



Motor Vehicles Department, Govt. of Kerala

Request for Proposal

For

**Facilities Management Services at all offices of the
Motor Vehicles Department, Government of Kerala**

RFP No. M-IT4/26430/TC/2010	Dated 14-03-2012
------------------------------------	-------------------------

**The Transport Commissioner, Kerala
Motor Vehicles Department
2nd Floor, Trans Towers, Vazhuthacaud, Thycaud P.O,
Thiruvananthapuram, Kerala 695014
Phone: 0471-2333317, 2333337
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www.keralamvd.gov.in**

Request For Proposal (RFP)

RFP No. MIT4/26430/TC/2010

Dated: 14-03-2012

(Please specify RFP number in all your correspondence)

The Motor Vehicles Department, Government of Kerala invites Tender from reputed and experienced Service Providers having a service network across the State of Kerala for Facilities Management Services for all offices of MVD. The vendor selection will be on the basis of a competitive bidding.

Proposal in the form of BID in triplicate are requested for the item(s) in complete accordance with the documents/attachments as per the following guidelines:-

Bidder shall submit his Bids in THREE PARTS, each in a separate sealed envelope super-scribed with the RFP document number, due date, time, Project name and nature of bid (**Pre-Qualification bid, Technical bid and Commercial Bid**).

PART-1: Three hard copies and one soft copy (in CD ROM) of the **Pre-Qualification Bid**

PART-2: Three hard copies & one soft copy (in CD ROM) of the **Technical Bid**

PART-3: Three hard copies & one soft copy (in CD ROM) of **Commercial Bid** with full cost details.

Note:

- **Filling up the cost details in PART-1 will render the Bidder disqualified**
- The envelopes containing PART-1, PART-2 and PART-3 should be enclosed in a larger sealed envelope as specified in section "**Procedure for submission of bids**".
- Responses would be considered only if they are sent in the format prescribed in this RFP.
- No further discussion/interface will be granted to bidders whose bids have been disqualified.
- MVD reserves the right to accept or reject in part or full any or all the proposals without assigning any reasons whatsoever.
- Interested eligible bidders may for further information contact:

Shri Alex Paul

Joint Transport Commissioner

Motor Vehicles Department

2nd Floor, Trans Towers, Vazhuthacaud, Thycaud P.O,

Thiruvananthapuram, Kerala 695014

Phone: 0471-2333323 | Fax: 0471-2333314

e-mail: jtc@keralamvd.gov.in

- The RFP by MVD is just an invitation by the MVD for response and does not imply an offer; thereby there will be no contractual obligation until authorized signatories of both MVD and the selected bidder execute a formal contract.

Date: 14-03-2012

Sd/-
Joint Transport Commissioner
For **Transport Commissioner, Kerala**
Thiruvananthapuram

The Bidder may partner with other firms/organizations subject to the following Conditions:

- **The Bidder alone should be able to satisfy the pre-qualifications.**
- The Bidder needs to furnish complete details of the Partners in the prescribed format while submitting the contract and enclose along with the tender a copy of the agreement between the Bidder and the partners.

Bid Schedule

Bid inviting authority	The Transport Commissioner, Government of Kerala
Request For Proposal (RFP) No.	M-IT4/26430/TC/2010
Date of commencement of sale of RFP Documents	14-03-2012 (Office Hours)
Last date and time for sale of RFP Documents	28-04-2012 (Office Hours)
Non-refundable RFP document purchase price	₹5,000/- through Demand Draft from a Nationalized/Scheduled Bank, drawn in favour of 'The Transport Commissioner, Kerala', payable at Thiruvananthapuram
Last date of submission of written queries for clarifications on RFP document	On or before 11:00 hrs IST on 26-03-2012
Place of submission of bid documents	Transport Commissionerate, 2nd Floor, Trans Towers, Vazhuthacaud, Thycaud P.O, Thiruvananthapuram , Kerala 695014
Address for correspondence	Shri Alex Paul , Joint Transport Commissioner Motor Vehicles Department, 2nd Floor, Trans Towers, Vazhuthacaud, Thycaud P.O, Thiruvananthapuram, Kerala 695014 Phone: 0471-2333323 Fax: 0471-2333323 e-mail : jtc@keralamvd.gov.in
Date, Time and venue of Pre-Bid Conference	Date : 30-03-2012 Time : 11: 00 hrs IST Venue : Transport Commissionerate,
Last date and time of submission of Bid	30-04-2012 up to 14:00 hrs IST
Language of Bid	English
Validity of Bids	180 days
Required number of copies of the bid	Three (Original plus two copies & soft copy)
Earnest Money Deposit (EMD)	Rs.10,00,000/- (Rupees Ten Lakhs Only) in the form of Demand Draft in favour of 'The Transport Commissioner, Kerala', payable at Thiruvananthapuram from a Nationalized /Scheduled Bank

Date, time and Venue of opening of Pre-Qualification & Technical Bids	Date : 30-04-2012 Time : 15:00 hrs IST Venue: Transport Commissionerate
Date, time and Venue of opening of Commercial bids	Will be intimated to the Technically qualified bidders separately

Note:

- *The RFP document can also be downloaded from the website www.keralamvd.gov.in and must furnish the tender document fee along with the bid apart from EMD at the time of final tender submission.*

Date: 14-03-2012

Sd/-
Joint Transport Commissioner
For Transport Commissioner, Kerala,
Thiruvananthapuram

Procedures for Submission of Bids

The bids are to be submitted in three separate sealed envelopes

1. Envelope One Should Contain two separately sealed envelopes:

- a. EMD sealed separately and super scribed with words "**EMD**" on the envelope.
- b. **Pre-qualification Bid and supporting documents** sealed separately along with the **RFP Document fee (Demand Draft) / fee receipt** and super scribed with words "**Pre-qualification Bid**" on the envelope.

2. Envelope Two Should Contain:

Technical Bid sealed separately and super scribed with words "**Technical Bid**" on the envelope.

3. Envelope Three Should Contain:

Commercial Bid sealed separately and super scribed with words "**Commercial Bid**" on the envelope.

- The three envelopes containing copies of Pre-qualification Bid, Technical Bid and Commercial Bid should be put in another single sealed envelope clearly marked "**Request for Proposal For Facilities Management Services of the Motor Vehicles Department, Government of Kerala**"
- These envelopes are to be super scribed with RFP Number & date and the wordings "**DO NOT OPEN BEFORE 03:00 P.M on 30-04-2012.**"

Proprietary & Confidential

This Request for Proposal (RFP) is both confidential and proprietary to the Motor Vehicles Department (MVD), Government of Kerala and MVD reserves the right to recall the RFP in its entirety or in part thereof. Bidders cannot duplicate, distribute or otherwise disseminate or make available this document in its entirety or in part thereof, or the information contained in it without the express written consent of MVD.

Notwithstanding the foregoing, bidders may make this document available to those employees who have a need to know its contents in order to participate in the preparation of the response; however, bidders must first communicate the terms and conditions of this section to such employees. Bidders shall not include or reference this RFP in any publicity without prior written approval from MVD. Bidders must accept all of the foregoing terms and conditions without exception. All responses to the Request for Proposal submitted within the stipulated time will become the property of MVD and will not be returned.

DISCLAIMER

Subject to any law to the contrary, and to the maximum extent permitted by law, MVD and its officers, employees, contractors and advisors disclaim all liability from any loss or damage suffered by any person acting or refraining from acting because of any information including forecasts, statements, estimates or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misinterpretation on the part MVD or any of its officers, employees, contractors or advisers.

NON-DISCLOSURE CLAUSE

The SPMVD shall not, without prior written consent from MVD, disclose the contract agreement, or any provision thereof, or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of MVD. In connection therewith to any person other than the person employed by the bidder in the performance of the related job. Disclosure of document/information to any such employed person shall be made in strict confidence and shall extend only so far as may be necessary for purposes of such performance.

The SPMVD shall not without prior written consent of MVD, make use of any document or information made available for the project, except for purposes of performing the Contract agreement and the scope of work.

All project related documents issued by MVD shall remain the property of MVD and originals & all copies shall be returned to MVD on completion or termination of the SPMVD's contract, if so required by MVD. In case of breach, MVD shall take such legal action as it may be advised.

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1.0 Introduction

The **Motor Vehicles Department**, Kerala, was formed in the year 1958, till then it was functioning as the Traffic branch under the Police Department. Subsequently it was established as a separate department primarily for enforcement of the provisions of Motor Vehicles Act 1988, Kerala Motor Vehicles Taxation Act, 1976 and the rules framed under these two Acts. It functions under the provisions of Section 213 of the Motor Vehicles Act, 1988 (Central Act 59 of 1988).

Transport Commissionerate is the head-office of the Motor Vehicles Department. There are four Deputy Transport Commissioner Offices under the Transport Commissionerate at Thiruvananthapuram, Ernakulam, Thrissur and Kozhikode. The administration of MVD in the State are divided into 4 zones as mentioned below:-

South Zone: MVD offices under the jurisdiction of Thiruvananthapuram, Kollam, Pathanamthitta and Alappuzha Districts.

Central Zone I: MVD offices under the jurisdiction of Thrissur, Palakkad & Malappuram Districts.

Central Zone II: MVD offices under the jurisdiction of Ernakulam, Kottayam and Idukki Districts.

Northern Zone: MVD offices under the jurisdiction of Kozhikode, Wayanad, Kannur and Kasaragod Districts.

MVD has 89 offices including Head office, Zonal offices (4 offices), Regional Transport Office (RTO-18 offices), Sub-Regional Transport Office (SRTTO- 47 offices) and Check posts (CP-19 offices) spread across the State.

1.1 Organizational Structure

MVD has a well defined hierarchy and a planned organizational structure for smooth functioning of MVD, offering standardized services at all offices, implementing enhanced operational developments, managing its staff & day-to-day activities etc with about 1800 staff. The Organizational structure put in place to discharge its functions & operate, is given in.

1.2 Important functions

• Enforcement of the Motor Vehicles Act and rules
• Collection of Taxes, Fees & Cess
• Enforcement of Road Safety Measures
• Issue of Driving & Conductor Licences
• Issue of Licences for Driving Schools and Pollution Testing Centres
• Registration of motor vehicles
• Inspection of motor vehicles for road worthiness and issue of fitness certificate
• Grant and issue of various permits to Transport vehicles
• Control of Automobile Pollution

1.3 Organisational Structure Chart - [ANNEXURE A](#)

1.4 List of Offices & Address - [ANNEXURE B](#)

1.5 List of Services & Volume of Transactions - [ANNEXURE C](#)

2.0 e-Governance Projects and achievements

2.1 FAST Project (Fully Automated Services of Transport Department)

In order to provide more efficient and faster services to the public, all the offices of the Department have been completely computerized. The total computerization has been achieved on **Build, Operate, Maintain and Transfer (BOMT)** basis through a project called FAST (Fully Automated Services of Transport Department). M/s Electronic Corporation of India Ltd., was the first Service Provider for the FAST project. The present Service Provider is M/s C-DIT with effect from 01-07-2010 and the contract period will end on 30-06-2012.

MVD has also initiated a fully equipped "**Any counter – Any service**" system and **FAST Track Counters** across all offices of MVD for the benefit of the general public.

In '**Any Service Any Counter**' the fees for applications for all kinds of services and tax can be remitted in any of the counters.

The department has also introduced a new innovative scheme called "**Fast Track Counters**" for selected services for the benefit of the citizens for faster and better services without the help of middle men and disposal of the applications on the same day.

2.2 SMART MOVE

The software, SMART MOVE has been developed by the National Informatics Centre (NIC), Kerala for the Department. All the citizen services have been computerized. Also facilities for applying online applications have also been provided through the department website www.keralamvd.gov.in.

"SMART MOVE" automated the following activities:

- ⤴ Issuance of License
- ⤴ Vehicle number Registration & Number Allotment
- ⤴ Issuance of permits
- ⤴ Tax calculation including arrears

2.3 KSWAN (Kerala State Wide Area Network)

Majority of the offices of the department are connected by the Government owned common network infrastructure **Kerala State Wide Area Network (KSWAN)** which is a Point-to-Multipoint Wireless System connection.

2.4 Automation of Enforcement Wing

The objective of this project is to Enhance Road Safety by ensuring that the rules and regulations are strictly being adhered to by the drivers and vehicles on road. The

project aims to utilize wireless technologies to enable the enforcement team with the Right Data, at the Right Time at the Right Place.

2.5 SMART Card

The Motor Driving Licences and Certificates of Registration of motor vehicles shall be printed in Smart Card using dye sublimation printing and writing in the microprocessor chip.

2.6 HSRP (High Security Registration Plates)

High Security Registration Plates are number plates embedded with various high security features specified by the Government of India in order to prevent misuse of number plates. The scheme ensures to standardize the pattern of displaying registration mark throughout India and to ensure that the plates are distributed and manufactured by authorized agencies approved by the State Government.

2.7 Complaints & Queries Management System (CQMS)

Complaint & Queries Management system is to receive complaints against violation of road rules, excessive fare, accidents etc and also to setup a query answering system for the benefit of the citizen.

2.8 Digital Document & Filing System (DDFS)

Department is in the process of complete digitization of the offices and to bring the concept of paperless office by converting Tapals and Files into electronic documents, it is proposed to implement an electronic document filing system.

2.9 SPARK (Service and Payroll Administrative Repository for Kerala)

Service and **P**ayroll **A**ddministrative **R**epository for **K**erala (SPARK) is an Integrated Personnel, Payroll and Accounts information system, which is a Web based application implemented for all the employees in the State of Kerala.

2.9.1 Electronic Document & Records Management System (EDRMS)

Electronic Document and Records Management System (eDRMS) for the management of applications received in the offices for various services and electronic records and documents.

2.9.2 e-Governance Achievement

The Motor Vehicles Department (MVD), Government of Kerala has been recognized by Computer Society of India (CSI) as the best Government department in India who has diligently pursued e-governance initiatives and been largely successful in implementing them, and was bestowed with the prestigious "**CSI Nihilent" Award in 2008.**

The Sub Regional Transport Office, Pattambi in Palakkad District has been granted the Quality System Certification **IS/ISO: 9001:2008** (16-03-2011 to 15-03-2014) by Bureau of Indian Standards (BIS) for "*performing all activities related to the issue of driving and conductor licenses, vehicle permits and registration of vehicles by implementing the provisions of Motor Vehicles Act 1988 and Rules there under and Kerala Motor Vehicles Taxation Act, 1976 and Rules there under.*"

3.0 Definitions

In this RFP, the following terms shall be interpreted as indicated below:-

"Agreement" means the Agreement to be signed between the Successful bidder and the Motor Vehicles Department including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

"AMC" means Annual Maintenance Contract

"Authorized Representative/Agency" shall mean any person/agency authorized by either of the parties.

"Bidder" means any firm offering the service(s) and/or materials required in the RFP document. The word vendor when used in the pre-award period shall be synonymous with bidder and when used after the award of the contract shall mean the Successful bidder with whom MVD signs the contract for rendering the goods and services.

"Business Hours" for the purpose of service standards would be 09:15 AM to 06:15 PM IST, on all working days. As decided by the appropriate authority.

"Contract" is used synonymously with Agreement.

"Contract Price" means the price payable to the bidder under the Contract for the full and proper performance of its contractual obligations.

"Day" means Calendar Day.

"Documentary evidence" means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

"FMS" means Facility Management Services

"ICT" means Information & Communication Technology

"INR" shall mean monetary figures denominated in Indian Rupees.

"KSWAN" means Kerala State Wide Area Network

"Law" shall mean any Act, notification, byelaw, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of Government agency.

"MVD" means Motor Vehicles Department

"Party" shall mean Government or bidder individually and "Parties" shall mean Government and bidder collectively.

