclosed confidential; or
 - b. is designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;
- but does not include information which is or becomes public knowledge other than by a breach of this Contract;
- 1.1.9 **“Contract”** means the Agreement entered into between the successful Bidder together with the **RSRTC** as recorded in the Contract form signed by the RSRTC and the successful Bidder including all Annexes thereto, the bid and all Annexes thereto and the agreed terms as set out in the bid, all documents incorporated by reference therein and amendments and modifications to the above from time to time
- 1.1.10 **“Contract Documents”** includes this RFP, subsequent amendments, Letter of Intent, Work Order and Agreement.
- 1.1.11 **“Contract Value”** means the price payable to the successful Bidder under this Contract for the full and proper performance of its contractual obligations. The Contract Value shall be the value quoted by selected bidder in its commercial bid and accepted by RSRTC.
- 1.1.12 **“Change in Law”** shall mean occurrence of any of the following events after the execution of this Agreement:
- 1.1.12.1 enactment of any new Indian Law or Applicable Law;
 - 1.1.12.2 the repeal in whole or in part (unless re-enactment with the same effect);
 - 1.1.12.3 or modification of any existing Indian Law or Applicable Law;
 - 1.1.12.4 the commencement of any Indian Law or Applicable Law which was not into force;
 - 1.1.12.5 change in interpretation or application of any Indian Law or Applicable Law;
 - 1.1.12.6 imposition or requirement of a new statutory or regulatory approval;
 - 1.1.12.7 or modification in the terms and conditions on which a statutory or regulatory approval has already taken place;

- 1.1.12.8 a fresh imposition of a tax or duty that was not in existence on the Effective Date. It is clarified that a change in the rate of tax or duty that was in existence on the Effective Date shall not be considered a change in law for the purposes of this Article
- 1.1.13 **“Department/Purchaser”** means Rajasthan State Road Transport Corporation
- 1.1.14 **“Data Centre (DC)”** means Rajasthan State Data Centre (SDC)
- 1.1.15 **“Data Recovery”** Site means Data center owned/used by the successful bidder to perform the scope of work as mentioned in the RFP document
- 1.1.16 **“Document”** means any embodiment of any text or image however recorded and includes any data, text, images, sound, voice, codes or and databases or microfilm or computer generated micro fiche.
- 1.1.17 **“Effective Date”** means the date on which this Contract comes into force. This Contract shall come into force and effect on the date (the “Effective Date”) of the RSRTC’s notice to the Bidder instructing the Bidder to begin carrying out the activities.
- 1.1.18 **“Force Majeure”** means the occurrence of any act, event or cause (other than lack of funds), which is beyond the reasonable control of the affected Party including but not limited to:
- 1.1.18.1 act of God, war, sabotage, terrorism, riot, civil disorder, revolution, national or state emergency, martial law, fire, lightning, flood, cyclone, earthquake, landslide, storm or other adverse or exceptionally severe weather conditions, explosion, power shortage, strike or boycotts for a continuous period of 20 days (not involving employees of the affected Party), epidemic, quarantine, radiation or radioactive contamination; or
- 1.1.18.2 Any act of government or other competent authority (including any Court of competent jurisdiction), such as expropriation, restraint, prohibition, intervention, requisition, requirement, direction or embargo by legislation, decree or other legally enforceable order.
- 1.1.19 **“Goods”** means all of the equipment, sub-systems, hardware, software, products accessories and/or other material / items which the Bidder is required to supply, install and maintain under the contract.
- 1.1.20 **“Intellectual Property Rights”** means any patent, copyright, trademark, trade name, service marks, brands, propriety information, Application Software whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- 1.1.21 **“Notice”** means:
- 1.1.21.1 A notice; or

- 1.1.21.2 Consent, approval or other communication required to be in writing under this Contract.
- 1.1.22 **“OEM”** means the **Original Equipment Manufacturer of any equipment / system /software / product** which is providing such goods to the RSRTC under the scope of this Bid / Contract.
- 1.1.23 **“Project”** or **“System”** means implementation of e-Ticketing and RFID based pass system in RSRTC.
- 1.1.24 **“Supplier”** means the firm whose bid to perform the Contract has been accepted by the RSRTC and is named as such in the Contract Agreement.
- 1.1.25 **“Subcontractor”** means any firm to whom any of the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is sub-contracted directly or indirectly by the Supplier.
- 1.1.26 **“Service Specification”** means and includes detailed description, statements to technical data, performance characteristics, and standards (Indian as well as International) as applicable and as specified in the Contract, as well as those specifications relating to Industry standards and codes applicable to the performance of the work, work performance quality and specifications affecting the work or any additional specification required to be produced by the Bidder to meet the design criteria.
- 1.1.27 **“Services”** means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.

2 Interpretation

- 2.1 In this Contract unless a contrary intention is evident:
- 2.1.1 the clause headings are for convenient reference only and do not form part of this contract;
 - 2.1.2 unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
 - 2.1.3 unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
 - 2.1.4 a word in the singular includes the plural and a word in the plural includes the singular;
 - 2.1.5 a word importing a gender includes any other gender;
 - 2.1.6 a reference to a person includes a partnership and a body corporate;

- 2.1.7 a reference to legislation includes legislation repealing, replacing or amending that legislation;
- 2.1.8 Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- 2.1.9 In the event of an inconsistency between the terms of this Contract and the Bid, the terms hereof shall prevail.
- 2.1.10 The damages payable by either Party to the other, as set forth in this Agreement, are mutually agreed genuine pre-estimated loss and damages likely to be suffered and incurred by the Party entitled to receive the same and are not by way of penalty(the "Liquidated Damages").

2.2 Conditions Precedent

2.2.1 This Contract is subject to the fulfillment of the following conditions precedent by the successful Bidder.

2.2.1.1 Submitting Performance Security as per **Clause 28 of Section II – Instruction to Bidders**.

2.2.1.2 Obtaining of all statutory and other approvals required for the performance of the Services under this Contract. This may include approvals/clearances, wherever applicable, that may be required for execution of this contract.

2.2.1.3 Furnishing of such other documents as the RSRTC may specify.

The RSRTC reserves the right to waive any or all of the conditions specified in 2.2.1 above in writing and no such waiver shall affect or impair any right, power or remedy that the RSRTC may otherwise have.

3 Scope of work / Contract

- 3.1 Scope of the Contract shall be as defined in **Section V** of this bid document.
- 3.2 RSRTC has proposed to engage the Bidder for maintaining and enhancing ORS-ETM and RFID based Pass System and provides related services. The successful Bidder is required to provide such goods, services and support as the RSRTC may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, and this Contract and are deemed necessary by the RSRTC, in order to meet its business requirements (hereinafter 'scope of work').

4 Key Performance Measurements

- 4.1 Unless specified by the RSRTC to the contrary, the Bidder shall deliver the goods, perform the Services and carry out the scope of work in accordance with the terms of

this Contract, Scope of Work and the Functional Requirement Specifications as per Section V and Section VI.

- 4.2 If the Contract / Service Specification include more than one document, then unless the RSRTC specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.
- 4.3 The RSRTC reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfillment of the scope of work.

5 Commencement and progress

- 5.1 The successful Bidder shall subject to the fulfillment of the conditions precedent set out in Clause 2.2 of this section, commence the performance of its obligations in a manner as specified in the Scope of Work.
- 5.2 The successful Bidder shall proceed to carry out the activities / services with diligence and expedition in accordance with any stipulation as to the time, manner, mode, and method of execution contained in this Contract.
- 5.3 The successful Bidder shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work, SLA and that the Bidder's Team complies with such specifications and all other standards, terms and other stipulations/conditions set out hereunder.
- 5.4 The successful Bidder shall perform the activities / services and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry, with professional engineering and consulting standards recognized by international professional bodies, and shall observe sound management, engineering and security practices. It shall employ appropriate advanced technology and engineering practices and safe and effective equipment, machinery, material and methods. The successful Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the RSRTC and shall, at all times, support and safeguard the RSRTC's legitimate interests in any dealings with Third parties.
- 5.5 The Goods supplied under this Contract shall conform to the standards mentioned in the Technical Specifications, and, when no applicable standard is mentioned, to the authoritative standards, such standard shall be the latest issued by the concerned institution. Delivery of the Goods shall be made by the successful Bidder in accordance with the terms specified by the RSRTC in its Notification of Award / Purchase Order.

6 Sub – Contract

- 6.1 For the purpose of this bid a Sub Contract would mean “Any agreement, purchase order, or any such legal instrument issued by the Supplier for this bid / contract to a third party, the subcontractor, calling for the performance of a defined piece of work or production and / or delivery of specified Goods or services as permitted herein.”
- 6.2 Sub-contracting will not be permitted. However, sub-contracting, with prior approval and consent of the RSRTC, for activities that are non-technical in nature, will be considered at the sole discretion of the RSRTC.
- 6.3 The Supplier may be permitted by the RSRTC to appoint any delegate/ sub-contractor for the performance of certain obligations of the Implementation Agency. However, no sub- contracting would be permitted for the following Services under the Contract (not limited to):
 - 6.3.1 Software Development
 - 6.3.2 Project Manpower

7 Project Manager or Supplier’s Representative

- 7.1 The Supplier shall ensure that at all time during the currency of the Contract, a Project Manager acceptable to the RSRTC shall take charge of the performance of the Contract. The Project Manager/ Supplier’s Representative shall be assisted by his/ her team members. Minimum manpower resource requirement has been provided in Section VI – Functional Requirement Specifications.

8 Bidder’s obligations

- 8.1 The Bidder’s obligations shall include all the activities as specified by the RSRTC in the Scope of Work and other sections of the bid and Contract and changes thereof to meet the RSRTC’s objectives and operational requirements. It will be the Bidder’s responsibility to ensure the proper and successful implementation, performance and continued operation of the proposed solution in accordance with and in strict adherence to the terms of his Bid, and this Contract. Bidder is required to work closely in relation to these items to ensure the project success.
- 8.2 In addition to the aforementioned, the Bidder shall provide services to manage and maintain the said infrastructure along with Facilities Management Services at department office location for the entire duration of the contract period.
- 8.3 In case of incorporation of new services or termination of any existing services, any of the deployed hardware / network components/physical or IT equipment may have to be upgraded / discarded or to be replaced. It is the sole responsibility of bidder to ensure that all such components should be in full working condition throughout the

contract period and should be able to meet the Service Level Agreements as per the RFP terms and conditions.

- 8.4 The bidder shall provide details of hardware / network components/physical or IT equipment deployed to meet the Service Level Agreements as per the RFP terms and conditions every quarter throughout the contract period.
- 8.5 Security and safety of data will be responsibility of the selected bidder and after completion of the project complete data for all the application software will be handed over to department and department reserves the right to validate the data and selected bidder will provide necessary assistance.
- 8.6 The Bidder shall be responsible to the RSRTC for meeting all obligations of the sub-contractors for executing the 'Scope of Work' and meeting all obligations of this bid. The Bidder shall also be the sole point of contact for all matters relating to this bid and Contract thereof.
- 8.7 RSRTC reserves the right to interview the personnel proposed that will be deployed as part of the project team. If found unsuitable, RSRTC may reject the deployment of the personnel.
- 8.8 RSRTC reserves the right to require changes in personnel which shall be communicated to the Bidder. Bidder with the prior approval of RSRTC may make additions to the project team. Bidder shall provide RSRTC with the resume of Key Personnel and provide such other information as RSRTC may reasonably require. In case of change in its team members, for any reason whatsoever, Bidder shall also ensure that the exiting members are replaced with at least equally qualified and professionally competent members.
- 8.9 In case of change in its team members, Bidder shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.
- 8.10 The Bidder shall ensure that the Bidder's Team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The Bidder shall ensure that the Services are performed through the efforts of the Bidder's Team, in accordance with the terms hereof and to the satisfaction of the RSRTC. Nothing in this Contract relieves the Bidder from its liabilities or obligations under this Contract to provide the Services in accordance with the RSRTC's directions and requirements and as stated in this Contract and the Bid to the extent accepted by the RSRTC and the Bidder shall be liable for any non- performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its Team.
- 8.11 The Bidder shall ensure that all the personnel identified for this project have high level of integrity. Bidder shall undertake necessary due diligence to ensure that the personnel have high standard of trustworthiness. Bidder shall obtain an undertaking from each of the personnel assigned and the same should be submitted to the RSRTC as and when demanded by the RSRTC. In addition, the Bidder would also get the

background verification checks carried out for the personnel deployed. In addition, the RSRTC may also get the background verification carried out for Bidder's personnel. Any information needed for this activity by the RSRTC should be provided immediately by Bidder.

- 8.12 The Bidder shall maintain at the Data Centre Sites and department office location, at no extra cost to the RSRTC, desktops, printers (including cartridges), tools, equipment, etc. at no extra cost to RSRTC, that may be required by Supplier's or RSRTC itself during the contract period for performance of Services under this contract.
- 8.13 The Bidder shall be fully responsible for deployment / installation / development and integration of all the software and hardware components and resolve any problems / issues that may arise due to integration of components.
- 8.14 The Bidder shall ensure that the OEMs supply equipment/components including associated accessories and software required and shall support the Bidder in the installation, commissioning, integration and maintenance of these components during the entire period of contract. The Bidder shall ensure that the COTS OEMs supply the software applications and shall support the Bidder in the installation / deployment, integration, roll-out and maintenance of these applications during the entire period of contract.
- 8.15 All the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and the RSRTC should have the flexibility to use the software licenses for other requirements if required.
- 8.16 The Bidder shall ensure that the Annual Maintenance support for the software and hardware components is provided for the period from date of deployment of the software and hardware component till the end of contract (Refer Clause 26 and 27 of this section). Annual Maintenance support shall include patches, updates and upgrades of the software and hardware components. Bidder shall ensure that there is a comprehensive onsite warranty / support arrangement for the aforementioned period with all the OEMs or transfer in favor of RSRTC for the benefit of any warranties given by OEMs.
- 8.17 The Bidder shall ensure that none of the components and sub-components is declared **end-of-sale** or **end-of-support** by the respective OEM at the time of submission of bid. If, the OEM declares any of the products/solutions end-of-sale subsequently, the Bidder shall ensure that the same is supported by the respective OEM from its date of deployment till the one year plus of the end of contract to support transitioning (Refer Clause 26 and 27 of this section).
- 8.18 If a product is de-supported by the OEM for any reason whatsoever, from the effective date of Contract till the end of contract months (Refer Clause 26 and 27 of this section), the Bidder should replace the products/solutions with an alternate that is acceptable to the RSRTC at no additional cost to the RSRTC and without causing any performance degradation and/or project delays.

- 8.19 The Bidder shall ensure that the OEMs provide the support and assistance to the Bidder in case of any problems / issues arising due to integration of components supplied by him with any other component(s)/product(s) under the purview of the overall solution. If the same is not resolved for any reason whatsoever, Bidder shall replace the required component(s) with an equivalent or better substitute that is acceptable to RSRTC without any additional cost to the RSRTC and without impacting the performance of the solution in any manner whatsoever
- 8.20 The Bidder shall ensure that the OEMs for hardware servers/equipment supply and/or install all new releases, versions, any type of updates, upgrade patches and/or bug fixes for the firmware or software from time to time at no additional cost to the RSRTC.
- 8.21 The Bidder shall ensure that he conducts the preventive maintenance on a monthly basis and break-fix maintenance in accordance with the best practices followed in the industry.
- 8.22 The Bidder shall ensure that the documentation and training services associated with the components shall be provided by the OEMs without any additional cost to the RSRTC.
- 8.23 The Bidder shall provision the required critical spares/components at the designated Service Center Sites of the RSRTC for meeting the uptime commitment of the components supplied by him.
- 8.24 The Bidder's Representative(s)/Project Manager shall have all the powers requisite for the execution of scope of work and performance of services under this contract. The Bidder's Representative(s) shall liaise with the RSRTC's Representative for the proper coordination and timely completion of the works and on any other matters pertaining to the works. He will extend full co-operation to RSRTC's representative in the manner required by them for supervision/inspection/observation of the equipment/goods/material, procedures, performance, progress, reports and records pertaining to the works. He shall also have complete charge of the Bidder's personnel engaged in the performance of the works and to ensure compliance of rules, regulations and safety practice. He shall also cooperate with the other Service Providers/Vendors of the RSRTC working at different RSRTC locations and Data Center Site. Such Bidder's representative(s) shall be available to the RSRTC's Representative at RSRTC designated location during the execution of works.
- 8.25 The Bidder shall be responsible on an ongoing basis for coordination with other vendors and agencies of the RSRTC in order to resolve issues and oversee implementation of the same. The Bidder shall also be responsible for resolving conflicts between vendors in case of borderline integration issues.
- 8.26 The Bidder shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that all its Personnel and agents, comply with the Applicable Laws
- 8.27 The Bidder shall utilize the amount of milestone based payment being released to it by the RSRTC as per the stages envisaged in Clause 20 of this section strictly for

procuring and installing of all Project Assets at the Data Centre/Data Recovery Sites, Depots/Sub-depots, Head quarter etc. and shall provide to the RSRTC original hard copies of the invoices, bills, etc. in respect of all Project Assets procured/ purchased for implementing the Project during the Implementation Phase. For the avoidance of doubt all software and licenses shall be purchased by the Supplier in the name of department.

- 8.28 The Bidder shall be responsible for the operation and maintenance of all Project Assets including replacement thereof, as may be required from time to time during the term of the Contract at its own cost so as to keep the Project Assets in good operating condition at all times and in case any up-gradation in Goods/ equipment/ hardware/ software, etc. is required the same shall be carried out by the Bidder at its own cost.

9 Start of Installation/Replacement

- 9.1 The successful bidder will discuss in detail all the specifications of the infrastructure to be hosted at Data Centre before procurement with department. It is also necessary that the bidder must also comply with the requirements of DC/DR, including policies and procedures involving DC/DR operators. Bidder is required to work closely in relation to these items to ensure the project success.
- 9.2 Before commencement of installation/replacement at respective Datacenter Sites, Bidder shall carry out proper planning and co-ordination with other vendors viz. State Data Centre Service Provider and Network / Bandwidth Provider in order to prepare the installation plan and detailed design documents.
- 9.2.1 The plan and design documents thus developed shall be submitted by the Bidder for approval by the RSRTC.
- 9.2.2 After obtaining the approval from the RSRTC, Bidder shall commence the installation.
- 9.2.3 Prior to taking up installation of any major component of work, the Bidder shall submit to RSRTC his proposed procedures and obtain RSRTC's approval in writing.

10 Reporting Progress

- 10.1 Bidder shall monitor progress of all the activities related to the execution of this contract and shall submit to the RSRTC, at no extra cost, progress reports with reference to all related work, milestones and their progress during the implementation phase on a fortnightly basis.
- 10.2 Post completion of each Phase (Refer Clause 26 and 27 of this section), the Bidder shall submit to the RSRTC, MIS reports as an ongoing basis. An indicative list of such reports along with their periodicity are mentioned in Section V - Scope of Work

- 10.3 Bidder should ensure MIS reporting as per defined service levels in Section VI- Functional Requirement Specifications of the RFP. The selected bidder shall establish and maintain a web-based project tracking system wherein all the project tasks / activities are tracked against the baseline plan in a prompt manner – so that any of the project stakeholders can monitor the project progress without having to request / wait for periodic project status reports. In order to meet this requirement, the project members from the supplier's team must all diligently update the status in this tool at least on a daily basis. This shall be operated throughout the project duration to ensure coverage of the operational activities.
- 10.4 Formats for all abovementioned reports and their dissemination mechanism shall be discussed and finalized at the Kick-Off meeting. The RSRTC on mutual agreement between both parties may change the formats, periodicity and dissemination mechanism for such reports.
- 10.5 Periodic meetings shall be held between the representatives of the RSRTC and the successful Bidder once in every 15 days during the implementation phase to discuss the progress of implementation. After the implementation phase is over, the meeting shall be held as an ongoing basis, once in every 30 days to discuss the performance of the contract. Successful Bidder shall ensure that the respective solution teams involved in the execution of work are part of such meetings.
- 10.6 High level Steering Committee involving representatives of the RSRTC and senior officials of the successful Bidder shall be formed for the purpose of this contract. This committee shall meet at intervals, as decided by the RSRTC later, to oversee the progress of the project.
- 10.7 All the goods, services and manpower to be provided / deployed by the successful Bidder under the Contract and the manner and speed of execution and maintenance of the work and services are to be conducted in a manner to the satisfaction of RSRTC's representative in accordance with the Contract.
- 10.8 The RSRTC reserves the right to inspect and monitor/assess the progress/performance of the work / services at any time during the course of the Contract. The RSRTC may demand and upon such demand being made, the Bidder shall provide documents, data, material or any other information which the RSRTC may require, to enable it to assess the progress/performance of the work / service.
- 10.9 At any time during the course of the Contract, the RSRTC shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the RSRTC and the Bidder undertakes to cooperate with and provide to the RSRTC/ any other agency appointed by the RSRTC, all Documents and other details as may be required by them for this purpose. Such audit shall not include Bidder's books of accounts.
- 10.10 Should the rate of progress of the works or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of

the works by the stipulated time, or is in deviation to bid requirements/ standards, the RSRTC's representative shall so notify the successful Bidder in writing.

- 10.11 The successful Bidder shall reply to the written notice giving details of the measures he proposes to take to expedite the progress so as to complete the works by the prescribed time or to ensure compliance to bid requirements. The Bidder shall not be entitled to any additional payment for taking such steps. If at any time it should appear to the RSRTC or RSRTC's representative that the actual progress of work does not conform to the approved programme the Bidder shall produce at the request of the RSRTC's representative a revised programme showing the modification to the approved programme necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance to the stipulated requirement.
- 10.12 The submission seeking approval by the RSRTC or RSRTC's representative of such programme shall not relieve the Bidder of any of his duties or responsibilities under the Contract.
- 10.13 In case during execution of works, the progress falls behind schedule or does not meet the bid requirements, Bidder shall deploy extra manpower/ resources to make up the progress or to meet the bid requirements. Programme for deployment of extra man power/ resources will be submitted to the RSRTC for its review and approval. All time and cost effect in this respect shall be borne, by the Bidder within the contract value.

11 Knowledge of Depot/Sub-depots, Head Quarter and Data Center Site conditions

- 11.1 Successful Bidder shall be granted access to the Depot/Sub-depot, Head quarter and Data Center Sites for inspection by the RSRTC before commencement of installation.
- 11.2 The Successful Bidder shall be deemed to have knowledge of the State Data Center Sites and its surroundings and information available in connection therewith and to have satisfied itself the form and nature thereof including, the data contained in the Bidding Documents, the physical and climatic conditions, the quantities and nature of the works and materials necessary for the completion of the works, the means of access, etc. and in general to have obtained itself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during pre-installation survey / during delivery or installation, Bidder detects physical conditions and/or obstructions affecting the work, the Bidder shall take all measures to overcome them.
- 11.3 **Project Charter**
- 11.3.1 Within 15 calendar days of Effective date of the Contract (refer Clause 26 and 27 of this section,), the Bidder shall submit to the RSRTC for its approval a detailed Project Charter with details of the programme showing the sequence, procedure and method in which he proposes to carry out the works as stipulated under Clause 26 and 27 of this section, whenever reasonably

required by the RSRTC's Representative furnish in writing the arrangements and methods proposed to be made for carrying out the works. The Charter so submitted by the Bidder shall conform to the requirements and timelines specified in the Contract. The RSRTC and the Bidder shall discuss and agree upon the work procedures to be followed for effective execution of the works, which the Bidder intends to deploy and shall be clearly specified. The Project Charter shall include but not limited to project organization, communication structure, proposed staffing, roles and responsibilities, processes and tool sets to be used for quality assurance, security and confidentiality practices in accordance with industry best practices, project plan and delivery schedule in accordance with the Contract.

- 11.3.2 As a part of its Project Charter, the successful bidder shall submit to RSRTC an exit management plan which will provide in detail how the operations of Services can be taken over by RSRTC or its nominated agency in case of early termination or expiry of this Contract. The successful bidder shall keep updating the exit management plan on a yearly basis during the Contract Period. Any non- submission of exit management plan within the stipulated time shall be seen as a material breach of Contract and may lead to termination of this Contract.
- 11.3.3 The successful bidder shall get the Project Charter approved from RSRTC and in the event of any modifications and suggestions proposed by RSRTC, the same shall be incorporated by the bidder in the Project Charter
- 11.3.4 If the Bidder's work plans necessitate a disruption/ shutdown in RSRTC's operation, the plan shall be mutually discussed and developed so as to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising on account of failure of the Bidder to bring its work plans to the notice of the RSRTC shall be to his account.

12 Bidder's Organization

- 12.1 The Bidder should provision for minimum manpower resources required for execution of work and provision of services under this contract.
- 12.2 The Bidder should to the best of his efforts, avoid any change in the organization structure proposed for execution of this contract or replacement of any manpower resource appointed. If the same is however unavoidable, Bidder shall promptly inform the RSRTC in writing, and the same shall require subsequent approval by the RSRTC.
- 12.3 In case of replacement of any manpower resource, the Bidder should ensure efficient knowledge transfer from the outgoing resource to the incoming resource and adequate hand-holding period and training for the incoming resource in order to maintain the continued level of service.

