

TENDER FORM

**OFFICE OF THE DY. COMMISSIONER OF POLICE : TRAFFIC (HQ) : TRAFFIC DEV
PARKASH SHASTRI MARG, PUSA, NEW DELHI.**

LAST DATE 15-03-2017 AT 2.00 P.M.

(Purchase of Software to digitalize the Prepaid Taxi/TSR service booth of the Delhi Traffic Police.)

The Delhi Traffic Police invites sealed tenders in two bid system i.e. Technical Bid and Commercial Bid from experienced and reputed software development agencies/IT agencies for purchase of software for digitization of 08 prepaid Taxi/TSR service booths of Delhi Traffic Police.

Sl. No.	Name of the item	Qty.	Delivery Period	Application fee	Earnest Money
1.	Software to digitize the prepaid Taxi/TSR service booths	01 No.	Four Weeks	Rs.500/- (Non-refundable)	Rs.15,000/-

Tenderers are advised to quote their rates after careful study of the technical specifications mentioned in Appendix-I and careful study of the following terms and conditions:-

TERMS & CONDITIONS:-

Sealed tenders are invited by Delhi Traffic Police from the experienced and reputed software development agencies/IT agencies for purchase of software for digitization of 08 prepaid Taxi/TSR service booths of Delhi Traffic Police as per Technical Specifications in Appendix-I. The tender should reach this office by post or can also be put personally in the sealed tender box kept in Pre-paid Branch/Traffic, 1st Floor, Traffic Police Headquarters, Dev Prakash Shastri Marg, Todapur, Pusa, New Delhi.

1. The last date of submission of Tender in the office of DCP/Traffic (HQ), Delhi **15.03.2017 by 2.00 PM.** The bidder firm, individual or duly authorized representative are at their liberty to attend the proceedings of the opening of the tender (Technical Bid) **at 4.30 P.M.** on the same day in the office of Joint CP/Traffic (HQ), Administrative Block, Dev Parkash Shastri Marg, Todapur, Pusa, New Delhi. In case, the tender not opened on scheduled date due to administrative or law & order problem or due to holiday etc. The tender shall be opened on the next working day at **4.30 PM.** However, the tender box shall be sealed at the closure of specific date and time.

2. The Tender documents can be obtained from Pre-paid Branch/Traffic, 2nd Floor, Delhi Traffic Police Headquarters, Dev Prakash Shastri Marg, Todapur, Pusa, New Delhi free of cost on any working day from **28.02.2017 to 14.03.2017** between working hours. Alternatively, the tender documents can also be downloaded from the website of Delhi Traffic Police i.e. www.delhitrafficpolice.nic.in.
3. A non-refundable fee for Rs.500/- as Tender fee must be accompanied with tender in the form of A/c Payee Demand Draft issued from any commercial bank in favour DCP/Traffic (HQ), Delhi failing which the tender shall not be accepted.
4. Bid Security (EMD) of **Rs.15,000/-** in the form of A/C payee Bank Draft, FDR, Bankers Cheque or Bank guarantee issued from any commercial bank in acceptable form must accompanied with tender in favour of DCP/Traffic (HQ), Delhi. No tender shall be accepted without EMD and shall be rejected straightway. The EMD deposited with the tender shall bear no interest. The bid security shall be refunded to the unsuccessful tenderer(s) after finalization of the tender and award of supply order and deposit of performance security to the successful tenderer. The Bid security must be attached with Technical Bid. The EMD should be valid for 45 days beyond the bid validity.
5. The bidders registered with Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) for the requisite item(s) are exempted from depositing of Earnest Money. The bidders shall have to enclose documentary proof to authenticate their firm's registration with these organizations for the specific item to avail this exemption. The original document projected for EMD exemption can be verified/checked.
6. In order to adhere software security standards, the bidder firm must be an ISO 27001 certified. A documentary proof must be attached with the Technical Bid.
7. In order to adhere software quality standards, the bidder firm must be an ISO 9001 or ISO 9002 certified. A documentary proof must be attached with the Technical Bid.
8. The bidders shall submit their bids by way of two separate envelopes for TECHNICAL BID and COMMERCIAL BID. The word "Technical Bid/Commercial Bid" shall be prominently marked on the top of both envelopes. Both these bids shall further be put in one envelop and sealed properly before putting in tender box duly super scribed "Tender for purchase of Software to Digitalize 04 Pre-Paid Taxi/TSR Service Booths of the Delhi Traffic Police" which shall be addressed to Dy. Commissioner of Police, Traffic (HQ), Dev Prakash Shastri Marg, Todapur, Pusa, New Delhi. Non-adherence of this procedure shall lead to rejection of tender. The technical bids shall contain all the documents as mentioned in Appendix-III.