"Request For Proposal (RFP)" means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

"Restore to Service" means to providing standards maintenance service including:- Diagnosis & Troubleshooting, System & component maintenance, Configuration changes, tracking and documentation.

"Services" means the work to be performed by the bidder pursuant to this document, as detailed in the Scope of work.

"Software" means instructions that cause data processing systems to perform in a specific manner or execute specific operations.

"SPMVD" means Service Provider to Motor Vehicles Department

“Support Personnel” mean persons deputed by the bidder as employees and assigned to the performance of the Facilities management or any part thereof.

“Up time” means the time period when specified services with specified technical and service standards are available to user(s).

“Working Day” means any day when any office of MVD/any office coming under the purview of this project are functioning except the days notified by the Government as holiday.

4.0 Eligibility Criteria

Sl. No.	Eligibility Criteria	Supporting Documents
1.	Bidder shall be a Company registered in India for more than three years. (Not applicable for Govt Public Sector Undertakings)	Registration Certificate
2.	The bidder or his partner / partners shall have a Service Network across the State of Kerala.	List of Offices with address and contact nos.
3.	The bidder must have a minimum average Annual turnover of Rs. 100 Crores over the preceding 3 years. (Not applicable for Govt Public Sector Undertakings)	Certificate from CA and IT Clearance Certificate
4.	The bidder should be a profitable entity for the last 3 financial years.	Audited P&L Account and Balance Sheet for the Same years.
5.	The bidder or his partner / partners have experience in ICT equipments maintenance, Housekeeping, Infrastructure setting up and Maintenance (civil, electrical, plumbing, furniture, carpentry works, and Maintenance of electrical equipments) for last 3 years.	a. Copy of the work order b. Satisfactory service & Experience Certificate in the related service from the end user.
6.	The firm must have more than 150 technically qualified (B.E / B.Tech, MCA / BCA / Diploma (3 years) + Certification (MCSE, RHCE, CCNA etc) persons on regular payroll on the date of submitting the bid.	a. Details of employees including qualification and certification.
7.	ISO or any other standard certification in the related field. (Not applicable for Govt Public Sector Undertakings)	Valid Copy of the Certificate
8.	The bidder should furnish, as part of its bid, an earnest money deposit of Rs 10,000,00/- (Rupees Ten Lakhs only).	In the form of Demand Draft from a Nationalized / Scheduled Bank in Kerala, in favour of "The Transport Commissioner, kerala". Payable at Trivandrum

5.0 Scope of Facility Management Services

5.1 The scope of work includes Facility Management Services for all MVD offices, ICT infrastructure & other assets for a period of 3 years by deploying qualified support personnel to manage and maintain the facilities, provide timely solutions and fixes, carry out preventive maintenance and routine activities, train MVD staff to use application softwares.

5.2 Scope of work involves maintenance of ICT, Office automation & electric equipment supply of stationery and consumables, House Keeping, Infrastructure Maintenance etc. Additional infrastructure if any required will be done by SPMVD if the Department requires so on contract basis.

The scope of the Facility Management Service also involves the following activities:

- **Help desk Management services**
- **AMC Service & Warranty Management**
- **Asset/ Inventory Management**
- **Desktop Management with End-user Support**
- **Printer Management Services**
- **Server & Storage Management**
- **Anti Virus Management**
- **Network Management**
- **Information Security Management**
- **Infrastructure setting up and maintenance**
- **House Keeping Service**

6.0 Responsibilities of the Service Provider (SPMVD)

6.1 Helpdesk Management Services

- Help Desk service shall provide one point contact for end users at logging of calls related to all the FMS.
- Escalation of unresolved problem or closure of resolved problems
- Providing related MIS reports giving Pending Call Reports, down time in the format provided by MVD on daily, weekly and monthly basis.
- Work in close coordination with MVD Officials, IT Division, Vendors of Hardware & Software, In-house software development team to solve the issues logged by end user.

6.2 Annual Maintenance Contract Service (AMC) & Warranty Management

6.2.1 The type of maintenance will be fully comprehensive on-site including repair /replacement of all parts. In the case of any equipment irreparable MVD, can procure the same following the guide lines in the Government Order.

- Coordination with existing Warranty / AMC vendors and management of existing AMCs until expiry of contract with existing vendor
- Taking over AMC from existing vendor, extending the AMC services to all hardware, software procured under this contract after expiry of the AMC /warranty period.
- Coordinating repairs and maintenance with OEMs during warranty and during AMC periods
- Maintenance Service shall consist of preventive and breakdown maintenance of all equipments at all MVD locations.
- Quarterly Preventive Maintenance (PM) for all equipment under AMC
- Ensure quarterly PM by warranty vendor for equipments under warranty
- Make sure that SA/ASA attends calls as per agreed SLAs
- Make sure that spares are available at the earliest for hardware call resolution
- Plan for standby equipment to be located at strategic locations to ensure that hardware downtime is minimal.
- Maintain requisite level of inventory for the spares for the hardware items under AMC at strategic locations.
- The AMC should include all parts of all equipments. In case of any component failures, the same shall be replaced by the SPMVD with a new equivalent or higher capacity.
- Proper recording of calls details, response and resolution details with sign-off (Manual or electronic) from end-users.
- Reports for downtime, problem resolution and response details should be available to MVD.
- The bidder will have to provide standby equipments of equivalent model if the downtime exceeds for more than 2 hours due to non availability of any particular component.

6.3 Asset/ Inventory Management

Service Provider should provide Asset Tracking and Management Services and should coordinate and ensure the regular updating of inventory database for both software and hardware.

- This service provides for performing asset tracking, and includes performing an initial inventory of Hardware and Software to validate and establish the database and defining the process for tracking Hardware and Software throughout the life cycle from procurement through disposal, including any changes performed during the useful life of the asset.
- Coordinate and ensure updated asset/inventory management data in inventory database.
- Create/ maintain hardware asset database by recording information like configuration details, OEM serial number, MVD asset code, warranty/AMC, Software License Key etc.
- Record installation of all new machines, movement within site/locations, changes in configuration/upgrade of machines.
- Track assets, check quality, maintain utilization level.
- Asset tagging (Labeling / Bar coding).
- Ensure asset verification at all offices of MVD, once in a quarter, reconcile with hardware database and submit Asset Register in MVD Performa.
- Maintain software library as part of software inventory.
- SPMVD should replenish all consumables and stationery such as A4 paper, A5 pre-printed sheets, lamination pouches, cartridges, toners, CD / DVD ROMs, pre-printed stationery with Hot stamped hologram etc., within agreed SLA timelines, whenever required on an actual basis of requirement, by raising indents which shall be duly approved by the respective MVD office's head, ensuring that the work at MVD offices does not get disrupted or delayed due to non-availability of consumables / stationery.
- SPMVD should hold sufficient stocks of all items including IT & non-IT consumables under the list of consumables as mentioned under the points (a) & (b) in this section, to reduce delays and adhere to SLA timelines.
- SPMVD should only supply High yield toners & high quality ribbons.
- No refilled toners, cartridges or ribbons should be supplied.
- SPMVD should ensure it supplies only high quality consumables which are duly packed by the manufacturer, and the pack / seal should be opened in the presence of an authorized MVD staff.
- SPMVD shall sign agreement with the vendors to take back the used consumables through their recycle program.

6.4 Desktop Management with End-user Support

- Desktop/ Workplace Management provide support for Desktop Hardware, Software Network devices etc
- Supply and install necessary OEM spare parts as required.
- Pro-active Disk management & Preventive maintenance as scheduled.

- Support of various Operating Systems in desktops/notebooks like Windows XP, Windows 7, Linux etc.
- Support for application software **SMART Move** developed in-house by MVD for Installation, patch updating etc.
- Support for desktop of e-mail clients Outlook Express, Windows live, Thunder bird etc.
- Support for office automation softwares MS Office, Open Office etc.
- Performance Administration/ Periodic Monitoring.
- Problem isolation/ Trouble shooting/ Resolution.
- Support for regular service pack, security updates of Desktop Operating Systems and other softwares.
- Installation and re-installation of all desktops due to crashing/formatting, virus attack etc.
- Instant support to user for desktop, network, printer, server, software etc related calls.
- Technical and operational support for audio-visual equipment during any Meeting / Video conference.
- Assist End Users on how to use with Office automation, Email and similar other applications.
- Provide basic training to end users for usage of helpdesk tool for reporting problem etc.
- Installing standard license / freeware software on the clients as per policies of MVD
- Configuration of biometric devices for user login.
- Provide standard software support for end-users for installation, configuration and troubleshooting. Standard software will include Operating Systems, Driver software, MS-Office / Open Office, Mail messaging clients, other front-end applications used by MVD.
- Provide first level hardware support for the IT Infrastructure which would include diagnosing reported problem, Resolve the same as per the severity level assigned to it.
- In Warranty / Maintenance Contract support issues would be escalated to the respective product vendor
- Resolving network connectivity problems at the client end
- Resolve problems related to Windows OS
- Install OS Patches and upgrades through patch management tool proposed
- Provide end-user network connectivity and configuration support
- MIS reports in format approved by MVD showing Equipments repaired, spare parts replaced, sent for repair, pending calls etc.

6.5 Printer Management Services

- Printer Management will ensure the printers (Dot matrix, InkJet, LaserJet printers at client side are always maintained in the operational condition.
- Support for diagnosing and resolving printer problems.
- Configure & manage print servers for Network printers and local printers as shared printer.

- Supply and install necessary parts as required including Fuser assembly, Print Head etc as applicable.
- Preventive maintenance will have to be carried out every quarter for all printers
- Preventive maintenance includes cleanup of complete printer at onsite by using vacuum cleaner, cleaning the printer heads, parts, gears, etc by acceptable cleaning agents and also oiling of movable parts.
- Submit a detailed report as per the format given by MVD, along with user's signature confirming having done the preventive maintenance. This report undersigned by the respective Head of Office will have to be submitted along the Vendor invoice for quarterly payment.
- MIS reports showing printers attended and unresolved problems.

6.6 Server Administration/ Management

6.6.1 Service Provider will provide the server administration and monitoring service to keep servers stable, operating efficiently and reliably.

6.6.2 Service Provider shall provide administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user password support, and providing administrative support for print, file, and directory, services.

- Setting up and configuring servers including Installation / re-installation of the server operating system and Server Management softwares.
- Operating System Administration for Windows 2003 / Windows 2008 / RedHat Linux
- Data Base Administration for MS SQL 2000, MS SQL 2008, My SQL, Postgres SQL etc., Configuration of Application Software SMART Move, Apache, PHP, My SQL, PG SQL etc
- Manage Operating system, file system and configuration
- Ensure proper configuration of server parameters, operating systems administration and tuning
- Regular backup of servers following Government backup policies.
- Regularly monitor and maintain a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- Setting up of Active Directory, Clustering, when it is requested by the Department.
- Diagnose Server hardware related problems and resolve them.
- Supply and install necessary genuine spare parts as required.
- Preventive maintenance as per schedule.
- Regular checking of error logs.
- Server performance monitoring and fine tuning
- •Coordination and support for Disaster Recovery management
- •Update patches/fixes as required.
- Diagnose and resolve problems related to OS.
- Escalation of unresolved problems to the vendor
- Support for OS up-gradation as required.
- Pro-active Disk management /capacity planning for servers.
- •Ensuring confidentiality of the data.
- Starting/Shutdown of server/services

- Performance monitoring of server resources (CPU, Memory, disks), load balancing and fine tuning.
- Monitoring access logs and application logs
- Purging of temporary Files, logs
- Applying service packs, hot fixes and security rollouts
- Management of Servers hosted by MVD at State Data Centre
- Data Backup and Restoration including data recovery.

6.7 Anti- Virus Management

This Service includes virus detection, eradication, Monitoring, synchronization across servers and support for required security classifications. The scope of services is applicable to all the servers, desktop computers, and patch upgrade for desktops/servers.

- Virus prevention, detection and cure
- Support for virus control and loading of antivirus patches/signatures.
- Installation / up gradation / support of **Symantec End Point 12.0** software clients on Servers & Desktop Computers
- Keep all the servers/desktops updated with latest virus definition on real time basis
- Implementation policy of automatic updating of virus definition and patches from the Central Antivirus Server.
- Based on criticality of this requirement, service provider must act on proactive basis rather than act on reactive basis
- Problem analysis and its resolution related to Antivirus.
- Periodic review and reporting of logs and corrective action
- Register and update anti-virus tools periodically with the anti-virus tool vendor
- Must scan Floppy disks, CD ROM, Network Drives, pen drive etc. automatically in real-time when accessed
- Provide feedback to MVD on any new viruses detected or possible virus attack.
- Provide monthly proactive and reactive performance reports
- Guide/suggest MVD on the effectiveness of anti-virus management and alternate remedial action, if any.
- Monitoring deployment of anti-virus on all desktops/servers.
- Updating latest anti-virus DAT's on Desktops/Servers.
- Disinfecting desktops/Servers affected if any.
- Co-ordination with anti-virus service provider for information and support for preventing virus attacks.

6.8 Network Management

Network Management Support offers comprehensive core Network connectivity to enable the Network to deliver high levels of performance and availability.

- Configure Network ensuring Internet Protocol (IP) address Ver 4 / 6 with proper documentation.
- Configuring and monitoring of LAN /KSWAN resources using software tools.
- Management /Administration and Control of the Network.
- Network capacity planning and reporting.

- Understanding bottlenecks & providing solutions.
- Network trouble-shooting / configuration (LAN, Internet, Intranet)
- Monitoring of network traffic errors/ bandwidth utilization / link reliability.
- Monitoring of network traffic errors, Placing calls and follow (BSNL/ KSWAN etc) in case of Link problems/ failures
- Configuration of Router, Switch including firmware updating to support IP V 6 migration rollout following Govt. guidelines.
- Fault Management.
- Network performance analysis/ monitoring/fine tuning using necessary software tools.
- Monitoring the LAN resource utilization and assistance in capacity planning.
- Streamlining network printing
- Generation of MIS reports using tools as required.

6.9 Information security management services

- Changing existing objects / Creating new objects on the firewall deployed at the MVD Offices.
- Changing access permissions of existing security policies on the firewall deployed at the MVD Offices.
- Adding new access permissions on security policies on existing firewall deployed at the MVD Offices.
- Changing network address translation rules of existing security policies on the Firewall deployed at the MVD Offices.
- Adding new network address translation rules on security policies on existing Firewall deployed at the MVD Offices..
- Diagnosis and trouble shooting of the problem faced on firewall deployed at the MVD Offices.
- Managing / monitoring the IDS/IPS tool and policies
- Modifying the policy for IDS/IPS/Firewall based on observed trends / security lapse.
- Diagnosis of problem faced by the IDS /IPS
- Periodic / critical reporting to MVD officials based on Firewall / IDS / IPS activities / logs
- Trouble shooting based on the observed trends
- Managing configuration and security of Demilitarized Zone (DMZ)
- Alert / advise MVD about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.
- Implementation of IT security policies as applicable
- Resolution and restoration of services in case of any possible attack and necessary disaster management
- Shutdown of critical services to prevent attack (internal or external)
- Advise and provide solutions to MVD in improving network/data centre security to protect MVD data / information from both internal and external persons/attack.
- Intrusion detection and protection
- Firewall Policy formulation and implementation

6.9.1 Infrastructure setup and maintenance:

8.9.1.1 Site preparation, building of office, civil work, electrical work, networking and all other preliminary activities in setting up the new office should be taken up by the SPMVD, for which layout and estimate cost has to be submitted by SPMVD for approval of MVD. Payment shall be made based on a separate work order and after submitting layout and work completion report.

8.9.1.2 In the event of shifting of office premises by MVD, the service provider has to depute FM engineer for de-installation of all the hardware, supervise packing/transportation and installation/commission of equipment at new location. No extra cost will be borne by MVD for the same.