- 12.4 All manpower resources deployed by the Bidder for execution of this contract must strictly adhere to the attendance reporting procedures and make their services available as agreed upon for the entire reporting time period at the Data Centre Sites and office locations of RSRTC.
- 12.5 The Bidder shall provide at the Data Centre Sites and office location of RSRTC for necessary supervision during the execution of work and as long thereafter as the RSRTC may consider necessary for the proper fulfillment of the Bidder's obligations under the Contract. The Bidder or his competent and authorized representative(s) shall be constantly present at the respective Datacenter Sites during agreed time for supervision. The Bidder shall authorize his representative to receive directions and instructions from the RSRTC's Representative.
- 12.6 The Bidder shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and provision of services for all costs/charges in connection thereof.
- 12.7 The Bidder shall provide and deploy, at the Data Centre Sites and office location of RSRTC for carrying out the work, only those manpower resources who are qualified/skilled and experienced in their respective trades and who are competent to deliver in a proper and timely manner the work they are required to perform or to manage/supervise the work.
- 12.8 The RSRTC's Representative may at any time object to and require the Bidder to remove forthwith from the Data Centre Sites and office location of RSRTC any authorized representative or employee of the Bidder or any person(s) of the Bidder's team, if, in the opinion of the RSRTC's Representative the person in question has misconducted or his / her deployment is otherwise considered undesirable by the RSRTC's Representative. The Bidder shall forthwith remove and shall not again deploy the person without the written consent of the RSRTC's Representative.
- 12.9 The RSRTC's Representative may at any time object to and request the Bidder to remove from the Data Centre Sites and office location any of Bidder's authorized representative including any employee of the Bidder or his team or any person(s) deployed by Bidder or his team for professional incompetence or negligence or for being deployed for work for which he is not suited. The Bidder shall consider the RSRTC's Representative request and may accede to or disregard it. The RSRTC's Representative, having made a request, as aforesaid in the case of any person, which the Bidder has disregarded, may in the case of the same person at any time but on a different occasion, and for a different instance of one of the reasons referred to above in this Clause object to and require the Bidder to remove that person from deployment on the work, which the Bidder shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of the RSRTC's Representative.
- 12.9.1 The RSRTC's Representative shall state to the Bidder in writing his reasons for any request or requirement pursuant to this Clause.

12.9.2 The Bidder shall promptly replace every person removed, pursuant to this section, with a competent substitute, and at no extra cost to the RSRTC.

13 Adherence to safety procedures, rules regulations and restriction

- 13.1 Bidder's Team shall comply with the provision of all laws including labour laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by RSRTC shall be applicable in the performance of this Contract and Bidder's Team shall abide by these laws.
- 13.2 Bidder shall be responsible for employing any and all manpower, personnel, labour, etc., as may be required to be deployed by it for implementation of the Project and as such the bidder on an exclusive basis shall be responsible for exercising supervision and control over such manpower, personnel, labour, etc. For all intents and purposes under this Contract, the bidder alone shall be the principal employer in terms of the provisions of the Factories Act, 1948 and the Contract Labour (Regulation and Abolition) Act, 1970 in respect of such manpower, personnel, labour, etc; the RSRTC shall at no point of time be concerned in any manner whatsoever with any employee or labour related issues of such manpower, personnel, labour, etc. of the bidder and shall not have any liability or responsibility towards them. The bidder shall keep the RSRTC indemnified for all claims that may arise due to bidder's non-compliance with any provisions of the aforesaid Acts.
- 13.3 Access to the Data Center Sites shall be strictly restricted. No access to any person except the essential members of the Bidder's Team who are genuinely required for execution of work or for carrying out management/maintenance who have been explicitly authorized by the RSRTC shall be allowed entry to the Datacenter Sites. Even if allowed, access shall be restricted to the pertaining equipment of the RSRTC only. Bidder shall maintain a log of all activities carried out by each of its team personnel.
- 13.4 The Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. Bidder's Team shall adhere to all security requirement/regulations of the RSRTC during the execution of the work. RSRTC's employee also shall comply with safety procedures/policy.
- 13.5 The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
- 13.6 The Bidder shall ensure fire safety measures at all the sites including Depots/Units, Head Quarter etc.

14 Statutory Requirements

- 14.1 During the tenure of this Contract nothing shall be done by the Bidder or his team in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep RSRTC indemnified in this regard.
- 14.2 The Bidder shall be responsible for physical safety and security of all locations.
- 14.3 The Bidder shall ensure proper cleanliness and maintenance of all the sites during working hours.
- 14.4 The ownership of software and any system software proposed in solution (in the form of licenses) should be in favour of RSRTC only.
- 14.5 The Bidder shall provide one handholding staff at each depot level for providing support to the concerned depot and Units and six supervisory staff for all locations. Implementing Agency shall provide required manpower as per the scope of work.
- 14.6 The Bidder at the end of the term of the Contract or early termination thereof shall handover / transfer all the software, licenses, etc. created/ established by the bidder for the implementation of the Project, to the RSRTC at INR 1

15 Contract administration

- 15.1 No variation or modification of the terms of the contract shall be made except by written amendment signed by the parties.
- 15.2 The Bidder shall be bound by all undertakings and representations made by the authorized representative of the Bidder and any covenants stipulated hereunder, with respect to this Contract
- 15.3 For the purpose of execution or performance of the obligations under this Contract, the RSRTC's representative would act as an interface with the nominated representative of the Bidder. The Bidder shall comply with any instructions that are given by the RSRTC's representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the bid.

16 RSRTC's Obligations

- 16.1 Executive Director(Traffic), RSRTC or his/her nominated representative shall act as the nodal point for implementation of the contract and for issuing necessary instructions, approvals, commissioning, acceptance certificates, payments etc. to the Bidder.
- 16.2 RSRTC shall ensure that timely approval is provided to the Bidder as and when required, which may include approval of hardware, implementation methodology,

design documents, specifications, or any other document necessary in fulfillment of this contract.

- 16.3 The RSRTC's Representative shall interface with the Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract. RSRTC shall provide adequate cooperation in providing details, coordinating and obtaining of approvals from various governmental agencies, in cases, where the intervention of the RSRTC is proper and necessary.
- 16.4 RSRTC may provide on Bidder's request, particulars/information/ or documentation that may be required by the Bidder for proper planning and execution of work and for providing services covered under this contract and for which the Bidder may have to coordinate with respective vendors.
- 16.5 RSRTC shall provide to the Bidder, sitting space and basic infrastructure not including, stationery and other consumables at the office location.

17 Payments

- 17.1 RSRTC shall make payments only to the Bidder at the times and in the manner set out in the Payment schedule as specified later in this contract (Refer Clause 51 of this section) subject always to the fulfillment by the Bidder of the obligations herein. RSRTC will make all efforts to make payments to the Bidder within 45 days of receipt of invoice(s) and all necessary supporting documents. (The supporting documents include ticket summary of individual depots for that particular month. In case of any clarification/confusion, other relevant documents may also be sought.).
- 17.2 RSRTC shall make all payments under this Contract, as set out in the Payment clause to the Bidder only and shall not be liable to make any payments or for any other related obligation under this contract to any other party including but not limited to the Bidder's sub-contractors or any other member of Bidder's Team or any third party engaged by the Bidder in any way connected with the discharge of the Bidder's obligation under the Contract and in any manner whatsoever. The Bidder shall be fully liable and responsible for meeting all such obligations and all payments to be made to the aforesaid entities/parties.
- 17.3 All payments agreed to be made by RSRTC to the Bidder in accordance with the Bid shall be inclusive of all statutory levies, duties, taxes and other charges whenever levied/applicable including costs of maintenance, if any and RSRTC shall not be liable to pay any such levies/other charges under or in relation to this Contract and/or the Services.
- 17.4 Payment shall be paid at the times and in the manner set out in the Payment schedule as specified under to Clause 51 of this section, against value of contract. GST shall be charged on actuals as per the applicable rates.
- 17.5 In case of change in taxes under change in law, appropriate parties shall be passed the benefit of the same over and above the contract value. No invoice for extra work/change order on account of change order will be submitted by the Bidder

unless the said extra work /change order has been approved by the RSRTC as per mutually agreed rates in writing in accordance with Clause on Change order.

17.6 In the event of RSRTC noticing at any point of time that any amount has been disbursed wrongly to the Bidder or any other amount is due from the Bidder to the RSRTC, the RSRTC shall, after notifying the Authorised Representative of the Bidder in writing and without prejudice to its rights, deduct such amount from any payment due to the Bidder or recover such amounts by other means. The details of such recovery, if any, will be intimated to the Bidder within a stipulated time frame as agreed to by both the parties.

17.7 In the event of the Bidder noticing at any point of time that there has been short payment by the RSRTC on any invoice, the Bidder shall bring it to the record of the Authorised Representative of the RSRTC. The amount due to the Bidder will be released through a fresh invoice or as mutually agreed to by both the parties.

17.8 Deductions:

17.8.1 All payments to the Bidder shall be subject to the deductions of tax at source under Income Tax Act, and other taxes and deductions as provided for under any law, rule or regulation. All costs, damages or expenses which RSRTC may have paid or incurred, for which under the provisions of the Contract, the Bidder is liable, the same shall be deducted by RSRTC from any dues to the Bidder. All payments to the Bidder shall be made after making necessary deductions as per terms of the Contract and recoveries towards facilities, if any, provided by the RSRTC to the Bidder on chargeable basis.

17.9 Duties, Taxes and Statutory levies

17.9.1 The Bidder shall bear all personnel taxes levied or imposed on its personnel, sub- contractor(s), consultants, or any other member of Bidder's Team, etc. on account of payment received under this Contract. The Bidder shall bear all corporate taxes, levied or imposed on the Bidder on account of payments received by it from the RSRTC for the work done under this Contract.

17.9.2 Bidder shall bear all taxes and duties etc. levied or imposed on the Bidder under the Contract including GST/other applicable taxes and all Income Tax levied under Indian Income Tax Act – 1961 or any amendment thereof up to the date for submission of final price bid, i.e., on account of payments received by him from the RSRTC for work done under the Contract. It shall be the responsibility of the Bidder to submit to the concerned tax authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the RSRTC such information, as it may be required in regard to the Bidder's details of payment made by the RSRTC under the Contract for proper assessment of taxes and duties. The amount of tax withheld by the RSRTC shall at all times be in accordance with Indian Tax Law and the RSRTC shall promptly furnish to the Bidder original

certificates (Challans) for tax deduction at source and paid to the Tax Authorities.

- 17.9.3 If there is any reduction in taxes / duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to the RSRTC.
- 17.9.4 The Bidder shall be solely responsible for the payment /fulfillment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and the RSRTC shall not bear responsibility for the same. Bidder shall indemnify RSRTC against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the RSRTC/Bidder.
- 17.9.5 The RSRTC shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

18 Intellectual Property Rights

- 18.1 **In case of Bespoke development of the application:** The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the RSRTC and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals as may be necessary as per the existing laws in India to effectively transfer such rights to the RSRTC. Once transferred, the RSRTC shall own and have a right to use all such Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports, drawings and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract.
- 18.2 **In case of deployment of COTS products:** RSRTC shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Supplier solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. All documentation and configuration items such as scripts, code, queries etc. developed by the Supplier shall be property of the RSRTC. The Supplier should create a repository of such resources and provide access to RSRTC. The Supplier undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the RSRTC and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the RSRTC.

- 18.3 If RSRTC desires, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, and which may be assigned by the RSRTC to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid or this Contract, shall be acquired in the name of the RSRTC, prior to termination of this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the RSRTC.
- 18.4 The Bidder / Bidder's Team shall ensure that while it uses any software, hardware, processes, document or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the RSRTC indemnified against all costs, expenses and liabilities howsoever, arising out any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or the Bidder's Team during the course of performance of the Services. In case of any infringement by the Bidder / Bidder's Team, Bidder shall have sole control of the defense and all related settlement negotiations.
- 18.5 Information Security**
- 18.5.1 The Bidder / Bidder's Team shall not carry any written/printed document, layout diagrams, floppy diskettes, hard disk, storage tapes, other storage devices or any other goods /material proprietary to RSRTC into / out of the Data Centre Sites.
- 18.5.2 The Bidder and Bidder's Team shall follow RSRTC's Information Security policy. Access to RSRTC's data and systems, Email and Internet facility by the Bidder/ Bidder's team at the Data Centre Sites and RSRTC office location shall be in accordance with the security and access policies set by the RSRTC.
- 18.5.3 Bidder and Bidder's Team acknowledge that RSRTC's business data and other RSRTC proprietary information or materials, whether developed by RSRTC or being used by RSRTC pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to RSRTC; and Bidder along with its team agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. Bidder recognizes that the goodwill of RSRTC depends, among other things, upon Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder or its team could damage the goodwill of RSRTC, and that by reason of Bidder's duties hereunder. Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the services

performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Bidder shall use such information only for the purpose of performing the said services.

18.5.4 Bidder shall, upon termination of this agreement for any reason, or upon demand by RSRTC, whichever is earliest, return any and all information provided to Bidder by RSRTC, including any copies or reproductions, both hardcopy and electronic.

18.6 Records of Contract Documents

18.6.1 The Bidder shall at all-time make and keep sufficient copies of the Contract documents, manuals, reference material, drawings, specifications and any other document required by him to fulfill his duties under the Contract.

18.6.2 The Bidder shall keep at the Data Centre Sites and RSRTC's location, adequate number of copies of all documents required to fulfill his duties under the Contract, in excess of his own requirement and those copies shall be available at all times for use by the RSRTC's Representative and/or by any other person authorized by the RSRTC's Representative.

19 Ownership and Retention of Documents

19.1 Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the RSRTC, the Bidder shall deliver to the RSRTC all Documents provided by or originating from the RSRTC and all Documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the RSRTC at no additional cost. The Bidder shall not, without the prior written consent of the RSRTC store, copy, distribute or retain any such Documents.

20 Data and Hardware

20.1 By virtue of this Contract, the Bidder / Bidder's Team may have access to personal information of the RSRTC and/or a third party. The RSRTC has the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's Team in the course of performing the Services under this Contract.

20.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Bidder in accordance with the Technical Requirements.

20.3 Early or partial deliveries require the explicit written consent of the RSRTC, which consent shall not be unreasonably withheld.

20.4 The Bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation

within and outside the packages shall comply strictly with the RSRTC's instructions to the Bidder.

- 20.5 The Bidder will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms.

21 Indemnity

- 21.1 The Bidder shall indemnify RSRTC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

21.1.1 any negligence or wrongful act or omission by the Bidder or the Bidder's Team or any third party associated with Bidder in connection with or incidental to this Contract; or

21.1.2 Any breach of any of the terms of the Bidder's Bid as agreed, the bid and this Contract by the Bidder/Bidder's Team or any third party.

21.1.3 Any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

- 21.2 The Bidder shall also indemnify RSRTC against any privilege, claim or assertion made by a third party with respect to right or interest in, ownership, mortgage or disposal of any asset, property, and movable or immovable as mentioned in any Intellectual Property Rights, licenses and permits.

22 Representations and Warranties

- 22.1 In order to induce the RSRTC to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

22.1.1 That the selected Bidder have the power and the authority that would be required to enter into this Contract and the requisite experience, the technical know-how and the financial wherewithal required to successfully execute the terms of this contract and to provide services sought by the RSRTC under this contract.

22.1.2 That the selected Bidder is not involved in any major litigation or legal proceedings, pending, existing, potential or threatened, that may have an impact of affecting or compromising the performance or delivery of Services under this Contract.

22.1.3 That the representations and warranties made by the Bidder in its Bid, and Contract are and shall continue to remain true and correct throughout the term of this Contract and Bidder shall fulfil all the requirements as are

necessary for executing the obligations and responsibilities as laid down in the Contract and the bid and unless the RSRTC specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.

- 22.1.4 That the Bidder and its team has the professional skills, personnel, infrastructure and resources/authorizations that are necessary for providing all such services as are necessary to fulfill the scope of work stipulated in the bid and this Contract.
- 22.1.5 That the Bidder shall ensure that all assets/ components including but not limited to equipment, software, licenses, processes, documents, etc. installed, developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced.
- 22.1.6 That the Bidder /Bidder's Team shall use such assets of the RSRTC as the RSRTC may permit for the sole purpose of execution of its obligations under the terms of the Bid or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
- 22.1.7 That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the RSRTC indemnified in relation thereto.
- 22.1.8 That the execution of the scope of work and the Services herein is and shall be in accordance and in compliance with all applicable laws.
- 22.1.9 That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
- 22.1.10 That all conditions precedent under the Contract has been satisfied.
- 22.1.11 That neither the execution and delivery by the Successful Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any Applicable Law or any order, writ, injunction or decree of any court or Governmental Authority binding on the Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Bidder.
- 22.1.12 That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including but not limited to stamp duty, registration charges or similar amounts which

are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

22.1.13 That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the RSRTC, which may directly or indirectly have a bearing on the Contract or the project.

22.1.14 That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.

22.1.15 That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the performance of the project under this contract and regarding the same the Bidder does not, so far as the Bidder is aware, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. So far as the Bidder is aware, none of the Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations for the performance of this contract are being infringed nor, so far as the Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) required by the Bidder for the performance of the contract are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the RSRTC indemnified in relation thereto. The remedy for any breach of this Clause shall be the indemnity set forth in Clause 18 of this section for Intellectual Property Rights.

22.1.16 That the Bidder agrees to incorporate, within the contract value, all hardware configuration, software changes, upgrades and patches to the system, announced by him from time to time keeping in view the advancement in technology, shortcomings of the system and any changes required for improving the overall efficiency of the system.

22.1.17 That the Bidder shall provide adequate and appropriate support and participation, on a continuing basis, in tuning all supplied hardware and software to meet the requirements of the applications.

22.2 If and when the system and/or components of the system are required to be relocated/shifted within the same Data center Site or to a new Data center Site, the Bidder shall

undertake required work related for de-commissioning / re-commissioning and other associated work, at no additional cost to the RSRTC.

23 Confidentiality

23.1 The Bidder / Bidder's Team shall not use Confidential Information, the name or the logo of the RSRTC except for the purposes of the purpose of execution of this contract. Confidential information does not include information which:

23.1.1 The Bidder / Bidder's Team knew or had in its possession, prior to disclosure, without limitation on its confidentiality;

23.1.2 Is independently developed by the Bidder / Bidder's Team without breach of conditions under this Contract;

23.1.3 Information in the public domain as a matter of law;

23.1.4 Is received from a third party not subject to the obligation of confidentiality with respect to such information;

23.1.5 is released from confidentiality with the written consent of RSRTC is required to be disclosed by Applicable Laws or judicial or administrative or arbitral process or by any governmental instrumentalities, provided that for any such disclosure, the Bidder shall give the Authority, prompt written notice, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment;

23.1.6 Any other information unless it is specified as confidential for the purposes of the execution this contract.

The Bidder / Bidder's Team shall have the burden of proving hereinabove are applicable to the information in the possession of the Bidder / Bidder's Team.

23.2 The Bidder / Bidder's Team shall not, either during the term or after expiration of this Contract, disclose any proprietary or confidential information relating to the Services/Contract and/or RSRTC's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents without the prior written consent of the RSRTC.

23.3 The Bidder may only disclose Confidential Information in the following circumstances:

23.3.1 with the prior written consent of the RSRTC;

23.3.2 to a member of the Bidder's Team if:

23.3.2.1 the member of the Bidder's Team needs the Confidential Information for the performance of obligations under this contract;

23.3.2.2 the member of the Bidder's Team is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract

- 23.4 The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information including execution of a confidentiality agreement with the sub- contractors and other members of Bidder's Team to the satisfaction of the RSRTC.
- 23.5 The Bidder shall notify the RSRTC promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of the RSRTC.
- 23.6 The Bidder shall be liable to fully compensate the RSRTC for any loss of revenue on account of breach of confidentiality by the Bidder. The RSRTC reserves the right to adopt legal proceedings, civil or criminal, against the Bidder / Bidder's Team in relation to a breach of obligation by the Bidder under this Clause. The Bidder shall not in any way be responsible for any breach of confidentiality arising out of any other cause/reason.
- 23.7 Bidder and sub-contractors shall be required to execute the **Non-Disclosure Agreement** in favour of the RSRTC at the time of contract signing.

24 Events of Default by the Bidder

- 24.1 The failure on the part of the Bidder to perform any of its obligations or comply with any of the terms of this Contract shall constitute an Event of Default on the part of the Bidder. The events of default as mentioned above may include inter-alia the following:
- 24.1.1 the Bidder/ Bidder's Team has failed to perform any instructions or directives issued by the RSRTC which it deems proper and necessary to execute the scope of work or provide services under the Contract, or
- 24.1.2 the Bidder/ Bidder's Team has failed to confirm / adhere to any of the key performance indicators as laid down in the Key Performance Measures / Service Level Agreements, or if the Bidder has fallen short of matching such standards / benchmarks / targets as the RSRTC may have designated with respect to the system or any goods, task or service, necessary for the execution of the scope of work and performance of services under this Contract. The above mentioned failure on the part of the Bidder may be in terms of failure to adhere to performance, quality, timelines, specifications, requirements or any other criteria as defined by the RSRTC;
- 24.1.3 the Bidder has failed to remedy a defect or failure to perform its obligations in accordance with the specifications issued by the RSRTC, despite being served with a default notice which laid down the specific deviance on the part of the Bidder/ Bidder's Team to comply with any stipulations or standards as laid down by the RSRTC; or
- 24.1.4 the Bidder/ Bidder's Team has failed to adhere to any amended direction, instruction, modification or clarification as issued by the RSRTC

- during the term of this Contract and which the RSRTC deems proper and necessary for the execution of the scope of work under this Contract
- 24.1.5 the Bidder/ Bidder's Team has failed to demonstrate or sustain any representation or warranty made by it in this Contract, with respect to any of the terms of its Bid and this Contract.
- 24.1.6 There is a proceeding for bankruptcy, insolvency, winding up or there is an appointment of receiver, liquidator, assignee, or similar official against or in relation to the Bidder.
- 24.1.7 The Bidder/Bidder's Team has failed to comply with or is in breach or contravention of any applicable laws or provisions of the Contract and the Bid submitted by the Implementation Agency. The Bidder breaches any of its representation or warranties as specified in this Contract;
- 24.1.8 The bidder fails to replenish the Performance Security in case of partial appropriation, to its original amount and in case of appropriation of entire amount of Performance Security to provide a fresh Performance Security within a Period of 30 (thirty) days from such partial or complete appropriation
- 24.1.9 Where there has been an occurrence of such defaults inter alia as stated above, RSRTC shall issue a notice of default to the Bidder, setting out specific defaults / deviances / omissions / non-compliances / non-performances and providing a notice of thirty (30) days to enable such defaulting party to remedy the default committed.
- 24.1.10 Where despite the issuance of a default notice to the Bidder by the RSRTC the Bidder fails to remedy the default to the satisfaction of the Bidder, RSRTC may, where it deems fit, issue to the defaulting party another default notice or proceed to adopt such remedies as may be available to the RSRTC.
- 24.1.11 The failure on the part of the Bidder to submit the Performance Security within 15 days of award of contract.

25 Consequences of Event of Default

- 25.1 Where an Event of Default subsists or remains uncured RSRTC shall be entitled to:
- 25.1.1 Impose any such obligations and conditions and issue any clarifications as may be necessary to inter alia ensure smooth continuation of project and the Services which the Bidder shall be obliged to comply with which may include re-determination of the consideration payable to the Bidder as agreed mutually by RSRTC and Bidder or through a third party acceptable to both parties. The Bidder shall in addition take all available steps to minimize loss resulting from such event of default.
- 25.1.2 Suspend all payments to the Bidder under the Contract by a written notice of suspension to the Bidder, provided that such notice of suspension:
- 25.1.2.1 shall specify the nature of the failure; and

- 25.1.2.2 Shall request the Bidder to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Bidder.
- 25.1.3 Require replacement of any of the Bidder's Team member(s) with another suitable member(s) where the RSRTC deems necessary. The Bidder shall in such case terminate forthwith all their agreements/ contracts/ other arrangements with such member(s) and find suitable replacement for such outgoing member(s) with another member(s) to the satisfaction of the RSRTC, who shall execute such Contracts with the RSRTC as the RSRTC may require. Failure on the part of the Bidder to find a suitable replacement and/or terminate all agreements/contracts with such member(s), shall amount to a breach of the terms hereof and the RSRTC in addition to all other rights, have the right to claim damages and recover from the Bidder all losses/ or other damages that may have resulted from such failure.
- 25.1.4 Terminate the Contract in part or in full.
- 25.1.5 Retain such amounts from the payment due and payable by the RSRTC to the Bidder as may be required to offset any losses caused to the RSRTC as a result of such event of default and the Bidder shall compensate the RSRTC for any such loss, damages or other costs, incurred by the RSRTC in this regard. Nothing herein shall effect the continued obligation of the Bidder and Bidder's Team to perform all their obligations and responsibilities under this Contract in an identical manner as were being performed before the occurrence of the default.
- 25.1.6 Invoke the Performance Security and other Guarantees furnished hereunder, enforce the Deed of Indemnity, recover such other costs/losses and other amounts from the Bidder as may have resulted from such default and pursue such other rights and/or remedies that may be available to the RSRTC under law.
- 25.1.7 As referred in event of default (refer clause 24.1.11), the RSRTC may terminate the contract in full and the BSD shall be forfeited.

26 Stipulated Time Schedule

- 26.1 The Key Phases during project implementation along with the indicative milestones and timelines as anticipated by the RSRTC are provided in SECTION VI – Functional Requirement Specification
- 26.2 The Bidder shall perform the activities and comply in all respects with the critical dates and the parties hereby agree that failure on part of the Bidder to meet the critical dates without prejudice to any other rights that the RSRTC may have, may lead to the imposition of such obligations as are laid down in Liquidated damages and

penalty (refer Clause 53 of this section) and/or termination of the Contract (refer clause 28 of this section) at the discretion of the RSRTC.

27 Term and Extension of the Contract

- 27.1 The term of this Contract would be 3 months of Implementation Phase followed by 5 Years O & M Phase more particularly described in section VI- Functional Requirement Specification. In case of any delays in the closure of any phase activities for reasons attributable to the Bidder, besides the action detailed in clause 26, the contract shall get extended by a period equal to the period of delay at no extra cost to the RSRTC.
- 27.2 The RSRTC shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to the Bidder, at least 6 months before the expiration of the Term hereof, whether it will grant the Bidder an extension of the Term. The decision to grant or refuse the extension shall be at the RSRTC's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the RSRTC and Bidder.
- 27.3 Where the RSRTC is of the view that no further extension of the term be granted to the Bidder, the RSRTC shall notify the Bidder of its decision at least 6 (six) months prior to the expiry of the Term. Upon receipt of such notice, the Bidder shall continue to perform all its obligations hereunder, until such reasonable time beyond the Term of the Contract within which, the RSRTC shall either appoint an alternative agency/vendor or create its own infrastructure to operate such Services as are provided under this Contract.