9. No Tender will be accepted by hand and tenders received after the stipulated date and time, will not be entertained.
10. The bidders must have successfully developed and supplied minimum two similar software to any Govt./Semi-Govt. organizations/PSUs etc. in India. The bidders shall submit the copy of such work orders/work completion letters with the Technical Bid.
11. Incomplete/conditional/optional tender shall not be accepted and will be rejected forthwith.
12. The tenderer can remain present himself or his authorized representative at the time of opening of tender. Only authorized representative will be allowed to attend the meeting of the Purchase Committee. They should also bring letter Head of the firm with an undertaking that any decision/negotiation taken by them would be accepted by firm.
13. The tenderer(s) participating in the tender must submit a list of their owners/partners etc. and a certificate to the effect that the firm is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India. The bidder found black listed by any Govt. Department/criminal case registered against the firm/contractor shall not be considered for this tender.
14. The firm whose rates are accepted for the award of contract/supply order will have to deposit Performance Security for 7% of the contractual amount in the form of A/C Payee Bank Draft, FDR, Bank guarantee in acceptable form from a Commercial bank in favour of DCP/Traffic (HQ) Delhi within 10 days from the date of receipt of confirm order for safeguarding the purchase's interest in all respect, failing which the bid security shall be forfeited and the contract shall be cancelled as well as action for blacklisting can also be taken prior to taking any legal action. Performance Security shall bear no interest. The performance Security should remain valid for a period of **sixty days** beyond the date of completion of all contractual obligations of the supplier/contractor.
15. Only Sales Tax/VAT/Service Tax registered agencies are eligible to fill this tender. Interested agencies shall quote their Sales Tax/TIN for VAT number in their quotation and also attach documentary proof of having registered with Sales Tax/VAT department with the technical bid.
16. Latest Sales Tax clearance certificate or latest Sales Tax/VAT return filed/Service Tax clearance issued from the Sales Tax/VAT/Service Tax department/copy of challans indicating the deposition of tax must be attached with the Technical Bid.

17. The bidders firm should be in possession of Permanent Account number in the name of the tendering firm or in the name of the his proprietor and shall furnish a copy of the same alongwith technical bid.
18. The Commercial Bids of the short-listed bidders (qualified on the basis of Technical Bid) will be opened in the office of Joint CP/Traffic (HQ), Administrative Block, Traffic Police Headquarters, Dev Parkash Shastri Marg, Todapur, Pusa, New Delhi.
19. The Purchase Committee reserves the right to reject any tender or all the tenders without assigning any reason thereof.
20. The bidders shall quote their rates in clear visible figures **as per Price Format at Appendix-“II” including all taxes i.e. Sales Tax/VAT Tax/Service Tax/Excise Duty etc.** Nothing over and above the quoted rates/charges would be paid to the successful bidder. There shall be no alteration/overwriting/cutting in the rates quoted. If alteration/ overwriting/cutting is/are noticed, such tenders shall not be taken into consideration. Nothing over and above the quoted price shall be paid on any ground.
21. Rates (inclusive of all taxes) quoted shall be valid for a period of **six months** from the date of opening of the Tender. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.
22. The tendering firm(s) has/have to mention the warranty period of the Software. However, the minimum warranty period of the Software would be three years from the date of delivery. The firm has to submit an undertaking to this effect.
23. The software must be developed as per the Technical Specifications in Appendix-I and supplied to the Delhi Traffic Police within **04 (four) weeks** from the date of award of contract/supply order. The department reserves the right to cancel the supply order or part supply thereof in case of default in supply.
24. The software developed and delivered by the vendor shall be inspected/evaluated by the technical committee as per the technical specifications of the tender. In case the software is not found in conformity to the technical specifications, the same shall be returned/rejected. No cost for incomplete/rejected software shall be paid by the Delhi Traffic Police.
25. **Liquidated Damage:** If the supplier fails to develop and deliver the software conforming to the technical specifications or perform the services within the time period specified in the contract, the purchaser shall without prejudice to its order remedies under the contract, deduct for the contract price, as liquidated damages (not by way of penalty) a sum to the 1% (one percent) of the price of the delayed goods until actual delivery or performance upto a maximum deduction of 5% (five percent) of the incomplete work/undelivered stores.