8.9.1.3 Infrastructure maintenance includes repair/ replacement of all electrical equipments, civil works, furniture maintenance etc.

6.9.2 House Keeping Service

- Record management of applications after service (Document filing and keeping it in the record room)
- Assisting FAST Track Counter staff for the speedy disposal of applicants. (Lamination etc)
- Daily Cleaning of office areas, including supply of cleaning materials and equipments as per requirements
- Constant litter collection, garbage disposal on daily basis equipped with dustpans, brooms etc.
- Sweeping and dry/wet odor free moping of all floors of the Office area thrice daily (Morning before 9.30 A.M, afternoon, Evening)
- Sweeping and moping of all cabins daily.
- Cleaning of all (gents & ladies) toilets on regular intervals of every two hours with good quality of detergents and disinfectants.
- Removing choke-up of urine blocks from toilets, removal of uric acid, scale & organic buildup from the toilet bowls.
- Deodorising and air freshening.
- Daily cleaning of tables, chairs, telephone, intercoms, ICT equipments, Air Conditioner, partitions, window, glasses, sofas, wooden racks, steel cabinets, floor tiles, ceiling fans etc.
- Checking & removing of all choke-up drainage system whenever required.
- Removing cobwebs daily.
- MIS Report toilet checklist, consumption record, supervisor check report etc.
- Removing stains from floor, walls, staircases, cabin doors, partition of cabin inside and outside on a regular basis.
- Shampoo cleaning of sofa sets, cushion chairs etc.
- Cleaning of all the furniture's in the building on daily basis.
- Floor mopping, table/window/glass cleaning on daily basis with necessary detergent and cleaning material.
- Disposal of waste/garbage/stationery on daily basis to garbage bin.
- Disposal of used consumables (HP Toner Cartridge etc) through recycle program of vendors
- Serving refreshments for the meetings and staff.

7.0 Qualification of SPMVD Personnel

7.1 SPMVD will be required to observe 100% compliance in providing well trained & experienced support personnel at every relevant cadre / area of specialization as mentioned below:-

Designation of the personnel	No. of personnel required	Minimum Qualification (All of the below are mandatory)	Minimum Experience
Project Manager (PM)	One for the project	a. BE/B.Tech (CS/IT) /MBA/MCA b. Certification in the related field is desirable.	5 years experience in managing IT Projects.
Zonal Manager (ZM)	One per ZONE	a. BE/B.Tech (CS/IT) /MBA/MCA / MSC (CS) b. Certification in the related field is desirable.	3 years experience in managing IT Projects.
Network Administrator (NA)	One per ZONE	a. B.Tech /B.E (CS/IT)/MCA b. CCNA Certificate is desirable for the above qualification and is a must for other disciplines	3 years of Network administration experience in offices with at least 20 branches & 20 computers each
	One for Head office	a. B.Tech /B.E (CS/IT)/MCA b. CCNA, RHCE,	3 years of Linux Server management, Network administration experience in

Designation of the personnel	No. of personnel required	Minimum Qualification (All of the below are mandatory)	Minimum Experience
		MCSE Certification is desirable for the above qualification and is a must for other disciplines	offices with at least 20 nodes in a LAN.
System Administrator (SA)	1 per RTO 1 for Head office	a. B.E / B.Tech (CS/IT) / MCA or higher b. MCSE Certification is desirable for the above qualification and is a must for other disciplines	3 years of System administration experience in offices with at least 20 nodes in a LAN. Should possess knowledge of maintaining Servers, Desktops, Printers etc.
Assistant System Administrator (ASA)	1 per RTO 1 per SRTTO 1 for Head office	a. Diploma (3 year) (Computer hardware, electronics) / BCA/ BSC (CS) b. MCSE Certification is desirable for the above qualification and is a must for other disciplines	1 year of System administration experience in offices with at least 20 nodes in a LAN. Should possess knowledge of maintaining Servers, Desktops, Printers etc.

Helpdesk staff	2 for Software 2 for General & Hardware	1. Any graduation Degree 2. Fluent in English & Malayalam	2 years of work experience in similar environments
Housekeeping staff	3 for Head office 1 per ZO 2 per RTO 1 per SRTTO 1 per CP	Any qualification	Housekeeping experience for at least 2 years in IT environment

- The experience shall be supported by Experience Certificate from previous employers.

7.2 While appointing personnel the SPMVD has to forward the copy of the qualification certificate for verification and approval of the Department. The personnel will be selected by a Committee consisting of two representatives of the Department.

8.0 Roles & Responsibilities of SPMVD Personnel

Designation of the SPMVD personnel	Primary roles & responsibilities
Project Manager	<ul style="list-style-type: none"> • Should work at MVD Head office and be a single point of contact to MVD • Responsible for the entire FMS project for MVD • Handle escalations & ensure quick resolution
Zonal Manger	<ul style="list-style-type: none"> • Should work at the respective MVD Zonal office • Should handle & resolve all calls or problems at the MVD zonal offices • Responsible for the entire FMS of the zone • Handle first level escalations & ensure to meet TAT • Spare & supplies stock maintenance • Updation of Documents, policies etc.

Designation of the SPMVD personnel	Primary roles & responsibilities
	<ul style="list-style-type: none"> Weekly visit to other MVD offices in the zone & ensuring adherence of Service levels
Network Administrator	<ul style="list-style-type: none"> Supporting from Zonal office or MVD head office Management of Server at State Data Centre (SDC) Network management & support for all MVD offices of the respective zone
System Administrator	<ul style="list-style-type: none"> All System Administration & Database administration activities On the floor support Responsible for the timely and 100% delivery of the entire Scope of work at the respective MVD office Also responsible for the same at the Check posts falling under the respective zone he / she serves, besides visiting it on a weekly basis. Coordinating with all third parties as & when required and facilitating on behalf of MVD office for restoring up time, at every instance of a down time Responsible for routine maintenance activities such as replacement of CMOS Battery, UPS battery, Generator battery, anti-virus updates, back up etc. Timely renewal of AMCs & other contracts Follow-up with vendors for any repairing activity including network and internet. Sharing all responsibilities of Assistant System administrator Responsible for security of all passwords, assets of MVD, software, spares, consumables etc Preparation of all reports, documents, payment claim requests etc. Handling queries of MVD staff Training of MVD staff on First level maintenance, Basic troubleshooting, feeding paper for printers, replenishing cartridges,

Designation of the SPMVD personnel	Primary roles & responsibilities
	ribbons, email, internet basics, application software etc.
Assistant System Administrator (ASA)	<ul style="list-style-type: none"> • Responsible for the entire FMS project for MVD • Preventive Maintenance activities • All first level maintenance activities • Replenishing consumables • Supporting SA in all areas as required by the SA • To take up all responsibilities of System administrator, if MVD office does not have an SA.
Housekeeping staff	<ul style="list-style-type: none"> • Floor maintenance, Cleaning, Dusting of all assets • Replenishing Water containers • Lubricating equipments, Refuelling Generators • Replacing of electrical equipments
Helpdesk Staff	<ul style="list-style-type: none"> • Call handling, assigning tasks to respective SA or ASA • Call coordination with software development team to resolve application software issues. • Timely escalation of calls to subsequent levels if not resolved within acceptable timelines

8.1 The Project Manager would act as a single-point-of-contact to MVD and shall be responsible for the overall monitoring and review of functioning, ensuring that the FMS as per the scope of work is being carried out in the appropriate manner in all the offices of MVD.

8.2 The SPMVD shall also be responsible for providing complete support to staff and offices under MVD on all e-Governance initiatives.

9.0 Responsibilities of the Motor Vehicles Department

9.1 MVD shall designate the IT Division of the Department headed by the Nodal Officer for all evaluation & communication purposes in connection with the provision of Maintenance and Support Services, addressing of concerns, monitoring service levels, processing of payment claims etc. The Parties also agree that all interaction and communication between the Parties for the purposes of this RFP shall take place through the Nodal Officer designated by MVD.

9.2 MVD shall facilitate with the previous vendor to provide basic training & knowledge

transfer to the SPMVD at the beginning stages of the contract.

9.3 All MVD users shall raise their problems & issues through the Helpdesk management system which shall be monitored by MVD for ensuring prompt service to its offices by the SPMVD. All payments to SPMVD shall be directly linked to the TAT agreed & the actual time involved to deliver the service (tracked from the Helpdesk system) and penalty shall be levied wherever the TAT is not met

9.4 All front ending and citizen interfacing operations currently being performed by MVD staff shall continue to be performed by them.

9.5 MVD shall provide pre-printed stationery namely TR5© and CTL

9.6 Buy Back of hardware from MVD: MVD shall periodically replace old hardware, as per the G.O issued by the Government of Kerala, on a buy back basis, wherein MVD would liaise with respective vendors for procurement, while the buy-back rates would be governed by the referred G.O.

9.7 ICT equipments will be replaced following buy back procedures of Government. If any equipment is reported as non serviceable by the SPMVD, the Head of Office after getting the Service report from the Authorized Service Centre or NIC, will replace the equipment on DGS & D rate. If it is not available, it will be replaced by inviting tenders.

9.8 All SPMVD staff, based on each one's cadre shall be provided with adequate infrastructure required to perform his designated roles & responsibilities to the fullest. This may include a work-desk, computer, admin rights, telephone, internet or email access etc. out of which, MVD shall decide to offer relevant facilities to them.

9.9.1 MVD shall give the SPMVD and its personnel full access (physical and or remote) to the support Location, and the designated hardware & Equipment to enable the Vendor to provide the Maintenance & Support Services

9.9.2 MVD will provide space for the help desk cum call centre at its premises.

9.9.3 Relevant information/guidance would be provided by MVD.

9.9.4 Head of Offices of the sub offices of MVD shall be responsible to interact with the SPMVD to ensure all the services mentioned in the RFP as agreed in the SLAs.

10.0 Payment Mechanism

10.1 The SPMVD will be paid a quarterly fixed amount by the department as per the bid which covers the cost for man power, stationery, consumables, system maintenance, infrastructure maintenance (civil, electric, air conditioner etc maintenance). The SPMVD will be required to submit following reports (zone wise) signed by the respective head of office at the end of every quarter to effect the payment. The payment will be made within 15 working days of receipt of these documents. ***If the quantity of the stationery is more than the projected figure, additional payment will be made on pro rata basis as final one time settlement.***

- a. Performance Certificate. ([Annexure D](#))
- b. Preventive Maintenance Report.
- c. List of employees along with Monthly Attendance & wages details.
- d. Downtime Penalty statement.
- e. Asset Register.

10.2 If the Quarterly Performance review is not satisfactory i.e, below par (less than 3), suitable penalty tentatively at the rate of 10% of the Quarterly Payment will be levied.

10.3 The SPMVD shall supply pre-printed stationery and lamination pouches etc for Driving License, Registration Certificate till the introduction of Smart Card, the unit cost will be deducted from the quarterly fixed amount.

10.4 MVD shall deduct all taxes applicable, as per the contemporary rules governing the same, before making any payment to the SPMVD.

10.5 All penalty levied on the SPMVD shall be deducted by MVD from any of the payments to be made, at the sole discretion of MVD.

10.6 SPMVD will be required to submit the bill for payment along with the following documents.

10.7 The SPMVD zone offices should consolidate bills for all MVD offices for their respective zones, verify completeness of all payment terms as mentioned in this document, and forward it to the SPMVD project manager at the Head office. He would submit the same at MVD Head office for processing. Claims or bills by any other means or format would be rejected by MVD.

10.8 MVD shall reject the payment claim if any of the above documents are not submitted along with the bill, which would have to be re-submitted by SPMVD.

10.9 Details of down-time that needs to be deducted: Unexpected downtime for which the SPMVD cannot be held responsible like long power cuts, Server issues at datacenter etc., should be tracked in the certificate by the respective office's SPMVD personnel before submitting for payment. Such downtime shall be reviewed & may or may not be accepted to be discarded for the purpose of calculating downtime, penalty & the payment amount for that period.

10.9.1 Updated list of SPMVD staff employed for this project, with details like Employee name, employee number, qualification, particulars of experience, date of joining etc., for MVD's records.

10.9.2 Updated Network & System architecture diagrams highlight latest changes done to the document subsequent to changes done at the respective MVD office.

10.9.3 List of AMCs that would be expiring in the next two months, along with the supporting documents for initiation renewal processes for the same.

10.9.4 Any other report or document that may be included to this list as required by MVD, anytime during the contract, should be duly submitted by the SPMVD in the only in format prescribed by MVD.

11.0 Period of Contract

11.1 The period of the contract would be for **3 years** from the date of signing of the contract between the MVD and SPMVD, and extendable for a further period by mutual agreement, if Government so desires.

12.0 FAST Project Technical Support Group

A Technical Support Group (TSG) comprises of representatives from NIC, CDAC, KSITM, Cert-K and MVD will hold a monthly meeting with the Project Management team of

SPMVD to ensure

- The proper functioning of the Project.
- Implementation of user, security, backup policies etc. Following recommendation of Department IT Division or Government guidelines.
- Review of Facility Management Services based on MIS reports and feedback to take corrective measures.

13.0 PREPARATION OF BIDS

PART I – Pre-Qualification Bid

Sl. No.	Details	Reference
1.	Bid Form duly filled in, signed and complete in all respects	Form No. 1
2.	Bidder Profile	Form No. 2
3.	Bidders Partner / Partners profiles	Form No. 3
4.	Turn over	Form No.4
5.	General Experience	Form No. 5
6.	Service Network details	Form No. 6

PART II – Technical Bid

Technical Bid format as per Table given below:-

Sl. No.	Details	Reference
1.	Table of Contents with accurate page references of the document	
2.	Statement of Deviations from RFP Terms and Conditions	Form No.7
3.	Technical offer - Details	Form No. 8
4.	Employee details	Form No. 9

PART III – Commercial Bid

Commercial Bid format as per Table given below:-

FORMAT OF COMMERCIAL BID		
Sl. No.	Details	Reference
1.	Declaration by the bidder	Form No. 10
2.	Statement of Commercial Deviations	Form No. 11
3.	Bid prices duly filled, signed and complete as per the Price Schedule on the prescribed quotation form	Form No. 12
4.	Break-up Costs	Annexure E, F, G, H

13.1 Bid Pricing and Costs – Structure and Information

The bidders must quote for all the components required for the Facilities management on the appropriate Price Schedule. Bids must detail all the costs related to the following:-

- Facilities Management Cost
- Manpower Cost
- Stationery Cost
- Consumable Cost
- Infrastructure Maintenance Cost
- Housekeeping Service Cost

14.0 OPENING AND EVALUATION OF BIDS

14.1 Evaluation of pre-qualification Bids

An Evaluation Committee, so constituted by MVD shall examine the bids to determine whether they are complete, whether any computational errors have been made, whether the required sureties have been furnished, whether the documents have been properly signed and whether the bids are by and large in order. Bids without proper documents shall be treated as non-responsive.

14.2 Evaluation of Technical Bids

The Technical Bids of only pre-qualified bidders will be opened and evaluated by MVD. After the initial scrutiny, a detailed evaluation of the Technical Bids shall be carried out in order to determine whether the bidders are qualified and whether the technical aspects are substantially responsive to the requirements set forth in this RFP. Further, the documentation furnished by the bidder will be examined to see whether the qualifications and specific requirements mentioned in this document are met.

MVD will review the technical bids of the short listed bidders to determine whether

the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at MVD's discretion.

Any effort by the bidder to influence MVD in the process of evaluation of technical Bids, bid comparison or its decisions on acceptance or rejection of bids may result in rejection of the bidder's bid.

No further discussion/interface will be held with the bidder whose bid has been technically disqualified / rejected.

14.3 Evaluation of Commercial Bids

The Commercial Bids of only technically qualified bidders will be opened and evaluated by MVD. The SPMVD will be decided based on the L1 criteria.