28 Termination

- 28.1 The RSRTC may, terminate this Contract in whole or in part by giving the Bidder a prior and written notice indicating its intention to terminate the Contract under the following circumstances:
- 28.1.1 Where the RSRTC is of the opinion that there has been such Event of Default on the part of the Bidder / Bidder's Team which would make it proper and necessary to terminate this Contract and may include failure on the part of the Bidder to respect any of its commitments with regard to any part of its obligations under its Bid or under this Contract.
- 28.1.2 Where it comes to the RSRTC's attention that the Bidder (or the Bidder's Team) is in a position of actual conflict of interest with the interests of the RSRTC, in relation to any of terms of the Bidder's Bid or this Contract.
- 28.1.3 Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder or its consortium

partner(s), any failure by the Bidder or its consortium partner(s) to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the RSRTC shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor agency, and to ensure business continuity.

28.1.4 Termination for Insolvency: The RSRTC may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the RSRTC.

28.1.5 Termination for convenience: The RSRTC may at any time terminate the Contract in whole or in part for convenience by giving written notice of thirty (30) days to the bidder. In the event of termination under this Para, the financial payments, if any, to be paid to the bidder shall be decided only through Standing committee as mentioned in the Dispute Resolution Clause.

28.2 In the event of termination of this Contract by the RSRTC before the expiry of the term, the Bidder shall be given a period of 30 days to demobilize itself,

28.3 The Bidder may, subject to approval by the RSRTC, terminate this Contract before the expiry of the term by giving the RSRTC a prior and written notice at least 3 months in advance indicating its intention to terminate the Contract or as mutually agreed to by both the parties.

29 Consequences of Termination

29.1 In the event of termination of this Contract pursuant to Clause 28 of this section, [whether consequent to the stipulated Term of the Contract or otherwise] the RSRTC shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the RSRTC and/or the successor agency, as may be required, to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of this Contract, for the remainder of the contract term.

29.2 Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the Bidder /Bidder's Team or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the RSRTC through re-determination of the consideration payable to the Bidder as agreed mutually by RSRTC and Bidder or through a third

party acceptable to both parties may pay the Bidder for those goods that have been satisfactorily installed and commissioned and for that part of the Services which have been authorized by the RSRTC and satisfactorily performed by the Bidder up to the date of termination. Without prejudice any other rights, the RSRTC may retain such amounts from the payment due and payable by the RSRTC to the Bidder as may be required to offset any losses caused to the RSRTC as a result of the Termination or due to any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract, the Bidder shall compensate the RSRTC for any such loss, damages or other costs, incurred by the RSRTC. Additionally, the Bidder's Team and/or all third parties appointed by the Bidder shall continue to perform all their obligations and responsibilities as stipulated under this Contract, and as may be proper and necessary to execute the scope of work under the Contract in terms of the Bidder's Bid and this Contract, in an identical manner as were being performed before the collapse of the Bidder as described above in order to execute an effective transition and to maintain business continuity.

- 29.3 Nothing herein shall restrict the right of the RSRTC to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the RSRTC under law.
- 29.4 The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- 29.5 All Project Assets comprising of all hardware, equipment, software, etc. shall be handed over by the bidder to the RSRTC.
- 29.6 If any amount/s is due to be recovered by the RSRTC from the bidder, the RSRTC shall be entitled to encash and appropriate the relevant amounts from the Performance Security of the bidder.
- 29.7 Upon termination under this Clause, the provisions of Clause 55(Exit Management) shall be invoked to have a smooth transition of Services from the bidder to the RSRTC or its nominated agency or any new bidder selected by the RSRTC.

30 Dispute Resolution

- 30.1 RSRTC and Successful bidder shall make every effort to resolve disputes amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the agreement will be settled at the level of Head of Department of RSRTC.
- 30.2 If during the subsistence of this Agreement or thereafter, any dispute between the Parties hereto arising out of or in connection with the validity, interpretation, implementation, material breach or any alleged material breach of any provision of this Agreement or regarding any question, including as to whether the termination of this Agreement by one Party hereto has been legitimate, the Parties hereto shall endeavor

to settle such dispute amicably and/or by Conciliation to be governed by the Standing Committee. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts; which attempt shall continue for not less than thirty (30) days, gives fifteen (15) days' notice to refer the dispute before standing committee to the other Party in writing.

- 30.3 Any dispute related to this agreement arises between the parties shall first be settled through amicable settlement. In case matter is not settled amicably within 30 days, same shall be referred to Standing Committee. Standing Committee would consist of following members

30.3.1 Chairman and Managing Director or Chairman or Managing Director

30.3.2 Financial Advisor

30.3.3 Executive Director (Traffic)

30.3.4 Executive Director (Legal)

30.3.5 Deputy General Manager (IT) – Member Secretary

31 Time is of the essence

- 31.1 Time shall be of the essence in respect of any date or period specified in this Contract or any notice, demand or other communication served under or pursuant to any provision of this Contract and in particular in respect of the completion of the activities by the Bidder by the specified completion date. Any delay in the completion of the work described shall constitute a material breach of this contract.

32 Conflict of interest

- 32.1 The Bidder shall disclose to the RSRTC in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's Team) in the course of performing the Services as soon as practical after it becomes aware of that conflict.
- 32.2 The Supplier shall not engage, either directly or indirectly, in any of the following activities:
- 32.2.1 During the term of this Agreement, any business or professional activities which would conflict with the activities assigned to them under this Agreement;
- 32.2.2 after the termination of this Agreement, such other activities as may be specified in the Agreement; or
- 32.2.3 at any time, such other activities as have been specified in the RFP as Conflict

33 Publicity

- 33.1 The Bidder / Bidder's Team shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the RSRTC first gives the Bidder its written consent.

34 Force Majeure

- 34.1 For the purposes of this agreement, Force Majeure means an event which is beyond the reasonable control of a Party and which makes a party's performance of its obligations here under impossible or so impractical as reasonably to be considered impossible in the circumstances and includes but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse conditions, strikes, lockout or other industrial action (except where such strikes, lock out or other industrial action are within the power of the party invoking Force Majeure to prevent), confiscation or any other action by government agencies.
- 34.2 Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract and/or the bid. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.
- 34.3 The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. The RSRTC will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the Bidder / Bidder's Team in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- 34.4 In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

35 Governance Schedule

- 35.1 The bidder shall document the agreed structures in a procedural manual under the guidance and supervision of the Nodal Officer of RSRTC.
- 35.2 The agenda for each meeting of the High Level Steering Committee shall be set to reflect the discussion items related to the scope of work and additional items may be added either with the agreement of the Parties or at the request of either Party.
- 35.3 Copies of the agenda for meetings of the High Level Steering Committee, along with relevant pre-reading material, shall be distributed.
- 35.4 All meetings and proceedings will be documented; such documents to be distributed to both Parties and copies shall be kept as a record. All actions, responsibilities and accountabilities arising out of any meeting shall be tracked and managed.
- 35.5 The Parties shall ensure as far as reasonably practicable that the High Level Steering Committee shall resolve the issues and resolve the objectives placed before them and members representing that Party are empowered to make relevant decisions or have easy access to empowered individuals for decisions to be made to achieve this.
- 35.6 The Parties will proceed in good faith so that the Steering Committee and Operations Committee shall resolve the issues and smoothen the performance of the Project.
- 35.7 The parties agree to attempt to resolve all disputes arising under the Agreement, equitably and in good faith. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers.

36 General

36.1 Relationship between the Parties

- 36.1.1 Nothing in this Contract constitutes any fiduciary relationship between the RSRTC and Bidder/Bidder's Team or any relationship of RSRTC employee, principal and agent, or partnership, between the RSRTC and Bidder.
- 36.1.2 No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.
- 36.1.3 The RSRTC has no obligations to the Bidder's Team except as agreed under the terms of this Contract.

36.2 Survival

- 36.2.1 The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this

Contract and in relation to confidentiality, the obligations continue to apply unless the RSRTC notifies the Bidder of its release from those obligations.

36.3 Entire Contract

36.3.1 The terms and conditions laid down in the bid and all annexure, addendum thereto as also the Bid and any annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior Contract, understanding or representation of the Parties on the subject matter.

36.4 Governing Law

36.4.1 This Contract shall be governed in accordance with the laws of India.

36.5 Jurisdiction of Courts

36.5.1 The courts of India at Jaipur have exclusive jurisdiction to determine any proceeding in relation to this Contract.

36.6 Compliance with Laws

36.6.1 The Bidder / Bidder's Team shall comply with the laws in force in India in the course of performing this Contract.

36.7 Notices

36.7.1 All notices, requests or consents provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

To RSRTC at:

Attn:

[Phone:]

To Bidder at:

Attn:

[Phone]

36.7.2 Any Party may change the address to which notices are to be directed to it by notice to the other parties in the manner specified above.

36.7.3 A notice served on a Representative is taken to be notice to that Representative's Party.

36.8 Waiver

36.8.1 Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

36.8.2 A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

36.8.3 The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

37 Application

37.1 These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

38 Performance Security

38.1 The Successful bidder will pay a performance security deposit **equal to 5% of the total contract value** in the form of a demand draft (DD)/Bank Guarantee/bankers Cheque drawn on a Nationalized/Scheduled Bank in favor of "Financial Adviser, Rajasthan State Road Transport Corporation" payable at Jaipur with RSRTC. The security shall remain with RSRTC for a period of sixty days beyond the date of completion of all contractual obligations. No interest shall be payable to the successful bidder for the amount deposited as security.

38.2 The Successful Bidder shall keep and maintain the Performance Security valid and in full force and effect at all times during the term of this Contract (through periodic renewals, if any required, at least one month prior to the expiry of the subsisting Performance Security). In the event the successful Bidder fails to provide the renewed/ extended. Performance Security at least 1 (one) month prior to the expiry of the subsisting bank guarantee, so as to maintain the Performance Security valid for the applicable periods, the RSRTC shall have the right to forfeit and appropriate the subsisting Performance Security. Failure of the successful Bidder to maintain the Performance Security in full force and effect throughout the term, in accordance with the provisions hereof, shall constitute Bidder's Event of default in terms hereof.

- 38.3 In the event of the successful Bidder being in default of the due, faithful and punctual performance of its obligations under the Contract, in the event of there being any claims or demands whatsoever whether liquidated or which may at any time be made or have been made on behalf of the RSRTC for or against the successful Bidder under this Contract or against the RSRTC in respect of this Contract which remain unpaid by the successful Bidder the RSRTC shall, without prejudice to its other rights and remedies hereunder or in law, be entitled to call in, encash and appropriate the relevant amounts from the Performance Security as damages for such default, or loss suffered on account of failure to perform its obligations or non-payment of dues, any demands or claims.
- 38.4 The decision of RSRTC as to any breach/ delay having been committed, liability accrued or loss or damage caused or suffered shall be conclusive, absolute and binding on the successful Bidder and successful Bidder specifically confirms and agrees that no proof of any amount of liability accrued or loss or damages caused or suffered by the RSRTC under this Contract is required to be provided in connection with any demand made by the RSRTC to recover such compensation through invoking and encashment of the Performance Security under this Contract.
- 38.5 In the event of encashment of the Performance Security by the RSRTC, in full or part, successful Bidder shall within 30 (thirty) days of receipt of the encashment notice from the RSRTC provide a fresh Performance Security or replenish (in case of partial appropriation) the existing Performance Security, as the case may be. The provisions of this Article shall apply mutatis mutandis to such fresh Performance Security. Successful Bidder's failure to comply with this provision shall constitute successful Bidder's Event of Default which shall entitle the RSRTC to terminate this Contract in accordance with the provisions of the clauses of this Contract.

39 Modification: There is no modification allowed after work order/agreement.

40 Currency of Payment

- 40.1 Payment shall be made in Indian Rupees only.

41 Change Orders/Alteration/Variation

- 41.1 The Bidder agrees that the requirements and Service requirements given in the bid documents are minimum requirements and are in no way exhaustive and guaranteed by the RSRTC.
- 41.2 Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the quantities, specifications, drawings etc. of the bid documents which the Bidder had not brought out to the RSRTC's notice till the time of award of work and not accounted for in his Bid **shall not constitute a change order**

and such upward revisions and/or addition shall be carried out by Bidder without any time and cost effect to RSRTC.

- 41.3 It shall be the responsibility of the Bidder to meet all performance and other requirements of the RSRTC as stipulated in the bid document / Contract. Any upward revisions / additions of quantities, specifications, technical manpower, service requirements to those specified by the Bidder in his Bid documents, that may be required to be made during installation / acceptance of the System or at any time during the currency of the contract in order to meet the conceptual design, objective and performance levels or other requirements as defined in the bid documents **shall not constitute a change order** and shall be carried out by the Bidder without any change order and without any time and cost effect to the RSRTC whatsoever.
- 41.4 The RSRTC may at any time, by a written change order given to the Bidder, make changes within the general scope of the Contract. The RSRTC will have the option to increase or decrease (decrease only if communicated to Bidder prior to availing of services / dispatch of goods / equipment) the Quantities, Licenses and/or Specifications of the goods/equipment to be supplied and installed by the Bidder or service requirements, as mentioned in the Contract, at any time during the contract period. Due to such changes if required to modify implementation period/any additional cost would be decided by RSRTC and decision will be final and binding upon both parties
- 41.5 The written advice to any change shall be issued by the RSRTC to the Bidder up to 4 (four) weeks prior to the due date of provisioning/supply of such goods/equipment or commencement of services.
- 41.6 In case of increase in Quantities/ Licenses / Specifications or Service requirements or in case of additional requirement, the Bidder agrees to carry out / provision for such additional requirement at the rate and terms and conditions as provided in the Contract or as mutually agreed to by both the parties except for the appropriate extension of time to be allowed for delivery/installation of such extra goods/equipment or for commencement of such services. In case of decrease in Quantities or Specifications of goods/equipment or Service requirements, the Bidder shall give a reduction in price at the rate given in the Contract corresponding to the said decrease.
- 41.7 In case applicable rates for the increase/decrease in question are not available in the Contract then the rates as may be mutually agreed shall apply. The Bidder shall not be entitled to any claim by way of change of price, damages, losses, etc. The Bidder shall be compensated at actual for any cancellation charges provided the claim is duly supported by documentary evidence of having incurred cancellation charges, which results from RSRTC's action in reducing/cancelling Scope of work.
- 41.8 **Conditions for Change Order**
- 41.8.1 The change order will be initiated only in case

- 41.8.1.1 the RSRTC directs in writing the Bidder to incorporate changes to the goods or design requirements already covered in the Contract.
- 41.8.1.2 the RSRTC directs in writing to the Bidder to include any addition to the scope of work or services covered under this Contract or delete any part thereof,
- 41.8.1.3 Bidder requests to delete any part of the work which will not adversely affect the operational capabilities and functioning of the system and if the deletions proposed are agreed to by the RSRTC and for which cost and time benefits shall be passed on to the RSRTC,
- 41.8.1.4 Any change order comprising an alteration which involves change in the cost of the goods and/or services (which sort of alteration is hereinafter called a "Variation") shall be the Subject of an amendment to the Contract by way of an increase or decrease in the Contract Value and adjustment of the implementation schedule if any.
- 41.8.1.5 If the Contract provides applicable rates for the valuation of the variation in question the Contract Value shall subject to Clause 41.8.1.6 of this section be increased or decreased in accordance with those rates.
- 41.8.1.6 If parties agree that the Contract does not contain applicable rates or that the said rates are inappropriate or the said rates are not precisely applicable to the variation in question, then the parties shall negotiate a revision of the Contract Value which shall represent the change in cost of the goods and/or works caused by the Variations. Any change order shall be duly approved by the RSRTC in writing.
- 41.8.1.7 If there is a difference of opinion between the Bidder and RSRTC's Representative on whether a particular item, work or part of the work constitutes a change order or not, the matter shall be handled in accordance with the procedures set forth in Clause 41.9.11 of this section.

41.9 Procedures for Change Order

- 41.9.1 Upon receiving any revised requirement/advice, in writing, from the RSRTC, the Bidder would verbally discuss the matter with RSRTC's Representative.
- 41.9.2 In case such requirement arises from the side of the Bidder, he would also verbally discuss the matter with RSRTC's Representative giving reasons thereof.
- 41.9.3 In either of the two cases as explained in Clause 41.9.1 and Clause 41.9.2 of this section, the representatives of both the parties will discuss on the

revised requirement for better understanding and to mutually decide whether such requirement constitutes a change order or not.

- 41.9.4 If it is mutually agreed that such Requirement constitutes a "Change Order" then a joint memorandum will be prepared and signed by the Bidder and RSRTC to confirm a "Change Order" and basic ideas of necessary agreed arrangement.
- 41.9.5 Bidder will study the revised requirement in accordance with the joint memorandum under Clause 41.9.4 of this section and assess subsequent schedule and cost effect, if any.
- 41.9.6 Upon completion of the study referred to above under Clause 41.9.5 of this section, the results of this study along with all relevant details including the estimated time and cost effect thereof with supporting documents would be submitted to the RSRTC to enable the RSRTC to give a final decision whether Bidder should proceed with the change order or not in the best interest of the works.
- 41.9.7 The estimated cost and time impact indicated by Bidder shall be considered as a ceiling limit and shall be provisionally considered for taking a decision to implement change order.
- 41.9.8 The time impact applicable to the Contract shall be mutually agreed, subsequently, on the basis of the detailed calculations supported with all relevant back up documents.
- 41.9.9 In case Bidder fails to submit all necessary substantiation/calculations and back up documents, the decision of the RSRTC regarding time and cost impact shall be final and binding on the Bidder.
- 41.9.10 If RSRTC accepts the implementation of the change order under Clause 41.9.6 of this section in writing, which would be considered as change order, then Bidder shall commence to proceed with the enforcement of the change order pending final agreement between the parties with regard to adjustment of the Contract Value and the Schedule.
- 41.9.11 In case, mutual agreement under Clause 41.9.4 of this section, i.e. whether new requirement constitutes the change order or not, is not reached, then Bidder in the interest of the works, shall take up the enforcement of the change order, if advised in writing to do so by RSRTC's Representative pending settlement between the two parties to the effect whether such requirement constitutes a change order or not as per the terms and conditions of Contract documents. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that the said work constitutes a change order, the same shall be compensated taking into account the records kept in accordance with the Contract.
- 41.9.12 The Bidder shall submit necessary back up documents for the change order showing the break-up of the various elements constituting the change order for the RSRTC's review. If no agreement is reached between

the RSRTC and Bidder within 90 days after RSRTC's instruction in writing to carry out the change concerning the increase or decrease in the Contract Value and all other matters described above, either party may refer the dispute to arbitration.

41.10 Conditions for revised work / change order

41.10.1 The provisions of the Contract shall apply to revised work / change order as if the revised work / Change order has been included in the original Scope of work. However, the Contract Value shall increase / decrease and the schedule shall be adjusted on account of the revised work / Change orders as may be mutually agreed in terms of provisions set forth in Clause 41 of this section. The Bidder's obligations with respect to such revised work / change order shall remain in accordance with the Contract.

Notwithstanding anything mentioned in this bid document, the RTPP Act, 2012 and RTPP Rules, 2013 will prevail in case of any ambiguity. (RTPP Act, 2012 and RTPP Rules, 2013 can be found online on <http://finance.rajasthan.gov.in>)

42 Governing Language

42.1 The Agreement shall be written in English only. All correspondence and other documents pertaining to the Contract that are exchanged by parties shall be written in English only.

43 “No Claim” Certificate

43.1 The Bidder shall not be entitled to make any claim, whatsoever against the RSRTC, under or by virtue of or arising out of, this contract, nor shall the RSRTC entertain or consider any such claim, if made by the Bidder after he shall have signed a “No claim” certificate in favour of the RSRTC in such forms as shall be required by the RSRTC after the works are finally accepted.

44 Warranty

44.1 A comprehensive warranty applicable on goods supplied under this contract shall be provided by the respective OEM for the period of contract from the date of acceptance of respective system by the RSRTC.

44.2 Technical Support for Software applications shall be provided by the respective OEMs for the period of contract. The Technical Support should include all upgrades, updates and patches to the respective Software applications.

- 44.3 The Bidder warrants that the Goods supplied under the Contract are new, non-refurbished, unused and recently manufactured; shall not be nearing End of sale / End of support; and shall be supported by the Bidder and respective OEM along with service and spares support to ensure its efficient and effective operation for the entire duration of the contract.
- 44.4 The Bidder warrants that the goods supplied under this contract shall be of the highest grade and quality and consisted with the established and generally accepted standards for materials of this type. The goods shall be in full conformity with the specifications and shall operate properly and safely. All recent design improvements in goods, unless provided otherwise in the Contract, shall also be made available.
- 44.5 The Bidder further warrants that the Goods supplied under this Contract shall be free from all encumbrances and defects/faults arising from design, material, manufacture or workmanship (except insofar as the design or material is required by the RSRTC's Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the respective Datacenter Sites.
- 44.6 The RSRTC shall promptly notify the Bidder in writing of any claims arising under this warranty.
- 44.7 Upon receipt of such notice, the Bidder shall, with all reasonable speed, repair or replace the defective Goods or parts thereof, without prejudice to any other rights which the RSRTC may have against the Bidder under the Contract.
- 44.8 If the Bidder, having been notified, fails to remedy the defect(s) within a reasonable period, the RSRTC may proceed to take such remedial action as may be necessary, at the Bidder's risk and expense and without prejudice to any other rights which the RSRTC may have against the Bidder under the Contract.
- 44.9 Any OEM specific warranty terms that do not conform to conditions under this Contract shall not be acceptable.

45 Project Manager

- 45.1 The Bidder shall ensure that at all time during the currency of the Contract, a Project Manager acceptable to the RSRTC shall take charge of the Performance of the Contract. The Project Manager shall be assisted by his / her team members. Minimum manpower resource requirement has been provided in Section VI of the bid.

46 Completion of Contract

- 46.1 Unless terminated earlier, the Contract shall terminate on the completion of term as specified in the Contract and only after the obligations mentioned in Clause 28 of this section are fulfilled to the satisfaction of the RSRTC

47 Passing of Property

- 47.1 Any of the deployed Software covered under contract and additional components or any software patches deployed during contract period to meet SLA's would be transferred to the department in fully functional condition after the contract period, at no financial implication to the RSRTC.

48 No Assignment

- 48.1 The Bidder shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the RSRTC which the RSRTC may at its discretion refuse without assigning any reason.

49 Insurance

- 49.1 The Goods supplied under this Contract shall be fully insured by the Bidder, against any loss or damage, till the Acceptance of the System, The Bidder shall submit to the RSRTC, documentary evidence issued by the insurance company, indicating that such insurance has been taken.
- 49.2 Except in case of Third Party liabilities, the insurance policies so procured shall mention the Authority as the beneficiary and the Bidder shall procure an undertaking from the insurance company to this effect; provided that in the event the Bidder has a general insurance policy that covers the risks specified in this Agreement and the amount of insurance cover is equivalent to 3 (three) times the cover required hereunder, such insurance policy may not mention the Authority as the sole beneficiary or require an undertaking to that effect.
- 49.3 The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods during their shipment from respective manufacturing/shipment site of the OEM to the port of landing.
- 49.4 All charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Bidder.
- 49.5 The Bidder during the term of this contract:
- 49.5.1 shall take out and maintain, at his own cost but on terms and conditions approved by the RSRTC, insurance with financially sound and reputable insurers against the risks, and for the coverage, as specified below:
 - 49.5.2 shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable

- 49.5.3 at the RSRTC's request, shall provide evidence to the RSRTC showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.
- 49.6 RSRTC's liability and workers' compensation insurance in respect of the Personnel of the Bidder/ Bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and
- 49.6.1 Insurance against loss of or damage to
- 49.6.1.1 equipment or assets procured or developed in whole or in part for fulfillment of obligations under this Contract
- 49.6.1.2 the Bidder's assets and property used in the performance of the Services, and
- 49.6.1.3 any documents prepared by the Bidder in the performance of the Services.

50 Limitation of Bidder's Liability towards the RSRTC

- 50.1 Notwithstanding what has been stated elsewhere in this Agreement and the Schedules attached herein, RSRTC shall not be liable to bidder for any indirect or consequential damages.
- 50.2 Except in the case of Gross Negligence or Willful Misconduct on the part of the Successful Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the RSRTC or of any of RSRTC's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.
- 50.3 For the purposes of the Clause 50.1.2 of this section, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property. "Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.
- 50.4 This limitation of liability slated in Clause 50 of this section, shall not affect the Bidder liability, if any, for direct damage by Bidder/Bidder's Team to a Third Party's real

property, tangible personal property or bodily injury or death caused by the Bidder/Bidder's Team or any person or firm/company acting on behalf of the Bidder in executing the work or in carrying out the Services.

- 50.5 Title and Risk of Loss: Successful Bidder shall bear the risk of loss on Assets up to the time they are transferred and handed over to RSRTC - after which it shall stand transferred to RSRTC. Bidder shall arrange and pay for insurance to cover such item until it is transferred and even after the transfer of the Assets till the insurance policies come up for a renewal.

51 Payment Schedule

- 51.1 The payments will start after the Successful Deployment and Implementation of ORS/ETMs in CBS Jaipur, CBS New Delhi, all depots of the Jaipur zone and headquarter depot of the remaining zones. The RSRTC may start issuance of tickets using ORS/ETMs before the completion of Pilot Acceptance Test (PAT) at its sole discretion (as per Annexure-A of Appendix-M). However, the payments for tickets issued using ORS will be paid only after the successful Pilot Acceptance Test (PAT). In case the Pilot Acceptance Test (PAT) is not successful, no payments towards the tickets issued will be made.
- 51.2 RSRTC shall make payment of ETIM cost in two installments as quoted by the successful bidder (as per Annexure-B of Appendix-M). First installment would be released after successful installation and made operational of ETIM as per scope of work set out in this RFP in all depots within 30 days of submission of bills and the second installment would be released after issue first installment in next 15 days.
- 51.3 After the successful PAT, the successful bidder has to implement the complete system in all the depots. The payments for these depots will start once the deployment /implementation of ORS/ETMs has been done. The payment at that time would be based on the actual ticket sale, and not on the minimum guaranteed amount.
- 51.4 Payment calculation for each depot will start after the depot has been made live i.e. ORS, ETM Project has been made live and operational at the depot. A computerized monitoring tool would be developed by the successful bidder and would be provided to central Office for monitoring of tickets issued by each depot by different modes. However, payment would be given to the successful bidder after
- 51.4.1 All the modules i.e. ETMs, ORS have been made live and operational with the replaced hardware at all the depots.

