

**Expression of Interest (EoI) for
Development, Operation and Maintenance of Modern Front Offices in PPP mode
for Transport Department, Government of Rajasthan**

The Government of Rajasthan, during its budget announcement for the year 2018-19, has identified development, operation & maintenance of Modern Front Offices for Transport Department (TD) across Rajasthan as one of the key components for better citizen service delivery and enhanced citizen experience. The modern offices shall have the following salient features:

- Aesthetic front office layout
- Convenience to citizens / customers
- Ergonomic layout of offices for easy access by staff and customers
- IT enabled operations for efficient and effective service delivery

Transport Department, Government of Rajasthan (GoR) now intends to modernize its front offices, across 12 Regional Transport Offices (RTOs), for delivering transport related services to the citizens through streamlined process flows and well-trained workforce. The aim of modern office is inclined towards the delivery of citizen services with minimum turn-around time, maximum transparency and with robust customer feedback and grievance redressal mechanism.

The scope of services would include:

- a) Setting up of front office area with waiting lounge for citizens
- b) Setting up of modern office counters for various services ¹
- c) Installation of IT enabled queue and token management systems with display panels
- d) Development, operation and maintenance of a web/app based software that would be integrated with Sarathi, Vahan, e-Challan system of MoRTH and eGRAS etc.
- e) Installation and maintenance of all basic amenities like drinking water, restrooms, disaster management equipment, facility management equipment, furniture, air-conditioning, lighting, public information zones (with LED panel displays, kiosks and inquiry counter) etc.
- f) Well trained front office staff for handling citizen facing transactions at counters and other support staff with pre-defined dress code and skill set
- g) Installation and maintenance of all IT infrastructure required to carry out the core service transactions including but not limited to computers / laptops, printers, scanners, LAN/WAN and Internet connectivity through wired and Wi-Fi channels
- h) Power backup infrastructure (DG sets, UPS systems etc.) for uninterrupted office operations.

The further details will be provided in the RFP document.

Submission requirements

The invitation for bids is open to all entities registered in India who fulfil the below mentioned criteria:

| Criteria | Details/ Documentation needed |
|--------------------|--|
| Nature of business | <i>The Applicant should have an experience of handling ICT based citizen services and front office</i> |

¹ Please refer Annexure 2 for approximate transaction volumes across offices.

| Criteria | Details/ Documentation needed |
|---|---|
| | <i>management for citizen services delivery projects in India</i> |
| Incorporation details | <i>Certificate of Incorporation</i> |
| Address of the Registered Office and Contact details | |
| GST registration details | <i>Registration Certificate</i> |
| Annual turnover (INR crores) | <i>Financial statements for last 3 years duly certified by the statutory auditor</i> |
| Net Profit (INR crores) | <i>Last 3 years net profit duly certified by statutory auditor</i> |
| Net Worth (INR crores) | <i>Last 3 years net worth duly certified by statutory auditor</i> |
| Similar Past Experiences: <ul style="list-style-type: none"> • Deployment & managing IT & non-IT infrastructure; and/or • Deployment & managing manpower for counter operations | <i>Applicant to submit a maximum of five (5) such experiences, with atleast one experience in project undertaken for Central Govt./ State Govt. / PSU entity, clearly specifying the scope of services performed and attach copies of Work Order and/ or Completion Certificate issued by the client.</i> <i>Further details are provided in Annexure-1.</i> |
| Number of full time Professionals on its payroll | <i>A self-certificate on Applicant's letterhead to this effect duly signed by the Company Secretary, Director, or HR certifying strength of employees.</i> |
| The Applicant should not have been debarred by the Government of India and the Board of Directors of the Applicant should not have anyone who has been debarred by the RBI for any reason. | <i>A self-declaration confirming the same to be submitted by the Applicant</i> |
| CMMi level certification and/or ISO certification | <i>Copy of CMMi certificate and/or ISO certificate.</i> |
| Other Relevant Information (if any) | |

This EoI does not constitute an offer by the department. Transport Department, GoR may, at any point, annul the process, at its sole discretion, without any obligation to provide any information on the grounds for such annulment to the Applicants.

Submission of Expression of Interest

Expression of Interest must be submitted online on SPP Portal <https://eprocure.rajasthan.gov.in/> or <http://sppp.rajasthan.gov.in> on or before 12/10/2018 by 11:59 P.M. (IST). The EoI should be clearly marked – **Expression of Interest for “Development, Operation and Maintenance of Modern Front Offices for Transport Department, Government of Rajasthan.”**

For more information, kindly contact:-

Office of the Deputy Transport Commissioner (Planning and Development),
Transport Department Headquarters, Parivahan Bhavan,
Sahkar Marg, Jyoti Nagar, Lalkothi, Jaipur
Rajasthan – 302005

Annexure-1: Similar Past Experiences [maximum 5]

| | |
|---|--|
| Name of Project | |
| Client | |
| Contact details of the Client | |
| Current status of the Project | |
| Total Project Value (INR) | |
| Role in the Project (as Sole/ Lead/ Consortium partner / Sub-Contractor), including Applicant's share | |
| Value of Services provided by the Applicant (INR) | |
| Geographical Scope & Number of sites serviced | |
| Scope of Work | |
| IT Applications & Technology used | |
| Other Project details | |
| Name of the Entity: | |

Supporting Documents required for evaluation:

1. LoA/Contract Copy/ Work Order for the project; and/ or
2. Letter from the client duly indicating the project information e.g. cost, period, scope of services and other relevant information
- 3.

Annexure 2: An indicative office-wise transaction volume has been provided in the table below:-

| Sr. No | Location | Office Type | Approx. Annual Volume (2017-18) |
|---------------|-----------------|--------------------|--|
| 1 | Jaipur | RTO | 6,20,729 |
| 2 | Jodhpur | RTO | 2,25,440 |
| 3 | Udaipur | RTO | 99,152 |
| 4 | Alwar | RTO | 3,07,380 |
| 5 | Ajmer | RTO | 1,33,086 |
| 6 | Bharatpur | RTO | 1,09,931 |
| 7 | Bikaner | RTO | 1,66,251 |
| 8 | Chittorgarh | RTO | 1,20,699 |
| 9 | Dausa | RTO | 77,331 |
| 10 | Kota | RTO | 1,60,226 |
| 11 | Pali | RTO | 1,43,258 |
| 12 | Sikar | RTO | 1,24,683 |