

**RAJASTHAN STATE ROAD TRANSPORT CORPORATION**  
Head Office, Parivahan Marg, Chomu House, Jaipur

Ref. No.:F3/ST/IT/81/2019/1204

Date: 11/07/2019

**E-Tender Notice**  
**for Web based Crew Scheduling and Leave Apps**

Rajasthan State Road Transport Corporation, Jaipur invite bids from eligible bidders who have necessary qualifications and experience to carry out the work of **Web based Crew Scheduling and Leave Apps** in a time bound manner. The bidders who are interested in bidding can download the RFP from our website <https://eproc.rajasthan.gov.in> [www.transport.rajasthan.gov.in/rsrtc](http://www.transport.rajasthan.gov.in/rsrtc) and [sppp.rajasthan.gov.in](http://sppp.rajasthan.gov.in) from 11<sup>th</sup> July 2019 onward.

Details of this tender notification and eligibility criteria are given as below:

Srl	Event's Name	Date & Time
1	Issue of NIT	11/07/2019 01:00PM
2	Issue of RFP for Sale	11/07/2019 01:30PM
3	Queries on RFP for Pre Bid Meeting as per format given in <b>Annexure-3</b> should reach RSRTC (in writing & in soft copy)	16/07/2019 06:00PM
4	Pre Bid Meeting	17/07/2019 04:00 PM
5	Issue of Corrigendum, if any	19/07/2019 11:00AM
6	Submission of Response of RFP	31/07/2019 03:00PM
7	Opening of Technical Proposal	31/07/2019 05:00PM
8	Opening of Financial Proposal of the Technically Qualified Bidder	Will be intimated latter
9	RFP Document Fee	Rs. 5,000/- favour of "Financial Adviser,RSRTC" payable at Jaipur
10	Bid Security Deposit	Rs. 6,00,000/- favour of "Financial Advisor,RSRTC" payable at Jaipur
11	Processing Fee RISL	Rs. 1000/- favor of "Managing Director, RISL" payable at Jaipur

**Note:-** 1. All above events will be held at Rajasthan State Road Transport Corporation, Head Office, Parivahan Marg, Chomu House, Jaipur - 302001, Rajasthan.

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.

For tender process tenderer shall obtain the user ID and Password for participating in e-tendering system through website <https://eproc.rajasthan.gov.in> or from e-procurement cell RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur and Contact NO.0141-4022688 (Help dsh 10.00 AM to 06.00 PM on all working days).

NOTE:

- Detailed notification / tender documents can be down loaded from website <https://eproc.rajasthan.gov.in>. Details of this tender notification and pre-qualification criteria can also be seen in NIT exhibited on website [www.rsrtc.rajasthan.gov.in](http://www.rsrtc.rajasthan.gov.in). Tenders are to be submitted on line in electronic format on website <https://eproc.rajasthan.gov.in>
- Corrigendum's/modifications/corrections if any will be published on the website <https://eproc.rajasthan.gov.in>.

3. Conditional/ incomplete tender will be rejected.
4. Bidders who wish to participate in this tender will have to register on <https://eproc.rajasthan.gov.in>. (Bidders registered on <https://eproc.rajasthan.gov.in> before request of tender documents to participate in online tenders Bidders will have to procure digital signature certificate (type II or type III) as per information technology Act- 2000 using which they can sign their Electronic bids. Bidders can procure the same from any CCA approved certifying agency i.e. TCS saftcrypt, m Ncode etc or they may contact e-procurement cell, Department of IT & c; government of Rajasthan for further assistance. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.
5. Bidders shall submit their offer online in Electronic formats both or technical and financial proposal, however, Demand draft for tender fees, processing fees and earnest money of technical / price bid & financial bid should be submitted manually or through courier in the office of Executive Director (Traffic), RSRTC, Head Office, Parivahan Marg, Jaipur before last date and time of opening of technical / price bid and scanned copy of the Demand Draft should also be uploaded along with the online bid.
6. The Managing Director, RSRTC reserves the right to accept or reject any or all the tenders without assigning reasons thereof. The quantity of item to be purchased can be increased or decreased without assigning any reasons.
7. RSRTC reserves the right for verification of any information / documents furnished by the bidders in the interest of the corporation.
8. Earnest money of technical bid/ financial bid in the shape of demand draft payable to the Financial Advisor, RSRTC, Jaipur should be submitted before opening the bid.
9. Before electronically submitting the tenders it should be ensured that all the tender papers including conditions of contract are digitally signed by the tenderer.
10. Training for the bidders on the usage of e-tendering system is also being arranged by RISL on regular basis. Bidders interested on training may contact e-procurement cell RISL for booking the training slot.
11. Bidders are also advised to refer "Bidders manual" available under "downloads" section for further details about the e-tendering process.
12. Best offer be submitted and likely "No negotiation".
13. Financial bids shall be considered only after evaluation of Technical bids.
14. Tenders without BSD shall be rejected.

Tender documents can be downloaded from online website

<https://eproc.rajasthan.gov.in>. If tenderer wish to participate in the tender then they have to make a payment processing fee as mentioned in the above table in the form of Demand Draft in favour of "Managing Director, RISL through Courier or by personnel before last date and time of the request of tender documents and also tender document fee, earnest money of Technical and Financial bids which is mentioned in the above table be submitted to RSRTC in the form of DD in favour of FA, RSRTC, Jaipur and be delivered to the undersigned before last date and time of the submission of the tender. If any bidder wishes he can forward/submit hard copy of the offer also but soft copy of tender documents is mandatory.

For further details you can visit online visit <https://eproc.rajasthan.gov.in> or from e-procurement cell RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur and Contact No.0141-4022688 (Help Desk 10.00 AM to 06.00 PM on all working days.