51.4.2 All the hardware has been replaced as per the requirement mentioned in the bidding document.

51.4.3 PORS have been successfully taken up by the successful bidder.

51.4.4 Mobile App has been developed and made operational and live.

51.5 The payment will be made by Central (Head) Office, Jaipur for all locations to the bidder on monthly basis. The monthly bill will be submitted by the bidder to the authority decided by the Corporation at Central (Head) Office Jaipur who will in turn release the 80% of the payment and after verification/audit of the bills, release 20% payment.

51.6 Payment will be worked out on the basis of "Per Tickets" considered for the payment as mentioned below:

Slab No	Ticket Issuing Mode	No. of Tickets sold monthly	Rate Per Ticket Charges (Rs.)
1	Tickets issuing from all modes	Less Than 1.50 Crs.	a **
		Tickets >1.50 Crs. and <= 2.0 Crs. (over and above Slab1)	75% of a
		Tickets >2.0 Crs. (over and above Slab 1 & 2)	60% of a

** Quoted Rate "a" by bidder for Per Ticket inclusive of all taxes (Appendix M of Section Bid Submission Formats and Proforma).

L1 Bidder will be assessed only on the basis of Rate "a" quoted by the bidder.

The L1 bidder shall be eligible for the award of the contract. RSRTC reserves the right to negotiate the terms of the services and/or the 'Payments' with the L1 Bidder prior to award of contract, at its sole discretion.

51.7 Minimum Guarantee Tickets:

51.7.1 A certain number of minimum guaranteed tickets have been ensured by RSRTC and the same would be used for calculation of payment. If the annual ticket sale is less than the minimum guaranteed ticket for the year, then the successful bidder would be paid based on the minimum guaranteed ticket for the year. The adjustment regarding payment of

minimum guaranteed tickets shall be made during the last month of the year as per slab for monthly payment mentioned above. The per ticket payment shall be based on the quote mentioned by the bidder in the commercial bid (rate "a" quoted by bidder).

51.7.2 The minimum guaranteed amount of 30 crores tickets per annum would be applicable and would be used for payment calculation only after completion of the project implementation across all the depots/locations. Before completion of the implementation, the bidder may be paid based on actual tickets sale only. However, RSRTC may start the payment based on the minimum guaranteed amount before the completion of rollout at all locations at its sole discretion. However, 159 crs. tickets was issued during last five years.

51.7.3 Further the minimum guaranteed amount payable would be subject to the condition that the services of RSRTC buses should not have been hampered due to riots, bandh, natural calamity, strike of union and other similar unavoidable circumstances during the applicable period else the minimum guaranteed amount would be proportionately reduced.

51.8 Any penalties imposed on the agency for as per the terms of the contract will be deducted from the amount payable to the bidder and net payment will be made to the bidder after deduction of taxes applicable from time to time.

51.9 All statutory taxes will be deducted at source as per prevalent rules and regulations at the time of making payments to the bidder during billing cycle. Hence quoted cost per ticket should be inclusive of all taxes.

51.10 Payment will be made within 45 days from the date of receipt of bill provided there is no dispute.

51.11 A review of passenger ticket data will be taken on 1st, 11th day and 21st day of every month for the last 10 days by the person assigned from vendor and a person from RSRTC. If there is holiday on review date, review will be taken on next working day.

51.12 Prices shall remain firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract.

52 Severance

52.1 If any provision of this contract is held unenforceable, then such provision will be modified to reflect the parties' intention. All the remaining provisions of this Contract shall remain in full force and effect.

53 Liquidated Damages and Penalty

- 53.1 Subject to Clause 34 of this section, if the Bidder fails to complete the entire works before the scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the Work, the RSRTC may without prejudice to any other right or remedy available to the RSRTC as under the Contract:
- 53.1.1 Recover from the Bidder, as liquidated damages and not by way of penalty a sum equivalent to **0.5%** of the Contract Value for each week (Seven calendar days) delay beyond the Scheduled completion date. For the purpose of liquidated damages, the scheduled completion date will be taken as date of completion and acceptance of all the activities till Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC and/or
- 53.1.2 Terminate the contract or a portion or part of the work thereof. The RSRTC shall give 30 days' notice to the Bidder of its intention to terminate the Contract and shall so terminate the Contract unless during the 30 days notice period, the Bidder initiates remedial action acceptable to the RSRTC.
- 53.2 If the agreement is terminated pursuant to Clause 28 of this section, the RSRTC may levy liquidated damages of an amount limited to the total Contract Value or as may be determined by the Arbitrator at the time of termination.
- 53.3 The RSRTC may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Bidder in its hands (which includes the RSRTC's right to claim such amount against Bidder's Bank Guarantee) or which may become due to the Bidder. Any such recovery or liquidated damages shall not in any way relieve the Bidder from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.
- 53.4 Delay not attributable to the Bidder will be considered for exclusion for the purpose of computing liquidated damages.
- 53.5 For the tasks to be performed till Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC, the amount of liquidated damages shall not exceed 10 % of the total Contract Value. This upper limit is restricted only to the activities till Certifications of successful operations of the integrated solution completion given to Bidder by RSRTC. The liquidated damages will be governed by Service Level Agreements for Post Implementation Phase.
- 53.6 In the event the activities required to be performed by the Bidder in order to execute the scope of work of this contract and on-going maintenance service along with service levels are not in line with the requirement of the RSRTC and not in accordance with the timelines and performance / service levels as stipulated in the bid, contract and SLAs, then the Bidder shall be liable for payment of liquidated damages as defined under Service Level Agreement.

54 Suspension of Work

- 54.1 The Bidder shall, if ordered in writing by the RSRTC's Representative, temporarily suspend the works or any part thereof for such a period and such a time as ordered. The Bidder shall not be entitled to claim compensation for any loss or damage sustained by him by reason of temporary suspension of the Works as aforesaid. The RSRTC may consider suitable compensation to the Bidder on case to case basis, to the extent of work completed, subject to fulfilment of other conditions of this contract. An extension of time for completion, corresponding with the delay caused by any such suspension of the works as aforesaid shall be granted to the Bidder, if request for same is made and that the suspension was not consequent to any default or failure on the part of the Bidder. In case the suspension of works, is not consequent to any default or failure on the part of the Bidder, and lasts for a period of more than 2 months, the Bidder shall have the option to request the RSRTC to terminate the Contract with mutual consent.
- 54.2 In the event that the RSRTC suspends the progress of work for any reason not attributable to the Bidder for a period in excess of 30 days in aggregate, rendering the Bidder to extend his performance security then RSRTC shall bear only the cost of extension of such bank guarantee for such extended period restricted to the normal bank rates as applicable in the banking procedures subject to the Bidder producing the requisite evidence from the bank concerned.

55 Exit Management

55.1 Exit Management Purpose

- 55.1.1 This clause sets out the provisions, which will apply on expiry and termination of the Contract, the Project implementation and operations so as to ensure continuity of operations and no disruption of services to the public.
- 55.1.2 Upon termination of the Contract due to default or otherwise, the Parties shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.
- 55.1.3 The Parties shall ensure that they continue to co-operate with each other and carry out their respective obligations during the exit management period as set out in the Exit Management Plan formulated and updated from time to time by the Parties in consultation with each other, to facilitate and implement the seamless transition of Services from the bidder to either RSRTC or its nominated agency or new bidder selected and appointed by RSRTC.

55.2 Transfer of Assets

- 55.2.1 The RSRTC shall be entitled to serve notice in writing to the Bidder at any time during the exit management period, requiring the Bidder to provide the RSRTC with a complete and up to date list of the Project Assets within 30 (Thirty) days of such notice which are to be transferred/ handed over to the RSRTC.
- 55.2.2 In the event, if the Project Assets to be transferred are mortgaged to any financial institutions by the Bidder, the Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the RSRTC.
- 55.2.3 Bidder shall transfer all the Project Assets to the RSRTC on INR 1 cost claims pursuant to this article on the last day of the exit management period in good working condition to the satisfaction of RSRTC.
- 55.2.4 Bidder shall transfer the application/software, software code, databases, business data, architecture schematics, designs, storage media and other information/ documents within 30 (Thirty) days of notice period.

55.3 Cooperation and provision of information

- 55.3.1 The Bidder will allow the RSRTC or its nominated agency to access the information reasonably required to define the current mode of operation associated with the provision of the Services to enable the RSRTC to assess the existing Services being delivered.
- 55.3.2 Promptly on reasonable request by the RSRTC, the Bidder shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services. The RSRTC shall be entitled to copy of all such information. Such information shall also include details pertaining to the services rendered and other performance data.

55.4 Confidential Information and Data Security

- 55.4.1 The Bidder will promptly on the commencement of the exit management period supply to the RSRTC or its nominated agency or any replacement Bidder selected by it, the following:
- 55.4.1.1 Information relating to the current services rendered and customer and performance data relating to the performance of Consortium partners in relation to the services;
- 55.4.1.2 Documentation relating to Project's Intellectual Property Rights;
- 55.4.1.3 Documentation relating to vendors and original equipment manufacturer (OEM's);

55.4.1.4 All current and updated data as is reasonably required for purposes of the RSRTC or its nominated agencies transitioning the services to its Replacement Bidder in a readily available format nominated by the RSRTC, its nominated or replacement Bidder.

55.4.1.5 All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the RSRTC or its nominated agency, or its replacement agency to carry out due diligence in order to transition the provision of the Services to RSRTC or its nominated agency, or its replacement agency (as the case may be).

55.4.2 Before the expiry of the exit management period, the Bidder shall deliver to the RSRTC or its nominated bidder or replacement bidder, as the case may be, all new or up-dated materials from the categories set out in the above point and shall not retain any copies thereof, except that the Bidder shall be permitted to retain one copy of such materials for archival purposes only.

55.4.3 Before the expiry of the exit management period, unless otherwise provided under the contract, the RSRTC or its nominated bidder or replacement bidder shall deliver to the Bidder all forms of Bidder's confidential information, which is in the possession or control of RSRTC or its users.

55.5 Employees

55.5.1 Promptly on reasonable request at any time during the exit management period, the Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the RSRTC or its nominated agency or replacement implementing agency, a list of all employees (with job titles) of the outgoing bidder dedicated to providing the services at the commencement of the exit management period.

55.5.2 The Bidder shall ensure that its employees and personnel continue to render Services during the exit management period. The RSRTC or its nominated agency in consultation with the Bidder may retain those employees or may direct the Bidder to remove their employees after either the RSRTC or its nominated Bidder or replacement Bidder has arranged for its replacement and the new replacing employee/ personnel has successfully taken over the operations/ functions being carried out by the out-going employee of the Bidder.

55.6 Transfer of Certain Agreements

55.6.1 On request by the RSRTC or its nominated agency, the Bidder shall effect such assignments, transfers, licences and sub-licences as the RSRTC may require in favour of the RSRTC or its nominated agency or replacement bidder, in relation to any equipment lease, maintenance or service provision

agreement between Bidder and third party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the RSRTC or its nominated agency or replacement bidder.

56 Change Management

- 56.1 This applies to and describes the procedure to be followed in the event of any proposed change to contract, Implementation, and Service levels. Such change shall include, but shall not be limited to, changes in the scope of services provided by the Bidder and changes to the terms of payment.
- 56.2 Change requests in respect of the contract, the implementation, or the Service levels will emanate from the Parties' representative who will be responsible for obtaining approval for the change and who will act as its sponsor throughout the Change Management Process and will complete Part A of the Change Management (Appendix I, Section III of the RFP). Change Management will be presented to the other Party's representative who will acknowledge receipt by signature of the authorized representative of the RSRTC.
- 56.3 The Bidder and the RSRTC while preparing the Change Management, shall consider the change in the context of whether the change is beyond the scope of Services including ancillary and concomitant services required
- 56.4 The Change Management shall be applicable for the items which are beyond the stated/implied scope of work as per the RFP document.
- 56.5 **Quotation**
- 56.5.1 The Bidder shall assess the Change Management and complete Part B of the Change Management. In completing Part B of the Change Management, the Bidder shall provide as a minimum:
- 56.5.1.1 a description of the change;
 - 56.5.1.2 a list of deliverables required for implementing the change;
 - 56.5.1.3 a timetable for implementation;
 - 56.5.1.4 an estimate of any proposed change;
 - 56.5.1.5 any relevant acceptance criteria;
 - 56.5.1.6 an assessment of the value of the proposed change;
 - 56.5.1.7 Material evidence to prove that the proposed change is not already covered within the scope of the project, Agreement and Service Levels.
- 56.6 Prior to submission of the completed Change Management to the RSRTC or its nominated agencies, the Bidder will undertake its own internal review of the proposal and obtain all necessary internal approvals. As a part of this internal review process, the Bidder shall consider the materiality of the proposed change in the context of the Agreement, the Implementation, Service levels affected by the change and the total effect that may arise from implementation of the change.

56.7 Each Party shall be responsible for its own costs incurred in the quotation, preparation of Change Management(s) and in the completion of its obligations described in this process provided the Bidder meets the obligations as set in the Change Management. In the event the Bidder is unable to meet the obligations as defined in the Change Management then the cost of getting it done by third party will be borne by the Bidder. Change requests and Change Management(s) will be reported monthly to each Party's representative who will prioritize and review progress.

Appendix 1: Change Management

Change Management		CM Number:
Part A: Initiation		
Title:		
Originator:		
Sponsor:		
Date of Initiation:		
Details of Proposed Change		
(To include reason for change and appropriate details/specifications. Identify any attachments as A1, A2, and A3 etc.)		
Authorized by RSRTC	Date:	
Name:		
Signature:		
Received by the Bidder	Date:	

Name:		
Signature:		
Change Management	CM Number:	
Part B : Evaluation		
Identify any attachments as B1, B2, and B3 etc.) Changes to Services, payment terms, payment profile, documentation, training, service levels and component working arrangements and any other contractual issue.		
Brief Description of Solution:		
Impact:		
Deliverables:		
Timetable:		
Charges for Implementation:		
(including a schedule of payments)		
Other Relevant Information:		
(including value-added and acceptance criteria)		
Authorized by the Bidder	Date:	
Name:		
Signature:		

Change Management**CM Number :****Part C : Authority to Proceed**

Implementation of this Change Management as
submitted in Part A, in accordance with

Approved**Rejected****For RSRTC and its nominated agencies****For the Bidder**

Signature

Signature

Name

Name

Title

Title

Date

Date

SECTION IV: Bid Submission Formats and **Proforma**

Appendix – A

Covering Letter for Technical Bid

To,
Executive Director (traffic)
RSRTC Head Office,
Parivahan Marg, C-Scheme
Jaipur- 302001

Sir,

Having examined the RFP Document the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to "XXXX." under the project 'XXX' in RSRTC as required and outlined in the RFP.

I/ We undertake, if our bid is accepted, to develop the XXX in accordance with the requirements.

I/ We agree to abide by this bid for a period of three months after the date fixed for bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We agree to the terms & conditions mentioned in the RFP document.

Dated this _____ day of _____

Signature (in the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the Company

Appendix – B

	Bidder Profile	
1.	Name & Address of The Bidder	
2.	Location of Corporate Head Quarters	
3.	Date & Country of Incorporation	
4.	Details of Contact person (Name, designation, address etc.) Telephone Number, Fax Number, e-mails	
5.	Is the firm a registered company? If yes, submit documentary proof. Year and Place of the establishment of the Company.	
6.	Is the firm registered with sales tax department? If Yes, submit valid sales tax registration certificate OR Valid GST Registration Certificate	
7.	Number of offices in Rajasthan and in India	
8.	PAN Details of all members	
9.	Details of court litigations, including (but not limited to) - Have you filed any claim against any Company / Institutions for such type of project? If so, give details like case no., court dispute involved and present status. Has any Company/Institution filed any claim/case against you, if so, furnish full details. Has any of your customer or clients filed any case against you in a court? If so, furnish details.	

Authorized Signatory

<Name>

Seal of the Company

Please Note that providing inadequate or incorrect information could lead to disqualification of the bid.

Appendix – C

Bidder Authorization Certificate

To,

The Executive Director (Traffic),
Rajasthan State Road Transport Corporation,
Head Office, Parivahan Marg, Chomu House,
Jaipur – 302001, Rajasthan.

<Bidder's Name>, < Designation>, is hereby authorized to sign relevant documents on behalf of the Company in dealing with RFP of reference<RFP No. and Date>. He is also authorized to attend meetings and submit Technical and Commercial information as may be required by you in the course of processing above said RFP.

Thanking you,

Authorized Signatory (Name) Name & Signature of Authorized Person

Company's Seal.

Appendix – D

Bidder Should Mark Page No. on Enclosures Submitted in Evidence of Eligibility Criteria

S. No.	Documents to be Submitted	Page No.	Compliance (Yes/No)
1	Bid Authorization Letter (The letter of authorization shall be indicated by written Power of attorney accompanying the bid)	Page No.	
2	Bid Fee of Rs. 10,000/- (Rupee Ten Thousand Only) in the form of Cash/DD/Banker's Cheque in favour of "Financial Adviser, RSRTC" payable at Jaipur	Page No.	
3	Bid Processing Fee of Rs. 1,000/- (Rupee One Thousand Only) in the form of DD/Banker's Cheque in favour of "MD,RISL" payable at Jaipur	Page No.	
4	Bid Security Deposit (BSD) of Rs. 84,00,000/- (Rupee Eighty Four Lacs Only) in the form of DD/Baker's Cheque/Bank Guarantee in favour of "Financial Adviser, RSRTC" payable at Jaipur	Page No.	
5	Name & Address of The Bidder	Page No.	
6	Location of Corporate Head Quarters	Page No.	
7	Details of Contact person (Name, designation, address etc.) Telephone Number, Fax Number, e-mail	Page No.	
8	Bidder shall provide an attested copy of –	Page No.	
	Pan Card	Page No.	
	Company Registration Certificate	Page No.	
	Income Tax Return of Last Three Assessment Years	Page No.	
	Certified Audited Copies of Balance Sheets/Profit & Loss Accounts/Annual Reports of last three financial Years	Page No.	
9	Documentary Proof regarding the bidder being an	Page No.	

	Information Technology Company / Corporation.		
10	Documentary proofs from bidder having positive net worth in last three financial years	Page No.	
11	Documentary proofs from bidder regarding having an average turnover of 30 crore in last three financial years	Page No.	
12	A certificate from the HR of the company stating that the company has on its roll at least 100 technically qualified professionals in Software Development, Networking, System Integration etc. for at least 12 months	Page No.	
13	<p>Documentary proof regarding the bidder experience of handling assignments in India with Government/ PSU / Government owned entity in India in last 5 years of the following:</p> <p>a.1) Experience in implementing/maintaining projects</p> <p>i. 1 Project of value at least INR 10 Crore within a period of 5 years</p> <p>OR</p> <p>ii. 2 projects with cumulative value of INR 15 Crore within a period of 5 years</p> <p>a.2) Experience in projects in implementation/maintenance of Intelligence Transport System (ITS)/E-Ticketing Solution</p> <p>i. 1 Project of value at least INR 10 Crore or more</p> <p>OR</p> <p>ii. 2 projects with value of at least INR 5 Crore each.</p> <p>The copy of Purchase Order/Work Order/Certificate from client self-attested by the authorized signatory should be attached. Completion Certificate would be preferred.</p>	Page No.	
14	An undertaking duly attested by the notary that the bidder has not been Black listed by any State or Central Government in India.	Page No.	
15	An undertaking from the bidder on its letterhead to the	Page No.	

	fairness of these documents in support of its claim while submitting the Bids		
16	An undertaking from bidder for successful completion of the project.	Page No.	
17	The bidder should submit the affidavit stating that the bidder or employees of bidder should not ask for employment in Corporation.	Page No.	
18	Documentary proofs regarding Bidder having a local support office at Jaipur. If the bidder does not have any local support office at the time of bidding then he must submit an undertaking on his letter head that if selected then he shall open a local support office at Jaipur within one month from the date of award of contract.	Page No.	
19	Bill of Material (BoM) with Make, Model, Specifications etc.	Page No.	
20	OEM Authorization, Warranty and Support Letter	Page No.	
21	Team Deployment Details	Page No.	
22	Technical Compliance Sheet	Page No.	

Appendix – E**Declaration by the Bidder**

In relation to my/our Bid submitted tofor procurement ofin response to their Notice Inviting Bids No.....Dated.....I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012 & Rules 2013 that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of an criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three years preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;
6. I/We hereby declare that the in the preparation and submission of proposal, I/We have not acted in collusion with any other bidder and not done any act, deed or thing which is or could be regarded as anti-competitive.
7. I/We hereby further declare that I/we have not offered nor will offer any illegal gratification in cash or any other kind to any person or agency in connection with the instant proposal.

Date:

Signature of the Bidder

Place:

Name:

Designation:

Address:

Seal of the Company

Appendix – F

Format for “Qualification of Bidder”

Ref. _____

Date:

To,

The Executive Director (Traffic),

Rajasthan State Road Transport Corporation,

Head Office, Parivahan Marg, Chomu House,

Jaipur – 302001, Rajasthan.

Sir,

In response to the RFP No. _____ dated _____ of Ref. _____ as an owner /

Partner/Director of _____. I/We hereby declare that the all the information provided by me/us is true and correct. In case, the information furnished is found to be inaccurate, false or misleading, RSRTC will have full right to cancel my/our bid.

Signature:

Name:

Designation:

Seal:

Appendix – G**Format for “Request for Clarification”**

All queries for the pre-bid meeting needs to be submitted in the following format (both soft copy and hard copy) as mentioned in “Key Events and Dates” clause

Rajasthan State Road Transport Corporation		
	Bidders request for clarification	
Name of Organization submitting the request.		
Name and Designation of person submitting the request.		
Full address of the Organization including Phone/ Fax & e-mail point of contact.		
Telephone		
FAX		
E Mail Address		
Bidding document reference (s) (page no. & section no.)	Content of RFP requiring clarification	Points of clarification required

Pre-bid queries will be entertained only for those bidders who have purchased the RFP.

Place:

Date:

Name & Signature:

Company Seal:

Appendix – H**Format for “Performance Security”**

Ref: _____

Date: _____

Bank Guarantee No.: _____

To,

The Executive Director (Traffic),

Rajasthan State Road Transport Corporation,

Head Office, Parivahan Marg, Chomu House,

Jaipur – 302001, Rajasthan.

1. Against Contract vide Advance Acceptance of the RFP No.____ Dated _____ of the Rajasthan State Road Transport Corporation (hereinafter called the "The Corporation") for Selection of Agency for Maintenance/Upgradation of Online Reservation System-ETM Project and RFID Smart Card Concessional Pass System Project covering the maintenance and up gradation of existing Online Reservation System (ORS), Public Online Reservation System, Vehicle Scheduling & Dispatch System, Online MIS etc. in RSRTC Procure, Supply, Install, Commission, Configure, Test, Integrate, Implement, Manage and Support the Hardware & Network Connectivity/ Infrastructure/ Equipments/ Cabling etc. for a contractual period of Five Years entered into between the client and the Corporation, this is to certify that at the request of the Corporation we Bank are holding in trust in favor of the client, the amount Rupee _____ (write the sum here in words) to indemnify and keep indemnified the against any loss or damage that may be caused to or suffered by the Corporation by reason of the said Contract and / or in the performance thereof. We agree that the decision of the Corporation, whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by us to the Corporation and the amount of loss or damage that has been caused or suffered by the Corporation 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 Corporation.

2. We _____ Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory performance and fulfillment in all respects of the said Contract by the Corporation i.e. till _____ (viz. The expiry of the contract) hereinafter called the said date and that if any claim accrues or arises against us _____ Bank by virtue of this guarantee before the said date, the same shall

be enforceable against us _____ Bank by the Corporation before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Corporation.

3. It is fully understood that this guarantee is effective from the date of the said Contract & valid for six years and that we _____ Bank undertake not to revoke this guarantee during its currency without the consent in writing of the Corporation.

4. We undertake to pay the Corporation any money so demanded notwithstanding any dispute or disputes raised by the Corporation in any suit or proceedings pending before any Court or Tribunal relation 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 or our liability for payment there under and the Corporation shall have no claim against us for making such payment.

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

6. The guarantee is for an amount of Rs. _____ (In figures Rs. _____).

DATE:

PLACE: SIGNATURE:

SEAL:

WITNESS:

Appendix – I**Compliance with the Code of Integrity and No Conflict of Interest**

Any person participating in a procurement process shall-

- (a) not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- (b) not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- (c) not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- (d) not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- (e) not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- (f) not obstruct any investigation or audit of a procurement process;
- (g) disclose conflict of interest, if any; and
- (h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

The bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

B Bidder may be considered to be in Conflict of Interest with one or more parties in a bidding process if, including but not limited to:

- a. Have controlling partners/ shareholders in common; or
- b. receive or have received any direct or indirect subsidy from any of them; or
- c. have the same legal representative for purposes of the Bid; or

- d. have a relationship with each other, directly or through common third parties, that puts them in position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
- e. the Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
- f. the Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
- g. Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-charge/ consultant for the contract.

Appendix – J**Grievance Redressal during Procurement Process:**

The designation and address of the First Appellate Authority is MD,RSRTC

The designation and address of the Second Appellate Authority is Chairman, RSRTC

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued thereunder, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of appeal.