26. The payment shall be made/released only after receipt/final acceptance of the stores and receipt of the bill complete in all respect. No advance payment will be made. Besides, no interest would be payable in case of delayed payment.
27. The Purchase Committee reserves the right to relax any terms and conditions in the Govt. Interest, with prior approval of competent authority.
28. No advance payment will be made in any condition. Payments shall only be released after inspection of stores by the concerned Technical Committee and approval of competent authority. No claim for interest in case of delayed payment will be entertained by the department.
29. The tenderer shall submit the list of owner/partner/director of the firm alongwith name, office and residential addresses including the telephone number(s) with his/their usual signatures.
30. The tenderer will submit the terms and conditions duly signed on each page by as a token of acceptance of the same alongwith the tender. **Unsigned tender(s) shall be** rejected forthwith.
31. The tendering firms will marked/flagged all the required documents for easy identification.
32. The bidder(s) shall not presume/take for granted for award of contract until and unless a letter for award of contract is issued by the competent authority. Similarly, no right is conferred upon the bidder for award of contract who even otherwise qualified in technical/financial bids.
33. No enquiry shall be made by the tender(s) in-between the time of opening the tenders till the competent authority takes final decision.
34. In case the firm fails to develop and deliver the item of the tender (software) within stipulated delivery period, the same shall be procured from the open market and the difference of cost/charges, if any will be recovered from the Security Money and pending bills of defaulting firm, by calling explanation after issuing notice.
35. In case, the successful tenderer is found in breach/breaking of any term and condition (s) at any stage including submission of false information strict/legal action as per rules/laws shall be initiated against the tenderer regarding forfeiture of bid security as well as performance security deposits/debarment of the firm for a specific period (minimum two years) for not participating in any of the tender as well as the firm shall also be blacklisted for all future dealing with Delhi Police (Traffic Unit).

36. In case of difference arises between firm and department, a show cause notice will be given and explanation would be called. If reply is not found satisfactory legal action as deemed fit will be taken. Prior to legal action, the firm can also be called for negotiation.
37. In case of dispute or difference arises between contractual firm and department, relating to any matter connected with this contract. The same shall be settled through amicable negotiations between a maximum of two (2) officers nominated by the competent authority of Delhi Police and two (2) employees nominated by the supplier, failing which, the dispute shall be submitted to arbitration in accordance with the provisions of the Arbitration and Conciliation Act and the Arbitrator's decision shall be final and binding. The language of arbitration shall be English. The venue for conciliation and/or arbitration proceedings shall be in Delhi, India.
38. Procedure envisaged under GFRs and DFPRs or any such directions received in this regard from G.O.I./GNCT of Delhi shall be adhered to strictly by the tenderer and shall be bound to abide by the same.
39. The contractor shall not be liable for forfeiture of this performance security, Liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, epidemics, quarantine restrictions, freight embargoes, etc.
40. The supplier shall indemnify the Purchaser against all third party claims of infringement of patent, copyright, trademark, license or industrial design rights, software piracy arising from use of the goods or any part thereof in the Purchaser's country.

Sd/-
DY. COMMISSIONER OF POLICE
TRAFFIC (HQ) : DELHI

Technical Specification for the purchase of Software to Digitalize the Prepaid Taxi/TSR Service Booth of the Delhi Traffic Police

Sl.No.	Modules
1	Registration Module
1.1	<p>A. Taxi/TSR Driver Registration Process</p> <p>Using this module traffic police can register TAXI/TSR running in Delhi. The required field to register a TAXI/TSR:</p> <ol style="list-style-type: none">1. Provision for mandatory details for registration.<ul style="list-style-type: none">➤ Driver Name➤ Vehicle Type➤ Vehicle Registration Number➤ Permit Document Number➤ Driving License Number➤ Permanent Address➤ Present Address➤ Bank Details, A/C No. etc.➤ Photo Capture and Upload➤ PCC Certificate➤ Other Details (Aadhaar Card Number, etc.)➤ Facility of Integration with SARATHI Database to Verify Driving License (Validity, Licensee Name, Address, etc.)➤ Facility of Integration with WAAHAN Database to Verify Vehicle Details (Make, Model, Type, Engine No, Chassis Number, Color)2. After Submitting OTP generation provision on mobile for the mobile number validation & registration process (Optional). <p>3. Secured Login</p> <ol style="list-style-type: none">a) Login must be protected by username and password.b) Captcha
1.2	<p>B. Vehicle Owner Registration Page</p> <ol style="list-style-type: none">1. Provision for mandatory details for registration.<ol style="list-style-type: none">a) Nameb) Mobile Numberc) Email Address (optional)d) Vehicle Typee) Vehicle Numberf) Aadhaar Number