RFP For  
Web based Crew Scheduling and Leave Apps

No.F3/HO/ST/IT/81/2019/1204  
Date 11/07/2019

Rajasthan State Road Transport Corporation  
IT Cell Head Office, Jaipur

**Contents**

1. ABOUT RSRTC: .....	5
2. PURPOSE OF THE BID: .....	5
3. RFP ISSUER:.....	6
4. PRICE OF RFP .....	6
5. NON-TRANSFERABLE RFP .....	6
6. BID SUBMISSION .....	6
7. CORRESPONDENCE AND SUBMISSION DETAILS:.....	6
8. KEY EVENTS: .....	7
9. ELIGIBILITY CRITERIA: .....	8
10. BID SECURITY DEPOSIT:.....	9
11. PERFORMANCE SECURITY DEPOSIT: .....	10
12. INSTRUCTION TO BIDDER: .....	10
12.1 Prevailing of Law: .....	10
12.2 Amendment of RFP Document.....	10
12.3 Language of Bids .....	11
12.4 Bid Price .....	11
12.5 Firm Price .....	11
12.6 Authorized Signatory .....	11
12.7 Period of Validity of Bid .....	12
12.8 Local Conditions .....	12
12.9 Last date of Receipt of the Bid .....	12
12.10 Late Bid .....	<b>Error! Bookmark not defined.</b>
12.11 Evaluation of Bid.....	13
12.11.1 Phase 1 – Technical Evaluation.....	13
12.11.2 Phase 2 – Financial Evaluation.....	13
12.12 Post Qualification and Award Criteria .....	13
12.13 RSRTC Right to accept any bid or Reject any or all bids .....	13
13. SCOPE OF WORK: .....	13
14. DELIVERABLES: .....	14
14.1 Functional requirement specifications (FRS):.....	14
14.2 Data dictionary, Data flow diagram or Entity Relation Diagram: .....	14
14.3 Training Manuals/Documents: .....	14
14.4 Installation Manuals/Documents: .....	14
14.5 Maintenance Manuals/Documents: .....	14

14.6	<b>Software description document:</b> .....	14
14.7	<b>Software source code:</b> .....	14
14.8	<b>Complied Executable:</b> .....	15
15.	<b>PROJECT IMPLEMENTATION PLAN:</b> .....	15
15.1	<b>Phase-I</b> .....	15
15.2	<b>Phase-II</b> .....	16
15.3	<b>Phase-III:</b> .....	16
16.	<b>AS-IS PROCESS:</b> .....	16
17.	<b>SOFTWARE REQUIREMENTS:</b> .....	16
17.1	<b>Scope of System</b> .....	16
17.2	Web interface to maintain the – .....	17
17.2.1	User Master .....	17
17.2.2	Designation Master.....	17
17.2.3	Department Master .....	17
17.2.4	Leave Type .....	17
17.2.5	Leave balance entry .....	17
17.2.6	Security Policy.....	17
17.2.7	Task authorization .....	18
17.3	KIOSK application to apply leave .....	18
17.3.1	Login and leave balance information after finger scan.....	18
17.3.2	Leave type and date range selection .....	18
17.3.3	Leave Approval Status.....	19
17.3.4	Acknowledgement/print of approved leave .....	19
17.3.5	Emergency Leave application with date suggestion and leave balance (in-case of leave rejection) .....	19
17.4	Web service to update the information on server .....	19
17.5	Batch process to update the EL (Earned Leave) to balance leave.....	20
17.6	Report Generation:.....	20
17.7	Crew Management System: .....	20
18.	<b>CONTRACT PERIOD:</b> .....	21
19.	<b>WARRANTY PERIOD:</b> .....	21
20.	<b>PAYMENT TERMS:</b> .....	21
21.	<b>LIQUIDATED DAMAGE:</b> .....	22
22.	<b>SERVICE LEVEL AGREEMENT:</b> .....	23
23.	<b>TERMINATION:</b> .....	24
24.	<b>DISPUTE RESOLUTION:</b> .....	24
25.	<b>RISK PURCHASE / PENAL CLAUSE</b> .....	25
26.	<b>FINANCIAL BID:</b> .....	25
	<b>Financial Evaluation</b> .....	25

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27.	<b>DRAFT AGREEMENT:</b> .....	27
28.	<b>DEPOTS LOCATIONS:</b> .....	30
29.	<b>ANNEXURES:</b> .....	31
	<b>Annexure-1</b> .....	31
	<b>Annexure-2</b> .....	32
	<b>Annexure-3</b> .....	33
	<b>Annexure-4</b> .....	34
	<b>Annexure-5</b> .....	36
	<b>Annexure-6</b> .....	39
	Annexure “7” .....	40
	ENCLOSURE.....	40
	MOTHERBOARD WITH PROCESSOR .....	40
	LCD .....	40
	TOUCH SCREEN .....	41

**1. ABOUT 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 1<sup>st</sup> 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, Uttrakhand, Madhya Pradesh, Jammu & Kashmir, Chandigarh and Maharashtra.

At present RSRTC have ordinary, express, deluxe, semi deluxe, Air Condition, Luxury Services (Volvo, Scania), sleeper and Mercedes buses in his fleet.

**2. PURPOSE OF THE BID:**

Bidders are invited for implementation of kiosk based Crew Scheduling and Leave Management System on procure, design, development, installation and commissioning basis to the entire depots of RSRTC.

- Eliminates paperwork – Cut down on papers and reduce chaos using automation.
- Remove Manipulations – With automated software, you cannot modify the leave forms with approval.
- Collaboration – With leave management software, you can improve collaboration by communicating with your management or HR and get the approval done faster.
- Leave tracking – With a leave management software, you can track the number of paid and sick leave availed and the number of leaves available.
- Integrations – You can integrate your leave management system with other HR modules like timesheets and payroll.
- Transparent system – Employee is sanctioned leave on First Applied – First Sanctioned basis till the quota is available.
- Improved work environment and inter personal relationship
- Leave Information availability to depot manager enabling better planning of crew allocation

**3. RFP ISSUER:**

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

**4. PRICE OF RFP**

The price of this RFP document is Rs. 5,000/- (Rupee Five 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/DD/Bankers Cheque which should be in favour of "Financial Advisor, 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>.

**5. 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.

**6. BID SUBMISSION**

The bidders are expected to submit their offers in two parts namely, "Technical Proposal and "Commercial Proposal in the format has 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 (Bill of Quantity).