(3) If the Officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (3), or if the Bidder or prospective bidder or the Procuring Entity is aggrieved by the order passed by the First Appellate Authority, the Bidder or prospective bidder or the procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

(a) determination of need of procurement;

- (b) provisions limiting participation of Bidders in the Bid Process;
 - (c) the decision of whether or not to enter into negotiations;
 - (d) cancellation of a procurement process;
 - (e) applicability of the provisions of confidentiality.
- (5) Form of Appeal
- (a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
 - (b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - (c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- (6) Fee for filling appeal
- (a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - (b) The fee shall be paid in the form of bank demand draft or banker's cheque of Scheduled Bank in India payable in the name of Appellate Authority concerned.
- (7) Procedure for disposal of appeal
- (a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
 - (b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - (i) hear all the parties to appeal present before him; and
 - (j) peruse or inspect documents, relevant records or copies thereof relating to the matter.
 - (c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
 - (d) The order passed under sub-clause (c) above shall also be placed on the State Public Procurement Portal.

Appendix – K

[See Rule 83]Memorandum of Appeal under the Rajasthan Transparency in Public Procurement Act, 2012

Appeal No. of

Before the (First/Second Appellate Authority)

1. Particulars of appellant:

(i) Name of the appellant:

(ii) Official address, if any:

(iii) Residential address:

2. Name and address of the respondent(s):

(i)

(ii)

(iii)

3. Number and date of the order appealed against And name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4.If the Appellant proposes to be represented By a representative, the name and postal address of the representative:

5.Number of affidavits and documents enclosed with the appeal:

6.Grounds of appeal:

.....

.....

..... (Supported by an affidavit)

7.Prayer:

.....

.....

.....

Place

Date

Appellant's Signature

Appendix – L**OEM AUTHORIZATION CERTIFICATE**

(To be issued by the manufacturer of the product (Hardware/ Network / Server System Software in the favor of Distributor / dealer / channel partner on the company letterhead)

This is to certify that M/s XXXX Company

.....
(Name, complete address, city) are our

authorized (Distributor / Dealer / Channel partner) for the sale, support and services for. (Name of the product(s)) until date _____.

We undertake that we would provide the support for the above product(s) during the warranty-

Period (Contract/ Project Period) for all the upgrades, Updates and patches, spares of the supplied product/products.

Our technical support/assistance centers (Name, address & communication details) shall provide telephonic or web support. Below are the required details.

(Signature with seal / stamp of the company)

Name:

Designation:

Note:

1. This Letter of authority should be on the letterhead of the concerned manufacturer and should be signed by a person competent and having the power of attorney to bind the Manufacturer and clearly mentioned make and model of offered products/items.
2. Only one OEM certificate is needed for one product, alternative or multiple OEM certificate may lead to bid rejection.

Appendix – M

FINANCIAL BID FORMAT**Annexure-A**

Lowest Final Rate Quoted by Bidder			
S No	Particulars	Per ticket/Per Paisha Rate (in Figure)	Per ticket/Per Paisha Rate (in Words)
1	ETIM Rate with default guarantee /warrantee (Per Ticket/Per Paisha)	Rs.....	Rs.....
2.	ETIM AMC Charges for rest period upto five years in (Per Ticket/Per Paisha)	Rs.....	Rs.....
3.	Existing Software Maintenance/up gradation (Per Ticket/Per Paisha)	Rs.....	Rs.....
4.	Hardware Charges (Per Ticket/Per Paisha)	Rs.....	Rs.....
5.	New Hardware Maintenance (Per Ticket/Per Paisha)	Rs.....	Rs.....
6.	Internet Connectivity (Per Ticket/Per Paisha)	Rs.....	Rs.....
7.	Manpower (Per Ticket/Per Paisha)	Rs.....	Rs.....
Total		Rs.....	Rs.....
8.	Buy Back Rate (Per Ticket/Per Paisha)	Rs.....	Rs.....
Net Total		Total- Buy Back Rate	Total- Buy Back Rate

Annexure-B

Lowest Final Rate Quoted by Bidder			
S No	Particulars	Per ETM Rate (in Figure)	Per ETM Rate (in Words)
A	ETIM Cost with default guarantee/warranty in Rs.	Rs.....	Rs.....
	Total-A	Rs.....	Rs.....
B			
		Per ticket/Per Paisa Rate (in Figure)	Per ticket/Per Paisa Rate (in Words)
1.	ETIM AMC Charges for rest period upto five years in (Per Ticket/Per Paisa)	Rs.....	Rs.....
2.	Existing Software Maintenance/up gradation	Rs.....	Rs.....
3.	Hardware Charges (Per Ticket/Per Paisa)	Rs.....	Rs.....
4.	New Hardware Maintenance (Per Ticket/Per Paisa)	Rs.....	Rs.....
5.	Internet Connectivity (Per Ticket/Per Paisa)	Rs.....	Rs.....
6.	Manpower (Per Ticket/Per Paisa)	Rs.....	Rs.....
	Total-B	Rs.....	Rs.....
7.	Buy Back Rate (Per Ticket/Per Paisa)	Rs.....	Rs.....
	Net Total	(Total-B) - Buy Back Rate	(Total-B) - Buy Back Rate

Note:

1. It is mandatory for all the bidders to provide individual "Particulars" rates. Any bid found without all the individual "Particulars" Rates would be out rightly rejected.
2. The rates to be provided should be "per ticket/per paisa rate".
3. The rate would be considered inclusive of all taxes, levies, charges, etc. for the complete

project period.

4. The financial bids for only those bidders would be opened who successfully meets the eligibility criteria and are qualified in technical evaluation.
5. The quoted rates must be written in figure and words both.
6. The successful bidder will be decided based on the net total i.e. lowest sum total of all the individual "Particulars" rate quoted by bidder(from 1 to 7) minus the Buy Back Rate (8).
7. RSRTC can remove any of the above mentioned "Particulars", as it deems fit, before the award of the contract to the successful bidder.
8. In case of removal of any "Particulars", the successful bidder will be decided based on the lowest sum total of all the individual "Particulars" rate quoted by bidder minus the "removed Particular" minus the buyback rate.
9. **Note: RSRTC reserves the right to decide financial rate after choosing Annexure-A or Annexure-B. Accordingly, the payment terms are defined as per clause-51. If RSRTC choose financial rate as per Annexure-A then the payment terms would be 51.1, or by choosing Annexure-B then the payment terms would be 51.2 and rest terms and conditions would remain constant.**

Appendix –N

Project Experience

Client Name	
Name of the Project	
Location of Project	
Nature of the Project	
Description of the Activities	
Start Date	
End Date	
Current Status	
Project Value (in INR)	
Team Size	
	Add proof of work i.e. work order/ completion certificate from the client.

Appendix –O**Deployment of Manpower**

S. No	Name of the Technical Person	Level (Present Firm)	Assigned Role	Education Qualification	Work Experience in IT Industries in Years (previous employment experience)	Experience in Years (Present firm)
1.						
2.						

Appendix –P**FORMAT – BID SECURITY**

(To be stamped in accordance with Stamp Act and to be issued by a Nationalized/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,
The Executive Director (Traffic),
Rajasthan State Road Transport Corporation,
Head Office, Parivahan Marg, Chomu House,
Jaipur - 302001, Rajasthan

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <Please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. _____ (Rupees <in words>)> in respect to the NIB Ref. No. _____ dated _____ issued by Rajasthan State Road Transport Corporation, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan (hereinafter referred to as "RSRTC") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. _____ (Rupees <in words>)> to the RSRTC as bid security deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RSRTC of the said guaranteed amount without any demur, reservation or recourse.

3. We, the aforesaid bank, further agree that the RSRTC shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RSRTC on account thereof to the extent of the Bid security required to be deposited by the Bidder in respect

of the said bidding document and the decision of the RSRTC that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RSRTC shall be final and binding on us.

4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RSRTC and it is further declared that it shall not be necessary for the RSRTC to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RSRTC may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.

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

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

7. The right of the RSRTC to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..

8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.

9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

10. We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned

is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)

Place (Printed Name)

(Designation)

(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

(1)

.....

(2)

.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

Appendix – Q

Draft Agreement

This agreement is made and executed on this _____ day of _____, 2018

BETWEEN

Executive Director (Traffic), Rajasthan State Road Transport Corporation (RSRTC), Head Office, Parivahan Marg, Chomu House, Jaipur – 302 001 (hereinafter referred to as “RSRTC”, which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the FIRST PART

AND

M/s <Name>., <Address>, Phone :<Phone Number>, Fax :<Fax No> (hereinafter referred to as <‘NAME’>), which expression shall, unless repugnant to the context hereof or excluded specifically, mean and include its successors, assigns and administrators) of the SECOND PART

Both the RSRTC and <‘NAME’>), shall hereinafter be referred to individually as ‘Party’ and collectively as ‘Parties’ in this Contract.

WHEREAS

- a) The RSRTC, party to the FIRST PART invited RFP vide no. Dated2017 and subsequent corrigendum (hereinafter called as "RFP").
- b) The <NAME OF BIDDER>, party to the SECOND PART has submitted its offer for such services in accordance with all the terms and conditions stipulated in the RFP.
- c) The FIRST PART has placed work order to SECOND PART vide order no. dated for the aforesaid works for a period of five years as per terms and conditions mentioned in the RFP and this Agreement and whereas the SECOND PART has deposited a sum of Rs./- as a Performance Security Deposit as per Rajasthan Transparency in Public Procurement Act, 2012 and Rules, 2013.
- d) The SECOND PART has agreed to provide services as per terms and condition of the RFP, including the terms of this Agreement, and subsequent corrigendum would be treated as a part of this Agreement.
- e) The terms and conditions laid down in the NIT/RFP documents, work order of contract; Bid Submission Sheet and the Price Schedule submitted by the bidder; and all other relevant documents attached with NIT/RFP shall be deemed to form and be read and constructed as part of this Agreement.
- f) In consideration of the foregoing and the mutual covenants and promises contained herein and other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the parties intending to be bound legally, agree as follows:

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. In this Agreement unless the context otherwise requires :
 - 1.1 "Agreement" means this Agreement, the Schedules attached hereto and the agreed terms as set out in the RFP including any amendments and modifications to the above from time to time.
 - 1.2 "Confidential Information" means any information disclosed to or by any Party to this Agreement and includes any information in relation to the Parties, including any such information that may come to the knowledge of the Parties hereto by virtue of this Agreement that is :
 - a. by its nature confidential or by the circumstances in which it is disclosed confidential; or
 - b. designated by the disclosing Party as confidential or identified in terms connoting its confidentiality;

But does not include information which is or becomes public knowledge other than by a breach of this Agreement;

- 1.3 "Document" means any embodiment in any text or image however recorded and includes any data, text, images, sound, voice, codes or/and databases or microfilm or computer generated micro fiche'
- 1.4 "Contract period" shall refer to five years from the date on which this agreement is signed.
- 1.5 "Services" means all such services that are set out in the Scope of work as per RFP and includes any amendment, modification, clarification and addition to such Scope of work, as the RSRTC may deem fit and mutually decide upon by both the parties during the Term of this Agreement in order to enable the performance of the System, as set out in this Agreement;
- 1.6 Bidding Authority refers to Executive Director (Traffic), RSRTC, Jaipur.

2. INTERPRETATION:

In this Agreement unless a contrary intention is evident

- 2.1 The clause headings are for purposes of convenience of reference only and do not form part of this Agreement
- 2.2 unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses
- 2.3 Unless otherwise specified a reference to a clause, sub-clause or Schedule is a reference to a clause, sub-clause or Schedule of this Agreement including any amendments or modifications to the same from time to time.
- 2.4 A word in the singular includes the plural and a word in the plural includes the singular.
- 2.5 A word importing a gender includes any other gender,
- 2.6 A reference to a person includes a partnership and a body corporate;
- 2.7 A reference to legislation includes legislation repealing, replacing or amending that legislation;
- 2.8 Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- 2.9 In the event of an inconsistency between the terms of this Agreement and the RFP, the terms hereof shall prevail.

IN WITNESS WHERE OF the Parties here to have hereunto set their hands and seal the day and year first above written.

Executive Director (Traffic),
Rajasthan State Road Transport
Corporation, Head Office, Jaipur

Authorized Signatory,
SECOND PART
ADDRESS

Witnesses :

1. _____

2. _____

Witnesses :

1. _____

2. _____

SECTION V: Scope of Work

Section V: Scope of Work

1 Scope of Work

The main tasks (but not limited to) to be performed by the successful bidder are :

- 1.1 Maintaining the ITMS
- 1.2 Maintaining the RFID SCPPS
- 1.3 Upgrading/Enhancing the functionalities of ITMS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU.
- 1.4 Upgrading/Enhancing the functionalities of RFID SCPPS as per the requirement of RSRTC and/or as per the guidelines of MoRTH/ASRTU.
- 1.5 Replace the existing hardware under the ITMS as per the hardware specification mentioned in the Technical Specification (Section VII) under the buyback scheme.('Buyback Scheme' refers to the scheme by which the successful bidder will purchase all the existing hardware of RSRTC under ORS project. The buyback rate would be as per the per ticket rate mentioned in the financial bid. The final rate for deciding L1 would be the total rate minus the buyback rate as quoted by the bidder.)
- 1.6 Provide additional 10% ETIM and 10% rest hardware of replaced hardware for ITMS as per the RSRTC requirement (as and when required)
- 1.7 Replace the existing hardware under the RFID SCPPS as per the hardware specification mentioned in the Technical Specification (Section VII) under the buyback scheme.
- 1.8 Provide additional hardware(not exceeding 10% of the replaced hardware) for RFID SCPPS as per the RSRTC requirement (as and when required)
- 1.9 Replacement of RFID cards issued by RSRTC with the contactless smart card in line with the guidelines issued under National Common Mobility Card.(The successful bidder would be responsible for software side integration of the Smart Card with the ticketing system. The application should be compatible for reading both 1k card and new contactless card.)
- 1.10 Deployment of a kiosk to be used as self-serving ticket vending machine (Specification as per best industry standard) at each of the depot. For payment/SLA related issues, this kiosk would be treated as a Booking Counter. Space required for installation of the kiosk would be provided by RSRTC.
- 1.11 The successful bidder would also be responsible for providing all the hardware to ensure ticket issuance through Debit card/Credit Card/ QR Code at all the booking counters.
- 1.12 The successful bidder can provide either desktop or customized POS at the booking counters (not at depot).
- 1.13 The important modules to be maintained/Enhanced are as follows:

- 1.13.1 Online Reservation System (ORS)
- 1.13.2 Public Online Reservation System (PORS)
- 1.13.3 Electronic Ticketing Machine (ETM)
- 1.13.4 Vehicle Scheduling and Dynamic Dispatching System
- 1.13.5 Mobile Apps
- 1.13.6 Contactless Smart Card Personalization:

2 Online Reservation System (ORS)

RSRTC has implemented their own Web based Online Reservation System at 285 booking counters developed in the open source platform for current/advance reservation ticketing as per RSRTC business rules/policy. Existing ORS application has also implemented all the reservation/cancellation/concessional rules. The Successful bidder should maintain/enhance the existing ORS application.

The major tasks to be done are as follows:

- 2.1 Maintain/Enhance the existing ORS Application as per the requirement of RSRTC.
- 2.2 Enhance the Security features like encryption of the data, preventing the virus/hackers attack.
- 2.3 Introduce the new payment modes like CC/DC payment facility, Wallet integration, QR Code and payment gateway facility with proper reconciliation process at depot level.
- 2.4 The user and reporting interface will be intuitive, web-enabled and compatible with latest versions of internet browser (such as IE, Firefox, Google Chrome & Safari).
- 2.5 The system should allow one way trip, round trip and multi city trip booking through the ORS.
- 2.6 The system should have facility to provide ORS booking details on ETM before handing over ETM to conductor. The interface developed should be capable of performing the functions like uploading and downloading of data, like capture advance booking details from the ORS and pass it on to the ETMs.
- 2.7 Online reservation booking facility should be accessible to authorized ticket booking agents and online travel agents with all security checks, access permissions and restricting agents to cross prescribed financial ceiling permissible for reservation booking.
- 2.8 System should be able to cater to Business rules regarding Reservation/cancellation/Advance Booking, Full/Partial Cancellation of tickets, and advancement and postponement of journeys.
- 2.9 All ORS users should be able to change their password periodically. Alerts in this regard should be sent to users periodically.
- 2.10 Enabling Blocking of seats or issuing ticket for reserved quota.
- 2.11 Applying concessions applicable for ORS as per the rules of RSRTC.
- 2.12 This ORS facility will also be extended to RSRTC Authorized booking counters/Agents with proper commissioning charges (Fixed, Percentage) on the basis

of prepaid model and the successful bidder should provide the Depot wise/Authorized Booking Agent wise revenue collection, commissions, cancellations reports etc. with proper balance.

- 2.13 Automatic locking of booking facility provided to authorized booking agents, if the limit is exceeding the permissible limit.
- 2.14 Comprehensive audit trail, logging and reporting.
- 2.15 System should send SMS alert to the passenger on successful reservation and bus details before starting the journey.
- 2.16 All the reservation and current tickets should be issued with proper validation of Wallet/ Smart Card. (Ticket should be issued for E-Wallet/Smart Card user as per the concessional policies of RSRTC and after proper validation.)

3 Public Online Reservation System (ORS)

RSRTC has its own PORS i.e. rsrtconline.rajasthan.gov.in for booking the tickets through internet for web users and the payment is done via payment gateway. Currently, PORS application has a daily visit count of approximately 10,000. The Successful bidder should develop/upgrade or enhance the existing PORS application.

The major tasks to be done are as follows:

- 3.1 All the basic facility related to bus booking/cancellation of the RSRTC buses online.
- 3.2 Passenger should be able to book ticket on OTP based guest login.
- 3.3 An E-wallet facility for the passengers up to INR 2000 without KYC.
- 3.4 Ride miles points should be added into their wallet account against the respective journey.
- 3.5 Facility to display RSRTC concessional scheme and amenities on home page.
- 3.6 Users should have a facility to Print / SMS / E - mail Ticket.
- 3.7 Passengers should be able to track their refund status via PNR/Mobile
- 3.8 Dynamic searching (today, tomorrow and next 7 days seat status with fare) and vice-versa.
- 3.9 PORS application should integrate with the payment gateways, wallet and QR code as and when the same are integrated by RSRTC.
- 3.10 Integration with RSRTC Smart card and mobile cards for paper less journey
- 3.11 Web enquiry for seats availability, fare, routes, en-route stops, Arrival and departure time etc.
- 3.12 Advance Booking, Full/Partial Cancellation of tickets, and advancement and postponement of journeys.
- 3.13 The security for the access to the application must be provided centrally with suitable authentication/architecture. Audit trail must be maintained for all data updates/ amendments and deletions for security audit.
- 3.14 Prevention of the unauthorized virus/hackers.

- 3.15 An admin console report of passengers i.e. city wise, country wise, amount wise, device and other related queries for preparation of route/schedule in future.
- 3.16 All the reservation tickets should be issued with proper validation of Wallet/ Smart Card.
- 3.17 Boarding passes should be generated through PORS for Jaipur-Delhi-Jaipur passengers.
- 3.18 Provision to capture the foreigner travelling detail i.e. Name, Age, Mobile No., Email id, Passport No., country, travel from, travel to etc.

4 Electronic Ticketing Machine (ETM)

The major tasks to be done are as follows:

- 4.1 RSRTC intends to give ETM to each of his conductor. The conductor would be responsible for his ETM. In case of any damage/theft/ and any other serious issue, the concerned conductor will be responsible for the same and repair amount would be recovered.
- 4.2 The ETM will support secure transfer of financial data from ETM through GSM/3G network to a central server at preconfigured intervals.
- 4.3 Fare and other real time information should be updated Over the Air (OTA).
- 4.4 Capability of transfer booking counters'/agent's data via cable into conductor ETM.
- 4.5 Integration of the ETM with the ORS.
- 4.6 ETM should have the capability of booking ticket through online and assign seat number to the passenger. (ETM should be integrated with the ORS on real time basis to support data consistency.)
- 4.7 If required, developments of the new interface for data flow between the ETM and ORS.
- 4.8 The interface should be capable of performing the functions like uploading and downloading of data, like capture advance booking details from the ORS and pass it on to the ETMs which will help conductor to know advance booking details, Route Details, Current tickets issued details and the seat vacancy position in buses.
- 4.9 The system should then allow auto compilation of tickets and its details, revenue reconciliation, daily income reports, online MIS and decision support system as per requirements of RSRTC
- 4.10 The successful bidder ensures to print the RSRTC Toll Free number/Complaint number at bottom of the conductor tickets.
- 4.11 Boarding passes should be issued through ETIM for Jaipur-Delhi and vice-versa routes of deluxe buses.

5 Vehicle Scheduling and Dynamic Dispatching System:

Scheduling/dispatch module shall be used to aid designing and modifying routes.

- 5.1 It shall also be used to create route, schedule and dispatch vehicles in demand response operations.
- 5.2 Vehicle scheduling and dispatching system should be capable of dynamic planning and capable of optimizing thousands of vehicles movements on real time but the operation would be taken care by RSRTC.
- 5.3 The system should be capable of automatic dispatch distribution and transport operations, dynamically rescheduling vehicle and driver and conductor assignments based on real-time but the operation would be taken care by RSRTC.
- 5.4 The scheduling system shall also have interface with ticketing and reservation system, so that any change in schedule or cancellations of trips can be informed to the customers and required accounting functions can be invoked.
- 5.5 The scheduling system shall work in a multi-layer fashion so that the central scheduling is done by the head office and local depot scheduling staff can modify the same and inform central system based on the local available resources and conditions.

6 Mobile Apps:

The major tasks to be done are as follows:

- 6.1 The successful bidder should develop mobile application (Android, iOS, Windows Phone) which would have the ticketing facility. Mobile Application proposed by the successful bidder must be compatible with tablets and smart phones and its Operating System viz. Android, iOS and Windows Phone.
- 6.2 It should have a user friendly interface and should need minimum human touch points to access required content.
- 6.3 Mobile Application must cater to screen sizes and resolutions of all tablets, smart phones.
- 6.4 Mobile Applications must be approved and available on play store / app store for respective platforms. For example, Google play for Android, AppStore for Apple, Windows Apps for Windows.
- 6.5 Application should work with most mobile phones and tablet devices, including devices which are 3 year old as on date. The application should work with Android 4.0 and above version and iOS 9.0 and above.
- 6.6 Mobile application should provide all the facilities of the Public Online Reservation System (PORS).
- 6.7 Mobile application should be able to integrate all the payment option i.e. Payment Gateway, Wallet and QR Code integration with Smart Card (E-Purse) payment facility.
- 6.8 Mobile application should have separate functionality for passengers waiting at bus stands / bus stations for buses and passengers traveling in bus. RSRTC should share the VTS/PIS API to successful bidder for integration.
- 6.9 Stops names for each route name and route number.
- 6.10 Passengers should be able to provide the feedback or rating to the app.

7 Contactless Smart Card Personalization:

The major tasks to be done are as follows:

- 7.1 Design, Colour and contents for both side card surface printing/personalization shall be finalized by RSRTC and successful bidder would supply the cards according to personalization approved.
- 7.2 The contents for the card personalization/printing would of two type i.e. Static and Variable; Static Information/content may be RSRTC Names' style, Logo, security mark, Important Instructions etc., while Unique Card Number, Passengers' Name & Photo, Fathers'/Husbands' Name, Date of Birth, Cards' Issue & Validity Date, Journey Start & End Point, Balance Amount (If applicable) etc pertains to Variable. The cards' design and all static information should be printed in colour, while variable information shall be printed in black.
- 7.3 It is not compulsory that all above mentioned information should be visible/printed on both side surfaces of the cards, some may be visible/printed on the card and some may be stored in the chip of the card.
- 7.4 RSRTC and successful bidder mutually may ascertain the total number of pre-printed cards to be kept in stock at a time for all locations.
- 7.5 RSRTC reserves the right to alter/completely change the design, colour & contents of the pre-printed cards at any time due to security reasons during the project/contract period and the successful bidder shall be bound/liable for comply the direction given without any extra financial burden on RSRTC
- 7.6 The Contactless Smart card would have the facility to top up amount online via payment gateway.
- 7.7 The card should have the facility to assign the virtual amount Over the Air(OTA) and when it is read by ETM then the actual values will be assigned automatically.
- 7.8 The Contactless smart card system should have the facility for blocking the card in case of Lost/damage/theft.
- 7.9 The Contactless smart card system should have the wallet (e-purse) facility for RSRTC commuters. The successful bidder should design a Smart API for third party integration like JMRC and JCTSL for future use.
- 7.10 The successful bidder would replace all the existing RFID cards of RSRTC with the Contactless smart Card in accordance with the guidelines under National Common Mobility Card. For this, a tripartite agreement between RSRTC, Successful Bidder and any bank approved by NPCI for this purpose, would take place. A separate RFP for be floated for the selection of the bank as per the guidelines issued by MoRTH/NPCI

8 Online MIS:

Provide Managerial Information System for Data Analysis, Data Mining of various bus operations, revenue collected, passenger load etc. This can be useful to RSRTC in framing of time table and better fleet utilization.

The major tasks to be done (but not limited to) are as follows:

Daily M.I.S.

1. Date wise Daily Operational Results.
2. Depot wise Operational Results as on
3. Depot wise Progressive Operational Result.
4. Schedule & Vehicles Statement as on date.
5. Vehicle & w/s performance report on (Operational Results in ascending & Descending as per Requirement)

Monthly M.I.S. Part 'A' (Traffic)

1. Monthly Tripwise Cum Route wise Information of Services :-
 - A. Volvo & AC Services
 - B. Super Deluxe Services
 - C. Semi Deluxe Services
 - D. express Services
 - E. Ordinary Services
 - F. Extra Services

*(Interstate & State Services Separately)

1. (B) Trip wise cum Date wise Register.
2. Schedule wise cum Date wise Register.
3. Conductor wise cum Date wise Register.
4. Schedule wise conductor wise Earning per Km.
5. Conductor wise Income Statement Compared with Route Average.
6. Conductor wise Income Statement Compared with other Conductor & Target.
7. Conductor wise Class (A, B, C, D) wise Analysis.
8. Conductor Income Statement Compared Average Route Income.
9. Cause wise Curtailment of Trips & Kilometer (Daily & Monthly).
10. Date wise Curtailment Information with Route.
11. Route/Schedule wise operational results variance from Target (Compared with Target)
12. Date wise all Schedules Operational results
13. Monthly/Daily Summary operational Results of Contract Pvt. Vehicles.
14. Schedules wise Summary Daily/Weekly/Monthly.
15. Progressive Schedule wise Operational Results variance from Target. (Kms, Income, EPKM, L.F.)