The bidders' names, the Bid prices, the total amount of each bid, and such other details as MVD may consider appropriate, will be announced and recorded by MVD at the opening.

14.3.1 Discrepancies in Bids

In case of discrepancies in bids, the following will be adopted to correct the arithmetical errors for the purpose of evaluation.

In case of discrepancy between the original and copies of Bid, the original Bid will be considered correct.

In case of any discrepancy between the hard copy and soft copy of the Bid, the hard copy will be considered correct.

Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between subtotals and the total price, the unit or subtotal price shall prevail, and the total price shall be corrected.

If there is a discrepancy between words and figures, the amount in words will prevail.

If there is a discrepancy between the total bid amount and the sum of various costs, the sum of the various costs shall prevail and the total bid amount will be corrected.

If the bidder does not accept the correction of errors, its bid will be rejected and its Bid security may be forfeited.

MVD, at its discretion, may waive any minor informality, non conformity or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. This shall be binding on all the bidders and MVD reserves the right for such waivers.

14.3.2 Contacting MVD

No bidder shall contact MVD on any matter relating to its Bid, from the time of bid opening to the time the contract is awarded.

Any effort by a bidder to influence MVD in bid evaluation, bid comparison or decisions on awarding of contract may result in the rejection of the bidder's bid.

15.0 AWARD OF CONTRACT

15.1 Post Qualification

MVD will determine to its satisfaction whether the bidder that is selected as having submitted the lowest evaluated responsive Commercial Bid, is qualified to perform the Contract or not.

The determination will take into account the bidder's financial, technical, integration, training, management, and support capabilities and will be based on an examination of the documentary evidence of the bidder's qualifications as well as such other information as MVD deems necessary and appropriate. This determination may include visits or interviews with the bidder's clients referenced in its Bid, site inspections and any other measures.

An affirmative determination will be prerequisite for award of contract to the bidder. A negative determination will result in rejection of the bidder's Bid, in the event of which, MVD will proceed to the next best bid to make a similar determination of that bidder's capabilities to perform satisfactorily.

15.2 Award Criteria

MVD will establish the reasonableness of prices on the basis of estimated rates, prevailing market rates, last purchase prices, economic indices of raw material / labour and other input costs and intrinsic value etc.

If necessary, MVD may negotiate with the lowest evaluated bidder (L1) to bring down the prices to reasonable level. MVD may also negotiate with the L1 bidder with regard to identification of modifications that may be required to the proposal.

After establishment of reasonableness of prices, MVD will award the Contract to the SPMVD whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated Bid, provided further that the bidder has been determined to be qualified to perform the Contract satisfactorily.

15.3 Notification of Award of Contract

Prior to expiration of the period of bid validity, MVD will notify the successful bidder in writing by registered letter or fax/e-mail to be confirmed in writing by registered letter, that its bid has been accepted.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Guarantee MVD will promptly notify each unsuccessful bidder and will discharge its bid security.

15.4 Issue of Letter of Intent and Issue of Work Order

MVD shall issue a letter of intent to the successful bidder conveying its intention for entering into an agreement for the delivery of services as in the RFP.

MVD shall issue a work order to the successful bidder, subsequent to which the bidder shall submit the signed agreement and performance guarantee as per the RFP.

The date of issue of work order shall be assumed as the date of acceptance of the contract, for all purpose accepts as specifically mentioned otherwise.

15.5 Signing of Contract

At the same time as MVD notifies the Successful bidder that its Bid has been accepted, it will send the Contract Form to the bidder.

The bidder shall sign and date the Contract Form and return it to MVD within Fourteen (14) days of receipt of the Contract Form.

Performance Bank Guarantee (PBG)

Within Seven (7) days of the receipt of notification of award from MVD, the successful bidder shall furnish an unconditional irrevocable Performance Bank Guarantee for amount equivalent to 10% of the total value of the project cost in favour of " **The Transport Commissioner, Kerala**", issued by a Scheduled Bank, located in Kerala on a standard format or any form acceptable to MVD for the entire contract period.

The said Performance Bank Guarantee shall be extendable by MVD as per the requirement and shall be kept in full force and effect for the full term of the Contract Agreement. Further, the decision of MVD with regard to the Performance Bank Guarantee shall be binding on the successful bidder.

The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be in the form of a Bank Guarantee issued by a Scheduled bank located in Kerala.

In the event of any amendments to Agreement, the successful bidder shall within 15 days of receipt of such amendment, accommodate the amendment to the Performance Guarantee and furnish, as required.

Failure of the successful bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in the event of which MVD may award the contract to the next lowest evaluated bidder or call for new Bids.

15.6 Right to vary quantities and magnitude at the time of Award

At the time of award of contract, MVD reserves the right, to increase or decrease, the quantity, list or magnitude of consumables and services without any change in price or other terms and conditions.

The intent of this RFP is to establish an initial set of service offerings. MVD recognizes that, as the use of these services expands, it is possible that additional services and/or service categories will be needed.

15.7 Right to Accept Any Bid and to reject any or all Bids

MVD reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to the award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders the grounds for MVD's action.

15.8 Changes in the Price Bid

Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/ commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. It is expected that all clarifications are sought for earlier and the bid requirements are understood clearly by the bidder before submitting the bid. Such price changes shall render the bid liable for rejection. However, MVD reserves the right to request the bidder/s to give revised commercial offer after technical evaluation, if the situation so warrants.

15.9 Fraudulent and Corrupt Practice

As per the Central Vigilance Commission (CVC) directives, it is required that the bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy;

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of MVD and includes collusive practice among bidders (Prior to or after bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive MVD of the benefits of free and open competition.

"Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of Public official in the service delivery or in contract execution.

MVD reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

MVD reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

16.0 General Conditions of Contract

16.1 Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

16.2 Details of Sub-contractors

The bidders should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub-contractors by the bidder, the SPMVD shall be solely responsible for performance of all obligations under the RFP irrespective of the failure or inability of the sub-contractor chosen by the SPMVD to perform its obligations. The SPMVD shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits for its employees and sub-contractors.

16.3 Change Orders

MVD may, at any time, by written order given to the SPMVD, make changes within the general scope of the Contract.

If any such change causes an increase or decrease in the cost an equitable adjustment shall be made in the Contract Price.

16.4 Contract Amendment

Except for the changes as mentioned above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

16.5 Applicable Law

This Contract shall be governed by and interpreted in accordance with Laws in force in India.

16.6 Spares & Consumables

16.6.1 MVD requires that the supply of IT and non-IT equipments in the form of spares and consumables, such as peripherals, UPS & Generator battery, toners etc., proposed to be supplied as part of this agreement should support the existing MVD infrastructure, systems and meet MVD's transaction volumes, response times and service level requirements.

16.6.2 For MVD assets under AMC, if any of the peripherals or components like hard disk, CPU, Memory etc. is not available or difficult to procure or the procurement is likely to be delayed for replacement, the replacement shall be carried out with state-of-the-art technology equipment of equivalent capacity or higher capacity, on acquiring consent from MVD.

17.0 Inspection of Records

All bidder records with respect to any matters covered by this RFP document shall be made available to MVD or its designees at any time during normal business hours, as often as MVD deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. MVD's auditors would execute confidentiality agreement with the bidder, provided that the auditors would be permitted to submit their findings to MVD, which would be used by MVD. The cost of the audit will be borne by MVD. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

18.0 Monitoring and Audit

Compliance with security best practices may be monitored by periodic computer security and Service level audits performed by or on behalf of MVD. The periodicity of these audits will be decided at the discretion of MVD. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls, Satisfaction surveys with MVD staff, verification of Preventive maintenance checklist and practices, standard of service and response to MVD staff who raise problem or issues for the action of the SPMVD. To the extent that MVD deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the bidder shall afford MVD's representatives access to the bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The bidder must provide MVD with access to various monitoring and performance measurement systems (both manual and automated). MVD has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval / notice to the bidder. The periodicity of this Security Audit shall be quarterly.

19.0 Contract Commitment

MVD intends that the contract for FMS, which is contemplated herein with the SPMVD, shall be for a period of 3 years and Annual Maintenance contract (AMC) for entire period of the contract.

20.0 Completeness of the Project

Any additional service or consumable, which may not be specifically mentioned in the specification but which are necessary for its uninterrupted operations in accordance with agreed Scope of work is to be provided by the SPMVD without extra charge and the systems must be complete in all respects.

The project will be deemed as incomplete if the desired objectives of the project and the Scope of Work in this RFP are not achieved.

The SPMVD will deliver, on completion of the project:-

Project Completion Report detailing FMS, Preventive maintenance practices, Trainings conducted, consumables and stationeries supplied, system & network layout diagrams, ad hoc services such as cabling, configuration etc. during the contract period.

21.0 Termination for Default

MVD may, without prejudice to any other remedy or right of claim for breach of Contract, by giving not less than 30 days written notice of default, sent to the SPMVD, terminate the Contract in whole or partially.

If the SPMVD fails to perform any obligation(s) under the Contract; or

If the SPMVD, in the above circumstances, does not cure its failure within a period of 30 days (or such longer period as MVD may authorize in writing) after receipt of the default notice from MVD; or

MVD also reserves the right to acquire damages from the SPMVD after Termination of the Contract. This could take the form of foreclosure of the Earnest Money Deposit and/or Performance Security.

In the event MVD terminates the Contract in whole or in part, MVD may procure, upon such terms and in such manner, as it deems appropriate, Goods and services similar to those undelivered and the bidder shall be liable to MVD for any excess costs for such similar Goods and/or Services.

The SPMVD must comply with all the statutory compliances including payment of minimum wages, provident fund and employee state Insurance Premium for all the contract staff deployed for providing the services. Any non compliance of any statutory requirement will lead to the termination of the contract.

22. 0 Force Majeure

22.1 In case of unforeseen events such as war and natural calamities, neither MVD nor the SPMVD will be held responsible for delays or inability to perform contract obligations.

The SPMVD shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

22.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the SPMVD and not involving the SPMVD's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of MVD in its sovereign capacity, wars

or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

22.3 If a Force Majeure situation arises, the SPMVD shall promptly notify MVD in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by MVD in writing, the SPMVD shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

22.4 In such a case, the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of 3 months, MVD and the SPMVD shall hold consultations in an endeavour to find a solution to the problem.

25.0 Settlement of Disputes

25.1 If any dispute or difference arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, service delivery, execution or alleged material breach of any provision of the Contract or regarding a question, including the questions as to whether the termination of the Contract by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. Any dispute arising out of the contract shall be settled as per the law of land and the courts under the jurisdiction of Thiruvananthapuram.

26.0 Exit option and Contract Re-Negotiation

MVD reserves the right to cancel the contract in the event of happening one or more of the following conditions:-

- Failure of the SPMVD to accept the contract and furnish the Performance Bank Guarantee within 15 days of receipt of notification of award;
- Delay in offering spares / consumables/Stationery for pre-delivery inspections;
- Delay in delivery of spares / consumables & services beyond the specific period;
- Delay in recruiting service personnel.
- Serious discrepancy in services to be provided as against the TAT and service levels agreed upon, which have an impact on the functioning of MVD.
- In addition to the cancellation of notification of award, MVD reserves the right to appropriate the damages through encashment of bid security.

27.0 Data Ownership

The SPMVD recognizes that MVD owns the data, and the SPMVD is the custodian of the data under the overall guidance of MVD.

MVD controls the authorization and access to data and programmes, including agreement as to the access rights granted to the SPMVD's employees.

MVD has the right to conduct the security reviews and other audit procedures to review controls and test compliance to agree upon security and control provisions.

The SPMVD should adhere and implement the 'Information Technology Security Policies and Procedures' adopted by MVD or Government of Kerala, as required by MVD from time to time.

The SPMVD would need to comply with procedures to deal with deficiencies noted by

auditors, Government regulators and other internal or external agencies and provide relevant solutions.

The rights to data, even in the event of disputes are solely with MVD.

28.0 Information Ownership

By having the responsibility to maintain the equipment, the SPMVD does not acquire implicit access rights to the information or rights to redistribute the information. The bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

Sensitive Information: Any information considered sensitive, as classified by MVD, must be protected by the SPMVD from unauthorized disclosure, modification or access. Types of sensitive information that will be found on MVD systems the SPMVD may support or have access to include, but are not limited to: Information subject to special statutory protection, Legal actions, Disciplinary actions, Complaints, IT security, Pending cases, Civil and criminal investigations, etc.

Privacy & Security Safeguards: The SPMVD shall not publish or disclose in any manner, without MVD's prior written consent, the details of any security safeguards, FMS practices designed, developed, or implemented by the SPMVD under this contract or existing at any MVD office location. The SPMVD shall develop procedures and implementation plans to ensure that ICT assets leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all MVD data and sensitive application software. The SPMVD shall also ensure that all sub-contractors, if any, who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without MVD's prior written consent, the details of any security safeguards designed, developed, or implemented by the SPMVD under this contract existing at any MVD office location.

29.0 Confidentiality

"Confidential Information" means any and all information that is or has been received by the bidder ("Receiving Party") from MVD ("Disclosing Party") and that: relates to the Disclosing Party; and is designated by the Disclosing Party as being confidential or is disclosed in circumstances where the Receiving Party would reasonably understand that the disclosed information would be confidential or; is prepared or performed by or on behalf of the Disclosing Party by its employees, officers, directors, agents, representatives or consultants.

Without limiting the generality of the foregoing, Confidential Information shall mean and include any information, data, analysis, compilations, notes, extracts, materials, reports, drawings, designs, specifications, graphs, layouts, plans, charts, studies, memoranda or other documents, or materials relating to the licensed software, the modules, the program documentation, the source codes, the object codes and all enhancements and updates, services, systems processes, ideas, concepts, formulas, methods, know how, trade secrets, designs, research, inventions, techniques, processes, algorithms, schematics, testing procedures, software design and architecture, computer code, internal documentation, design and function specifications, product requirements, problem reports, analysis and performance information, business affairs, projects, technology, finances (including revenue projections, cost summaries, pricing formula), clientele, markets, marketing and sales programs, client and customer data, appraisal mechanisms, planning processes etc. or any existing or future plans, forecasts or strategies in respect thereof.

"Confidential Materials" shall mean all tangible materials containing Confidential Information, including, without limitation, written or printed documents and computer disks or tapes, whether machine or user readable.

Information disclosed pursuant to this clause will be subject to confidentiality for the term of contract plus five years.

Nothing contained in this clause shall limit bidder from providing similar services to any third parties or reusing the skills, knowhow and experience gained by the employees in providing the services contemplated under this clause, provided further that the bidder shall at no point use MVD's confidential information or Intellectual property.

The Receiving Party shall, at all times regard, preserve, maintain and keep as secret and confidential all Confidential Information and Confidential Materials of the Disclosing Party howsoever obtained and agrees that it shall not, without obtaining the written consent of the Disclosing Party:

Disclose, transmit, reproduce or make available any such Confidential Information and materials to any person, firm, Company or any other entity other than its directors, partners, advisers, agents or employees, sub contractors and contractors who need to know the same for the purposes of maintaining and supporting ICT infrastructure and other assets of MVD as a part of the FMS Project. The Receiving Party shall be responsible for ensuring that the usage and confidentiality by its directors, partners, advisers, agents or employees, sub contractors and contractors is in accordance with the terms and conditions and requirements of this RFP; or Unless otherwise agreed herein, use any such Confidential Information and materials for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its customers or their projects.

In maintaining confidentiality hereunder the Receiving Party on receiving the confidential information and materials agrees and warrants that it shall:

Take at least the same degree of care in safeguarding such Confidential Information and materials as it takes for its own confidential information of like importance and such degree of care shall be at least, that which is reasonably calculated to prevent such inadvertent disclosure;

Keep the Confidential Information and Confidential Materials and any copies thereof secure and in such a way so as to prevent unauthorised access by any third party;

Limit access to such Confidential Information and materials to those of its directors, partners, advisers, agents or employees, sub contractors and contractors who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees, sub contractors and contractors so involved to protect the Confidential Information and materials in the manner prescribed in this document; and

Upon discovery of any unauthorised disclosure or suspected unauthorised disclosure of Confidential Information, promptly inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information and materials, in whatsoever form, including any and all copies thereof.