**7. CORRESPONDENCE AND SUBMISSION DETAILS:**

**Bid Inviting Authority:**

The Executive Director (Traffic.)  
Rajasthan State Road Transport Corporation,  
Head Office, ParivahanMarg, Chomu House,  
Jaipur - 302001, Rajasthan  
Tel No — 0141-2374644

**Contact for Technical Issues:**

The DGM (IT)  
Rajasthan State Road Transport Corporation  
Head Office, ParivahanMarg, Chomu House,



RFP for Web based Crew Scheduling and Leave Apps  
as on 11<sup>th</sup> July 2019

2019

Jaipur - 302001, Rajasthan  
Tel No — 0141-2360254/95492 34592  
Website: <http://transport.rajasthan.gov.in/rsrtc>  
E-mail [rsrtc.dygmit@gmail.com](mailto:rsrtc.dygmit@gmail.com), [acp.rsrtc@gmail.com](mailto:acp.rsrtc@gmail.com)

8. KEY EVENTS:

S.No.	Event's Name	Date & Time
1	Issue of RFP for Sale	-07-2019; 11:00
2	Pre Bid Meeting	-07-2019; 16:00
3	Issue of Corrigendum, if any	-07-2019; 16:00
4	Submission of Response of RFP	-07-2019; 16:00
5	Opening of Technical Proposal	-07-2019; 17:00
6	Opening of Financial Proposal of the Technically Qualified Bidder	Will be intimated latter
7	Bid Security Deposit (BSD Fee)	Rs. 6,00,000/- in favor of "Financial Advisor" payable at Jaipur Rajasthan.
8	Bid Fee	Rs. 5,000/- in favor of "Financial Advisor" payable at Jaipur Rajasthan.
9	Bid Processing Fee	Rs. 1000/- in favor of "MD, RISL" payable at Jaipur Rajasthan.
10.	Bid Validity Period	90 Days

**Note:-**

- All above events will be held at Head Office Rajasthan Road State Transport Corporation, Jaipur
- In the event of the date specified above being declared as a holiday for Corporation the due date will be the following working day.

**9. ELIGIBILITY CRITERIA:**

<b>Eligibility Criteria</b>	
<b>A.</b>	The Bidders should be Indian Company(s) registered under the Indian Companies Act 1956 or any other legal entity registered in Indian Law. (Enclosed: Certificate)
<b>B.</b>	The Bidder shall have minimum of 5 years of experience in IT/ITES/ITMS/ Transport Domain.
<b>C.</b>	The Bidder should have successfully installed kiosk based Leave & crew management system solutions integrated with biometric Kiosks for any of State Road Transport Corporations in India & should have deployed minimum 50 Leave & HR management Kiosks in any STU. The company must have experience in developing and deploying Leave Management software and Crew Management solutions. (Copy of work order & work completion certificate of the Project shall be enclosed by the bidder)
<b>D.</b>	The Bidder should be ISO 9001:2015 certified at least for 3 years as on 01.03.2019. (Enclosed :Certificate)
<b>E.</b>	The Bidder shall have average Annual Turnover of Rs. 30 Crs. in last 3 years ending on 31.03.19 and shall have positive net worth in last three financial years. (Enclosed: CA certified Audited Balance Sheet)
<b>F.</b>	Bidder shall not be blacklisted/ banned/debar by any Central/State Government /PSU/ Govt. agencies. An undertaking on Rs. 100/- Non-judicial stamp paper to be submitted.
<b>G.</b>	The Bidder should be registered for GST as applicable. A copy of the GST registration should be submitted along with this bid.
<b>H.</b>	The Bidder should have at least one office in Rajasthan and it should be operational from at least last 3 years as ending on 31.03.2019. A valid office address proof documents (like telephone bill / Electricity Bill / rent agreement etc.) should be submitted along with this bid.
<b>I.</b>	Bidder should have experience of execution of a single work order worth Rs. 1 Cr. for Kiosk based Leave Management/ Crew Scheduling in any STUs (Enclosed :Copy of work order)
<b>J.</b>	The company should have employed at least 50 full time software working staff. (Enclosed: Declaration of HR at Company letter head)

**10. BID SECURITY DEPOSIT:**

The Bidder shall furnish the BSD as part of this bid;

- The BSD is required to protect RSRTC against the risk of Bidder's conduct which would warrant the BSD's forfeiture.
- The BSD of Rs. 6,00,000/- (Rs. Six Lacs Only) 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.
- No interest amount payable on the Bid security and it shall be valid till 120 days of the publishing of the bid.
- 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.

***The BSD may be forfeited:***

- If a Bidder withdraws its bid during the period of bid validity specified in the RFP; or
- If the Bidder is found to have submitted false particulars / fake documents; or
- If the Bidder is found to have indulged in corrupt practices or manipulation of rates by cartelization; or
- In the case of a successful Bidder, if the Bidder fails;
- If the successful bidder fails to deposit the Security deposit within stipulated time then BSD shall be forfeited.
- To sign the Contract in accordance with draft mentioned in the annexure of this; or
- 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.
- 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.
- 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.

**11. PERFORMANCE SECURITY DEPOSIT:**

Within 15 days of the receipt of notification of award from RSRTC, the successful Bidder shall furnish the Performance Security Deposit of 5% of the total contract value (based on quoted price in financial bid) valid for entire contractual period plus 3 months extra in accordance with the Conditions of Contract. Performance Security Deposit can be in the form of Bank Guarantee/DD/Banker's Cheque in favour of "Financial Advisor, RSRTC" payable at Jaipur as per the guidelines of RTPP Act, 2012 and RTPP Rules, 2013.

**12. INSTRUCTION TO BIDDER:**

**12.1 Prevailing of Law:**

The Law relating to procurement "The Rajasthan Transparency in Public Procurement Act, 2012" [hereinafter called the Act] and the "Rajasthan Transparency in Public Procurement Rules, 2013" [hereinafter called the Rules] under the said Act have come into force with effect from 26 January, 2013 which are available on the website of State Public Procurement Portal <http://sppp.rajasthan.gov.in> Therefore, the Applicant / Bidders are advised to acquaint themselves with the provisions of the Act and the Rules before participating in the Bidding process. If there is any discrepancy between the provisions of the Act and the Rules and this Bidding Document, the provisions of the Act and the Rules shall prevail.

**12.2 Amendment of RFP Document**

- 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.
- The amendment will be notified through website of RSRTC and would be binding on all Bidders.
- 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.
- 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.
- 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.