16. Date wise & Month wise Extra Operational Results.
17. Date wise Schedule & Trip wise Information.
18. Monthly Schedule/ Trip wise Curtailment with reasons as per M.I.S.
19. Schedules wise operational Results of schedule passing through a destination point or route segment.
20. Operational Results of Night Service.
21. Statement of Financial Burden due to concessional Travels.

Note:- Other Statement/ Reports to be generated as per requirement of RSRTC.

Monthly M.I.S. Part 'B' (Workshop)

1. Vehicle wise monthly Depot Statement.
2. Vehicle wise Driver wise KMPL Information.
3. Driver wise KMPL compared vehicle Av. KMPL of vehicle.
4. List of Due Docking.
5. List of Docking done Vehicles.
6. List of Oil Top Up.
7. Model wise Fleet Age.
8. Cause wise Dead Kms Daily & Monthly to other Depots.
9. Depot wise HSD Issued Summary.
10. Depot wise HSD Drown from out Depot.
11. Vehicle wise monthly summary.
12. Date wise cum vehicle wise HSD KMPL.
13. Date wise cum vehicle wise Oil Consumption.
14. Date wise cum vehicle wise KMs Information.
15. Date wise cum vehicle wise Docking Register.
16. Daily shift wise Oil issue Register.
17. Daily vehicle wise Oil issue Register.
18. Daily Shift wise HSD issue Register.
19. Daily Vehicle wise HSD issue Register.
20. Workshop use HSD & Oil Summary.
21. Date wise Pump wise progressive information.
22. Bus master Register.
23. Date wise cum Driver wise Register.
24. Vehicle wise cum Date wise Register.

Note:- Other Statement/ Reports to be generated as per requirement of RSRTC.

SECTION VI: Specification Functional **Requirement**

Section VI: Functional Requirement Specification

1 Project Implementation Plan

The Project will be done in two phases.

1.1 Phase I: Pilot Phase: The supplier will deploy/replace the hardware for implementation of ORS/ETMs in CBS Jaipur, CBS New Delhi, all the depots of Jaipur Zone and headquarter depot of the remaining zones. As soon as the supplier declares these locations to be ready for operation, RSRTC or its nominated agency will conduct a Pilot. The Pilot shall be for a period of 2 weeks. In case of any issues raised during pilot by RSRTC or its nominated agency, the supplier will make modifications to the software and run an error free pilot for 2 weeks. In case of any error or defects identified during the pilot phase, the SLA for implementation phase will be applicable.

1.2 Phase II: Rollout Phase: Upon successful completion of the pilot, all the systems i.e. ORS/ETMs shall be rolled out at all other depots of the state and booking windows out of the state as per the schedule decided by RSRTC.

The work for all the phases needs to be completed within 12 weeks of award of contract. A penalty will be levied for non-completion of activities within prescribed timelines. The penalty will be as per the provisions mentioned under the Implementation Phase SLA.

The RSRTC reserves the right of modifying the implementation schedule which will be binding on the Vendor. However, overall timelines for implementation will not be significantly altered.

The overall timeline for the Project Implementation Phase is as follows:

SNo	Activity / Task	Expected Completion Period
1	Project Start	T (within 7 days of award of contract)
2	System Study of ticketing, Smart Card and all working process including MIS at the depot level	T + 2 weeks
3	Hardware Deployment, System Migration, Enhancement of functionalities (if any) at Depots of Pilot Phase, Training of employees at Depots of Pilot phase for enhancement.	T + 4 weeks
4	Successful Completion of Pilot Phase	T+6 weeks
5	Preparation and Submission of the following Manuals (a) Systems Administration Manuals (b) User Manuals (c) Installation Manuals (d) Operational Manuals (e) Maintenance Manuals Intimation for commercial deployment after pilot phase bug fixes	T + 8 weeks
6	Training to employee for remaining locations	T + 12 weeks
7	Deployment at the remaining locations of State including training of other employees, Development of Mobile App	T + 12 weeks

The contract period will start with the signing the contract /award of Work Order (earlier of the two) to the successful bidder. The five years period of O & M phase will start after three months from the start of the contract period.

2 Manpower :

The successful bidder would be required to provide adequate manpower for the complete contract period to supervise operations at all depots/booking locations as per requirement of RSRTC. RSRTC would provide office space for the manpower but specific office equipments would be the responsibility of the successful bidder. Details of minimum manpower requirement is as below:

Items Description	Period	No. of People
Manpower required for the supervision of operations at 56 Depots	Five years	53
System Administrator at each data Centre	Five years	1
Database Administrator at each data Centre	Five years	1
Network and Hardware maintenance at each data Centre	Five years	1
Project Manager @ HO	Five years	1
Software Development/Project Support Team @ HO	Five Years	4
Network Maintenance Team @HO	Five years	3
Professional HelpDesk Team @HO	Five Years	5

3 Training:

The successful bidder would be required to provide adequate training to various users as essential for the successful implementation of the project. Training needs to be provided to people from the Senior Management, Supervisory Staff, Clerical Staff, Operational Staff such as Traffic Manager etc. of RSRTC at the depots as per details given below:

SNo	Stakeholders	Type of Training	Training Duration	Total Emp.
1	General Office Staff (5 people per depot (56*5) + 100 H.O.)	Computer Appreciation Training + ORS + GPRS based ETM+	Two Weeks	380

		Smart Card		
2	Booking Clerks	ORS operations & reports + GPRS based ETM	Two Weeks	725
3	Conductors	Operations of the GPRS based ETMs for issuing online tickets	1 day	7000
4	Flying and Audit Staff of H.O. & Depots	ETM and ORS operations & reports	Two Weeks	100

Trainings need to be conducted based on a requisite mix of theory & practical / operational sessions. The trainings should be conducted in Hindi. Trainings may be conducted in shifts over a period of time, as it will not be possible to have all booking clerks at a depot attending the trainings at the same time. Some of the practical / operational training session for the booking clerks needs to be conducted at booking windows while they are at booking windows and for the conductors need to be conducted in the buses while they are plying. The trainings need to be conducted at the depots, as it is not possible to conduct centralized trainings of employees in an organization like RSRTC which is spread across the State at multiple locations. The training schedule for each stakeholder shall be required to be finalized in consultation with the competent authority of RSRTC.

The bidder shall also be responsible for retraining the staff concerned whenever changes are made in the software and it is the responsibility of the bidder to ensure that the operators are familiar with new versions of Software and its allied services.

The bidder shall keep trained staff at each depot level for providing and managing support for smooth working and for maintaining performance level expected by RSRTC.

The bidder may also need to train the ABAs appointed by RSRTC, e-Mitra / CSC kiosks holders from time to time according to their role in the system including the training pertaining to payment gateway facility etc. However, training can be carried out at Zonal HQs wise for the ABAs' and e-Mitra / CSC kiosks holders.

Note– It is entirely the responsibility of the successful bidder to adequately train the employees of RSRTC so that they are able to use the new system comfortably and with ease. In case of no major up gradation in the existing system, the training schedule might be relaxed

4 Third Party Audit, Auditor's Scope and Certification by GoI/GoR Approved Agency

4.1 A Third Party Quality Certifying Agency (STQC or any other agency empanelled with GoI/GoR in consultation with RSRTC) to be involved by the bidder from the very

beginning of the project to ensure that proper application design and development standards are met and have to obtain required certification from STQC/empanelled agency of GOI/GoR for each stage at no extra cost. The cost of the audit will be borne by the Vendor.

4.2 Third Party Audit of the developed application should be done to ensure security loop holes and other vulnerability.

4.3 Third Party Audit shall include monitoring the performance of the system with a view to ensuring desired Quality of Service (QoS) by the Vendor as defined in the respective SLA's, signed between RSRTC and the vendor. The TPA will be required to verify compliance with pre-defined terms and conditions pertaining to software development, security audit (both application software, server side hardware and system software), load specifications, etc.

4.4 Performance Criteria and SLA: The TPA would audit and certify whether the final IT System developed would be able to perform as per the criteria set in this RFP. It would thoroughly test and certify the robustness of the Application as against the Technology and Performance SLA criteria specified in this RFP. The TPA will conduct performance testing beyond the specified requirements until the system breaks down and thereby propose remedies to address the weaknesses existing in application software. Test cases required for performance testing has to be written by the audit agency, wherein similar load conditions have to be simulated. The TPA will also test the accounting systems and SLA monitoring system of this application with respect to design, security and completeness.

4.5 IT Infrastructure designed and set up by the vendor for the project: The TPA would test, audit and certify the IT infrastructure (Hardware and System Software) configuration (as per the agreed upon BoM) etc.

4.6 Security Implementation: It is essential that the application is very secure and the security related policies, processes and procedures are envisioned and implemented properly. As an integral part of the process, the TPA will be required to audit the Security Architecture, implementation of security features in the hardware infrastructure and system software used for hosting the application and entire application after the vendor notifies its readiness to 'go-live'.

4.7 The TPA review will focus on the following:

4.7.1 Deliverable Audit – This audit will focus on reviewing the deliverables. The review will focus on the –

4.7.1.1 Completeness of the deliverables

4.7.1.2 Compliance of the deliverables to best practices and standards.

4.7.2 Implementation Audit – The implementation audit will focus on reviewing the implemented system. It will verify the performance, functional compliance, security compliance and SLA monitoring.

5 SERVICE LEVEL AGREEMENT (SLA)

- 5.1** SLA is the contract between RSRTC and the successful bidder. SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.
- 5.2** The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.
- 5.3** Penalties shall not be levied in case of a force Majeure event.
- 5.4** The SLAs have been segregated into
- 5.4.1 Implementation SLA
- 5.4.2 Post Implementation SLA
- 5.5** After the roll out phase (as per 1.2 of this section), penalties for any lapses in providing of service with respect to any modules would be as per Post Implementation SLA

5.1. Implementation SLA

Installation of Hardware and Network Equipment

Definition	Installation of Hardware and Network Equipment would comprise of procurement, pre inspection check, Configuration and Testing by Supplier and Roll-out approval from RSRTC Week is defined a seven-day calendar period, e.g. one starting with Sunday and continuing through Saturday.
Service Level Requirement	Installation of Hardware and Network Equipment should be completed as per the timelines mentioned in Project Implementation Schedule
Measurement of Service Level Parameter	To be measured in Number of days from the date of Intimation from RSRTC
Penalty for non-achievement of SLA Requirement	Delay of every day in Installation of Hardware and Network Equipment would attract a penalty per day as per the following :- 2 X per day Penalty The total penalty would be generated by the product of the above and the number of days delay. The Penalty per day is Rs. 5,000/-

5.2. Post Implementation SLA

Security & Incident Management SLA

Definition	Security incidents could consist of any of the following but not limited to : <input type="checkbox"/> Virus Attack – This shall include Malicious code infection of any of the desktops/servers in the network. <input type="checkbox"/> Denial of Service Attack - This shall include non-availability of service <input type="checkbox"/> Data Theft - Compromise of any kind of data through network. <input type="checkbox"/> Intrusion – Successful / unsuccessful unauthorized access to RSRTC Application/ network resulting in loss of confidentiality/Integrity/ availability of data.											
Service Level Requirement	There should not be any such incident											
Measurement of Service Level Parameter	The network should be monitored for: <input type="checkbox"/> Virus Attack - Any virus infection and passing of malicious code through RSRTC’s proposed network shall be monitored or member complaints of virus infection shall be logged at the help desk system and collated every quarter. <input type="checkbox"/> Denial of Service Attack (DoS) - Non availability of any services shall be analyzed and forensic evidence shall be examined to check whether it was due to external RSRTC attack. <input type="checkbox"/> Intrusion - Compromise of any kind of data hosted by RSRTC.											
Penalty for non-achievement of SLA Requirement	If the Successful Bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract a penalty as per the following – <table><tr><td>Incidents in a quarter</td><td>0<Incidents <= 7</td><td>7<Incidents <= 9</td><td>Incidents >= 10</td></tr><tr><td>Penalty (in Rs. per Quarter)</td><td>50000</td><td>100000</td><td>200000</td></tr></table>				Incidents in a quarter	0<Incidents <= 7	7<Incidents <= 9	Incidents >= 10	Penalty (in Rs. per Quarter)	50000	100000	200000
Incidents in a quarter	0<Incidents <= 7	7<Incidents <= 9	Incidents >= 10									
Penalty (in Rs. per Quarter)	50000	100000	200000									

Repair of Hardware Items

Definition	Faulty or damaged hardware item repair by the firm
Service Level Requirement	24 Hours
Measurement of Service Level Parameter	Report Generated from System
Penalty for non-achievement of SLA Requirement	<p>Non repair of hardware items (Computer/Printer/UPS/network equipment items/etc.) would attract a penalty per item per day as per the following –</p> <p>SLA Holiday: Within 24 hrs from date/time of intimation. Rs. 100/- (Per Item Per Day) for three days after that Rs. 500/- (Per Item Per Day) after three days to till repair.</p>

ETM Ticket Data Transmitted over GPRS

Definition	ETM Ticket Data Transmitted over GPRS is defined as pushing of ticketing data from ETM to server directly
Service Level Requirement	98%
Measurement of Service Level Parameter	Report Generated from System
Penalty for non-achievement of SLA Requirement	<p>Non Transmission of Data would attract a penalty per day as per the following –</p> <p>%Transmission: Ticket Data Sent/Total Tickets (in%)</p> <p>Notwithstanding anything contained in the RFP document, If %Transmission < 98%, then no payment would be made for the quantity of tickets less than 98%.</p> <p>Eg: If % Transmission=97.5%, then (98-97.5)=0.5 i.e. amount for 0.5% tickets of the total monthly tickets would not be payable to the successful bidder</p>

Repair of ETIM (Uptime)

Definition	Repair of ETIM (uptime) is defined as the time taken by the bidder to repair the ETIM in case of breakdown.
Service Level Requirement	Repair of breakdown of ETIM including data transfer : Within 24 hours.(Report Generated from System)
Measurement of Service Level Parameter	The above time would be calculated per ETIM only for working hours during business days

Penalty for non-achievement of SLA Requirement	<p>Delay of repair of ETIM every day would attract a penalty per day as per the following –</p> <p>For repair of ETIM = 1 X Per day Penalty</p> <p>The total penalty would be generated by the product of the above and the number of days delay.</p> <p>The Penalty per day is Rs. 500/-</p>
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Other Project-Specific SLA

Description	SLA Requirement	Measurement	Penalty
Online Ticketing Accuracy	95%	To be measured from the online tickets (tickets issued with ETIM/Reservation /Current/Counters/Public ORS) vis-à-vis number of total tickets issued.	Accuracy less than 90% ---> Penalty of 5% of the total monthly invoice. Accuracy between 90% and less than 93% ---> Penalty of 1% of the total monthly invoice. Accuracy between 93% and less than 95% ---> Penalty of 0.5% of the total monthly invoice.
Transaction Accuracy (including report, MIS, accounting etc)	100%	To be measured from the number of reported errors vis-à-vis number of transactions performed	Accuracy between 99% and 100% - penalty of Rs. 20000 Accuracy between 98% and 99% - penalty of Rs. 40000 Accuracy less than 98% - penalty of Rs. 80000
Halting of Operation: In case, complete ticketing functionality is affected, due to malafide intention of the successful bidder, resulting in complete stand still of the ticketing operations	-	To be measured from the number of reported incidents	For every instance, a penalty of Rs 1,00,000/- per minute. (Decision to be taken by the standing committee mentioned in Dispute Resolution Clause)

Helpdesk Management Services

- a) The successful bidder should offer comprehensive service desk functionality with easy management of the entire problem resolution process.
- b) It should provide complete Web/Browser based interface to both the users and the analysts and the administrator.
- c) It should support request escalation.
- d) It should provide status of registered calls to end users over SMS, Email and through web.
- e) It should also have the ability to track work history of calls to facilitate troubleshooting.
- f) It should support tracking of SLA (service level agreements) for call requests within the help desk through service types.
- g) It should have the capability of assigning call requests to technical staff based on the Location, Work Shift and Load of the analyst.
- h) Should be able to generate various customized Service Level Reports e.g. open call reports, closed call reports, problem area specific reports.
- a) Helpdesk/ Service desk system should have a SMS feature so as to trigger a SMS to identified numbers as soon as a call is logged by any user across the state and its status updates thereafter (until its resolution/ closure).

For all the Post Implementation SLAs mentioned above, the successful bidder would get an initial period of SLA holiday, i.e. a time period for which SLAs will not be applicable. This time should be utilized by the successful bidder to stabilize the system, and to ensure adherence to the performance standards laid down by the SLAs. The SLA holiday period would not be more than 2 months after the final implementation time period of the roll out phase mentioned in the project implementation plan.

The successful bidder should provide adequate tools for capturing data required for measuring SLAs at no extra cost to RSRTC like an Application Performance Monitoring tool and Enterprise Monitoring System (EMS) integrated with the ORS. No invoice raised by the successful bidder would be processed unless the monitoring tools for different SLA parameters are operational, properly functional and RSRTC management starts receiving reports from these tools.

The maximum penalty at any point of time and for any period should not exceed 10% of project cost as per the Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, RSRTC reserves the right to terminate the contract.

Note:

1. The bidder may not be penalized for failure of infrastructural items of State Data center being used under this project on shared basis on confirmation of the same from SDC.
2. For the SLA "Restoring of WAN connectivity" the bidder shall be penalized only for those instances of the SLA violation which has resulted in any loss of business to RSRTC.

6 Minimum Infrastructure requirement at various locations

6.1 For Data Center & DR Site

SNo.	Items Description	Data Center	DR Center
1.	Web Server	4	1
2.	Application Server for ORS	4	1
3.	Database Server	5	2
4.	Blade Chassis	2	1
5.	Server Load Balancer	2	0
6.	Link Load Balancer which can maintain session	2	0
7.	Database with respective License	2	1
8.	Application Server Software	2	1
9.	Application Server for Mobile App	1	0
10.	Application Server for API	1	0
11.	Passive Material	At Actual	At Actual

The bidder would be required to pay FMS/O&M charges on the hardware/software installed in the Rajasthan State Data Center as per the rates of the State Data Center. (The prevalent rate is 1.5% of the CAPEX per quarter. The proof of the CAPEX would be submitted by the bidder.)

6.2 For Depots, Booking Windows & Head office

S No	Items Description	Depots	Booking Windows	Head Office	Total
1	Local Server	56	0	0	56
2	Desktops (6 in each Depot, 1 at each Booking Window)	336	284	15	635
3	80 Column Dot Matrix Printer (DMP) (1 at each Booking	0	284	0	284

	Window)				
4	132 Column DMP (5 in each Depot)	280	0	0	0
5	Laser Printer Duplex-Automatic (One in each Depot)	56	0	15	71
6	UPS/Inverter 1 KVA two (2) Hour Backup (Only for 126 Booking Windows which are outside of depot campus)	0	126	0	126
7	UPS 10 KVA Online 1 Hour Backup (One in each Depot,)	56	0	0	56
8	Generator 10 KVA Silent (One in each Depot)	56	0	0	56
9	24 Port Switch	56	0	0	56
10	ETIM	6500	0	0	6500
11	Networking Equipment	Actual	Actual	Actual	Actual
12	Cabling	Actual	Actual	Actual	Actual
13	Passive Material	Actual	Actual	Actual	Actual
14	Self Ticketing Vending Machine	10	Divisional HQ		

6.3 Connectivity Requirements:

S No	Location Name	Number of Location	Required Connectivity Details
1	At State Data Center	1	a) Min. 16 Mbps Data link aggregating all data links of depots terminating on Ethernet through ISP – b) Min. 16 Mbps internet leased link terminating on Ethernet through ISP
2	At Depot	56	Min. 4 Mbps Data link (MPLS / Broadband over VPN) connecting depots to SDC through ISP
3	At RSRTC HO	1	Min. 4 MBPS Internet leased line for H.O. terminating on Ethernet port
4	At Booking Windows and Bus	158	a) Booking Windows which are in the depot campus or near by the

	Stands	126	depot campus should be connected through LAN b) Booking Windows which are far away from Depot should be connected to depot through Broad Band over VPN
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Note:

1. This is minimum requirement but not limited to project requirement and bidder may suggest / add the other equipments required for successful implementation of the project and meeting the SLA requirements at no extra cost to RSRTC.
2. Data should be available on the production server for the complete duration of the project and should be handed over to RSRTC after the completion of the project without any change.
3. RSRTC should be able to restore and run the complete system in case of failure of DC site. Hence all the applications are expected to run after DC failover at DR site.

7 List of locations where Computer Hardware, Software & Network Connectivity is to be Provided

1	RAJASTHAN STATE ROAD TRANSPORT CORPORATION	HEAD OFFICE, PARIVAHAN MARG, CHOMU HOUSE, JAIPUR – 302001 RAJASTHAN	CENTRAL (HEAD) OFFICE
2	DEPARTMENT OF INFORMATION TECHNOLOGY & COMMUNICATION	NEW IT BUILDING, TILAK MARG, C-SCHEME, JAIPUR – 302001 RAJASTHAN	STATE DATA CENTRE

8 List of locations where booking counters of RSRTC exists

ZONE No. & NAME	DEPOT/BUS STAND No. & NAME	BOOKING WINDOW (B.W.) No. & NAME	Tot. B.W.	B. W. IN DEPOT/B.S. INSIDE / OUTSIDE
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1	AJMER	1	AJAYMERU	1	KAIKADI-AJMER	1	OUTSIDE
			AJAYMERU	2	KAIKADI-JAIPUR	2	
			AJAYMERU	3	KAIKADI-KOTA	3	
			AJAYMERU	4	NASIRABAD-AJMER EXP	4	OUTSIDE
		2	AJMER	1	KISHANGARH-MAKRANA KUCHAMAN	5	OUTSIDE
			AJMER	2	MAKRANA-AJMER/JAIPUR-GEN	6	OUTSIDE
			AJMER	3	PARWATSAR-AJMER	7	OUTSIDE
			AJMER	4	PARWATSAR-MAKRANA-KUCHAMAN	8	OUTSIDE
			AJMER	5	PUSKER	9	OUTSIDE
			AJMER	6	RUPANGARH LOCAL	10	OUTSIDE
		3	BEAWAR	1	CBS BEAWAR-AJMER	11	INSIDE
			BEAWAR	2	CBS BEAWAR-JODHAPUR-PALI	12	INSIDE
			BEAWAR	3	CBS BEAWAR-KAIKADI	13	INSIDE
			BEAWAR	4	CBS BEAWAR-NASIRABAD	14	INSIDE
			BEAWAR	5	CHAND GATE-SANDRA ROAD	15	OUTSIDE
			BEAWAR	6	CHAND GATE-UDAIPUR ROAD	16	OUTSIDE
			BEAWAR	7	DEVGARH WINDOW	17	OUTSIDE
			BEAWAR	8	JAITARAN [JODHPUR-MERTA]	18	OUTSIDE
		4	BHILWARA	1	CBS AJMER	19	INSIDE
			BHILWARA	2	CBS-CHITAUARGARH	20	INSIDE
			BHILWARA	3	CBS-KOTA	21	INSIDE
			BHILWARA	4	CBS-KOTADI	22	INSIDE
			BHILWARA	5	CBS-NATHADWARA	23	INSIDE
			BHILWARA	6	CBS-PALI	24	INSIDE
			BHILWARA	7	GANGAPUR WINDOW	25	OUTSIDE
			BHILWARA	8	GULABPURA WINDOW	26	OUTSIDE
			BHILWARA	9	VIJAYNAGAR	27	OUTSIDE
		5	CBS AJMER	1	ADRASNAGAR BHILWARA WINDOW	28	OUTSIDE
			CBS AJMER	2	ADRASNAGAR JODHAPUR WINDOW	29	OUTSIDE
			CBS AJMER	3	ADRASNAGAR KOTA WINDOW	30	OUTSIDE
			CBS AJMER	4	BHILWARA WINDOW	31	INSIDE
			CBS AJMER	5	DELHI — HARIDWAR	32	INSIDE
			CBS AJMER	6	DELUX JUANRAL	33	INSIDE
			CBS AJMER	7	JAIPUR — AGRA	34	INSIDE
			CBS AJMER	8	JODHPUR WINDOW	35	INSIDE
			CBS AJMER	9	KOTA WINDOW	36	INSIDE

