

## QUERIES RAISED BY THE PROSPECTIVE BIDDERS AND CLARIFICATIONS PROVIDED BY THE DEPARTMENT

The Pre Bid meeting on the Tender for preparation of Smart Card based Driving Licenses and Registration Certificates on BOOT model, was held on 21/07/2010, at 11:00AM.

The pre bid meeting was attended by representatives from 31 companies, from across the country.

The pre bid meeting started with briefing by the Transport Commissioner.

For the queries raised by the prospective bidders before, during and after the pre bid meeting, the following clarifications are given.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
1.	2	It is mentioned that the Request For Proposal (RFP) is available free of cost for downloading from website. Is it needed to pay the <b>Tender document fee</b> of Rs. 5,200/- during the submission of the Bid?	It is <b>not needed</b> to pay the Tender Document fee of Rs. 5,200/- at the time of submission of Bid, if the Tender document is downloaded from website.
2.	8	Need clarification on the <b>memory capacity</b> of the SCOSTA card to be used for the project.	Since modified, please refer to Addendum/Corrigendum for the Tender Document., Sl. No. 34.
3.	8.ii	Please furnish the print layout of the <b>sample DL and RC card</b> to be submitted along with the Bid.	Since updated, please refer to Addendum/Corrigendum for the Tender Document., Sl. No. 5.
4.	8.ii	<b>Should</b> the <b>sample cards</b> submitted in Technical Bid, <b>be SCOSTA certified?</b>	Yes. Since modified, please refer to Addendum/Corrigendum for the Tender Document., Sl. No. 5.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
5.	12	Please clarify why there are <b>changes in the current tender qualification criteria</b> as against the earlier tender.	As per the requirement of the Department, the Tender Conditions have been prescribed to ensure smooth execution of the project.
6.	12	Need clarification on the <b>necessity for use of 64KB SCOSTA cards</b> as against 32KB or 16KB SCOSTA card.	As per the notification received from the <b>Ministry of Road Transport &amp; Highways (MORTH), Government Of India, New Delhi</b> to use 64KB for any <b>ID project</b> across India, 64KB memory capacity is essential.
7.	12.1	Whether Requirement for having the <b>manufacturing plant in geographical boundaries of India shall be excluded?</b>	<b>Tender conditions are confirmed.</b>
8.	12.1	SCOSTA certificate is requested before opening of Price Bid. Should any <b>proof relating to application of SCOSTA certificate</b> be submitted in Technical Bid? Need clarification as <b>bidders without SCOSTA will qualify Technical bid round</b> , if submission of SCOSTA certificate is extended till the opening of Price Bid.	<b>The SCOSTA certificate should be furnished in the Technical Bid and the SCOSTA certificate should be valid on the date of opening of the Technical Bid.</b> Since modified, please refer to Addendum/Corrigendum for the Tender Document., Sl. No. 6.
9.	12.2	Need clarification if <b>equivalent certificate</b> can be submitted <b>for MASTER CARD/ VISA certificate.</b>	<b>Only MASTER CARD/ VISA certificate</b> will be accepted.
10.	12.2	Need clarification on the <b>necessity for MASTER CARD or VISA certification</b> for the manufacturing plant.	MASTER CARD and VISA certification is necessary for the manufacturing plant to <b>ensure the security aspects</b> required in manufacturing process.
11.	12.3	Whether <b>positive net worth</b> criterion be <b>considered for Government Undertaking?</b>	<b>Yes.</b>
12.	12.3.	The positive net worth condition may be required for a specific value and on specific date and year.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 7.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
13.	12.4	The turnover criteria of the Bidder shall be evaluated for average turnover as against minimum turnover for the last three financial years.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 8.
14.	12.5	Need clarification on the eligibility criteria for <b>necessity</b> for experience in <b>both personalization</b> of Smart Cards <b>and in supply</b> of Smart Cards.	Project involves both the supply of Smart Cards and the personalization of Smart Cards. Hence <b>experience in execution of a project for supply and personalization of Smart Card is necessary.</b>
15.	12.5	An eligibility criterion specifies the experience of supply and personalization of smart card in ID domain for Transport Department. <b>Need clarification on the ID domain</b>	ID domain will include any project in Transport Department that issues smart card based identity cards.
16.	12.7	For the experience of supply of 10 Lakh SCOSTA smart cards (NON GSM) in two years, will the <b>experience of supplying cards to System Integrators</b> be considered or will it be restricted only to the direct supply to the Transport Department.	<b>No. Tender conditions are confirmed.</b>
17.	12.7	Will supply of <b>GSM cards be included</b> for the Smart Card supply experience of the bidder?	No, GSM cards <b>will not be included</b> for the experience in SCOSTA based Smart Card supply of the bidder.
18.	12.8	The Income Tax Clearance requirements may be moved from the Eligibility criteria to the Documents Comprising the Bids.	Since removed, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 9.
19.	12.9	Requirement of detailed work plan and methodology and Technical Presentation needs clarification.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 9.
20.	12.9	The term site visit is not clear. Does it refer to the Smart Card Manufacturing Plant?	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 9.
21.	13	Can <b>EMD</b> be submitted in the form of <b>Bank Guarantee</b> ?	EMD shall be submitted only in the form of DD. Bank Guarantee <b>will not be accepted</b> for EMD.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
22.	13	The Earnest Money Deposit of Rs.10 Lakh may be fixed at Rs.25 Lakh.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 1, 10 and 36.
23.	24	Constitution of the Evaluation Committee needs clarification.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 11.
24.	27.e)	The condition for selection of lowest evaluated Tenderer is not Clear. Please clarify.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 12.