### 12.3 Language of Bids

- 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.

### 12.4 Bid Price

The Bidder shall quote in the proforma prescribed in financial bid;

- 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.
- 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.

### 12.5 Firm Price

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.

- 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.
- 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.
- In case the taxes are not including in bid prices, the amount so mentioned would be deemed as inclusive of taxes.
- A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid shall be rejected summarily.

### 12.6 Authorized Signatory

- 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.

#### **12.7 Period of Validity of Bid**

Bids shall remain valid for period of 90 days from publishing of bid. A bid valid for a shorter period shall be rejected by RSRTC as non- responsive and shall not be taken up for evaluation purposes.

- RSRTC may request the Bidder(s) for an extension of the period of validity of the bids.
- 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 mutual consent of the bidders.
- A bidder granting the request will not be permitted to modify its bid.

#### **12.8 Local Conditions**

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.

- 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.
- 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.
- 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.

#### **12.9 Last date of Receipt of the Bid**

- Although, bids will be received by online but not later than the time and date specified in Key Events & Date.
- RSRTC may, at its discretion, extend the last date for the submission of bids by issuing a corrigendum and amending the dates provided in Key Events & Date, 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.

**12.10 Evaluation of Bid**

**Evaluation Methodology**

RSRTC will examine the bids in two phases.

**12.11.1 Phase 1 – Technical Evaluation**

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

**12.11.2 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 and award the bid on the basis of Lowest quoted price (L1).

**12.11 Post Qualification and Award Criteria**

- 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.
- 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.
- 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;

**12.12 RSRTC Right to accept any bid or Reject any or all bids**

- 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 action.

**13. SCOPE OF WORK:**

- Design, development, implementation, configuration, testing and commissioning of kiosk based Leave Management System & crew management system.
- Supply& installation of the kiosk based Leave Management System & crew management system. Kiosk as per specification given in **Annexure "A"** "at the depots of RSRTC ( as per list **at Clause-28)**
- The bidder should design the leave management& crew scheduling system as per RSRTC rules.
- The entire rules are to be setup by the bidder with discussion of RSRTC officials and also incorporated the rules time to time as instructed by RSRTC.
- Support and remove software bugs, flaws, malfunctioning in operations reported by RSRTC entire project period after its commissioning.

- The HARDWARE ITEMS supplied for this project should be warranted for one year from date of supply.
- After completion of one year, an AMC should be taken up for next four years.
- After developing the leave management & crew management system as per rules of RSRTC, a User Acceptance Test (UAT) should be conducted in one Depots location and/or Head Office.
- A UAT committee would be certified the commencement of the project and after successful UAT, the committee may recommend rolling out the complete LMS & CMS to all depots and issue “Go-Live”.

**14. DELIVERABLES:**

Following software and documents which here in after called as deliverables on e-media as well as printed documents in three sets:

**14.1 Functional requirement specifications (FRS):**

FRS should include system objectives, all functional requirements, data objects and data structures, file and database structures and their cross references, data and control flow details, program structure, man-machine interface specifications and rules, interface to external data, system and devices, procedural design details, testing methodology etc.

**14.2 Data dictionary, Data flow diagram or Entity Relation Diagram:**

This should contain dictionary of all data objects, their inter-relation, data flow diagram or ER diagrams be in tune with SRS and FRS.

**14.3 Training Manuals/Documents:**

This should include operational procedure for users at various levels. The document should be useful as a book for learning the operations as well as a reference book during day to day operations. It should also include explanation about various error messages and way outs. The complete training manuals may be defined in bilinguals (Hindi & English).

**14.4 Installation Manuals/Documents:**

This shall include detail specifications of hardware requirement, operating system software requirement, and web browser specification and configuration details. Details of installation procedure required at the beginning and during expansions.

**14.5 Maintenance Manuals/Documents:**

This document shall include administrative requirement for day to day maintenance like data backup & restore, creation, deletion or modification of entities and transfer employee one depots to another etc.

**14.6 Software description document:**

This document shall explain in detail various elements of the software source code, procedures and their cross relations and placements. It should also include complete list of source files, libraries, other parties APIs, object files and executable files.

**14.7 Software source code:**

This document shall have complete tested source code along with directives and meaningful comments, notes to help for future expansion modification, up-gradation



etc. Source code shall be complete in order to recompile and generate executable at the installation site.

**14.8 Complied Executable:**

This software data shall be a set of complied executable with easy user friendly installation procedure in the form of e-media (like CDs, DVDs) etc.

**14.9 Manpower:** The successful bidder should provide 7 technical assistants (one at each Zonal Office) for successful implementation/operation of the project for the entire period of the contract. All these are responsible for maintaining the record/training of employees i.e. transferred /APO /Suspension /retirement or death.

**15. PROJECT IMPLEMENTATION PLAN:**

The project shall be implemented in two phases as follows.

**15.1 Phase-I**

It will comprise of development and roll out of the system at Head Officedepot and development and deployment of central web application. This phase shall be completed within 60 days from the date of work order.

1. Developing and/or Customization of existing application SRS, FRS, data dictionary, DFD etc. for the complete system in order to suit the leave process and fulfill all the requirements as per RSRTC business logic and getting it approved from RSRTC+PAT Committee.
2. Demonstration of the system model based on step 1 and getting it approved from RSRTC. The demonstration should be arranged at RSRTC Head Office at Jaipur. If the required hardware is not available at RSRTC, then developer should arrange it at RSRTC premises on their own hardware.
3. Recommendations for procurement of hardware / operating system for WINDOWS server with WINDOWS SERVER 2012 (OS), SQL WEB EDITION required for running of the kiosk based Leave Management System & crew management system. The successful Bidder should provide detailed technical specification.
4. Bidder shall co-ordinate for configuration and tuning for the purpose of the proposed application. However, the bidder should be responsible for final configuration of hardware/operating system software and tuning for the purpose of implementation of application software and functioning of the entire project.
5. Testing of the installation as per SRS, FRS & user document and getting it approved from RSRTC and carrying out necessary fine tuning.
6. Supply all other deliverables and get it approved by RSRTC for its correctness and completeness.
7. Training to user for day to day operations of data entry, transactions and its printing at Head Office depot.