			CBS AJMER	10	MAKRANA WINDOW	37	INSIDE
			CBS AJMER	11	MALPURA SIKAR WINDOW	38	INSIDE
			CBS AJMER	12	NAGAU WINDOW	39	INSIDE
			CBS AJMER	13	PUSKAR	40	INSIDE
			CBS AJMER	14	RESERVATION WINDOW	41	INSIDE
			CBS AJMER	15	UDAIPUR PALI WINDOW	42	INSIDE
		6	DEEDWANA	1	DEEDWANA-KUCHAMAN	43	INSIDE
			DEEDWANA	2	DEEDWANA-NAGAU	44	INSIDE
			DEEDWANA	3	DEEDWANA-SARDAR SHAHAR.	45	INSIDE
			DEEDWANA	4	DEEDWANA-SIKAR	46	INSIDE
			DEEDWANA	5	KUCHAMAN-AJMER	47	OUTSIDE
			DEEDWANA	6	KUCHAMAN-JAIPUR	48	OUTSIDE
			DEEDWANA	7	KUCHAMAN-SIKAR	49	OUTSIDE
			DEEDWANA	8	KUCHAMAN-DEEDWANA	50	OUTSIDE
		7	NAGAU	1	CBS NAGAU-AJMER	51	INSIDE
			NAGAU	2	CBS NAGAU-JODHPUR	52	INSIDE
			NAGAU	3	CBS NAGAU-SIKAR	53	INSIDE
			NAGAU	4	KUCHERA	54	OUTSIDE
			NAGAU	5	MEDTA-NAGAU	55	OUTSIDE
			NAGAU	6	RAILWAY STATION	56	OUTSIDE
2	BHARATPUR	8	ALWAR	1	CBS-BHARATPUR	57	INSIDE
			ALWAR	2	CBS-DELHI	58	INSIDE
			ALWAR	3	CBS-LAXMANGARH	59	INSIDE
			ALWAR	4	CBS-NIGHT WINDOW	60	INSIDE
			ALWAR	5	CBS-RAJGARH	61	INSIDE
			ALWAR	6	KHERLI WINDOW	62	OUTSIDE
			ALWAR	7	RAJGARH-BOOKING	63	OUTSIDE
		9	BHARATPUR	1	BAYANA-BHARATPUR WINDOW	64	OUTSIDE
			BHARATPUR	2	BAYANA-JAIPUR WINDOW	65	OUTSIDE
			BHARATPUR	3	CBS-AGRA	66	INSIDE
			BHARATPUR	4	CBS-BAYANA	67	INSIDE
			BHARATPUR	5	CBS-JAIPUR	68	INSIDE
		10	DHOLPUR	1	AGRA-DELUX WINDOW	69	OUTSIDE
			DHOLPUR	2	AGRA-JAIPUR WINDOW	70	OUTSIDE
			DHOLPUR	3	CBS-DHOLPUR-AGRA	71	INSIDE
			DHOLPUR	4	CBS-DHOLPUR-GWALIOR	72	INSIDE

			DHOLPUR	5	CBS-RESERVATION	73	INSIDE
			DHOLPUR	6	GWALIOR WIN.	74	OUTSIDE
		11	HINDAUN	1	CBS-BHARATPUR SA.	75	INSIDE
			HINDAUN	2	CBS-GANGAPUR SA.	76	INSIDE
			HINDAUN	3	CBS-JAIPUR SA.	77	INSIDE
			HINDAUN	4	CBS-KAROLI SA.	78	INSIDE
			HINDAUN	5	KAROLI-HINDAUN SA.	79	OUTSIDE
			HINDAUN	6	KAROLI-KAILADEVI SA.	80	OUTSIDE
			HINDAUN	7	MAHAVEERJI WINDOW	81	OUTSIDE
			HINDAUN	8	MAHUWA-BHARTAPUR SA.	82	OUTSIDE
			HINDAUN	9	MAHUWA-HINDAUN SA.	83	OUTSIDE
		12	LOHAGARH	1	ALIGARH-JAIPUR SA.	84	OUTSIDE
			LOHAGARH	2	CBS-ALWAR-DELHI	85	INSIDE
			LOHAGARH	3	CBS-DEEG MATHURA WINDOW	86	INSIDE
			LOHAGARH	4	DEEG-ALWAR	87	OUTSIDE
			LOHAGARH	5	DEEG-BHARATPUR	88	OUTSIDE
			LOHAGARH	6	DEEG-DELHI	89	OUTSIDE
			LOHAGARH	7	GOVERDHAN	90	OUTSIDE
			LOHAGARH	8	MATHURA-ALWAR	91	OUTSIDE
			LOHAGARH	9	MATHURA-JAIPUR	92	OUTSIDE
		13	MATASYA NAGAR	1	CBS-DELHI	93	INSIDE
			MATASYA NAGAR	2	CBS-BAHROR	94	INSIDE
			MATASYA NAGAR	3	CBS-JAIPUR	95	INSIDE
			MATASYA NAGAR	4	CBS-NARAYANPUR	96	INSIDE
			MATASYA NAGAR	5	CBS-NIGHT WINDOW	97	INSIDE
			MATASYA NAGAR	6	THANAGAJI WINDOW	98	OUTSIDE
3	BIKANER	14	ANOOPGARH	1	CBS-BIKANER WINDOW	99	INSIDE
			ANOOPGARH	2	CBS-GANGANAGAR WINDOW	100	INSIDE
			ANOOPGARH	3	CBS-HANUMANGARH WINDOW	101	INSIDE
			ANOOPGARH	4	NAI MANDI GHADSANA	102	OUTSIDE
			ANOOPGARH	5	RAIOSINGH NAGAR-ANOOPGARH WIN.	103	OUTSIDE
			ANOOPGARH	6	RAISINGH NAGAR-GANGANAGR WIN.	104	OUTSIDE
		15	BIKANER	1	CBS GANGANAGAR	105	INSIDE
			BIKANER	2	CBS JODHAPUR	106	INSIDE
			BIKANER	3	CBS JAIPUR, RAWLA, JAISALMER	107	INSIDE
			BIKANER	4	CHATARGARH WIN.	108	OUTSIDE

			BIKANER	5	GANGASHAHAR CITY WIN.	109	OUTSIDE
			BIKANER	6	NOKHA NAWLIGATE	110	OUTSIDE
			BIKANER	7	NOKHA WINDOW	111	OUTSIDE
		16	GANGANAGAR	1	CBS-GHARASANA	112	INSIDE
			GANGANAGAR	2	CBS-HANUMANGARH	113	INSIDE
			GANGANAGAR	3	CBS-RESERVATION	114	INSIDE
			GANGANAGAR	4	CBS-SURATGARH	115	INSIDE
		17	HANUMANGARH	1	BHADRA-HANU.HINSAR WINDOW	116	OUTSIDE
			HANUMANGARH	2	CBS-RAWATSAR WINDOW	117	INSIDE
			HANUMANGARH	3	HANU.JAN.-ANOOPGARH WINDOW	118	INSIDE
			HANUMANGARH	4	HANU.JAN.-GANGANAGARNR WINDOW	119	INSIDE
			HANUMANGARH	5	NOHAR-HANUMANGARH WINDOW	120	OUTSIDE
			HANUMANGARH	6	RAWATSAR-BHADRA SDS WINDOW	121	OUTSIDE
			HANUMANGARH	7	RAWATSAR-HANUMANGARH WINDOW	122	OUTSIDE
			HANUMANGARH	8	SURATGARH-ANUPGARH WINDOW	123	OUTSIDE
		18	SARDAR SHAHAR	1	CBS-GANGANAGAR,BADHARA	124	INSIDE
			SARDAR SHAHAR	2	CBS-JAIPUR-BIKANER	125	INSIDE
			SARDAR SHAHAR	3	RATANGARH-GNR-BKR-CHURU	126	OUTSIDE
			SARDAR SHAHAR	4	RATANGARH-JAIPUR-SIKAR	127	OUTSIDE
4	JAIPUR	19	CBS, DELHI	1	BKH WIN 1	128	OUTSIDE
			CBS, DELHI	2	BKH WIN 2	129	OUTSIDE
			CBS, DELHI	3	ISBT 36 — I, II & III	130	OUTSIDE
		20	CBS, JAIPUR	1	AGRA 1	131	INSIDE
			CBS, JAIPUR	2	AGRA 2	132	INSIDE
			CBS, JAIPUR	3	AJMER 1	133	INSIDE
			CBS, JAIPUR	4	AJMER 2	134	INSIDE
			CBS, JAIPUR	5	AJMER 3	135	INSIDE
			CBS, JAIPUR	6	BAGRU 2	136	INSIDE
			CBS, JAIPUR	7	BAGRU COMP	137	INSIDE
			CBS, JAIPUR	8	BIKANER 1	138	INSIDE
			CBS, JAIPUR	9	BIKANER 2	139	INSIDE
			CBS, JAIPUR	10	BIKANER 3	140	INSIDE
			CBS, JAIPUR	11	CBS-JAIPUR MST	141	INSIDE
			CBS, JAIPUR	12	CHOMU CBS.	142	OUTSIDE
			CBS, JAIPUR	13	DELHI	143	INSIDE
			CBS, JAIPUR	14	DELHI ALWAR	144	INSIDE

			CBS, JAIPUR	15	DELUX DELHI-AGRA	145	INSIDE
			CBS, JAIPUR	16	DELUX.DELHI-AJMER	146	INSIDE
			CBS, JAIPUR	17	DELUX.RES. AGRA-DELHI	147	INSIDE
			CBS, JAIPUR	18	DURGAPURA KAIKDI WINDOW	148	OUTSIDE
			CBS, JAIPUR	19	DURGAPURA KOTA WINDOW	149	OUTSIDE
			CBS, JAIPUR	20	EXPRESS RESERVATION	150	INSIDE
			CBS, JAIPUR	21	GATE SIKAR	151	INSIDE
			CBS, JAIPUR	22	JHOTWARA KHETARI	152	OUTSIDE
			CBS, JAIPUR	23	KOTA 1	153	INSIDE
			CBS, JAIPUR	24	KOTA 2	154	INSIDE
			CBS, JAIPUR	25	LAL NIWAS GEN.DELUX	155	OUTSIDE
			CBS, JAIPUR	26	LAL.NIWAS RES. CURR.	156	OUTSIDE
			CBS, JAIPUR	27	SIKAR SALASAR/JHUNJHUNU	157	INSIDE
		21	DAUSA	1	DAUSA-AGRA SA	158	INSIDE
			DAUSA	2	DAUSA-ALWAR SA	159	INSIDE
			DAUSA	3	DAUSA-JAIPUR SA	160	INSIDE
5	JODHPUR	22	ABU ROAD	1	CBS-ABU,SIROHI MT.ABU	161	INSIDE
			ABU ROAD	2	CBS-AMBAJI,MANDAR.	162	INSIDE
			ABU ROAD	3	CBS-MANDAR WINDOW	163	INSIDE
		23	BARMER	1	BALOTRA WINDOW	164	OUTSIDE
			BARMER	2	BAYTU WINDOW	165	OUTSIDE
			BARMER	3	CBS-CHOHTAN WINDOW	166	INSIDE
			BARMER	4	CBS-JAISALMER WINDOW	167	INSIDE
			BARMER	5	CBS-JODHAPUR WINDOW	168	INSIDE
			BARMER	6	CBS-SANCHOR WINDOW	169	INSIDE
			BARMER	7	CHOHTAN WINDOW	170	OUTSIDE
			BARMER	8	MAHAVEER SARCIL	171	OUTSIDE
			BARMER	9	PACHBHADRA WINDOW	172	OUTSIDE
			BARMER	10	R/C=SANCHOR WINDOW	173	OUTSIDE
			BARMER	11	SACHORE WINDOW	174	OUTSIDE
			BARMER	12	SHASTRI NAGAR JDP SA.	175	OUTSIDE
		24	FALANA	1	SANDERAV-FALNA SA	176	OUTSIDE
			FALANA	2	SANDERAV-PALI SA	177	OUTSIDE
		25	JAISALMER	1	CBS WINDOW No. 1	178	INSIDE
			JAISALMER	2	CBS WINDOW No. 2	179	INSIDE
		26	JALORE	1	AHORE-JAIPUR SA	180	OUTSIDE

			JALORE	2	BHEENMAL BUS STAND	181	OUTSIDE
			JALORE	3	CBS-BARMER SIDE	182	INSIDE
			JALORE	4	CBS-JALORE JAIPUR SA	183	INSIDE
			JALORE	5	HOSPITAL BNM SIDE	184	OUTSIDE
			JALORE	6	HOSPITAL CARCIL-JPR SA	185	OUTSIDE
			JALORE	7	RAMSEEN WINDOW	186	OUTSIDE
			JALORE	8	TAKHATGARH WINDOW	187	OUTSIDE
		27	JODHPUR	1	BHOPAL GARH	188	OUTSIDE
			JODHPUR	2	BILADA JAIPUR WINDOW	189	OUTSIDE
			JODHPUR	3	CBS BIKANER WINDOW	190	INSIDE
			JODHPUR	4	CBS BILARA JAIPUR	191	INSIDE
			JODHPUR	5	CBS JALORE WINDOW	192	INSIDE
			JODHPUR	6	CBS PALI WINDOW	193	INSIDE
			JODHPUR	7	CBS PIPAD WINDOW	194	INSIDE
			JODHPUR	8	CBS RESARVATION	195	INSIDE
		28	PALI	1	BILADA G	196	OUTSIDE
			PALI	2	CBS PALI-JODHPUR-JAIPUR	197	INSIDE
			PALI	3	CBS PALI-SIROHI	198	INSIDE
			PALI	4	JAIPUR MARG OUTER P.NAHAR	199	OUTSIDE
		29	PHALODI	1	CBS-BKR,JSM	200	INSIDE
			PHALODI	2	CBS-NGR,JPR	201	INSIDE
		30	SIROHI	1	CBS-ABUROAD SA	202	INSIDE
			SIROHI	2	CBS-JODHAPUR SA	203	INSIDE
			SIROHI	3	CBS-RAMSEEN SA	204	INSIDE
			SIROHI	4	SHIVGANJ	205	OUTSIDE
6	KOTA	31	BARAN	1	CBS KOTA WINDOW	206	INSIDE
			BARAN	2	CBS LOCAL WINDOW	207	INSIDE
		32	BUNDI	1	CBS JAIPUR	208	INSIDE
			BUNDI	2	CBS-BHL-K.PATAN LOCAL	209	INSIDE
			BUNDI	3	CBS-NAINWA LOCAL	210	INSIDE
			BUNDI	4	DEVLI-AJMER WINDOW	211	OUTSIDE
			BUNDI	5	DEVLI-JAIPUR WINDOW	212	OUTSIDE
			BUNDI	6	DEVLI-KOTA WINDOW	213	OUTSIDE
			BUNDI	7	NAINWA BOOKING	214	OUTSIDE
		33	JHALAWAR	1	CBS-WINDOW No. 1	215	INSIDE
			JHALAWAR	2	CBS-WINDOW No. 2	216	INSIDE

Rajasthan State Road Transport Corporation (RSRTC)

As on 20th August 2018

2018

			JHALAWAR	3	CBS-WINDOW No. 3	217	INSIDE
			JHALAWAR	4	CBS-WINDOW No. 4	218	INSIDE
			JHALAWAR	5	EKLERA WINDOW	219	OUTSIDE
		34	KOTA	1	CBS-KOTA-AJMER	220	INSIDE
			KOTA	2	CBS-KOTA-BARAN	221	INSIDE
			KOTA	3	CBS-KOTA-BHOPAL	222	INSIDE
			KOTA	4	CBS-KOTA-JAIPUR	223	INSIDE
			KOTA	5	CBS-KOTA-KHATOLI	224	INSIDE
			KOTA	6	CBS-KOTA-RESERVATION	225	INSIDE
			KOTA	7	RAWATBHATA	226	OUTSIDE
		35	TONK	1	CBS-JAIPUR	227	INSIDE
			TONK	2	CBS-KOTA	228	INSIDE
			TONK	3	CBS-MALPURA	229	INSIDE
			TONK	4	NIWAI WINDOW	230	OUTSIDE
			TONK	5	UNIYARA WINDOW	231	OUTSIDE
7	SIKAR	36	JHUNJHUNU	1	CBS CHURU WINDOW	232	INSIDE
			JHUNJHUNU	2	CBS DELHI WINDOW	233	INSIDE
			JHUNJHUNU	3	CBS JAIPUR WINDOW	234	INSIDE
			JHUNJHUNU	4	CBS PILANI WINODE	235	INSIDE
		37	KHETRI	1	CBS-KHETRI-JHUNJHUNU WINDOW	236	INSIDE
		38	SIKAR	1	BIDASAR WINDOW	237	OUTSIDE
			SIKAR	2	CBS-AJMER NAWAN	238	INSIDE
			SIKAR	3	CBS-JAIPUR SA	239	INSIDE
			SIKAR	4	CBS-JODHAPUR	240	INSIDE
			SIKAR	5	CBS-PILANI UDAIPUR	241	INSIDE
			SIKAR	6	CBS-RATANGARH SALASAR	242	INSIDE
			SIKAR	7	FATEHPUR-JAIPUR	243	OUTSIDE
			SIKAR	8	SALASAR WINDOW	244	OUTSIDE
8	UDAIPUR	39	BANSWARA	1	CBS-DUNGARPUR/RATLAM	245	INSIDE
			BANSWARA	2	CBS-UDAIPUR WINDOW	246	INSIDE
		40	CHITTORGARH	1	BEGU	247	OUTSIDE
			CHITTORGARH	2	CBS-BHILAWARA	248	INSIDE
			CHITTORGARH	3	CBS-KAPASAN	249	INSIDE
			CHITTORGARH	4	CBS-KOTA	250	INSIDE
			CHITTORGARH	5	CBS-MANGALWARA	251	INSIDE
			CHITTORGARH	6	CBS-NIMBAHERA	252	INSIDE

			CHITTORGARH	7	KAPASAN BUS STAND	253	OUTSIDE
			CHITTORGARH	8	MANDSAUR	254	OUTSIDE
			CHITTORGARH	9	NIMBAHERA CHOTI SADRI SA	255	OUTSIDE
			CHITTORGARH	10	NIMBAHERA CTG SA	256	OUTSIDE
			CHITTORGARH	11	NIMCH	257	OUTSIDE
			CHITTORGARH	12	PARTAPGARH	258	OUTSIDE
		41	DUNGARPUR	1	ASPUR	259	OUTSIDE
			DUNGARPUR	2	CBS-ASPUR,PEETH	260	INSIDE
			DUNGARPUR	3	CBS-RATANPUR	261	INSIDE
			DUNGARPUR	4	CBS-UDAIPUR	262	INSIDE
			DUNGARPUR	5	KHERWARA WINDOW	263	OUTSIDE
			DUNGARPUR	6	SAGWARA	264	OUTSIDE
		42	UDAIPUR	1	AMET STATION	265	OUTSIDE
			UDAIPUR	2	CBS WINDOW 1	266	INSIDE
			UDAIPUR	3	CBS WINDOW 2	267	INSIDE
			UDAIPUR	4	CBS WINDOW 3	268	INSIDE
			UDAIPUR	5	CBS WINDOW 4	269	INSIDE
			UDAIPUR	6	CBS WINDOW 5	270	INSIDE
			UDAIPUR	7	CBS WINDOW 6	271	INSIDE
			UDAIPUR	8	CHARBHUJA WINDOW	272	OUTSIDE
			UDAIPUR	9	CHETAK GOGUNDA WINDOW	273	OUTSIDE
			UDAIPUR	10	CHETAK NATHADWARA WINDOW	274	OUTSIDE
			UDAIPUR	11	GOGUNDA WINDOW	275	OUTSIDE
			UDAIPUR	12	KANKROLI BHL WINDOW	276	OUTSIDE
			UDAIPUR	13	KANKROLI FLN-JPR WINDOW	277	OUTSIDE
			UDAIPUR	14	KANKROLI UDAIPUR WINDOW	278	OUTSIDE
			UDAIPUR	15	KANOD WINDOW	279	OUTSIDE
			UDAIPUR	16	MAJI KI SARAY WINDOW	280	OUTSIDE
			UDAIPUR	17	NATHDWARA KANKROLI WINDOW	281	OUTSIDE
			UDAIPUR	18	NATHDWARA-UDAIPUR—CHITORGARH	282	OUTSIDE
			UDAIPUR	19	SALUMBAR WINDOW	283	OUTSIDE
			UDAIPUR	20	SAYRA WINDOW	284	OUTSIDE
9	DELUXE,JPR	NO ONE WINDOW FOR COMPUTERIZATION IN THIS ZONE					
TOTAL BOOKING WINDOWS – (285+8), TOTAL DEPOTS & CBS – (52 + 4), TOTAL ZONE = 9							
TOTAL WINDOWS EXISTS WITHIN DEPOT CAMPUS = 158 AND OUTSIDE DEPOT/CBS CAMPUS = (126+7)							

OUT OF STATE BOOKING WINDOWS				
1	1	AGRA	285	OUTSIDE
2	2	AHMEDABAD	286	OUTSIDE
	3	KANPUR	287	OUTSIDE
	4	HARIDWAR	288	OUTSIDE
3	5	INDORE	289	OUTSIDE
	6	LUCKNOW	290	OUTSIDE
	7	MATHURA	291	OUTSIDE
	8	SHIMLA	292	OUTSIDE

The locations mentioned above are not exhaustive and might not include few depots/booking counters.

SECTION VII: Technical Specification

Section VII: Technical Specification**Required Hardware Specification for****-Database Server****-Application Server****-Web Server**

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Certification(s) Required	OEM - ISO 9001 Manufacturer Certified on proposed OS(s)
	Std. Compliance(s) Req.	UL, FCC & RoHS
4	Server Form Factor	Blade to be inserted into blade enclosure
5	Processor	Two Intel® Xeon® E5-2600 Processor /AMD equivalent product family processor with 2.5MB per core Cache ; Proposed servers should have Minimum 2.7 Ghz and 12 Cores per CPU.
6	Operating System Support	Microsoft Windows Server, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), Oracle Enterprise Linux (OEL), VMware, Citrix XenServer
7	SAS Controller	SAS Controller with min. 512 MB Flash Backed Cache capable of providing RAID 0,1, 10 and 5 Configurations
8	RAM (Min/Scalable)	Min. 128 GB (min.1066 Mhz.) scalable to min.512 GB
9	Hard Disk Drive(s)	Minimum 8/12 Micro HDD or Maximum 2 bays 2.5/3.5 in SAS/SATA HDD bays populated with at least 2*600 GB SAS HDD
10	Optical Device	Optical Drive to be read as DVD Drive Internal/External
11	HBA Card	Should have dual ported 4/16Gbps Fiber channel HBA
12	Type of HDD	Hot plug @ 10K SFF SAS
13	I/O Ports	USB 2.0 support With min 2USB Ports Two PCI-Express slots, and USB Port for Key

		board and mouse.
14	Network	2*10gbps Port Multifunction Gigabit Server Adapters (Embedded or Slot based) with support for TOE, failover and load balancing.
15	Compliance	PCI 2.2 Compliant, Microsoft® Logo certifications, USB 2.0 Support
16	Power	Remote Power Management
17	Slot on board	Mezzanine card slots
18	Virtualization	Support industry standard virtualization solution
19	Management	a. OS independent hardware health status b. Standards based OEM remote server management suite/sw
20	Keyboard & Mouse	Virtual KVM based remote control
21	Enclosure:	To fit in Blade Chassis
22	Recommended O.S.	OEM Enterprise Linux
23	HA Mode	Combination should be used with different OS
24	Additional requirements:	The chassis should have 2 Nos. of 10 Gbps redundant network switches/ interconnect modules (but no pass through) with sufficient number of 10 Gbps Downlinks ports per switch with respect to the number of blade servers populated in the chassis and at least 2 x 10 GB SR single mode SFP+ uplink ports per switch for connecting to the datacenter switch.

Required ETIM Specification

SN	Particulars	Specification
1	Processor	ARM® Cortex® -A Min. 9 and above. Micro Processor based system with 32 bit with minimum 350 MHz speed or equivalent.
2	Operating System	Linux Kernel 3.0 or higher or Android 4.4 or Higher
		This OS should have strong functionalities having at least the following features:
		a. Capability of multi tasking i.e. forking a child process from main process
		b. Capability of multithreading application
		c. Seizing of a single resource by more than one competing process

		d. Looking of resource (GPRS modem, file) to prevent seizing by another process in case one process is using it.
		e. Unlocking of resource to allow another process the usage of the resource
		f. Scheduling to allow the usage of single resource by competing processes
		g. Forced unlocking of resource if a process seized it and crashed without freeing it
		h. Capability of upgrading application and configuration data over the air directly from the Backend server.
		i. In case, any specific software/application is required to programme/configure/manage the devices, the same will be provides free-of-cost.
3	RAM	Minimum 128 MB RAM.
4	Flash Memory	Min 256MB FLASH
5	Extendable Memory	SD/Micro SD card interface (Minimum 4 GB)
6	Display	Min.5 Inch touch screen display with virtual keypad
		b) Capable for displaying graphical images/icons.
		c) Display unit should have good readability even during night with proper backlight.
		d) Display unit should be dust-proof.
		e) Display panel should be scratch resistant.
7	Keypad	Virtual Keypad
		Touch Screen with soft-keys
8	Thermal Printer	a) Paper Width 57 mm
		b) Paper roll cage of minimum 25 mm to 40 mm.
		c) Printer shall support Thermal paper of 50-60 GSM.
		d) 384 DOT per line.
		e) Ultra fast 2 inch thermal printer with minimum 60 mm/sec speed.
		f) Easy paper roll loading mechanism, without using paper-feed-key.
		g) Transparent paper cover.
		h) PAPER OVER sensor.

		i) PAPER COVER OPEN Sensor
9	Language	Support multi-language display and printing, including English and Hindi
10	SAM slots	Minimum of 2 SAM Slots compliant to ISO Standards 7816.
		b) Cryptographic methods for card data security.
		c) Triple DES for key Management with UKPT (Unique Key per Transaction).
		d) Should support encryption standard including 3DES and AES for smart card reading.
		e) Validate EPurse Smart Cards to connect with other modes.
11	RTC	Inbuilt RTC with battery backup
12	Communication	a) Wireless Wide Area. GSM/GPRS on 850/900/1800/1900 MHz,;
		b) GPRS modem to suit Indian Frequency band/Bluetooth
		c) RS232C Serial Port for PC connectivity an 115K baud rate
		d) USB Port: Type A/Type
		e) Ethernet Port: 10/100/1000 Mbps or Wifi
		f) In built tamper proof SIM Card Holder
		g) GSM signal strength indication in display unit.
13	Barcode scanner	Support 1D/2D barcode reading, including EAN, UPC, CODE128, ITF25, Data Matrix, Maxi Code, Aztec, QR code, Vericode, PDF417, Ultra code, Code49, etc.
14	Battery	a) Min. 2200mAH along with detachable battery which can be carried by the conductor and can be changed at any point.
		b) Quick rechargeable in-built battery charger with over-charge/ over-voltage/ overcurrent protection capable to charge fully within 3 hours
		c) CHARGING and BATTERY FULL indications display in machine.
		d) Minimum of 300 full recharge LIFE-CYCLE for BATTERY.

		e) Capable of operating at least 8 hours in operation mode, or 72 hours of sleep/power save mode, per single charge with real time data transfer and smart card read & write facility.
15	Weight	a) Ergonomically designed for easy holding
		b) ETM should weigh appx. 250 gm to 700 gm with battery and thermal paper roll.
		c) Should be tamper proof design for fraud prevention
		d) Should be a rugged and compact design, water and dust resistance
		e) Design and appearance of the machine should be as required by RSRTC.
16	Security	a) Minimum of 2SAM Slots compliant to ISO Standards 7816.
		b) Cryptographic methods for card data security.
		c) Triple DES for key Management with UKPT (Unique Key per Transaction)
		d) Should support encryption standard including 3DES and AES for smart card reading.
17	Certification (MANDATORY)	EMV Level 1,2 & 3
		b) CE/FCC or equivalent Certification
18	Operating temp.	a) Operational Temperature: 0°C to 50°C
		b) Operational humidity: 40% to 80%
19	Contactless Smart Card Reader	a) Inbuilt contactless smart card reader
		b) IEC/ISO 14443A, Type A & B, Sony Felica compliant
		c) Read/ Write Capability
		d) Reading range at least 50mm
		e) e-purse transaction support
20	Magnetic Card Readers	Triple Track (Tracks 1,2,3,,), Bi-directional
21	Indications on display	Battery Charge Status, GSM Signal Strength

22	Others	a) Change of any hardware part of ETM should not lead to the change in machine serial number and it should be provided in the encrypted form being physically embossed on the outer case of ETMs.
		b) Remote Administration: Over the air upgrade of firmware, application, configuration parameters, master data, etc. should be possible.
23	Accessories	a) Each ETM must be provided with carry bag.
		b) AC Charger(working from 160 V to 250 V, 50 Hz)
24	ETM Software Development Kit(SDK)	The supplier shall provide ETM SDK for the ETM firmware so that the ETM features can be developed by the successful bidder in future as required.
		The SDK shall provide functions/programmes/APIs to support at least the following:
		a) Smart Card Functions
		b) Communication Device functions
		c) Inter Process Communications functions.
		d) Multi Tasking functions.
		e) Multi threading Functions.
25	Warranty	For the complete contract period.