The Receiving Party who receives the confidential information and materials agrees that on receipt of a written demand from the Disclosing Party:

Immediately return all written Confidential Information, Confidential materials and all copies thereof provided to, or produced by it or its advisers, as the case may be, which is in Receiving Party's possession or under its custody and control;

To the extent practicable, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisors to the extent that the same contain, reflect or derive from Confidential Information relating to the Disclosing Party; So far as it is practicable to do so immediately expunge any Confidential Information relating to the Disclosing Party or its projects from any computer, word processor or other device in its possession or under its custody and control; and

To the extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.

The restrictions in the preceding clause shall not apply to:

Any information that is publicly available at the time of its disclosure or becomes publicly available following disclosure (other than as a result of disclosure by the Disclosing Party contrary to the terms of this document); or any information which is independently developed by the Receiving Party or acquired from a third party to the extent it is acquired with the valid right to disclose the same.

Any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognised stock exchange or any enquiry or investigation by any Governmental, statutory or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the Disclosing Party of such requirement with a view to providing the Disclosing Party an opportunity to obtain a protective order or to contest the disclosure or otherwise agree to the timing and content of such disclosure.

The Confidential Information and materials and all copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party and its disclosure hereunder shall not confer on the Receiving Party any rights whatsoever beyond those contained in this document.

The confidentiality obligations shall survive the expiry or termination of the agreement between the SPMVD and MVD.

Acquaintance with all conditions

The bidder acknowledges that he has made himself fully acquainted with all the conditions and circumstances under which the delivery of services required under the contract will have to be made or furnished and with all the terms, clauses, conditions, specifications and other details of the contract and the bidder shall not plead ignorance of any of those as excuse in case of complaint against or on rejection of supplies specified by him or with a view either to ask for encashment of any rates agreed to in the contract or to evading any of his obligations under the contract.

30.0 SPECIAL CONDITIONS OF CONTRACT

30.1 Special instructions to MVD personnel:

30.2 Working hours for all SPMVD staff would be from **09:15 hrs IST to 18:15 hrs IST**; however they would be required to support outside the working hours, whenever required by MVD.

30.3 Any SPMVD personnel including housekeeping staff working from MVD office should abide by a set of regulations enabling MVD to exercise control over the people movement at workplace, as well as for the easy distinction between MVD staff & SPMVD staff. The

administrative prerequisites governing the role of the SPMVD's personnel at MVD offices, which have to be strictly adhered to, are detailed out as below:

30.4 He / she should always wear a **uniform** (which should be provided by the SPMVD).

30.5 He / she should always wear an **ID card** revealing his Photograph, Name, Designation & other distinct employee references, if any, signed & issued by authorized personnel from the SPMVD. (Which should be issued by the SPMVD).

30.6 He / she should sign an attendance register at MVD office where he works as support personnel.

30.7 In case of leave / permission, he / she must inform the designated officers from MVD in advance and the same has to get approved. Additionally, he / she must forward the approval to the SPMVD Admin team / personnel with sufficient cushion time for the SPMVD to provide alternate support personnel with equal or higher qualification/experience, to the respective office

30.8 All SPMVD personnel's scope of work is not confined only to their respective MVD offices or zones, but they should be readily travelling across to any MVD office whenever required by MVD.

30.9 For those hardware / equipments certified as "Irreparable" by the SPMVD, MVD may seek external vendors to fix the same and if the same could be repaired & made operational, the cost incurred by MVD in this process, shall be borne by the SPMVD.

30.9.1 SPMVD personnel, under no circumstance, should perform any job which only an MVD staff is authorized to carry out. However, if found involving in any unauthorized activities, SPMVD shall be penalized for the same.

31.0 Hand over & Take over formalities

31.1 SPMVD should clearly document the takeover process from the previous support vendor. SPMVD needs to prepare a Takeover checklist furnishing a list of equipments, software media, user manuals etc handed over by the previous vendor.

31.2 SPMVD is required to submit this Takeover checklist to MVD in a sealed envelope.

The same should be practiced by SPMVD staff, whenever new staffs replace the old SPMVD staff in any of the MVD offices.

32.0 Training of SPMVD personnel

32.1 The persons deployed by the SPMVD should be properly trained and have expertise and skills for carrying out Facility Management Services and also provided with essential tool kits.

32.1 SPMVD must deploy an internal training plan to induct newly recruited staff for the purpose of this project anytime during the period of the contract. Such staff must be given complete orientation on the project, basic know-how of MVD, roles of responsibilities of SPMVD & those specific to his cadre and any relevant knowledge transfer that would enable him to discharge his duties up to the expectations of MVD.

32.2 One week compulsory training shall be given to the personnel inducted for the project.

32.3 Additionally, SPMVD must conduct a quarterly refresher training to all its staff on this project to share best practices, handle commonly faced issues efficiently, imparting of knowledge etc.

33.0 Training for MVD staff

Training shall be given to all the MVD staff on request for the application software without any extra cost.

34 .0 Support operations

34.1 SPMVD should conduct a detailed study on the operations of MVD, commonly faced problems or issues, and prepare a quick reference manual on the basic troubleshooting steps to be followed, flyers on steps to be followed during uninstalling or installation of specific hardware & software

34.2 SPMVD should ensure that the System administrators, Assistant system administrators, Helpdesk staff & Housekeeping staff deputed at all MVD offices follow a standard practice for every task handled at various offices of MVD. This may include Installation of operating system, assigning user rights, set of software to be installed, configuration of email, granting or denying access for any system or device, software updates, antivirus updates, preventive maintenance practices, routine activities, back-up activities, effecting security policies, general cleaning etc. SPMVD must devise standard rules or policies & cascade it to its entire staff. A copy of this document should be handed over to MVD, while one should be retained by the Project manager. This document must be revised on a quarterly basis & re-circulated as mentioned above.

34.3 SPMVD is required to offer the same deliverables as detailed in the Scope of work, for all new offices opened by MVD.

34.4 Site preparation, building of office, civil work, electrical work, networking and all other preliminary activities in setting up the new office should be taken up by the SPMVD, for which payment shall be made based on a separate work order.

34.5 Supply of consumables should be carried out only through an indent that is approved by the respective MVD office head.

34.6 SPMVD should supply consumables for all services quoted in [ANNEXURE D](#). However, if any service has been withdrawn by MVD, payment for consumables to such services will not be applicable. On the other hand, if MVD introduces any additional services, supply of consumables to such services should be done at no extra cost to MVD.

34.7 For all the pre-printed stationery to be supplied by the SPMVD, MVD shall give standard formats & specifications which should not have any deviations from the stipulated, whatsoever.

34.8 Routine meetings and reporting processes must be defined to ensure a smooth interface and timely resolution of issues.

34.9 MVD will not resolve issues or disputes between SPMVD's personnel and any sub-contractors retained by the SPMVD.

34.9.1 For operational services such as problem resolution, help desk inquiries, and the like, there must be routine and continuous interaction between the SPMVD's employees and MVD's end user community. The SPMVD's employees will be a significant interface between such organization and MVD's end-user community.

34.9.2 SPMVD should submit a copy of all AMCs signed on behalf of MVD, as a part of the Facilities Management project handled by the SPMVD.

34.9.3 The SPMVD is expected to continuously measure and improve its service delivery and MVD's satisfaction with those services.

Form No. 1: Bid Form

Ref. No.:

Date :

To,

The Transport Commissioner, kerala
 2nd Floor, Trans Towers,
 Vazhuthacaud, Thycaud P.O,
 Thiruvananthapuram - 695014

Sub:- Bid for providing Facilities Management Services for Motor Vehicles Department,
 Government of Kerala

Dear Sir,

1.0 We, M/s _____ having read and examined in detail the requirements and all bidding documents including all annexures and forms in respect of Facilities Management Services, supply of stationery, consumables, do hereby propose to provide the Facilities Management Services as specified in this document and in accordance with the Schedule of Prices indicated in the Commercial Offer and made part of this Bid.

2.0 If our Bid is accepted, we undertake to deliver the Goods and Services in accordance with the delivery schedule specified in the RFP.

3.0 **PRICE AND VALIDITY**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of bids or 120 days from the opening of the commercial bid whichever is later. We do hereby confirm that our bid prices include all taxes including Income Tax, Service Tax, local tax or any other tax as applicable from time to time. We have studied the clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

4.0 **EARNEST MONEY**

We have enclosed the earnest money in the form of Bank Draft No. _____ dt. _____ Bank Name _____ amounting to ₹ *Insert the EMD amount in Words*.

5.0 **DEVIATIONS**

We declare that all the services shall be performed strictly in accordance with the fine tuned specifications. However, if during the process of execution the Motor Vehicles department (MVD) or the Service Provider to Motor Vehicles Department finds any new technique useful for MVD, the same may be introduced as per the MVD's requirement.

RFP

Motor Vehicles Department, Govt. of Kerala

6.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

7.0 QUALIFYING DATA

We confirm having submitted in the sought supporting documents confirming fulfilment of the eligibility criteria as required by you in your RFP document (Ref: RFP No. MIT4/26430/TC/2010 dated dd.mm.2012. In case you require any further information/ documentary proof in this regard for the purpose of evaluation of our bid, we agree to furnish the same in time to your satisfaction.

Authorized Signatory:		Seal
Name		
Designation		
Date		

Form No. 2: Bidder Profile

1. Name of the Firm	
2. Year of Establishment	
3. Registered Office Address	
	Telephone: Fax:
	Website:
4. Address for Communication (Local Office)	
5. Details of Contact Person: Name & Designation Address Telephone Mobile e-mail	
6. Details of Registration (Public Ltd, PVT Ltd etc) (Submit documentary proof)	
7. Service Tax / PF / IT Registration No. (Submit documentary proof)	
8. ISO / CMM /BSS certified in the related field: (Yes /No) (Attach valid copy of Certificate)	
9. Average Annual Turnover for last Three years in the field of Facility Management Services (Attach Certificate from CA) 2007-2008, 2008-2009, 2010-2011	
RFP document fees	DD No. Date: Issued:
Bidder's proposal number and date	
Details of Service Offered	

Authorized Signatory:	Seal
Name	
Designation	
Date	

Form No. 3: Bidders Consortium Partners Profile

	Name of the Firm	
	Year of Establishment	
	Registered Office Address	Tel: FAX:
		Web Site:
2.	Address for Communication (Local Office)	
3.	Details of Contact Person: Name Designation Address Telephone Mobile e-mail	
4.	Details of Registration (Submit documentary proof)	
5.	Joint Memorandum of Understanding /Agreement (Submit Copy of MoU)	
6.	ISO / CMM /BS Certified in the related field: Yes /No (Attach Certificate)	
7.	Details of Service Offered	

Authorized Signatory:		Seal
Name		
Designation		
Date		

Form No. 4: Financial details as per Audited Accounts

1.	Name of Bidder						Area of Service			
		Total	Relevant Service	Total	Relevant Service	Total	Relevant Service	Total	Relevant Service	
		2007 -2008		2008-2009		2009-2010		Average		
	Turn Over									
	Profit									

2.	Name of Partner						Area of Service			
		Total	Relevant Service	Total	Relevant Service	Total	Relevant Service	Total	Relevant Service	
		2007 -2008		2008-2009		2009-2010		Average		
	Turn Over									
	Profit									

Authorized Signatory:		Seal
Name		
Designation		
Date		

Form No. 5: General Experience

Sl. No.	Experience from the Sector (Public/Private/Govt etc)	Client Details	Nature of Work	Work order no. & Date	Contract Period	Project Cost

Note: a. Provide details for projects executed in last 3 years only

b. Provide end user certificate

Authorized Signatory		Seal
Name		
Designation		
Date		

Form No.6: Details of Service Network across Kerala

(To be filled by each member of the consortium)

This is to certify that _____ (Company name) having its registered office at _____ (address)

_____ and _____ local office at _____ (address)

_____ has the following service network centers in Kerala

Sl. No	Name of the firm	Address	Contact Person	Telephone

Authorized Signatory		Seal
Name		
Designation		
Date		

Form No. 7: STATEMENT OF DEVIATIONS FROM RFP TERMS AND CONDITIONS

Ref. No.: Date :

To,

The Transport Commissioner, Kerala

2nd Floor, Trans Towers,

Vazhuthacaud, Thycaud P.O,

Thiruvananthapuram

Kerala 695014

Sir,

There are no deviations (null deviations) from the terms and conditions of the RFP. All the terms and conditions of the RFP are acceptable to us.

OR (Strike out whatever is not applicable)

Following are the deviations from the terms and conditions of the RFP document. These deviations and variations are exhaustive. Except these deviations and variations, all other terms and conditions of the RFP are acceptable to us.

Sl No.	Section No.	Page No.	Paragraph	Statement of Deviations and Variations
1.				
2.				

Authorized Signatory		Seal
Name		
Designation		
Date		

Form No. 8: Technical Bid – Details

The Bidders are requested to provide a document describing the services as per the categories mentioned below. The description document at a minimum should furnish details as mentioned below:-

- The details of services offered under FMS, for each area as mentioned in the Scope of Work, with special emphasis to the following areas:-
- Helpdesk Support
- Preventive Maintenance
- List of Scheduled services activities to be carried out, with frequency
- Backup activities
- Inventory Management
- Mechanism for 100% SLA adherence
- Training Details consisting of the following to the minimum:-
- Type of Training, Training Location, Mode of Training, Training Modules, No. of days, approximate no. of users, frequency etc.
- Documentation: Details of the documentation during the contract period.
- Project Review and monitoring mechanism, Quality Assurance procedure and escalation procedure.
- Housekeeping services
- Specifications of the consumables(given in [ANNEXURE D](#))proposed to be supplied
- Summary of the manpower along with their detailed Roles and Responsibilities in the following format:-

Designation:

Total Nos:

Roles & Responsibilities:

(Please note that the manpower details should be in sync with the details submitted in Form 9.)

Form No. 9: Employee details

(To be filled by each member of the consortium)

Please provide details of the key people who will be involved in the project across services like Facility Management for ICT infrastructure & other assets of MVD, Helpdesk, Housekeeping etc.

Sl. No.	Employee Name with Designation & Company	Role in Project	Task & Position Assigned	Age	Yrs (relevant) Exp.	Years with Co.	Educational Qualifications & Certifications	Relevant key clients and role in project	Previous Employment Record
1									
2									
3									

Please note that it is mandatory to fill up all the above columns for all the key proposed positions.

This is to certify that _____ (Company name) having its registered office at (address)

_____ and local office at (address) _____

has total direct and permanent employee strength of _____ (No.) with _____ (nos.) in the local office.

Authorized Signatory		Seal
Name		
Designation		
Date		

Form No. 10: DECLARATION BY THE BIDDER**Ref No.****Dated**

To,
 The Transport Commissioner, Kerala
 2nd Floor, Trans Towers,
 Vazhuthacaud, Thycaud P.O,
 Thiruvananthapuram - 695014

NAME OF THE BIDDER: M/s_____

The bidder is requested to sign and affix their seal on each page of this document and submit this duly signed original RFP document with pre qualification bid in respective cover without fail.

The bidder is also requested to give the following declaration as per the format.

Sir,

We M/s _____ have gone through the terms and conditions and will abide by them as laid down in the RFP.

We M/s _____ hereby confirm that our firm has not been blacklisted by any State Government / Central Government.

We M/s _____ further confirm that our firm has no legal case pending in any of the courts for winding up the company.