	<p>g) Driving License Number h) Bank wire details</p>
2	<p>Booth and Prepaid Personnel management Module</p> <ol style="list-style-type: none"> 1. Details of all the traffic booth including address telephone numbers etc. 2. Detail of the employees posted in the prepaid booths and prepaid branch. 3. Management of the booths via secured login ID and pass word. 4. Transfer posting, leave replacement, removal of the prepaid staff including disbursement of salary etc. 5. Inventory management of prepaid branch viz booths.
3	<p>TSR Booking- passengers details</p> <p>Using this module booth officer can able to book a TSR. The Required field to book a TSR:</p> <ul style="list-style-type: none"> ➤ Traveller Detail (Name, Age, Gender, Mobile No, Email ID, etc.) ➤ Traveller Address ➤ Destination Detail (From and To) ➤ Total Distance (will calculate automatically) ➤ Fare Detail (Will Calculate automatically) ➤ Fare Calculator ➤ Selection of Available TSR (On Selection of TSR, DRIVER/OWNER details will be automatically fetched) ➤ Mode of Payment Selection (credit card/debit card/net banking) ➤ Payment Gateway Integration, if any ➤ Debit/Credit card Swipe machine integration ➤ Generation of Booking Slip (QR Code). ➤ Once a Booking will be confirmed: <ul style="list-style-type: none"> A. A Unique TRIPID Number will be generated B. Booking Slip will be send to Traveller Email ID/Phone. C. Driver Detail along with Vehicle Registration Number will be sent on Traveller Mobile Number D. Traveller Mobile No and Name will be Sent on Driver/Owner mobile Number
4	<p>Administrative Module</p> <p>Using this module following can be done:</p> <ul style="list-style-type: none"> ➤ Booth User Management ➤ Daily/Weekly/Fortnightly/Monthly/Yearly TSR booking Report Daily/Weekly/Fortnightly/Monthly/Yearly Cash Collection Received ➤ Activation/Deactivation of TSR ➤ MIS Report of TSR/Taxi registered <ul style="list-style-type: none"> A. Vehicle registration wise B. Driver wise C. Owner wise D. Booth wise

	<p>Daily Automated report sent to Jt.CP Traffic, Addl.CP Traffic.</p> <ol style="list-style-type: none"> 1. Provision for printing the receipt while booking the prepaid taxi/auto. 2. Provision for printing a unique number QR in the Receipt. 3. SMS Generation System.
5	<p>Payment management :</p> <ol style="list-style-type: none"> 1. Accepting payment at the POS in the booth via card swipe mechanism, Payment wallet etc. 2. Generating QR code enabled journey slip with a unique TRIPID or journey ID. 3. Provision for payment to vehicle's Owner after journey completion. 4. Making payments to the driver/owner of the vehicle by a direct transfer upon reading the QR Code.
6	PUBLIC MODULE
6.1	Registration Form
	<ol style="list-style-type: none"> 1. Provision for mandatory details for registration on all prepaid booths option is available. <ol style="list-style-type: none"> a) Name b) Mobile Number and other details. 2. Secured Login - Unique user ID with password and related validation cheques <ol style="list-style-type: none"> b) Captcha
6.2	<p><u>Payment Record :</u></p> <p>Payment by cash and with Debit/Credit Cards.</p>
6.3	<p><u>History Logs:</u></p> <p>There must be a provision to manage all the booking done by a person in past.</p>
7	<p>Mark Availability of TSR</p> <ul style="list-style-type: none"> ➤ Mechanism of TSR booking and releasing it for journey with pass. ➤ Proposed Solution will provide an interface to Driver/Owner to mark their availability
8	Entry Operator Module (Pre-Paid Booth)
8.1	<p>Login Form</p> <ol style="list-style-type: none"> 1. Secured Login <ol style="list-style-type: none"> a) Captcha b) Encryption on database
8.2	<p>Entry Form for Booking</p> <ol style="list-style-type: none"> 1. Provision for mandatory details for booking a taxi/auto. <ol style="list-style-type: none"> a) Type of vehicle (Taxi or Auto) b) Name of Customer c) Mobile Number Customer