8. After complete development of the LMS+CMS applications, it should be installed a kiosk at one depot location and get it approved by UAT+PAT committee.
10. Training to administrators of RSRTC for system installation, maintenance, expansions, tuning, backup & recovery.

**15.2 Phase-II**

- Bidder should procure the recommended kiosk hardware from open market. Bidder shall be free to procure it from any one and there shall not be any binding on RSRTC to procure from the recommended source.
- After developing, configure and testing the LMS+CMS applications in first phase the rest kiosk hardware shall be delivered by the successful bidder at all location of the RSRTC.
- Period of this phase shall be T+30 days = T1

**15.3 Phase-III:**

- It will consist of rolling out the project to remaining depots of RSRTC. The successful bidder should accomplish the complete installation of the kiosk, configuration and training of RSRTC employee. This phase shall be completed within T1+30 days after Phase-II.

**16. AS-IS PROCESS:**

Currently, to track the leave availability and duty allocation there is only manual system in RSRTC.

**17. SOFTWARE REQUIREMENTS:**

Kiosk based Leave Management System & Crew management system. Now, RSRTC has requirement that employee should be able to apply leave online through KIOSK based leave management system. This system would be installed at every RSRTC depot.

Leave Management System has the bio-metric interface to scan the finger print and system should display the login information based on the finger print. System has voice help provision on each KIOSK windows interface.

**17.1 Scope of System**

- 1) Web interface to maintain the;
  - a. User Master
  - b. Designation Master
  - c. Department Master
  - d. Leave type
  - e. Leave balance entry
- 2) KIOSK application to apply leave
  - a. Login and leave balance information after finger scan
  - b. Leave type and date range selection
  - c. Leave approval status

- d. Emergency Leave application with date suggestion and leave balance (in-case of leave rejection)
- e. Acknowledgement/print of approved leave
- 3) Web service to update the information on server
- 4) Batch process to update the EL/CL/ML etc.(Earned Leave) to leave balance.
- 5) Report generation.

## **17.2 Web interface to maintain the –**

### **17.2.1 User Master**

System will have provision to create the new user master entry in software. User master will contain the employee details i.e. Employee Login ID, First name, Middle name, Last name, Date of birth, Date of joining, department, Location, designation, reporting to, email, mobile number, phone number, extension. User master will maintain the security feature as to change the password on first login and user expiry details and date.

System will send the password to user as the security policies defined to generate the user password on the registered email id after successful user creation.

#### **17.2.2 Designation Master**

System should have provision to create new designation master. System will use these designations at the time of user creation and will display on the KIOSK leave application.

#### **17.2.3 Department Master**

System will provide the interface to create new department master. These department will use in user master and will display on the KIOSK system. User can create or modify the department as per the requirement.

#### **17.2.4 Leave Type**

System will provide the new interface to create the various types of leave in the system i.e. CL, CCL, and EL. These leave type will be used to create the leave balance entry for the employee and against the leave type.

#### **17.2.5 Leave balance entry**

System will provide the interface to add or modify the leave balances against the employee and leave type. These leave balances can be added at the end of year. System has provision to carry forward the balance leaves to next year. These activity will be carried out once in a year and will be the part of configuration.

#### **17.2.6 Security Policy**

System will have provision to maintain the security policy for various stages. User can set the security policy as per the requirement.

Security policy will include the;

- User password setting; these settings will be the User password minimum or maximum length, password should be alphanumeric, special character, allow in password.
- Login attempt in case wrong password, disable user if exceeds the login attempt more than the defined login attempt. Intimation setting if user login get disables if exceeds the login attempt due to wrong password or user name.
- User photo display setting

#### 17.2.7 Task authorization

System will have provision to maintain the task authorization based user on group or user wise. System will provide the access to user as per the authority given to user. These authorizations will be related to master maintenance and report maintenance. User will be able to access only that functionality which system has given access.

### 17.3 KIOSK application to apply leave

#### 17.3.1 Login and leave balance information after finger scan

System will display the DEPOT name on welcome screen. After scanning the finger on bio-metric device, system will send the finger impression to server to authenticate employee. After successful authorization system will fetch the employee details i.e. PF number, Employee name, and designation with leave balance with types. System will display the user photo on the screen. System will play the audio to help user to navigate in the leave application.

#### 17.3.2 Leave type and date range selection

- After successful authentication of employee, system will give provision to select the leave type with the leave balance.
- Employee will select the leave type as per requirement. System will play audio after selection of the leave type.
- System will display interface containing the details of the Leave type and balance, facility will be given to select the leave date. System will play the audio after selection of the leave date range.
- Leave from date and to till date should be the date time picker control, with standard validation(s)
  - a. From date should not be greater than to date
  - b. To date should not be less than the from date
  - c. From date should not be less than the current date
- System will not allow employee to apply leave as per RSRTC rules.
- On click NEXT button, system should display the applied leave summary on screen.

- On Click Confirm button, system should send all entered information to server and display the leave granted or rejected based on the following leave rule.
- Process to grant/reject applied leave based on the employee status:
  - d. Provisional Trainee
  - e. Regular Employee

### 17.3.3 Leave Approval Status

After success of all validation system should display the Leave grant/reject status. System will provide audio for the leave grant or rejection.

### 17.3.4 Acknowledgement/print of approved leave

Print out will be generated from system after leave confirmation. System will send the SMS to employee's mobile number with leave details as per following format:

Sr.	Purpose	SMS format
1	Leave Sanction	<<No.ofDays>> days of your <<LeaveType>> leave from <<FromDate>> to <<ToDate>> has been sanctioned.
2	Leave Rejection	Your request for <<LeaveType>> leave from <<fromdate>> to <<todate>> has been rejected due to <<reason>>
3	Leave on Waiting List	Your request for <<LeaveType>> leave from <<fromdate>> to <<toDate>> has been kept in a waiting list. You will be intimated before 48 hours the commencement of leave period.

After sending SMS system will display the Welcome screen on KIOSK.