We M/s _____ hereby declare that the particulars furnished by us in this offer are true to the best of our knowledge and we further understand and accept that, if at any stage the information furnished is found to be incorrect or false, we are liable for disqualification from this bid and also is liable for any penal action that may arise due to the above.

Authorized Signatory:		Seal
Name		
Designation		
Date		

Form No. 11: STATEMENT OF COMMERCIAL DEVIATIONS

Date :
Ref. No.:

To,
The Transport Commissioner, Kerala
Motor Vehicles Department,
2nd Floor, Trans Towers,
Vazhuthacaud, Thycaud P.O,
Thiruvananthapuram - 695014
Sir,

There are no deviations (null deviations) from the requirement specifications of bid items and schedule of requirements and hence there are no commercial deviations. The entire work shall be performed as per your specifications and documents.

OR (*Strike out whatever is not applicable*)

Following is the exhaustive list of commercial deviations and variations from the exceptions to the specifications and documents for the above mentioned bid. Except for these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl No.	Section No.	Page No.	Paragraph	Statement of Deviations and Variations
1.				
2.				

Authorized Signatory		Seal
Name		
Designation		
Date		

Form No. 12: Commercial Bid**(To be submitted on official pre-printed Letter Head of bidder)**

To,

The Transport Commissioner, Kerala
 Motor Vehicles Department,
 2nd Floor, Trans Towers,
 Vazhuthacaud, Thycaud P.O,
 Thiruvananthapuram - 695014

Sir,

Sub:

Ref: RFP No.dated

With reference to the above, our Commercial Bid for undertaking the contract as per terms & conditions prescribed in RFP is as quoted here below.

COMMERCIAL BID Consolidated Figures		Amount (₹)
1	Manpower Cost	
2	AMC Cost	
3	Consumables Cost	
4	Stationery Cost	
5	House Keeping Cost	
6	Infrastructure Maintenance Cost	
	TOTAL(in figures)	
	TOTAL (in words)Only	

We also attach herewith Detailed Commercial Bids as per prescribed formats, with detailed split up of the above prices.

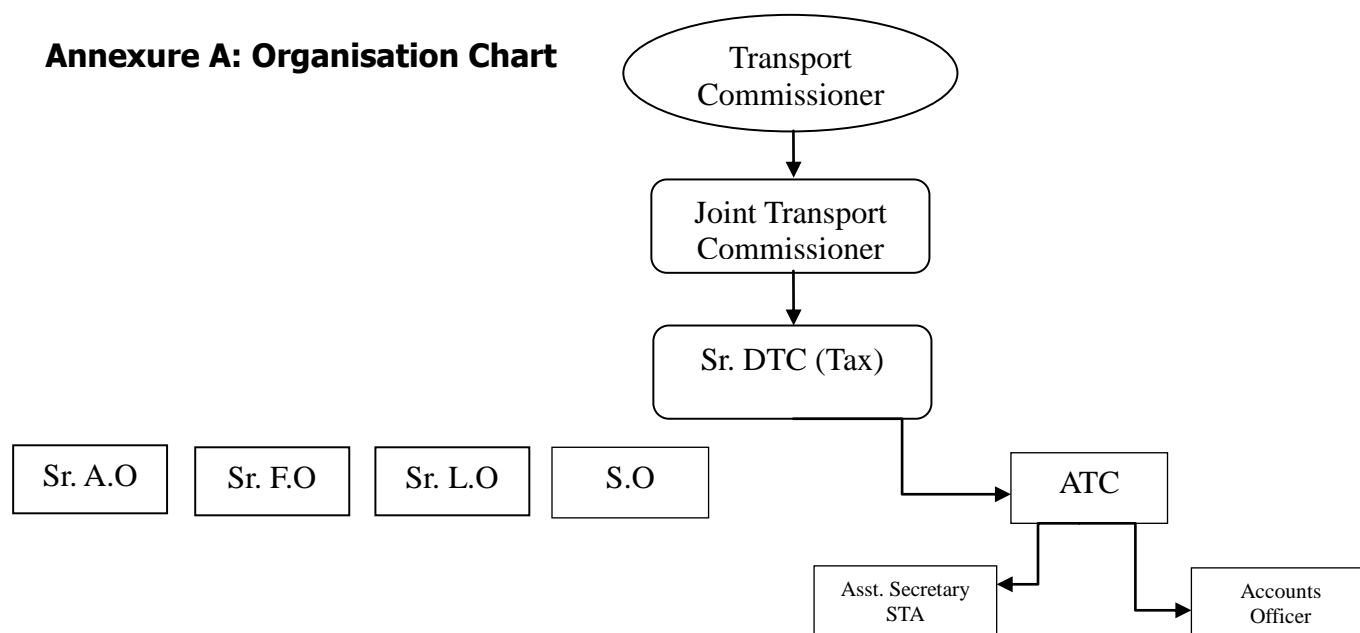
We also confirm that having submitted the letter of unconditional acceptance of all the conditions of the RFP, we have not attached any terms & conditions with this commercial bid. If any such terms & conditions are found attached with the Commercial Bid, MVD is free to take any action as provided for in the RFP.

We confirm herewith that the value submitted above, in words, is firm & final, and without any variables.

No. of Pages (of Commercial Bid):

Yours Sincerely,

Authorized Signatory:		Seal
Name		
Designation		
Date		

Annexure A: Organisation Chart

DTC , SZ	DTC , CZ-I	DTC , CZ-II	DTC , NZ
RTO, Trivandrum	RTO, Thrissur	RTO, Kottayam	RTO, Kozhikkode
SRTO, Parassala	SRTO, Irinjalakkuda	SRTO, Changanassery	SRTO, Koduvally
SRTO, Neyyattinkara	SRTO, Guruvayoor	SRTO, Kanjirappally	RTO, Vadakara
SRTO, Kazhakuttom	SRTO, Kodungalloor	SRTO, Pala	SRTO, Koyilandy
MVCP, Amaravila (IN)	SRTO, Vadakancherry	SRTO, Vaikom	RTO, Wayanad
MVCP ,Amaravila (OUT)	SRTO, Chalakkudy	RTO, Idukki	MVCP, Sulthan Bathery
MVCP ,Poovar	RTO, Palakkad	SRTO, Vandiperiyar	MVCP, Kattikulam
RTO, Attingal	SRTO, Alathur	SRTO, Thodupuzha	RTO, Kannur
SRTO, Nedumangad	SRTO, Mannarkad	MVCP, Kumili	SRTO, Thalassery
RTO, Nationalized Sector	SRTO, Ottapalam	RTO, Ernakulam	SRTO, Thaliparamba
	SRTO, Pattambi	SRTO, Thripunithura	MVCP, Iritty
RTO, Kollam	MVCP, Walayar (IN)	SRTO, Aluva	RTO, Kasaragod
SRTO, Karunagapally	MVCP, Walayar (OUT)	SRTO, North Paravur	SRTO, Kanhangad
SRTO, Kottarakkara	MVCP, Gopalapuram	SRTO, Mattancherry	MVCP, Nileswaram
SRTO, Punalur	MVCP, Velanthavalam	SRTO, Angamaly	MVCP, Manjeshwaram
SRTO, Kunnathur	MVCP, Nadapunni	RTO, Muvattupuzha	MVCP, Perla
MVCP, Aaryankavu	MVCP, Govindapuram	SRTO, Perumbavoor	
RTO, Pathanamthitta	MVCP, Meenakshipuram	SRTO, Kothamangalam	
SRTO, Adoor	RTO, Malappuram		
SRTO, Thiruvalla	SRTO, Perinthalmanna		
SRTO, Mallapally	SRTO, Ponnani		
SRTO, Ranni	SRTO, Tirur		
RTO, Alappuzha	SRTO, Tirurangadi		
SRTO, Kayamkulam	MVCP, Vazhikkadavu		
SRTO, Chengannur			
SRTO, Mavelikkara			
SRTO, Cherthala			

Annexure B: List of Offices & Address

Sl. No.	Office Code	Office Name	Office Address	Phone No. & e-mail ID
Thiruvananthapuram				
1.		Head Office: Transport Commissionerate	2 nd Floor, Trans Towers, Vazhuthacaud, Thycaud P.O., Thiruvananthapuram PIN: 695014	91-0471-2333317 / 37 tcoffice@keralamvd.gov.in

SOUTH ZONE				
Thiruvananthapuram				
2.		Deputy Transport Commissioner Office, South Zone	1 st Floor, Trans Towers, Vazhuthacaud, Thycaud P.O., Thiruvananthapuram. PIN: 695014	91-0471-2333336 dtctvm@keralamvd.gov.in
3.	KL-01	Regional Transport Office, Thiruvananthapuram	Transport Bhavan, East Fort, Fort P.O., Thiruvananthapuram. PIN: 695023	91-0471-2469223 kl01@keralamvd.gov.in
4.	KL-19	Sub Regional Transport Office, Parassala	Mini Civil Station, Parassala P.O., Thiruvananthapuram. PIN: 695502	91-0471-2200026 kl19@keralamvd.gov.in
5.	KL-20	Sub Regional Transport Office, Neyyattinkara	Mini Civil Station, Opp. Neyyattinkara Taluk Office, Neyyattinkara P.O., Thiruvananthapuram. PIN: 695121	91-0471-2223643 kl20@keralamvd.gov.in
6.	KL-22	Sub Regional Transport Office, Kazhakuttom	2 nd Floor, Alathara Complex, Kazhakuttom P.O., Thiruvananthapuram. PIN: 695582	91-0471-2412400 kl22@keralamvd.gov.in
7.	KL-15	Regional Transport Office, Nationalized Sector	Civil Station, Kudappanakunnu, Thiruvananthapuram	91-0471-2731339 kl15@keralamvd.gov.in
8.	KL-16	Regional Transport Office, Attingal	Ansar Complex, N.H. 47, T.B. Junction, Attingal P.O., Thiruvananthapuram PIN: 695101	91-0470-2626400 kl16@keralamvd.gov.in
9.	KL-21	Sub Regional Transport Office, Nedumangad	3 rd Floor, Revenue Tower, Nedumangad, Nedumangad P.O., Thiruvananthapuram PIN: 695541	91-0472-2813177 kl21@keralamvd.gov.in

Motor Vehicle Check Posts				
10.	mvcp 301	Amaravila (IN)	Kurumkutti, Parassala, Thiruvananthapuram	91-0471-2226695 mvcp301@keralamvd.gov.in
11.	mvcp 302	Amaravila (OUT)	Sales Tax Building, Amaravila, Thiruvananthapuram - 691316	mvcp302@keralamvd.gov.in
12.	mvcp 303	Poovar	818, Sasthas 6, Perumbazhinji, Kulathoor, Neyattinkara, Thiruvananthapuram.	91-0471-2209166 mvcp303@keralamvd.gov.in

Kollam				
13.	KL-02	Regional Transport Office, Kollam	Civil Station, Aanandavalleswaram, Civil Station P.O., Kollam - 695013	91-0474-2793499 kl02@keralamvd.gov.in
14.	KL-23	Sub Regional Transport Office, Karunagapally	Mini Civil Station, Karunagapally, Kollam PIN: 690518	91-0476-2625041 kl23@keralamvd.gov.in
15.	KL-24	Sub Regional Transport Office, Kottarakkara	Polachira Building, Market Junction, Kottarakkara P.O., Kottarakkara, Kollam PIN: 691506	91-0474-2455699 kl24@keralamvd.gov.in
16.	KL-25	Sub Regional Transport Office, Punalur	Nellipally, Punalur, Kollam PIN: 691305	91-0475-2228420 kl25@keralamvd.gov.in
17.	KL-61	Sub Regional Transport Office, Kunnathur	Chakkuvally, Sooranad P.O	kl61@keralamvd.gov.in
Motor Vehicle Check Posts				
18.	mvcp 304	Aaryankavu	Aaryankavu, Aaryankavu P.O., Kollam - 691316	91-0475-2211633 mvcp304@keralamvd.gov.in

Pathanamthitta				
19.	KL-03	Regional Transport Office, Pathanamthitta	Parayil Building, College Road, Makamkunnu P.O., Pathanamthitta. PIN: 689645	91-0468-2222426 kl03@keralamvd.gov.in

20.	KL-26	Sub Regional Transport Office, Adoor	3 rd Floor, Revenue Tower, Adoor P.O., Pathanamthitta. PIN: 691523	91-04734-227475 kl26@keralamvd.gov.in
21.	KL-27	Sub Regional Transport Office, Thiruvalla	Revenue Tower, Opp. Police Station, Thiruvalla, Pathanamthitta. PIN: 689101	91-0469-2635577 kl27@keralamvd.gov.in
22.	KL-28	Sub Regional Transport Office, Mallapally	Mini Civil Station, Mallapally, Pathanamthitta. PIN: 689585	91-0469-2681900 kl28@keralamvd.gov.in
	KL-62	Sub RT Office, Ranni	Cheriyamoozhiyil Buildings, Pulimukku, Angadi P.O., Ranni, Pathanamthitta PIN 689674	kl62@keralamvd.gov.in

Alappuzha

23.	KL-04	Regional Transport Office, Alappuzha	Civil Station, Civil Station P.O., Alappuzha. PIN: 688001	91-0477-2253160 kl04@keralamvd.gov.in
24.	KL-29	Sub Regional Transport Office, Kayamkulam	Mini Civil Station, Near KSRTC Bus Stand, Kayamkulam, Kayamkulam P.O., Alappuzha. PIN: 690101	91-0479-2447730 kl29@keralamvd.gov.in
25.	KL-30	Sub Regional Transport Office, Chengannur	Mini Civil Station, Chengannur P.O., Chengannur, Alappuzha PIN: 689121	91-0479-2450800 kl30@keralamvd.gov.in
26.	KL-31	Sub Regional Transport Office, Mavelikkara	Mini Civil Station, Mavelikkara, Alappuzha. PIN: 690101	91-0479-2306200 kl31@keralamvd.gov.in

27.	KL-32	Sub Regional Transport Office, Cherthala	Mini Civil Station, Cherthala, Cherthala P.O., Alappuzha PIN: 688524	91-0478-2816248 kl32@keralamvd.gov.in
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CENTRAL ZONE-I				
Thrissur				
28.		Deputy Transport Commissioner Office, Central Zone-I	TC 50/789, Opp. Civil Station, Ayyanthole P.O., Thrissur - 680003	91-0487-2360450 dtctcr@keralamvd.gov.in
29.	KL-08	Regional Transport Office, Thrissur	Civil Station, Ayyanthole P.O., Thrissur - 680003	91-0487-2360262 kl08@keralamvd.gov.in
30.	KL-45	Sub Regional Transport Office, Irinjalakkuda	Mini Civil Station, Irinjalakkuda, Thrissur - 680121	91-0480-2825666 kl45@keralamvd.gov.in
31.	KL-46	Sub Regional Transport Office, Guruvayoor	Manjulal Shopping Complex, East Nada, Guruvayoor P.O., Thrissur. PIN: 680101	91-0487-2551666 kl46@keralamvd.gov.in
32.	KL-47	Sub Regional Transport Office, Kodungalloor	Mini Civil Station, West Nada, Kodungalloor, Thrissur PIN: 680664	91-0480-2807666 kl47@keralamvd.gov.in
33.	KL-48	Sub Regional Transport Office, Vadakancherry	Souhrada Arcade, Near Taluk Office, Wadakancherry, Thrissur - 680582	91-04884-233666 kl48@keralamvd.gov.in
34.	KL-64	Sub RT Office, Chalakkudy	Mini Civil Station, 2nd Floor, NH 47 By-Pass, Chalakkudy - 680307	kl64@keralamvd.gov.in