25.	27.h) and 27.i)	<b>Clause</b> specifying the computation method for the price quoted, <b>based on Sales Tax</b> for bidders from Tamil Nadu and outside Tamil Nadu <b>shall be deleted</b> , as the project does not involve any Sales.	Tender conditions are confirmed. Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 37.
26.	33	The Performance Guarantee amount shall be fixed, not exceeding 5% of the value of the Contract.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 14.
27.	34	Need clarification on the <b>Contract period</b> of 5 years. When will the contract period start?	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 15.
28.	35.2	Please specify the <b>Quantity of hardware</b> such as Servers, Desktops, UPS, and Generators etc... to be deployed at each RTO/UO.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 17.
29.	35.2.d	<b>Is One printer enough</b> for Smart Card personalization/printing of <b>100 cards</b> per day?	A <b>minimum</b> of one PC and <b>two Smart Card printers</b> shall be provided <b>for every 100 Smart Cards</b> printed in a day, as specified in the Tender Document. Please refer to clause 35.2.d, in the Tender Document.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
30.	35.2.b	<b>Specifications</b> for Servers, Scanners, Finger print scanners, image capturing devices, biometric devices <b>shall be provided</b> , in the Annexure 3 for specifications.	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 35.
31.	35.2.d	For number of PCs and Smart Card printers to be used <b>for personalization work, can we consider both DL and RCs issued together</b> , as they both can be personalized in the same PC.	<b>Yes.</b> Both DLs and RCs issued can be counted together to calculate the number of PCs and other accessories required for personalization work.
32.	35.2.d and 35.2.e	<b>Conflict</b> between the <b>quantity of PC and Smart Card printers</b> required need to be clarified.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 17.
33.	35.2.e	Can <b>one PC</b> with 3 Smart Card readers be <b>used for both DL and RC smart card activation</b> (KMS process)?	<b>Separate PCs</b> shall be provided <b>for DL and RC smart card activation</b> , as it involves two officials from the Department. Please refer to clause 35.2.e.(i) and 35.2.e.(ii), in the Tender Document.
34.	35.2.e.(iv)	Need clarification on whether <b>colour print capability</b> is required <b>for both sides</b> for Smart Card printer.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 17.
35.	35.2.f	Regarding <b>necessary manpower</b> to be deployed at each site for printing of DL and RC, need clarification on the manpower requirement for <b>other operations</b> like Data base administration, System administration, Receipt of Cash, Data entry, Approval and Activation.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 17.
36.	35.4	Details provided in Annexure 16 do not contain <b>quantities of</b> any of the specified <b>consumables</b> . Quantities for all items shall be provided by the Department.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 40.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
37.	36	The term "Technical Consultant" provides ambiguity to the job nature of the personnel. Should the personnel provide consultation?	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 4, 19, 38 and 39.
38.	36	Please clarify on <b>specification of Electronic Display</b> required for verification by applicants	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 35.
39.	38.i	The clause for <b>verification of genuineness of the records may be deleted</b> as they are available only after approval by RTO authorities	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 20.
40.	38.i	Need clarification on the <b>agency responsible for delivery of Smart Card DL/RC</b> to applicants.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 20.
41.	39	For the <b>conversion of existing DLs/RCs</b> in District Centres outside RTO, need clarification on the following. 1. <b>Whether only smart card printing</b> will be done in such centres. 2. Whether <b>built-up space</b> be provided by the Department 3. What will be the <b>mode of transfer of data</b> from RTO office to District Centres? 4. Whether activities like <b>Cash receipt, Approval, Verification</b> , etc... be done in the District Centre.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 21.
42.	39	Need clarification on the <b>size of the District centres, counters</b> to be available in each centre and their <b>locations</b> .	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 21.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
43.	40	Requirement for site preparation for server room is mentioned. Need clarification on whether <b>site preparation</b> shall be done <b>for RTO offices and Unit offices.</b>	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 22.
44.	42.i.	It is mentioned that Smart Cards shall last for a period of <b>15 years</b> . In Annexure 3, it is mentioned <b>10 years</b> for data retention. Need clarification on the Card's life time.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 23.
45.	42.v.	<b>Will the Department provide the ghost image</b> to be printed on DL/RC?	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 24.
46.	42.v.	Please specify the <b>transparency ratio of ghost image</b> which is required to be printed as security feature.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 24.
47.	43.iv	Does <b>multiple delivery channels mean online payment</b> for Smart Card fee/ Registration fee by applicant or something else? Please Clarify.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 25.
48.	44.12.i.	Can card manufacturer be a <b>consortium partner with more than one consortium?</b>	Tender conditions are confirmed.
49.	44.12.i	Can a consortium have <b>more than two partners?</b>	<b>Tender conditions are confirmed.</b>
50.	44.12.vi.	The criteria for Bidder/ Lead Bidder to have an <b>office in the State of Tamil Nadu in operation for at least one year shall be removed</b> to provide opportunity for bidders from outside Tamil Nadu to participate in the Tender.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 26.
51.	47	Clause <b>does not contain the standard exceptions</b> of the <b>confidentiality obligations</b> and also the protection for the Confidential Information of the Contractor.	Contractor <b>shall maintain all data</b> received directly or indirectly from the Department <b>in highly confidential state.</b>