### 17.3.5 Emergency Leave application with date suggestion and leave balance (in-case of leave rejection)

- 1) System should display the new interface for emergency leave application, this interface should display when leave is rejected by the system.
- 2) Emergency leave type criteria is applicable for the;
  - a. Provisional Trainee
  - b. Regular
- 3) Validation and rules for the Emergency leave should be as per RSRTC Rules/Regulation
- 4) System will allow emergency leave for as per RSRTC norms.
- 5) System should display the [Leave grant interface](#) to take the print out the applied leave.
- 6) If click on Reject command button, system should not process any data and display the [welcome](#) screen on KIOSK.
- 7) The Audio should be recorded in HINDI and ENGLISH.

### 17.4 Web service to update the information on server

- 1) System should use the web service for the data processing.

2) Data processing includes

- a. Data update
- b. Data retrieval
- c. Data insertion

**17.5 Leave Sanction for employee**

- Leave rules should be as per RSRTC Service Regulation and RSRTC standing orders. Rules/Guidelines regarding the same can be attained from DOP (Department of Personnel) and IR (Industrial Relation) section and depot establishment.
- The successful bidder should include all the rules and regulation as and when required by RSRTC as per the policies/guidelines/rules of Government/Corporation.

**17.6 Report Generation:**

- System will provide the unique feature to design the reports as per the business requirement of RSRTC. User can design report by his own.
- Provision is given to import and export the already designed reports.
- Mail merge provision is given to send the same to multiple people.
- System will have provision to generate the report in graphical presentation i.e. bar chart, pie chart or in the excel format. User can export the generated report to Microsoft Excel/PDF format.
- Provision to copy report is given, by this functionality user can copy the report and do the changes as per requirement.
- Provision is given to schedule report; this schedule is used to send the report to user via email.
- System has provision to set the schedule as daily, weekly, monthly etc. as per the requirement.
- System will send the report to defined user as per the schedule defines.

**17.7 Crew Management System:**

- Currently, there is manually duty allocation in RSRTC depots.
- The crew and routes data is available in ETM ticketing system.
- The bidder shall integrate the existing ETM data and/or define its own data format for developing crew management system.
- The bidder shall define the Service/Routes Master, Schedule type master, Schedule master, Crew Schedule Preference, Roster, Extra service master, departure details and any other functionality/reports which may need to operate the operation on CMS.
- The bidder shall develop the computerized Roster Creation at depot level.
- The CMS should have the functionality to change the crew on actual departure time.
- Weekly/Monthly reports should be available for proper crew management.
- The system should have the functionality to run the proper rotation and crew.

- The system should be available for 24x7 in all depots.
- The duty allocation chart should be prepared at every day at 1500 hrs.
- The CMS should be web based and the chart is printable form.

**18. CONTRACT PERIOD:**

The contract period shall be five years after the issuing work order or signing of the agreement (whichever is earlier). It excludes the project implementation period of three months i.e. Contract Period shall be (3 Months of PIP plus 5 Years of actual project tenure). Five years shall be further bifurcated in One year (Warranty Period-Capex Phase) and Four years (AMC Period-Opex Phase).

**19. WARRANTY PERIOD:**

The successful bidder shall provide the One year warranty period from the date of issuing work order or signing of the agreement (whichever is earlier). This will include the repair of hardware items and maintenance of software application at no extra cost during the warranty period after the warranty period is over then it should be covered under AMC period.

**20. PAYMENT TERMS:**

- The bidder request for CAPEX payment shall be made to the RSRTC in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, training to the concerning staff and Operationally Accepted, and by documents submitted pursuant to mentioned above and upon fulfillment of other obligations stipulated as per PIP of RFP.
- 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.
- This project is based on Capex-Opex model. The capex cost of the successful bidder shall be given as up-front in the following manner;

S.No.	Deliverables	Timelines	Part Payment (in %)
1.	After developing, testing and successfully running the applications on a kiosk as per RSRTC business logic and the same shall be approved by UAT+PAT committee at one depot location and/or Head Office Jaipur.	Within 60 days from the date of issuing work order.(T)	25% of the Capex cost.
2.	After successful delivery of the kiosk hardware in all depots.	<b>T+30 Days = T1</b>	40% of the Capex cost.
3.	After installation, configuration and training of the concerned staff in all depots of RSRTC.	<b>T1+30Days</b>	35% of the Capex cost.
	<b>Total Time</b>	<b>120 Days</b>	

- Opex phase shall be applicable after 2<sup>nd</sup> year (after completed one year from the date of issuing work order or signing of agreement (whichever is earlier)) onward for complete tenure of the project. Per month AMC (Annual Maintenance Contract) charges shall be given to the successful bidder as per quote mentioned in the financial bid after deduction of penalty charges during the billing month as per Service Level of Agreement.

**21. LIQUIDATED DAMAGE:**

- If the Bidder fails to complete the entire works before the scheduled completion date or the extended date, the RSRTC may without prejudice to any other right or remedy available to the RSRTC as under the Contract;
  - (i) Recover from the Bidder, as liquidated damages and not by way of penalty for a delay of Rs. 5000/-per day beyond the Scheduled completion date or extended date. For the purpose of liquidated damages, the scheduled completion date will be taken as the 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
  - (ii) 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.

**22. SERVICE LEVEL AGREEMENT:**

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.

Description	Damages(Penalty)
Successful bidder should ensure that all kiosks are running 24x7 at all locations as per terms and conditions of agreement. In case of any defects in the system (hardware related), it should be set right within 48 hours after receipt of reports. If the system remains in non-working status beyond 48 hours, penalty will be applicable.	Penalty of Rs.250/- per day per location shall be charged from the successful bidder. It shall be deducted from the monthly invoices.
Successful bidder should ensure the application software (LMS+CMS) availability i.e. uptime beyond 98.5% per month. Below this parameter, a penalty shall be imposed to the successful bidder.	For application software availability i.e. uptime below 98.5%, penalty of Rs.5000/- per month shall be applicable.
If the Application is available equal or beyond 98.5% uptime but the desired LMS+CMS application, MIS reports, confirmation SMS, and other related reports etc. shall not working properly on kiosk then this incident would also cover under the penalty clauses. It should be set right within 48 hours after receipt of reports. If the system remains in non-working status beyond 48 hours, penalty will be applicable.	Rs. 250/- per day per location shall be applicable for each koisk.