Palakkad				
35.	KL-09	Regional Transport Office, Palakkad	Civil Station, Civil Station P.O., Palakkad. PIN: 678002	91-0491-2505741 kl09@keralamvd.gov.in
36.	KL-49	Sub Regional Transport Office, Alathur	2nd Floor, Vyaparabhavan Building, Near A.S.M High School, Alathur P.O., Palakkad PIN: 678541	91-0492-2224909 kl49@keralamvd.gov.in

37.	KL-50	Sub Regional Transport Office, Mannarkad	Mini Civil Station, Kunthipuzha, Mannarkad, Palakkad. PIN: 678541	91-04924-223090 kl50@keralamvd.gov.in
38.	KL-51	Sub Regional Transport Office, Ottapalam	SBI Building, Opp. Municipal Bus Stand, Main Road, Ottapalam, Palakkad	91-0466-2247064 kl51@keralamvd.gov.in
39.	KL-52	Sub Regional Transport Office, Pattambi	2 nd Floor, Mini Civil Station, Pattambi P.O., Palakkad PIN: 679303	91-0466-2214182 kl52@keralamvd.gov.in

Motor Vehicle Check Posts

40.	mvcp 306	Walayar (IN)	Walayar, Palakkad	91-0491-2862011 mvcp306@keralamvd.gov.in
41.	mvcp 307	Walayar (OUT)	Walayar, Palakkad	91-0491-2862411 mvcp307@keralamvd.gov.in
42.	mvcp 308	Gopalapuram	Gopalapuram, Palakkad road, Palakkad	91-04923-236388 mvcp308@keralamvd.gov.in
43.	mvcp 309	Velanthavalam	6/898, Velanthavalam, Kozhippara, Palakkad. PIN: 678551	91-04923-235541 mvcp309@keralamvd.gov.in
44.	mvcp 310	Nadapunni	412/12, Nadapunni, Kozhinjampara, Palakkad.	91-04923-236888 mvcp310@keralamvd.gov.in
45.	mvcp 311	Govindapuram	Govindapuram, Mudalamada P.O., Palakkad.	91-04923-236398 mvcp311@keralamvd.gov.in
46.	mvcp 312	Meenakshipuram	7/229 (231), Perumatti Panchayat, Meenakshipuram P.O., Palakkad	91-04923-234416 mvcp312@keralamvd.gov.in

47.	KL-10	Regional Transport Office, Malappuram	Civil Station, Uphill, Malappuram. PIN: 676505	91-0483-2734924 kl10@keralamvd.gov.in
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48.	KL-53	Sub Regional Transport Office, Perinthalmanna	Padippura Building, Kozhikkode Road, Perinthalmanna P.O., Malappuram. PIN: 679322	91-04933-220856 kl53@keralamvd.gov.in
49.	KL-54	Sub Regional Transport Office, Ponnani	1 st Floor, Mini Civil Station, Ponnani Nagar, Ponnani, Malappuram. PIN: 679583	91-0494-2667511 kl54@keralamvd.gov.in
50.	KL-55	Sub Regional Transport Office, Tirur	Mini Civil Station, Tirur, Malappuram. PIN: 676101	91-0494-2423700 kl55@keralamvd.gov.in
51.	KL-65	Sub RT Office, Tirurangadi	Mini Civil Station, Block Road, Chemmad, Tirurangadi P.O. PIN: 676306	91-0494-2463000 kl65@keralamvd.gov.in
Motor Vehicle Check Posts				
52.	mvcp 313	Vazhikkadavu	344/9, Vazhikadavu Panchayath, Vazhikadavu, Malappuram. PIN: 679333	91-04931-276272 mvcp313@keralamvd.gov.in

CENTRAL ZONE-II				
Kottayam				
53.	KL-05	Regional Transport Office, Kottayam	Civil Station, Collectorate P.O., Kottayam. PIN: 686002	91-0481-2560429 kl05@keralamvd.gov.in
54.	KL-33	Sub Regional Transport Office, Changanassery	Revenue Tower, Changanassery P.O., Changanassery, Kottayam PIN: 686101	91-0481-2411931 kl33@keralamvd.gov.in
55.	KL-34	Sub Regional Transport Office, Kanjirappally	Mangalampady Buildings, Attickal, Ponkunnam P.O., Kanjirappally, Kottayam PIN: 686506	91-04828-223090 kl34@keralamvd.gov.in
56.	KL-35	Sub Regional Transport Office, Pala	15/168-C, Pala Municipality, chethimattam, Pala, Kottayam PIN: 686575	91-0482-2216455 kl35@keralamvd.gov.in
57.	KL-36	Sub Regional Transport Office, Vaikom	Municipal Building, Kochukavala, Vaikom P.O., Kottayam. PIN: 686141	91-04829-224141 kl36@keralamvd.gov.in

Idukki				
58.	KL-06	Regional Transport Office, Idukki	Civil Station, Kuyilimala, Pinav P.O., Idukki. PIN: 685603	91-04862-232244 kl06@keralamvd.gov.in
59.	KL-37	Sub Regional Transport Office, Vandiperiyar	3 rd Floor, Mini Civil Station, Peerumedu P.O., Idukki PIN: 685531	91-04869-252733 kl37@keralamvd.gov.in

60.	KL-38	Sub Regional Transport Office, Thodupuzha	Building No. II/609, Thodupuzha Municipality, Prakash Building, Opp. Prakash Pump, Thodupuzha P.O., Idukki. PIN: 685584	91-04869-252733 kl37@keralamvd.gov.in
Motor Vehicle Check Posts				
61.	mvcp 305	Kumili	Commercial Tax Building, Kumili P.O., Idukki PIN: 685509	91-04869-223107 mvcp305@keralamvd.gov.in

Ernakulam				
62.		Deputy Transport Commissioner Office, Central Zone-II	Government Quarters, Kunnumpuram, Kakkanad, Ernakulam. PIN: 682021	91-0484-2423030 dtcekm@keralamvd.gov.in
63.	KL-07	Regional Transport Office, Ernakulam	2 nd Floor, Civil Station, Kakkanad, Thrikkakara P.O., Ernakulam. PIN: 682030	91-0484-2422246 kl07@keralamvd.gov.in
64.	KL-39	Sub Regional Transport Office, Thripunithura	1 st Floor, Vypari Vyavasai Buildings, Near Sreekala Theatre, Vadakkekotta, Thripunithura P.O., Ernakulam PIN: 682301	91-0484-2774166 kl39@keralamvd.gov.in
65.	KL-41	Sub Regional Transport Office, Aluva	6/1293, Mini Civil Station, Goods Shed Road, Aluva, Ernakulam. PIN: 683101	91-0484-2622006 kl41@keralamvd.gov.in

66.	KL-42	Sub Regional Transport Office, North Paravur	Abul Memorial Shopping Complex, Perumpadanna, North Paravur, Ernakulam PIN: 683513	91-0484-2442522 kl42@keralamvd.gov.in
67.	KL-43	Sub Regional Transport Office, Mattancherry	Chemeens Jn., Thoppumpady P.O., Kochi PIN: 682005	91-0484-2229200 kl43@keralamvd.gov.in
68.	KL-17	Regional Transport Office, Muvattupuzha	Mini Civil Station, Pazhappally, Mudavoor P.O., Muvattupuzha, Ernakulam. PIN: 686669	91-0485-2814959 kl17@keralamvd.gov.in
69.	KL-40	Sub Regional Transport Office, Perumbavoor	Municipal Shopping Complex Building, Pattal, Iringole P.O., Perumbavoor, Ernakulam PIN: 683548	91-0484-2525573 kl40@keralamvd.gov.in
70.	KL-44	Sub Regional Transport Office, Kothamangalam	3 rd Floor, Revenue Tower, Kothamangalam P.O., Ernakulam. PIN: 686691	91-0485-2826826 kl44@keralamvd.gov.in
71.	KL-63	Sub RT Office, Angamaly	IIP Building, Near SNDG Jn., Manjapra Road, Angamaly - 683572	91-0484-2456333 kl63@keralamvd.gov.in

NORTH ZONE				
Kozhikkode				
72.		Deputy Transport Commissioner Office, North Zone, Kozhikkode	Civil Station, Malaparamba, Kozhikkode. PIN: 673020	91-0495-2370985 dtckkd@keralamvd.gov.in
73.	KL-11	Regional Transport Office, Kozhikkode	Civil Station, Malaparamba, Kozhikkode. PIN: 673020	91-0495-2371705 kl11@keralamvd.gov.in
74.	KL-57	Sub Regional Transport Office, Koduvally	Koduvally P.O., Kozhikkode PIN: 673572	91-0495-2210280 kl57@keralamvd.gov.in
75.	KL-18	Regional Transport Office, Vadakara	Mini Civil Station, Vadakara Town, Kozhikkode. PIN: 673101	91-0496-2526234 kl18@keralamvd.gov.in
76.	KL-56	Sub Regional Transport Office, Koyilandy	Meethlekandi Complex, Koyilandy Town, Koyilandy, Kozhikkode. PIN: 673305	91-0495-2623215 kl56@keralamvd.gov.in

Wayanad				
77.	KL-12	Regional Transport Office, Wayanad	Civil Station, North Kalpetta, Wayanad. PIN: 673122	91-04936-202607 kl12@keralamvd.gov.in
Motor Vehicle Check Posts				
78.	mvcp 315	Sulthan Bathery	Thajarappady, Muthanga, Sulthan Bathery, Wayanad	91-04936-270110 mvcp315@keralamvd.gov.in
79.	mvcp 316	Kattikulam	Kattikulam P.O., Thirunelli, Wayanad. PIN: 670646	91-04935-250505 mvcp316@keralamvd.gov.in

Kannur				
80.	KL-13	Regional Transport Office, Kannur	Civil Station, Kannur. PIN: 670102	91-0497-2700566 kl13@keralamvd.gov.in

81.	KL-58	Sub Regional Transport Office, Thalassery	2 nd Floor, Hindustan Tower, Town Hall Road, Chirakkara P.O., Thalassery, Kannur. PIN: 670104	91-0490-2327300 kl58@keralamvd.gov.in
82.	KL-59	Sub Regional Transport Office, Thaliparamba	6/140 'N', Katti Complex, Manna, Thaliparamba, Kannur. PIN: 670141	91-0460-2206580 kl59@keralamvd.gov.in
Motor Vehicle Check Posts				
83.	mvcp 314	Iritty	Iritty, Kannur	91-0490-2493566 mvcp314@keralamvd.gov.in

Kasaragod				
84.	KL-14	Regional Transport Office, Kasaragod	Civil Station, Vidya Nagar, Vidya Nagar P.O., Kasaragod. PIN: 671123	91-04994-255290 kl14@keralamvd.gov.in
85.	KL-60	Sub Regional Transport Office, Kanhangad	Thidil Complex, Near Town Hall, T.B. Road, Kanhangad P.O. PIN: 671315	91-0467-2207766 kl60@keralamvd.gov.in
Motor Vehicle Check Posts				
86.	mvcp 318	Manjeshwaram (Thalappadi)	Manjeshwaram, Kunjathoor, Kasaragod. PIN: 671315	91-04998-272454 mvcp318@keralamvd.gov.in
87.	mvcp 319	Perla	Vishwakarma, Perla Estate, Perla, Kasaragod	91-04998-226720 mvcp319@keralamvd.gov.in
88.		Neeleswaram	Cheruvathur P.O., Kasaragod	+91-0467-2262154 mvcp318@keralamvd.gov.in

Annexure C: List of Services & Volume of Transactions

Sl No	License	2008	2009	2010
1.	Issue/Additional endorsement of learner's licence	123890	140247	347457
2.	Issue of duplicate learner's licence	460	606	417
3.	Re-Issue of learners licence	19598	21677	4886
4.	Change of address in Learners License within region	1827	1564	335
5.	Learner's licence particulars	14	17	5
6.	Issue of driving licence - form 7	42495	160302	263468
7.	Issue of duplicate DL - form 7	119190	42075	31943
8.	Driving License - particulars	14186	17280	9569
9.	Renewal of DL- form 7	35941	129105	253215
10.	Change of address in DL - form 7	910	54450	33332
11.	Issue of driver's badge - form 7	114	60710	48994
12.	Issue of duplicate drivers badge	17	44	
13.	Endorsement to drive vehicle carrying hazardous goods - form 7	52104	1424	23
14.	Issue of conductor licence with badge	11983	9497	3329
15.	Renewal of conductor licence	126	12433	6002
16.	Change of address in Conductor License	366	338	114
17.	Issue of duplicate conductor badge	31	15	7
18.	Conductor License -particulars	386	123	22
19.	Issue/renewal of driving school licence	1	584	135
20.	Driving school licence-particulars	4163	1	
21.	Issue of International Driving Permit (IDP)	97	3229	0
22.	Pollution Testing Station License - Grant/Renewal	496	176	0

SI No	Registration	2008	2009	2010
1	New registration	156340	181376	332169
2	Issue of duplicate RC	8716	7880	3291
3	Temporary registration	167409	200494	210171
4	Renewal of temporary registration	4073	4178	1154
5	Change of address	4826	6285	2386
6	Re-assignment of registration number	6671	8059	3898
7	Transfer of ownership	199645	216800	202512
8	Hypothecation entry	61722	50621	37910
9	Hypothecation termination	131126	135973	130751
10	Alteration of motor vehicle (permission)	33234	30894	15865
11	Alteration of motor vehicle (noting)	9892	7192	15510
12	Issue of clearance certificate	41239	43058	30770
13	Issue of NOC	6667	4741	2594
15	Cancellation of RC by authority	207	249	356
16	Fresh RC to financier	1264	937	277
17	RC- particulars	18213	17748	10172
18	Test for FC (grant)	119538	131577	271000
19	Grant or renewal of FC	119423	131109	271000
20	Duplicate FC	1945	2235	0
21	RC Certified Copy	83	35	0
22	Issue / renewal of trade certificate	2935	2913	328
23	Issue duplicate of trade certificate	69	23	329
24	Display of Advertisement	1987	2068	1187
25	Renewal of RC	33743	39187	30827

Sl No	Permit	2008	2009	2010
				91456
1	Fresh permit	71087	82113	
2	Renewal of permit	11548	13051	7273
3	Transfer of permit	9017	8836	4436
4	Transfer of permit (death)	88	94	23
5	Replacement of vehicle	5281	5645	3593
6	Variation of condition of permit	2542	2415	1067
7	Change of address in the permit	12	16	20
8	Cancellation of permit	13265	18378	7728
9	Duplicate permit	7433	7133	1957
10	Temporary permit	21981	22216	11375
11	Special permit	11594	12674	6612
12	Authorisation	12845	11134	
13	Counter signature of stage carriage	17		0
14	Temporary permit - renewal pending (u/s 87(1) d)	661	1180	511
15	Issue / Re-Issue Of Authorisation	14500	12945	3522
16	EV Permit	1	17	0
22	EV-Permit-Fresh permit	9	427	0
23	EV-Permit-Renewal of permit	8	539	0
24	EV-Permit-Transfer of permit	9	36	0
25	EV-Permit-Transfer of permit (death)	21	13	0

Annexure D: List & quantity of consumables required per Service

TYPE OF STATIONERY*	A	B	C	D	E	F	G	H	I
Registration Services									
New Registration Certificate					1		1		1
Issue of duplicate Registration Certificate					1		1		1
Temporary registration			1						1
Renewal of temporary registration			1						1
Change of address					1		1		1
Re-assignment of registration number					1		1		1
Transfer of ownership					1		1		1
Hypothecation entry					1		1		1
Hypothecation termination					1		1		1
Alteration of motor vehicle (permission)	1								1
Alteration of motor vehicle (noting)					1		1		1
Issue of clearance certificate	4								1
Issue of NOC						1			1
Cancellation of RC by authority	10								1
Fresh RC to finacier					1		1		1
RC- particulars	1								1
Test for FC (grant)						1			1
Grant or renewal of FC						1			1
Duplicate FC						1			1
RC Certified Copy	1								1
Issue / renewal of trade certificate	1								1
Issue duplicate of trade certificate	1								1
Display of Advertisement	1								1
Renewal of RC					1		1		1