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
52.	48	<b>Source code of the third party software</b> and pre-existing Technology of the Contractor <b>cannot be given.</b>	Complete <b>source code of any Application software</b> being used for executing the project <b>shall be transferred to the Department.</b>
53.	49	Need to have a detailed acceptance provision – including a “ <b>deemed acceptance</b> ” in event the of non-issuance of acceptance certificate by the Department on completion of acceptance within reasonable time.	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 27.
54.	50	<ol style="list-style-type: none"> <li>1. No provision for <b>standard exceptions of warranty</b> and the warranty disclaimer.</li> <li>2. Nothing is mentioned on the <b>warranties to be given by the Department.</b></li> <li>3. <b>Remedy time</b> of three (3) days time <b>is very less.</b></li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Standard exceptions of warranty shall not be provided.</b></li> <li>2. Service is to be provided by the Contractor and <b>there will be no warranty from Department.</b></li> <li>3. <b>Tender conditions are confirmed.</b></li> </ol>
55.	51	<b>Remedies or Consequence of late payments by the Department</b> are not mentioned and the rights of the Contractor to recover such payments due from the Department are not mentioned.	<b>Tender conditions are confirmed</b>
56.	56.i.	<b>Liquidated damages</b> and Penalties are too high. Shall be limited to <b>5%</b> of the value of the delayed goods and services and shall be levied only if the delay is solely and entirely attributable to the Contractor.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 28.
57.	56.ii.	Please clarify if the bidder needs to <b>deliver cards to Transport Department or to the door steps.</b>	The Bidder shall deliver the cards at the <b>respective RTO/Unit Office.</b>
58.	57	<ol style="list-style-type: none"> <li>1. Provision for <b>Termination without remedying</b> chance to Contractor need <b>to be removed.</b></li> <li>2. Provision of <b>Premature Termination</b> with the option of asking the contractor to take back the hardware need <b>to be removed.</b></li> </ol>	<b>Tender conditions are confirmed.</b>

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
59.	63	For <b>Online Monitoring System</b> , will the Department provide <b>hardware and software</b> ?	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 29.
60.	65	Provision for <b>Transfer of property</b> by Contractor to the Department <b>without any compensation need to be removed</b> .	<b>Tender conditions are confirmed.</b>
61.	74	The specific date for award of contract, after submission of Performance Guarantee needs to be specified.	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 16 and 30.
62.	75	It is mentioned that the Contractor has to execute printing and activation of Smart Cards and hand over the printed and activated cards to concerned RTO official within 24 hours. Need <b>clarification</b> if the Contractor has to execute printing of Smart Cards and hand over the printed cards to concerned RTO official within <b>24 hours</b> from the time data is available in SARATHI/VAHAN servers.	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 31.
63.	75	It is specified that the Contractor shall execute printing and activation of smart cards. Need <b>clarification on activation of smart cards</b> .	Since updated, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 31.
64.	76	Under BOOT model the Tender Document should clearly specify the items to be transferred, at the end of the Contract period.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 32.
65.	77	Since this is a BOOT model, the Renewal of Contract is not valid. Please clarify.	Since modified, please refer to Addendum/Corrigendum for the Tender Document, Sl. No. 33.

S. NO	TENDER CLAUSE	QUERIES RAISED	CLARIFICATIONS PROVIDED
66.	Annexure 20	Data relating to <b>Hypothecation is not present in the Visual Interpretation Zone (VIZ) in RC</b> . This shall exclude new cards being issued for addition or deletion of Hypothecation for RC. Need clarification on this.	Addition or deletion of Hypothecation in RC will not result in issuance of new smart card.