**23. TERMINATION:**

Default is said to have occurred:

- i) If the Successful bidder fails to deliver any or all services as per service standards specified in the agreement.
- ii) In the event of termination in whole or in part; the performance security deposit shall be forfeited.
- iii) If the Successful bidder in the judgment of the RSRTC has engaged in corrupt or fraudulent practices in competing or executing the agreement.
- iv) If the Successful bidder, in either of the above circumstances, does not take remedial steps within a period of fifteen days after receipt of the default notice from the RSRTC (or takes longer period in spite of what the RSRTC may authorize in writing), the RSRTC may terminate the agreement in whole or in part. In addition to above, the RSRTC may at its discretion also take the subsequent actions.
- v) Risk Purchase: In the event the RSRTC terminates the agreement in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the Successful bidder shall be liable to the RSRTC for any excess costs for such similar services. However, the Successful bidder shall continue performance of the contract to the extent not terminated.

**24. DISPUTE RESOLUTION:**

- RSRTC and Successful bidder shall make every effort to resolve disputes amicably by direct 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.
- 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.
- 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

- (i) Chairman and Managing Director or Chairman or Managing Director
- (ii) Financial Advisor
- (iii) Executive Director (Traffic)
- (iv) Executive Director (Legal)
- (v) Deputy General Manager (IT) – Member Secretary

**25. RISK PURCHASE / PENAL CLAUSE**

- i) If supplies and installation are not made as per the delivery schedule prescribed or the revised delivery schedule intimated by the consignee, if any, the consignee will purchase such requirements from any available source and this extra expenditure incurred thereof will be recovered from the supplier's Bills due for payment or from the Security Deposit. Further the default supplier has to reimburse all the liquidated damages/losses arising due to non-fulfillment of contractual obligations.
- ii) The products, software & system should meet the specific requirement/specifications as prescribed in the Tender. If the products, software & system do not conform to the specification of the tender and if the products, software & system are not affected as per delivery schedule, the RSRTC reserves the right to Black list the firm.

**26. FINANCIAL BID:**

**Financial Evaluation**

The financial bids of the bidders qualifying Phase 1 and Phase 2 of evaluation shall be opened in the presence of the representatives of the qualified bidders. The bidder quoting the lowest cost in their financial proposal as per the forms provided with the Financial Bid will be evaluated as L1.

S.No.	Items to be procured/services	Unit Rate	Rate quoted by the bidder (including all taxes)
1.	Kiosk Based LMS+CMS Application Software/hardware with one year warranty	56	Rs.....
2.	AMC charges after one year warranty period is over for maintain	For 4 Years	Rs.....

	the entire LMS+CMS application software and hardware. <b>(Rate should be quoted by the bidder on monthly basis for entire project upto 4 years)</b>		
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**27. DRAFT AGREEMENT:**

This agreement is made and executed on this \_\_\_\_\_ day of \_\_\_\_\_, 2019

**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. .... Dated .....2019 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:

In this Agreement unless the contest otherwise requires:

- “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.
- “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 :
  - by its nature confidential or by the circumstances in which it is disclosed confidential; or
  - 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;
- “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’
- “Contract period” shall refer to five years from the date on which the work order is issued.
- “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;
- Bidding Authority refers to Executive Director (Traffic), RSRTC, Jaipur.

INTERPRETATION:

- In this Agreement unless a contrary intention is evident
- The clause headings are for purposes of convenience of reference only and do not form part of this Agreement
- unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses

- 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.
- A word in the singular includes the plural and a word in the plural includes the singular.
- A word importing a gender includes any other gender,
- A reference to a person includes a partnership and a body corporate;
- A reference to legislation includes legislation repealing, replacing or amending that legislation;
- 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.
- 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 :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witnesses :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**28. DEPOTS LOCATIONS:**

S.No.	Location	S.No.	Location
1.	Jaipur	29.	Anoopgarh
2.	Vaishali Nagar	30.	Bikaner
3.	Vidhydhar Nagar	31.	GangaNagar
4.	Deluxe	32.	Hanumangarh
5.	CBS Jaipur	33.	SardarShahar
6.	Dausa	34.	Churu
7.	Kotputali	35.	Sikar
8.	Bharatpur	36.	Jhujhunu
9.	Lohagarh	37.	Falna
10.	Hindaun	38.	Phalodi
11.	Karoli	39.	Jodhpur
12.	Alwar	40.	Jaisalmer
13.	Matsya Nagar	41.	Jalore
14.	Dholpur	42.	Pali
15.	Tijara	43.	Sirohi
16.	Kota	44.	Aburoad
17.	Bundi	45.	Udaipur
18.	Tonk	46.	Banswara
19.	Jhalawar	47.	Rajasamnd
20.	SawaiMadhopur	48.	Khetri
21.	Baran	49.	Chittorgarh
22.	Ajmer	50.	Dungarpur
23.	CBS Ajmer	51.	Barmer
24.	Beawar	52.	Shahpura
25.	Deedwana	53.	Srimadhapur
26.	Nagaur	54.	Pratapgarh
27.	Ajaymeru	55.	CBS Ahmedabad
28.	Bhilwara	56.	CBS Delhi



29. ANNEXURES:

Annexure-1

Covering letter for technical bid:

To,  
Executive Director (traffic)  
RSRTC Head Office,  
ParivahanMarg, 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

**Annexure-2**

**Declaration by the Bidder**

In relation to my/our Bid submitted to .....for procurement of .....in 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 a 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 RTPP-Act, Rules and the Bidding Document, which materially affects fair competition;
6. I/We hereby declare that 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

**Annexure-3**

**Format for "Request 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:

**Annexure-4**

**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.

**Annexure-5**

**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.

**[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



**Annexure-6**

**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:

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.

Only one OEM certificate is needed for one product, alternative or multiple OEM certificate may lead to bid rejection.