TYPE OF STATIONERY*	A	B	C	D	E	F	G	H	I
License Services									
Issue/Additional endorsement of learner's licence						1			1
Issue of duplicate learner's licence						1			1
Re-Issue of learners licence						1			1
Change of address in LL within region						1			1
learners licence particulars	1								1
Driving License - particulars	1								1
Issue of driving licence - form 7				1				1	1
Issue of duplicate DL - form 7				1				1	1
Renewal of DL- form 7				1				1	1
Change of address in DL - form 7				1				1	1
Endo. to drive vehicle carrying hazardous goods - form 7				1				1	1
Issue of driver's badge - form 7				1				1	1
Issue of conductor licence with badge				1				1	1
Renewal of conductor licence				1				1	1
Change of address in conductor licence				1				1	1
Issue of duplicate conductor licence				1				1	1
Issue of duplicate conductor badge				1				1	1
conductor licence particulars	1								1
Issue/renewal of driving school licence	1								1
Driving school licence-particulars	1								1
Issue of international driving permit – (IDP)				1				1	1
Pollution Testing Station License - Grant/Renewal	1								1

TYPE OF STATIONERY*	A	B	C	D	E	F	G	H	I
Permit Services									
Fresh permit		1							1
Renewal of permit		1							1
Transfer of permit		1							1
Transfer of permit (death)		1							1
Replacement of vehicle		1							1
Variation of condition of permit		1							1
Change of address in the permit		1							1
Cancellation of permit	1								1
Duplicate permit		1							1
Temporary permit		1							1
Special permit		1							1
Authorisation	1								1
Counter signature of stage carriage	1								1
Temporary permit - renewal pending (u/s 87(1) d)		1							1
Re-Issue Of Authorisation	1								1
EV Permit		1							1
EV-Permit-Fresh permit	1								1
EV-Permit-Renewal of permit	1								1
EV-Permit-Transfer of permit	1								1
EV-Permit-Transfer of permit (death)	1								1
Other Services									
Issue of ID cards to physically handicapped persons for concession in private buses	1								1
Grant tax exemption to vehicles	1								1

LABELS	A	B	C	D	E	F	G	H	I
Type of Stationery	A4 Blank sheets	A4 Pre-printed (with security printing and hot stamped hologram) blank sheets	A5 pre-printed Blank sheet	Lamination Pouches for License	Lamination Pouches for Registration	Pre-printed labels	Pre-printed High Security Holographic (Hot stamped) Registration Certificate	Pre-printed High Security Holographic (Hot stamped) License	Roll paper

(b) Other Stationery / Consumables required for MVD offices:

Sl. No.	Consumable / Stationery required
1	132 col Fan Fold Continuous Stationery (500/pack)
2	Laser printer Toner Cartridge (Mono & Colour)
3	Inkjet Printer-Black, Cyan, Magenta, yellow
4	Ribbon - 80 col, 132 Col printer
5	CD-ROM, DVD -ROM
6	Back up Tape, Cleaning Tape
7	Packaged Drinking water
8	Diesel for Generators

Annexure D: Monthly Performance Certificate

Monthly Performance Certificate (July 2012)					
Sl. No	Description	Poor	Satisfactory	Good	Remarks
1.	Supply & Quality of Stationery and Consumables				
2.	House Keeping				
3.	Infrastructure Maintenance				
4.	Antivirus Updating				
5.	Data Backup & Restoration				
6.	Facility Management Service by SA/ASA				
Stock of Stationery & Consumables is sufficient (Yes / No)					
All the equipments are in working condition (Yes / No)					
Office premise and the equipments are neat and clean (Yes / No)					
Overall Performance of Facility Management Service is Good (Yes / No)					
Name & Signature with date of Section Superintendent		Office Seal		Name & Signature with date of Head of Office	
FAST Project (F ully A utomated S ervices of T ransport Department)					

Annexure E: Manpower Cost

Sl. No.	Type of Manpower	Location	No. of Locations	No. of Persons	Total Manmonths =(DX36)	Man/ Month Cost	Total Cost (ExF)
	A	B	C	D	E	F	G
1.	Project Manager	Head Office	1	1			
2.	Zonal Manager	Zonal Office	4	4			
3.	System Administrator	Head Office	1	1			
		RTO	18	18			
4.	Asst. System Administrator	Head Office	1	1			
		Zonal Office	4	4			
		RTO	18	18			
		SRTTO	47	47			
		CP	19	19			
5.	Network Administrator	Head Office	1	1			
		Zonal Office	4	4			
6.	Helpdesk Staff	Head Office	1	4			
7.	Housekeeping Staff	Head Office	1	3			
		Zonal Office	4	4			
		RTO	18	36			
		SRTTO	47	47			
		CP	19	19			
Total							
Amount in Words:							

- RTO – Regional Transport Office
- SRTTO – Sub Regional Transport Office
- CP – Check Post

Annexure F: Stationery Cost

Sl. No.	Item	Unit Cost	Total Cost (Inclusive of all Taxes)
1.	A4 Blank Sheets (500/pack)		
2.	A4 Pre-printed (with Security printing & hot stamped hologram) blank sheets (Permit)		
3.	A4 Pre-printed (with Security Printing & hot stamped hologram) blank sheets (Driving License)		
4.	A4 Pre-printed (with Security Printing & hot stamped hologram) blank sheets (Registration Certificate)		
5.	A5 Pre-printed Blank Sheets (Learners License)		
6.	Roll Paper		
7.	80 Col stationery (500/pack)		
8.	132 Col Stationery(500/pack)		

- Item No. 3,4 requirement only before the implementation of smart card
- Hologram shall have advanced features and security measures as prescribed by MVD during time to time.

Annexure G: Consumable Cost

Sl. No.	Item	Unit Cost	Total Cost (Inclusive of all Taxes)
1.	Laser Printer Toner (Black)		
2.	Laser Printer Toner (Colour)		
3.	Inkjet Printer Cartridge (Black)		
4.	Inkjet Printer Cartridge (Colour)		
5.	Lamination pouch (Driving License)		
6.	Lamination pouch (Registration Certificate)		
7.	CD ROM		
8.	DVD ROM		
9.	Cleaning Tape (Tape Drive)		
10.	Magnetic Tape 24 GB (DAT)		
11.	Toner Cartridge (Fax Machine)		
12.	Toner Cartridge (Photostat Machine)		
13.	Packaged Drinking Water		
14.	Diesel for Generator		

- Item No. 5,6 requirement only till the implementation of smart card

Annexure H: Total Facility Management Cost for 3 Years

Sl. No.	Description	I	II	III	Total (Inclusive of all taxes) ₹
1.	AMC Cost				
2.	Man Power Cost				
3.	Stationery Cost				
4.	Consumables Cost				
5.	Infrastructure Maintenance Cost				
6.	House Keeping Cost				
Total					
Amount in Words					

Annexure I: System & Application Software List

Sl. No.	Software / Web Applications
1.	SMART Move
2.	Windows Server 2003 & 2008
3.	Red Hat Linux Enterprise V4.0 & 6.0
4.	MS SQL Server 2000 & 2008
5.	Postgres SQL
6.	Apache
7.	PHP
8.	Symantec Endpoint Protection 12.0
9.	Windows XP & 7
10.	MS Office 2003
11.	MS Office 2010
12.	Open Office 3.0
13.	Adobe Reader X
14.	SPARK

⤴ **Kindly note that this is only an indicative data and may vary from the actual specifications and figures**

Annexure J: ICT & Office Automation Equipments List

Sl. No.	Description	Qty	Warranty Status
	Servers		
1.	HP Proliant ML 370 G4	65	Out of Warranty
2.	Acer Altos G320	60	Out of Warranty
3.	DELL Power Edge 2950	5	Out of Warranty
4..	DELL Power Edge R515	60	Warranty
	Desktop Computers		
5.	Acer Power Series	1705	Out of Warranty
6.	HP Compaq 8100	135	Warranty
	LAPTOP / Computer Note Book		
7.	HP	3	Out of Warranty
8.	DELL	5	Warranty
	Dot Matrix Printer		
9.	EPSON LQ 300 (80 Col)	814	Out of Warranty
10	EPSON LQ 1150 (130 Col)	67	Out of Warranty
	Inkjet Printer		
11.	HP Business JET 1000	75	Out of Warranty
12.	HP Office Jet 6000	20	Warranty
	Laser Printer		
13.	HP LJ 1320	133	Out of Warranty
14.	HP C LJ 1515n	60	
15.	Samsung CLJ	1	
16.	HP LJ Pro M 1536 DN	4	Warranty
17.	HP LJ P2055dn	20	
18.	HP LJ P 1606dn	5	
	Biometric Finger Print Scanner		
19.	NITGEN HAMSTER	1540	Out of Warranty
	Barcode Scanner		
20.	ARGOX AS 8150	140	Out of Warranty
	Document Scanner		
21.	HP Scanjet 3770	157	Out of Warranty
22.	HP Scanjet G2410	20	Warranty
	Laminator		
23.	Avanthi DL 300	102	Out of Warranty
24.	Touch Screen Kiosk	60	Out of Warranty
	UPS		
25.	20 KVA	2	Out of Warranty
26.	10 KVA APC 10000UXI	12	Out of Warranty
27.	6 KVA	12	Warranty
28.	5 KVA APC 5000 UXI	98	Out of Warranty
29..	1 KVA	17	

30.	600 VA	3	
	Generator		
31.	7.5 KVA Kirloskar EW 14	30	Out of Warranty
32.	5 KVA Kirloskar EW 14	35	
33.	2 KVA	17	
	USB PEN Drive		
34.	Transcend	82	Out of Warranty
	Web Camera		
35.	Techcom	72	Out of Warranty
36.	Logitech Webcam Pro 9000	10	Warranty
37.	CD Writer (External)	93	Out of Warranty
	Network Equipments		
38.	3 COM 4250T (48 Port)	60	Out of Warranty
39..	3 COM (32 Port)	20	
40.	3 COM 4226T (24 Port)	11	
41.	D-LINK DES 3028	11	Warranty
42.	D-Link DAP 1353 (Wireless Access Point)	7	
43.	D-Link DWA 125 (Wireless Network Card - USB)	25	
44.	Hub	4	Out of Warranty
	LCD Projector		
45.	HCL Infocus X Series	6	Out of Warranty
46.	Sharp PG – D2500X	55	Warranty
	FAX Machine		
47.	Samsung	16	Out of Warranty
	Air Conditioner		
48.	LG LWA22C1	60	Out of Warranty
	EPABX		
49.	OPTIMA 308	65	Out of Warranty
	Intercom Phone		
50.	Beetel	350	Out of Warranty
	Photostat Machine		
51.	Toshiba E-Studio 160	22	Out of Warranty



Kindly note that this is only an indicative data and may vary from the actual specifications and figures

Annexure K: Service Level Agreement and Penalties

This section describes the service levels that have been established for the Services offered by the SPMVD and the penalties to be charged incase of non-compliance. The SPMVD shall monitor and maintain the stated service levels to provide quality customer service to MVD.

1. The office hours are from **09:15** hrs IST to **18:15** hrs IST on any calendar day the MVD is operational. The SPMVD however recognizes the fact that the MVD will require to work beyond the office hours and holidays on need basis and the SPMVD shall extend their services for the same.
2. Typical Resolution time will be applicable if systems are not available to the MVD's users:

Sl. No	Item	Call Response Time (in hrs)	Call Closure Time (in hrs)	Down time penalty / Hour (in Rs.)
	Hardware			
	Computer Systems			
1	Servers	1	24	500
2	Desktop Computers	2	24	100
3	Lap Top / Note book	4	24	100
	Peripherals			
4	Dot Matrix Printer (80 Col / 132 Col)	1	2	100
6	Inkjet Printer	1	2	100
7	Laser Printer (Mono /Colour)	1	2	100
8	Scanners	1	2	100
9	Laminators	1	2	100
10	Barcode Reader	2	24	100
11	Biometric Finger Print Scanner	1	2	100
12	Touch Screen Kiosk	2	24	100
13	Pen Drive	4	24	100
14	Web Camera	4	24	100
	UPS			
15	20 KVA	1	8	500
16	10 KVA	1	8	400
17	5 KVA	1	8	300
18	1 KVA	1	8	200
19	600 VA	1	8	100

	Diesel Generator			
20	30 KVA	2	24	400
21	7.5 KVA	2	24	300
22	5 KVA	2	24	200
23	2 KVA	2	24	100
	Network			
24	Network Switch 48/32/24/8/4 port	2	6	100
25	Wireless Access Points / Network Card	2	6	100
26	Network Cable	2	6	100
	Manpower			
27	SA/ASA/Help Desk	1	2	100
28	House keeping	1	2	100
	Supply of Stationery			
	Paper			
29	Pre-printed Driving License, Registration Certificate , Temporary Registration Certificate, A4 Permit, Hologram	1	4	100
30	Printer paper 80 Col /136 Col (500/pack)	1	8	100
31	A-4 Size (500/pack)	2	24	100
32	Roll type	8	24	100
	Supply of Consumables			
	Lamination Pouch			
33	Driving License/ Registration Certificate	1	4	100
	Toner Cartridge			
34	Laser printer (Mono / Colour)	1	4	100
35	Inkjet Printer (Mono / Colour)	1	4	100
36	Fax Machine	2	8	100
37	Photostat Machine	2	8	100
	Ribbon			
38	Ribbon - 80 col / 132 Col printer	1	4	100
	Others			
39	DVD /CD-ROM	1	2	100
40	Back up / Cleaning Tape	4	24	100
41	Diesel (Generator)	1	2	100
42	EPABX System / Phone (Intercom)	4	24	100
43	Fax Machine	4	24	100

44	Photostat Machine	4	24	100
45	LCD Projector	4	24	100
46	Air Conditioner	4	24	100

- **For servers, the service continuity should be ensured and the service should be re-established within 2 hours using the backup server.**

In the event of SPMVD's failure to deliver/implement all required components as mentioned in the Scope of Work (pertaining to the scope of the project) within the stipulated time schedule or by the date extended by the MVD, it will be a breach of Contract. In such case, the MVD would be entitled to charge the penalty as mentioned above.

Inability of the SPMVD to provide services at the response and resolution times defined as mentioned above would result in breach of contract and would invoke the penalty clause. The proposed rate of penalty would be as per the above table for the affected service or product, for any non-compliance to the service levels.

If under any circumstances, the downtime for any MVD asset/service persists for more than a day, MVD shall deduct the per day AMC/service cost for every such day, which shall be calculated from the rates quoted for that asset/service, and the remaining amount shall be paid to SPMVD. Wherever per day costs are not possible to be calculated, MVD shall determine the appropriate amount to be deducted, evaluating the criticality of the service failure and loss to MVD, on a case-to-case basis.

Availability of Manpower

For each day of absence of every support personnel in a working day (half day or full day, as applicable), as per the stipulated working hours per day, MVD shall deduct payment, as applicable, to SPMVD, as quoted in the commercial bid for that support personnel and an additional penalty of 1 % of the total man day cost for that particular support personnel.

Submission of Reports

Availability Report detailing the call response & resolution times and the availability of manpower will be provided on monthly basis for a particular month, before 10th of the succeeding month and a review shall be conducted based on this report and the payment shall be made after deducting the penalties, if any. The payment shall be made as per the Payment terms mentioned in the RFP. All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.

Performance measurements would be assessed through audits or reports, as appropriate to be provided by the SPMVD e.g. utilization reports, response time measurements reports, etc. The tools to perform the audit will need to be provided by the SPMVD. Audits will normally be done on regular basis or as required by the MVD and will be performed by the MVD.

Sd/-

Joint Transport Commissioner
For Transport Commissioner, Kerala