	<p>d) Number of Bags</p> <p>2. Provision for generating a unique number to complete booking process.</p> <p>3. Provision for SMS notification to Customer & Receipt Generation.</p>
9	<p>Receipt payback and encashment Module</p> <p>1. Provision for the scanning the booking receipt as the time of payback and encashment.</p>
10	<p>Archival Module</p> <p>1. There should be an Archival System to archive all Data entered through Administration Panel whenever required.</p> <p>2. Private Archives: - Should not be available to general public through archive link, it should be available to backend team through the Administrative panel.</p> <p>3. While uploading the data/documents on website, there should be provision in the administrative panel to categorize the archival type as public or private.</p>
11	<p>Log Analysis Module</p> <p>1. Access logs management for the period of one month.</p> <p>2. Logs searching</p> <p>3. Logs retrieval</p>
12	<p>Taxi/Auto No. Plate Entry Module</p> <p>1. Provision for capturing the Photograph of the Driver also.</p> <p>2. Provision for scanning the License and other necessary documents</p>
	<p>QR Code reader Module: QR Scanning module for identifying the booking receipt.</p>
13	<p>QR Payment Operator Module (Central Command Centre)</p>
13.1	<p>Login Form</p> <p>1. Secured Login</p> <p> a) Captcha</p> <p> b) Encryption on database</p>
13.2	<p>QR Code Reader : QR scanning module for identifying the booking receipt.</p>
13.3	<p>Transaction Logs :</p> <p>Details of all the online transactions done and their respective bookings done in the past.</p>
14	<p>Super Admin Module (Central Command Centre)</p>
14.1	<p>Search Module</p> <p>1. Provision for searching using basic details.</p> <p> a) Driver's Name</p> <p> b) Customer's Name</p> <p> c) Vehicle Number</p> <p> d) Driver's Mobile Number</p>

	e) Customer's Mobile Number f) Date-wise
15	Hardware Compatibility and Software Requirement (Scope to be provided by Delhi Traffic Police): <ol style="list-style-type: none">1. Computer and peripherals2. POS, Thermal Printing and Payment Gateway Module3. Token Generation mechanism through console.4. Connectivity5. Robust Queue managers to be operated manually at entry & exist.6. CCTV coverage inside and outside the booth.

PROFORMA FOR PRICE SCHEDULE

(Enclose with price bid)

**TENDER FOR PURCHASE OF SAFETY LIGHT BARS FOR USE IN THE DELHI
TRAFFIC POLICE**

S. No.	Description of work/ item	Qty.	Rates Per Unit [inclusive of all statutory/govt. taxes, levies, freight & duties] (In Indian Rupees)	
			In Figure	In Words
1.	Software to digitize the Prepaid Taxi/TSR service booths of Delhi Traffic Police	01 Nos.		

(Signature and seal of Bidder)

Dated: _____

APPENDIX – “III”

DETAILS OF DOCUMENTS TO BE ATTACHED WITH TECHNICAL BID AS PER THE ORDER GIVEN BELOW

Sl. No.	Descriptions	Answer	Page No.
1.	Has the tenderer registered with Sales Tax/VAT/Service Tax Department and documentary proof to this effect attached?	Yes/No	
2.	Has the tenderer attached the documentary proof of current Tax Clearance/Assessment certificate/latest return filed/copies of challans indicating deposition of Sales Tax/VAT with the concerned department?	Yes/No	
3.	Has the tenderer enclosed permanent Income Tax No. with the tender?	Yes/No	
4.	Has the tenderer deposited Tender fee of Rs. 500/- in favour of DCP/Traffic (HQ)?	Yes/No	
5.	Has the tenderer deposited Earnest Money Rs. 15,000/- in favour of DCP/Traffic (HQ)?	Yes/No	
6.	Has the tenderer agreed for validity for rates for 6 months from the date of opening of tender?	Yes/No	
7.	Has the tenderer attached the documentary proof of having exemption for Earnest money, in-case of the agency exempted being registered with DGS&D/NSIC?	Yes/No	
8.	Has the tenderer attached an undertaking to the effect that neither the firm is blacklisted by any Govt. Department Nor any criminal case is registered against the firm or Against the bidder?	Yes/No	
9.	Has the tenderer attached the list of owners/partners etc. with name, address, phone number, E-mail address of the firm?	Yes/No	
10.	Has the rates been quoted in financial Bid inclusive of all taxes duly signed by the Bidder?	Yes/No.	
11.	Has the tenderer attached a copy of tender terms and conditions duly signed on each page as a token of acceptance?	Yes/No	
12.	Has the tenderer accepted all the terms and condition of the tender documents? If the answer is 'Yes" Has an undertaking been attached in this regard?	Yes/No	
13.	Other document as per tender terms and conditions.	Yes/No	
14.	Has the tenderer attached an undertaking to the effect that the firm will provide three years warranty of the Software?	Yes/No	
15.	Has the tenderer furnished the documentary proof being registered with as an ISO 27001 certified firm?	Yes/No	
16.	Has the tenderer furnished the documentary proof being registered with as an ISO 9001 or ISO 9002 certified firm?	Yes/No	

(Signature and seal of Bidder)

Dated : _____