Required Local Server Specification at depots

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Certification(s) Required	OEM - ISO 9001 Manufacturer
		Certified on proposed OS(s)
4	Server Form Factor	Tower
5	No. of CPU	Min. 1 x Quad Core populated
6	Speed	2.53 GHz or Higher (Intel Xeon)
7	Cache Memory	Min. 8 MB L3 Cache

8	Chipset	OEM Server Chipset
9	RAM (Min/Scalable)	Min. 16 GB (min.1066 Mhz.) scalable to min. 64 GB
10	Type of RAM	DDR3 with ECC
11	Hard Disk Drive(s)	3 x 300 GB
12	Type of HDD	Hot plug @ 10K SFF SAS
13	HDD Controller	RAID controller with 512 MB
14	Network Port	Dual-Port Gigabit Ethernet with failover and load balancing
15	Network Mgmt port	Required
16	Slot on board	Min. 4 PCIe slots
17	Virtualization	Support industry standard virtualization solution
18	Management	a. OS independent hardware health status b. Standards based OEM remote server management suite/software
19	Keyboard & Mouse	OEM as required
20	Recommended O.S.	OEM Enterprise Linux

Required Blade Chassis/Enclosures for blades(from same OEM Make and Model)

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Certification(s) Required	OEM - ISO 9001 Manufacturer
4	Form Factor	Mention chassis height in RU
5	Blade Chassis/Enclosure shall have a provision to accommodate a minimum of 8 Blade Server modules (all the blades slots should be ready for new blade to be inserted)	
6	Blade enclosure should be capable to accommodate Intel/ AMD/ RSIC/ EPIC processors.	

7	Blade Chassis shall accommodate hot swappable HDD, Interconnect Modules, etc.
8	It shall include all accessories so that it can be mounted on an Industry Standard 42 U Rack.
9	It must have a optical DVD drive (latest speed) and atleast one USB port accessible to all blades
10	It shall have all required 100% redundant: <ul style="list-style-type: none"> • Power Supplies, • Network interface, • Fiber Channel interface, • management module (automatic failover) etc.
11	It shall be supplied with the PDUs to connect Power Cables to the Chassis power input terminals.
12	It shall be fully populated with fans for cooling with 100% redundancy built in for the entire enclosure & its components.
13	Management Module which provides a single point of control for intelligent management of the entire console. It should provide setup & Control of Enclosure, should report asset and inventory Information for all the devices in the Enclosure. It should report Thermal & Power Information of per Server and it should provide IP KVM functionalities & Access for all the Server Blades from the Management Module.
14	Management Modules per Blade/ Chassis providing system management function and remote management
15	Service and management : Multiple administrators to remotely access and maintain multiple server blades simultaneously
16	Require two communication modules with support of load balancing and failover

Required Desktop Specification

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Mandatory	OEM - ISO 9001 Manufacturer
4	Certifications	Should be certified on supplied Operating System
5	CPU	Intel i5-650
6	No of Cores	Minimum 2
7	CPU Speed	Minimum 3.20 GHz or higher

8	Chipset	Compatible to supplied CPU
9	Cache Memory	Minimum 4 MB L3 / Smart Cache or higher
10	FSB / DMI	Minimum 1066 MHz or Higher
11	Memory	Min. 4GB DDR3 RAM Min. 1066MHz Upgradable up to 16GB
12	HDD	Min. 500 GB SATA 7200rpm HDD
13	Monitor	18.5" Color SVGA Non - Interlaced TFT Monitor (with TCO'03 Certification)
14	Keyboard	Min. 104 Keys OEM Mechanical Key Board or TVSE Gold or Equivalent
15	Mouse	Two Button Optical Scroll Mouse
16	Optical Drive	Internal DVD-RW Drive
17	Cabinet	Micro-ATX/ Desktop
18	Ports	Min. 6 USB (2 In front), 1 Serial, 1 Parallel
19	Slots	2 PCI Slots , 1 x PCI Exp 16x Slot ,1x PCI Exp 1x Slot
20	Network Features	Integrated 10/100/1000 LAN Card
21	Recommended O.S.	MS-Windows 8/10 Prof. Edition. OLP (with latest Service Pack) or higher with License and Media (With Recovery CD) and Linux
22	Antivirus	Commercial Anti-Virus Software from Top 3 leading OEMs to be installed on the Desktop Computers with OEM Support, updates, patches and errata for the entire contract / project period . Advanced antivirus, antispayware, desktop firewall, intrusion prevention, application control, network access control and device control into a single, deployable agent which can be managed by a single server.

USB Web Camera Specification

1	Minimum Requirements	System	1 GHz 128 MB RAM or more
2	OS Support		Linux Compatible
	Camera Specifications		
3	Connection Type		Corded USB
4	USB Type		High Speed USB 2.0
5	USB VID_PID		VID_046D&PID_0802
6	Microphone		Yes, Noise suppression
7	Lens and Sensor Type		Plastic, CMOS
8	Focus Type		Manual
9	Field of View (FOV)		60°
10	Optical Resolution (True)		Minimum 640x480 or Higher
11	Image Capture (4:3 SD)		Min. 320x240, 640x480, 1.3P or Higher
12	Buttons		Snap Shot
13	Cable Length		Minimum 6 Feet or 1.8 Meters

Required Contactless Smart Card Specification

1	Physical Characteristics		
	Card Geometry		Shape and Physical Dimensions (including thickness) to be compliant to ISO 14443-1 standard
	Base Material		The complete base material including card body and transparent outer layer should be high grade PET-G. The surface must be such that it is low sensitive to dust and moisture adherence
	Card LifeTime		Card lifeTime must be more than 5 years. Therefore during this lifeTime, the card must not develop

		cracks, hole, printing fading, major surface imperfection etc., due to aging.
	General characteristics	<p>Card must adhere to specifications covered in ISO IEC 10373-1</p> <p>General characteristics (for following parameters):</p> <p>(a) Resistance to dynamic bending stress</p> <p>(b) Torsion stress</p> <p>(c) Bending stiffness</p> <p>(d) Resistance to break</p> <p>(e) Flammability, Peel strength</p> <p>(f) Card war-page</p> <p>(g) Resistance to chemicals</p> <p>(h) Adhesion</p> <p>(i) Card stability etc.</p> <p>(j) any other applicable parameter</p>
2	Electrical, Memory and Electronic Characteristics	
	Distance of work	The card should work up to a maximum distance of 10 cms between the card and the reader. The card operation at 10 cms with minimum field strength of 1.5 A/m (according to ISO14443-2) should be tested as per ISO 10373-6 Test PCD
	Baud Rate	106Kbps (mandatory), up to 848 Kbps or higher (optional)
	Memory Size	Size – 4Kbytes minimum, higher accepted Structure – Flexible File
	Interface frequency	13.56 Mega Hertz
	Transport Protocol	ISO 14443-4, for full featured application
	Crypto function Supported	3Key Triple DES (24 byte key)
	Command Set	Dependent on the Smart Card platform. ISO 7816-4 commands for simple data manipulation and additional commands that will be shared in confidence for integration purpose would be “accepted” in order to achieve faster transactions and transaction integrity.
3	Other Essential Characteristics	

	Read / Write endurance	100,000 cycles
	Data Retention	10 Years
	Card Antenna	The Construction of the Card Antenna - Conventional copper based antennae is the preferred technology for the NCMC card. However the antennae should be embedded type only for long durability and better readability.
4	Certifications	
		<p>i) The card should comply with all standards /specifications covered under ISO 14443 Type A standard for contactless smart cards.</p> <p>(ii) The card conforms to the following essential electrical parameters, protocols and characteristics of Type A and B contactless EMV Chip (NCMC).</p> <p>Such parameters (but not limited to) include:</p> <p>a) Antenna coil size,</p> <p>b) Card chip / antenna inlay design</p> <p>c) Communication frequency</p> <p>d) Operating field strength, Modulation</p> <p>e) Read/Write Time, Data transfer rate</p> <p>f) Security features such as Anti-tearing, Momentary power loss protection, Anti-collision, Data integrity (support mutual authentication with the reader), Triple-DES encryption, EEPROM failure automatic detection, Transaction atomicity</p>
5	Security Features	
	Card Tamper Protection	Card opening must not be possible without breaking the card itself and card must become useless. If card is opened, it should become unusable.
	Hardware Security Certification	CC EAL 4+ for Hardware
6	Environmental condition parameters	
	Resistance to environment	<p>Cards must resist up to environment stresses as:</p> <p>Temperature: +60°C</p> <p>Relative Humidity: 100 %</p>

	Storage condition	Temperature: - 25°C to + 85°C Relative Humidity: 15 to 100 %
	Operating condition	Temperature: - 25°C to + 85°C Relative Humidity: 15 to 100 %

Required Contactless Smart Card Printer Requirement

1	General Specifications
	16- Character LCD Display
	Bi-Directional driver display
2	Printing
	Color dye sublimation or monochrome thermal transfer printing
	Minimum 144 cards per hour full color single-sided (YMCKO) (P330i)**
	Minimum 692 cards per hour (monochrome)**
	Minimum 300 dpi (11.8 dots/mm) print resolution
3	Communications Interface
	USB 1.1 (USB 2.0 compatible) cable included
4	Electrical
	100 ~ 240 Volts AC, 50 ~ 60 Hz (auto switching)

Required Dot Matrix(80 Col) Printer Specification

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Pin	24 pin

4	Column	80 col.
5	High Speed Draft	Min. 300 CPS @ 10 cpi minimum
6	Support	Hindi Font Support
7	Interface Platform supported	Parallel & USB Windows 10/8 Windows 7, Linux Specify any other supported platform. Drivers must be included for all platform supported
8	Warranty	For the complete contract period

Required Dot Matrix(132 Col) Printer Specification

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Pin	24 pin
4	Column	132 col. Or higher
5	High Speed Draft	Min. 300 CPS High Speed Draft @ 10 cpi minimum
6	Support	Hindi Font Support
7	Interface Platform supported	Parallel & USB Windows 10/8, Windows 7, Linux Specify any other supported platform. Drivers must be included for all platform supported
8	Warranty	For the complete contract period

Required Laser Printer Duplex Specification

1	Make Offered	Mention Make
2	Model Offered	Mention Model
3	Print Speed	Minimum 30 PPM (A4)
4	Resolution	Minimum 600x600 dpi
5	Memory	Minimum 64MB or higher
6	Interface	USB 2.0 (High Speed) with Cable
7	Network Card	Yes (10/100Mbps)
8	Duplex	Yes - Automatic
9	Paper Support	Legal, A4
10	Drivers / Software	Yes (As per requirement)
11	Platform supported	Windows 10/8 Windows 7, Linux Specify any other supported platform. Drivers must be included for all platform supported.
12	Warranty	For the complete contract period

Required ETM Ticket Roll (Thermal Paper) Specification

1	Length of paper	15m (per roll)
2	Width of paper	55mm
3	Thickness of paper	50-60 gsm
4	Colour	Milky white
5	Thermal Coating and other characteristics	Thermal Coating should be uniform throughout the length and breadth of paper. The paper should be dust free i.e. it should not produce any dust during use. The printing surface (thermal coated) of the paper should be smooth.
6	Internal Core	13 – 15 mm diameter plastic / paperboard roll

7	External Diameter	Maximum 38 mm
8	Paper End mark	There should be distinctive colouring marks signifying end of paper starting at 25 cm
9	Packing	The individual paper rolls shall be wrapped in a dark colour paper, to protect the rolls from light. The paper rolls shall be packed properly, with appropriate markings on the packages including number of paper rolls, date of packing, etc.

Required 10 KVA Online UPS (One Hour Backup)Specification

1	Technology	Rectifier & Inverter both IGBT based
		DSP based controlled Digital Design
		Double Conversion True On-line UPS
2	Certifications	ISO 9001 & 14001 Certified OEM
	Input	
3	Input Rated Voltage	220/230 VAC Single Phase
4	Input Voltage& Range	180-276V AC, Single Phase
5	Input Freq. Range	45 - 55 Hz
6	Input Power Factor	>0.95(1Ph)
	Output	
7	Output	10KVA
8	Voltage	220VAC
9	Output Frequency regulation	50Hz \pm 0.2%
10	O/p Voltage Distortion	< 5% (Non-linear load) < 3% (linear load)
11	Parallel operation	Shall support parallel operation
12	Output Waveform	Pure Sine wave
13	Crest Factor	3:1
14	Power Factor	0.8
	Battery	
15	Battery Backup	60 minute
16	Battery Type	SMF VRLA type only with Racks & Interconnecting Links
17	Battery Make	Rocket / Amara Raja / Exide / Quanta only
18	Charging	Shall be with Temp compensation for enhanced battery life
19	VDC	Greater than or equal to 192VDC
20	Battery Ratings	Min. 16000 VAH – 10KVA
21	Transfer Time	0 ms – Must always be ONLINE
	General	

22	Display	LED Display
23	Safety	GB4943-1995
24	Operating Temp.	0 to 40 degree centigrade
25	Noise level	<51 dB
26	EMC	EN50091-2, EN55022 Class A, EN61000-4-2.3.4.6.8.11 Level III, EN61000-4-5 Level IV
27	Mounting	Rack as well as Tower
28	Surge Protection	External Transient Voltage Surge Suppressor of 25kA surge capacity, LED status, UL-1449-3, Response time of less than 0.5ns, NEMA enclosure shall be provided to connect in parallel at i/p of UPS.
29	Standard	RS 232 / USB port with software for monitoring & Shutdown of connected PCs.
30	Alarms and Indications	All necessary alarms & indications essential for performance monitoring of UPS to be incorporated.
31	Dimensions	Specify dimensions (HxWxD) for UPS & Batteries Set

Required 1 KVA UPS (Two Hour Backup)Specification

1	Technology	Rectifier & Inverter both IGBT based
		DSP based controlled Digital Design
		Double Conversion True On-line UPS
2	Certifications	ISO 9001 & 14001 Certified OEM
	Input	
3	Input Voltage& Range	170-290V AC, Single Phase
4	Input Freq. Range	45 - 55 Hz
5	Input Power Factor	>0.95(1Ph)
	Output	
6	Output	1KVA
7	Voltage	220V/230 V/240 V AC
8	Output Frequency regulation	50Hz \pm 0.1%
9	O/p Voltage Distortion	< 5% (Non-linear load) < 3% (linear load)
10	Parallel operation	Shall support parallel operation
11	Output Waveform	Pure Sine wave
	Battery	
12	Battery Backup	120 minute
13	Battery Type	12V Sealed lead maintenance free VRLA type
14	Battery Make	EXIDE, PANASONIC, QUANTA, ROCKET only
15	VDC	Min 36VDC or higher
16	Battery Ratings	Min. 3200 VAH – 1KVA

	General	
17	Display	LED Display
18	Safety	GB4943-1995
19	Operating Temp.	0 to 40 degree centigrade
20	Noise level	<45 dB @1 Meter, EN 62040-2, 2006
21	By Pass	Automatic Bypass Switch
22	DG Compatibility	UPS to be compatible with DG Set supply and mains supply
23	Surge `Protection	External Transient Voltage Surge Suppressor of 10kA surge capacity, LED status, UL-1449-3, Response time of less than 0.5ns
24	Standard	RS 232 / USB port with software for monitoring & Shutdown of connected PCs.
25	Alarms and Indications	All necessary alarms & indications essential for performance monitoring of UPS to be incorporated.
26	Dimensions	Specify dimensions (HxWxD) for UPS & Batteries Set

Required 24 Port Manageable Switch Specification

1	Architecture	Rack Mountable, Should support redundant power supply
2	Performance	Should support stacking up to 9 units Should have non-blocking wire speed performance of min 56 Gbps and min 41.66 Mbps
3	Interface Requirements	Support Min 24 nos. of 10/100/1000 Base T Interfaces plus 4 dual mode 10 GbE/GbE SFP+/SFP ports to support 4 X 10 Gig Ports
4	Layer 2 Requirements	Switch should support 802.1q VLAN tagging with 4000 Vlan's , STP (802.1d), Rapid Spanning Tree(802.1w), MST (802.1s), 15k MAC Address Support
5	Layer 3 Requirement	Should have Static Routing and RIP Should also support routing protocols like OSPF, VRRP/HSRP, IGMP v1,v2,v3, PIM in future
6	Security Requirement	MAC limiting, Dynamic ARP inspection (DAI), Proxy ARP, DHCP snooping, IP source guard 802.1X multiple supplicants 802.1X with authentication bypass Dynamic access control list (ACL) based on RADIUS attributes EAP types: Message Digest 5 (MD5), TLS, TTLS, PEAP Control plane denial-of-service (DoS) protection Should provide QOS with minimum 8 hardware Queues per port

7	Management Requirement	Switch should be able to support management via CLI, Web interface and should have out of band management port. SNMP v1,v2,v3 Switch should be manageable through both IPv4 & IPv6 Should have modular OS and should support configuration roll back to recover misconfigured switch to last known good configuration
8	Certifications	UL-UL60950-1, EN 55024, CE, ROHS6

Required 10 KVA SINGLE PHASE DG SET

1	DIESEL ENGINE	(Suitable for 10 KVA DG Set) Type approved by CPCB Indigenous make, CPCB approved, Liquid Cooled Twin Cylinder Diesel Engine Developing Minimum 16 BHP @1500 RPM. The above engines should be supplied with:- 01. Electronic Governor 02. Battery Charging Alternator 03. Engine safety Sensors (LLOP & HWT) 04. Air Cleaner 05. Lube Oil Filter 06. Fuel Filter 07. Fuel Tank 08. Residential Silencer 09. 1 no 12V Battery with lead 10. First fill of lube oil & Coolant
2	ALTERNATOR	Required reputed Indigenous make brushless alternator developing 10 KVA at 1500 RPM at 0.8 lagging power factor at 230 Volts suitable for 50 Hz, Single Phase system. The alternator should conform to IS: 4722/BS: 2613 and will be suitable for tropical condition.
3	DIGITAL MANUAL CONTROL PANEL	Digital Manual Panel should be equipped with 16 bit high speed RISC Processor based controller. It should display following parameters: <ul style="list-style-type: none"> • Voltage • Frequency • Current • RPM

		<ul style="list-style-type: none"> • Cumulative Run Hours • Oil Pressure • Coolant Temperature • Charging Current (DC Amp Meter) <p>The Sedemac should provide the following safety to the engine:</p> <ul style="list-style-type: none"> • Under & Over Voltage • Under & Over Frequency • Under & Over Speed Overload • Low Lube Oil Pressure • High Coolant Temperature • Emergency Off • The panel should be fitted inside CPCB approved canopy & should be supplied with ISI marked items.
4	ACOUSTIC ENCLOSURE	<p>Silent DG Set enclosure is of modular construction with the provision to assemble & dismantle easily as per site condition. Centre lifting arrangement for ease of lifting from single point.</p> <p>There are no protruding parts.</p> <p>The Sheet metal components are pretreated before powder coating.</p> <p>The enclosure is fabricated out of CRCA sheet of 16 Gauge.</p> <p>The fuel level is indicated with the help of fuel gauge meter.</p> <p>Battery is accommodated in a separate tray in the enclosure.</p> <p>The doors are gasketed with high quality EPDM gaskets to avoid leakage of sound.</p> <p>The door handles are lockable type.</p> <p>Sound Proofing of enclosure is done by PU Foam.</p> <p>A special residential silencer is provided with the enclosure to control exhaust noise.</p> <p>Specially designed attenuators are provided to control sound at air entry to the container and exist from the container. To make system vibration free, engine & alternator is mounted on specially designed anti-vibration pads. Adequate ventilation is provided to meet air requirement for combustion heat removal.</p> <p>Temperature of enclosure does not exceed beyond 5 to 7</p>

		degrees of ambient temperature. Noise level is 75 dB (A) at 1 meter distance. The enclosure meets the norms as specified by CPCB-II
5	ACCESSORIES	Fuel Tank: Daily service fuel of 12 Hour's run. Complete with air vent, inlet and outlet. Connections: It should be fitted inside the canopy. BATTERIES: 1 No. 12 Volt (65 AH) Exide or any other equivalent make.

List of existing hardware (That is to be replaced by bidder) is as below:

In Data Center & DR Site

Sr.	Items Description	Data Center	DR Center
1	Web Server	2	1
2	Application Server for ORS	2	1
3	Database Server	2	1
4	Blade Chassis	1	1
5	Server Load Balancer	1	0
6	Link Load Balancer which can maintain session	1	0
7	Database with respective License	1	1
8	Application Server Software	1	1
9	Passive Material	At Actual	At Actual

Connectivity Requirements:

Sr.	Location Name	No. of Location
1	At State Data Center	1
2	At Depot **	46
3	At H. O. (RSRTC)	1
4	At Booking Windows & Bus Stands	158 126

For Depots, Booking Windows, Zonal Offices & Head Office

Sr	Items Description	Depot (46)	Booking Windows & CBS (284)	Zonal Offices (9) *	Head Office (1)	Total
1	Local Server	46	0	0	0	46

2	Desktops (6 in each Depot, 1 at each Booking Window and 2 in each Zonal Office)	276	284	18	15	593
3	80 Column Dot Matrix Printer (DMP) (1 at each Booking Window)	0	284	0	0	284
4	132 Column DMP (5 in each Depot)	230	0	0	0	230
5	Laser Printer Duplex-Automatic (One in each Depot)	46	0	9	15	70
6	UPS/Inverter 1 KVA two (2) Hour Backup (Only for 126 Booking Windows which are outside of depot campus)	0	126	0	0	126
7	UPS 10 KVA Online 1 Hour Backup (One in each Depot,)	46	0	0	1	47
8	Generator 10 KVA Silent (One in each Depot)	46	0	0	0	46
9	24 port Switches	46	0	0	1	47
10	Networking Equipment	Actual	Actual	Actual	Actual	Actual
11	Cabling	Actual	Actual	Actual	Actual	Actual
12	Passive Material	Actual	Actual	Actual	Actual	Actual

Specifications of Various Hardware Items

S No	Hardware	Specification
1	Application Server for ORS	M910 Dell Blade Server-32 -Logical CPU/128 GB-RAM/300 GB-HDD/512 GB-SAN/
2	Database Server	M910 Dell Blade Server- 32 -Logical CPU/128 GB-RAM/300 GB-HDD/512 GB-SAN/

3	Blade Chassis	Power Edge m1000e
4	Server Load Balancer	Radware/208/ODS-VL/4GB/5FP/HDD/ROHS
5	Link Load Balancer which can maintain session	Radware/108/ODS-VL/6GE+25FP/2GB/HDD
6	Database with respective License	MySQL-5.5
7	Application Server Software	Apache/2.2.3
8	Local Server	Tower Server Dell 1410 with HDD, RAM, Keyboard, Mouse, Dell TFT Monitor
9	Desktop	Acer Veriton, Intel® Core™ i5, CPU 65@3.2 GHz, 2GB RAM, TVSE GOLD Keyboard, Acer Mouse, Acer TFT V193HQV LCD Monitor
10	80 Column Dot Matrix Printer (DMP)	TVS MSP 430(with USB and LPT Port)
11	132 Column DMP	TVSE MSP 455XL Printer 132 Column, 400CPS, USB cable, Power Cord
12	Laser Printer Duplex-Automatic	HPLJ2055DN
13	UPS/Inverter 1 KVA two (2) Hour Backup	Eaton 1KVA
14	UPS 10 KVA	Eaton 10KVA UPS
15	Generator 10 KVA Silent (One in each Depot)	KABUTA D1105(Perfect House DG Set 10KVA)
17	24 port Switches	DAX L3 Switch 24 Port, Redundant Power Supply
18	ETIM	Powercraft (Balaji), 32 Bit Arm processor, 8Mb RAM(data flash), 512K Flash RAM, 30 Keys Keypad, 2 inch fast thermal printer, GPRS enabled, Supports encryption for reading writing of Mifare card

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