Annexure "7"

**HARDWARE SPECIFICATION**

**Employee Leave Management Kiosk (LMK)**

**TECHNICAL INFORMATION/ SPECIFICATIONS**

**ENCLOSURE**

<b>Design</b>	Floor Standing Provision for grouting
<b>Material</b>	16swg/1.6mm CRCA Sheet Metal
<b>Cooling</b>	Forced ventilation with Heavy duty noiseless fan & perforated sheet for ventilation
<b>Finish</b>	Powder Coating
<b>Accessories</b>	Spike Buster - 5A Plug sockets & Switch
<b>Branding</b>	Graphic branding printed and pasted on kiosk
<b>Operating Temperature</b>	05 to 45°C
<b>Power Supply</b>	AC 180~250V
<b>Speakers</b>	2x1.5 Watt Stereo speaker

**MOTHERBOARD WITH PROCESSOR**

<b>Processor</b>	Intel Mother Board , Core i3 & above processor
<b>Cache</b>	2 MB CACHE or higher
<b>Chipset</b>	suitable chipset for the processor
<b>RAM</b>	DDR 3 - 2 GB RAM
<b>HDD</b>	500 GB HDD or higher
<b>Accessories</b>	Keyboard with Mouse ( Inside the kiosk for maintenance work only)
<b>Port</b>	LAN 10/100 Mbps, Serial & USB ports, Audio
<b>Audio</b>	Audio - 1 X Line out / 1 Line in
<b>Operating System</b>	Microsoft Windows 10 Professional or higher OS
<b>Power Supply</b>	180 to 240 V, 50 Hz
<b>Temperature</b>	5 to 60 deg. C

- Display – 19" Touch Screen Monitor

**LCD**

<b>Size</b>	19 " TFT Active Matrix Panel
<b>Brightness</b>	250 cd / m2
<b>Resolution</b>	1280 x 1024
<b>Contrast Ratio</b>	800:1
<b>Response Time</b>	5 ms
<b>Colour supported</b>	16.7 Million

<b>Viewing Angle (Horizontal &amp; Vertical)</b>	160 deg.
<b>Operating Voltage</b>	100-240 VAC, 50/60 Hz
<b>Operating Temp</b>	0 to 45 dec. C
<b>Operating Humidity</b>	10 to 90%

**TOUCH SCREEN**

<b>Type</b>	SAW - 4mm Thickness OR equivalent
<b>Bezel Seal</b>	NEMA3 and IEC IP65
<b>Vandal Resistance</b>	Vandal Resistance should be achieved by dropping a 500 grams steel ball drop from height of 130 cm onto the center of the glass without breaking
<b>Touch Response</b>	10ms
<b>Touch Interface</b>	USB
<b>General</b>	Chemical Resistance/Dust & Water Proof
<b>Operating Temperature</b>	0 to 50 dec. C
<b>Operating Humidity</b>	90% RH
<b>Power Supply</b>	AC 100-240V / DC 12V, 4A

**Bio-Metric Finger Print reader**

Image Resolution - 500 DPI + 0.2 %, Image Size :260 x 300 pixels  
 Platen Size - 16.1 mm x 18.2 mm, Effective Sensing Area - 12.7 mm x 14.9 mm  
 Image Grayscale - 256 shades (8-bit gray level)  
 Interface USB 1.1, 2.0,  
 Image Capture Speed (continuous) 0.1 second (< 0.4 with Smart Capture)  
 Image Capture Speed (snapshot) 0.2 second (< 0.6 with Smart Capture)  
 Operating Systems Supported: Windows Vista, XP, 2000, Me, 98 SE, Server 2003

**Thermal Receipt Printer**

200dpi, Paper width 80mm, Speed > 150mm/sec,  
 Cutter of 1,000,000 cuts, MTBF > of 420,000 hours  
 Sensors Head temperature, paper presence, paper anti-jam, ticket withdrawal, paper end and near paper end RS232 and USB interface

**Branding:** - The branding of the kiosk will be done as per RSRTC requirements

**Warranty:**-12 months from the date of delivery of the machine

**UPS IKVA for 2 hours backup**

	<b>Technical data furnished by Vendor</b>	<b>Compliance by HHPE</b>
1	UPS	Online-Double Conversation
	i) Type of UPS i.e. A, B, or C( see Cl.4.9)	Type A-2 HOUR Backup at actual load of Information Kiosks.
	iii) Rating of UPS	1KVA
	iv) Single Phase/ Three Phase	I/O Single phase
	v) Input voltage range( see Cl. 5.1.1)	140V-280V
	vi) Input frequency range	46-54Hz
	vii) Output voltage range	230V +/- 1%
	viii) Output frequency range	50Hz +/- 0.5%
	ix) Output voltage waveform	Pure Sine wave
	x) Overall efficiency at 0.8 PF	>85%
	xi) Overload capacity	125% for minimum 10mins & 150% for minimum 1mins.
	xii) Power factor at input terminals on full Load	0.9
	xiii) Transient recovery time	40ms for 0-100% load jump and vise versa.
	xiv) Total Harmonic Distortion for linear and nonlinear Loads	< 3% linear load, < 5% on non linear load (+/- 5%)
	xv) Crest Factor	03:01
	xvi) Noise level from UPS system	< 60 DB within 1 meter
	xvii) Isolation transformer (copper wound (Yes/No)	Yes
	xviii) Inverter / rectifier and battery charger should be IGBT based (Yes/No)	Yes
	xix) RF filter at input and output to suppress RF interference (Yes/No)	Yes
	xx) Transient/ surge protection at input(Yes/No)	Yes
	xxi) Servo stabilizer make	Stabilized output built-in(HHPE Make UPS)
	xxii) Data logging facility (Yes/No)	Yes
	xxiii) SNMP(Smart Network Management Protocol) (Yes/No)	Yes (Optional)

	xxiv) Visual indication and audio alarm near working place of operators (Yes/No)	Yes
	xxv) Provision of SPD (Yes/No)	Yes
	<b>Battery</b>	
<b>2</b>	i) Make and model no.	HBL/Rocket/EXIDE (ISO Certified)
	ii) Battery type	Sealed Maintenance Free
	iii) VAH rating of battery	2hrs backup (12V*26AH*3nos.) 936VAH ON 150WATTS LOAD

**Data Center /Data Recovery Center:**

- This is the bidder responsibility to host complete Leave Management and Crew Management System application at own Data Center/DR for entire period of the project.
- To maintain the DC/DR standard uptime for hosted application, failure to compliance shall be cover under SLA.