

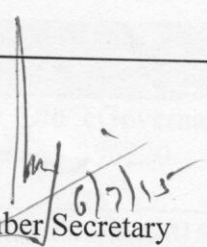
**UT Administration of Daman & Diu**  
**Daman & Diu e-Governance Society,**  
**Behind Secretariat, Fort area,**  
**Moti Daman, Daman-396220.**

**NOTICE INVITING TENDER**

The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu invites offers from reputed IT Software/RAMS Solution Providers in online e-tendering mode (the full document can be downloaded from [www.daman.nprocure.com](http://www.daman.nprocure.com)) for the Design, Development, Delivery, Installation, Training, Rollout, Maintenance, Support and Data collection of Road Asset Management System (RAMS) of PWD Department, UTs of DD & DNH. The details of the bid are as under:

Sr. No.	Information	Details
1	Bid Inviting Authority	The Member Secretary, Daman & Diu eGovernance Society, Fort Area, Moti Daman, Daman - 396220. UT Administration of Daman & Diu
2	Bid Reference No and Date	EE/PWD/DMN/2014-15/ 146 Date : 06/07/2015
3	Place of Execution	UT Administration of DD & DNH
4	Cost of RFP Document	Rs. 5,000/- (Rupees Five Thousands) in the form of Demand Draft in favor of: "The Member Secretary, Daman & Diu eGovernance Society", payable at Daman.
5	Bid security / Earnest Money Deposit	Rs. 20,00,000/- (Rupees Twenty lakhs only) in the form of Demand Draft/FDR in favor of: "The Member Secretary, Daman & Diu eGovernance Society" payable at Daman or Bank Guarantee from Nationalized/Scheduled banks in an acceptable form, safeguarding DDeGS, UT Administration of Daman & Diu's interest in all respect, valid for the period of 1 year.
6	Last date for submission of written queries for clarifications.	20.07.2015 up to 16:00 hours
7	Date of pre-bid conference	23.07.2015 at 12.00 Hours UT Administration of Daman & Diu Conference Hall, Secretariat, Fort Area, Moti Daman, Daman.
8	Response to clarifications and issuance of corrigendum	30.07.2015
9	Submission of RFP (Online) Technical & Financial bids	17.08.2015 up to 16:00 hours

10	Place, Date and Time to open the Pre-Qualification & Technical bid	18.08.2015 at 12:00 hours UT Administration of Daman & Diu, Conference Hall, Secretariat, Fort Area, Moti Daman, Daman-396220
11	Place, Date and Time of Technical Presentation in response to the RFP (For bidders qualifying the Pre-Qualification Criteria only)	UT Administration of Daman & Diu, Conference Hall, Secretariat, Fort Area, Moti Daman, Daman (The date & time shall be indicated to the qualifying bidders)
12	Place, Date and Time of opening of Online Financial proposals received in response to the RFP notice	UT Administration of Daman & Diu Conference Hall, Secretariat, Fort Area, Moti Daman, Daman (The date & time shall be intimated to the qualifying bidders)
13	Contact Details for queries	1. 0260-2230003 2. ddegds-dd@nic.in

  
 The Member Secretary  
 Daman & Diu eGovernance Society  
 UT Administration of Daman & Diu



**Request for Proposal (RFP)**

**(Online e-Tendering)**

**For**

**Selection of System Integrator**

**For**

**Road Asset Management System (RAMS)**

**Of**

**PWD Department, UT Administration of DD & DNH**

**EE/PWD/DMN/2014-15/146 Date : 06/07/2015**

**The Member Secretary,**

**Daman & Diu eGovernance Society,**

**Fort Area,**

**Moti Daman – 396220**

**Phone: 0260- 2230003, Email: [ddegds-dd@nic.in](mailto:ddegds-dd@nic.in)**

## **1. Background**

Public Works Department is the department of UT Administration for construction, maintenance & repairs of all works and buildings under control of the Administration. The main function of the P. W.D. is to execute various Civil & Electrification of buildings works and maintenance of all Govt. Buildings, Roads & Bridges and Water Supply System. PWD undertakes the execution of all type of civil works, roads & Bridge works and water supply works such as construction of over head tanks, ground storage sumps, laying of water supply pipeline etc. This office also takes up the civil works of other Departments also like Education, Health, Police Department, Port Department, Fisheries Department and other Govt. Residential and Non-Residential buildings like office buildings and Circuit House.

The Union Territory depends heavily on Maharashtra and Gujarat road network as the territory can be accessed only after crossing these two States. At present road length in Daman, Diu and, Dadra and Nagar Haveli is about 190, 120 and 810 km respectively. Almost all villages are connected with all-weather roads. The rail route from Mumbai to Ahmadabad links Vapi also. Mumbai is the nearest airport. Recently, the work of widening of roads in the Union Territory has been taken up to meet the requirement of increasing vehicular traffic.

Various department and municipalities are involved in development and maintenance of road network in the U.T. and the department currently works on traditional paper based system. However, it is felt that with use of latest technological advents such as Asset Management System with the use of Geographical Information Systems (GIS) can significantly improve efficiency and manageability of UT Administration by providing visual representation and one-click access to latest information while making archived data available whenever required.

The envisaged RAMS will assist the management and technical staff of the UT Administration to rationalize decision making in planning, programming, funding, and procurement and in the allocation of resources in road sector in order to make the best use of funds in preserving the road networks at an acceptable level of serviceability. The RAMS will improve the technical capacities, skills and management capabilities of the PWD, Municipality & District Panchayat and other road agency associated with road management and maintenance thus improving the ability of the UT Administration of DD & DNH and its subordinate agencies to manage efficiently and cost-effectively road maintenance and improvement activities. The system will be designed to reflect the state of international best practice, and will be developed around state-of-art-technology, in a context of simple, user friendly and suitable to local needs and conditions.

### **1.1 Purpose**

The purpose of this Request for Proposal (RFP) is to seek the services of a reputed IT firm/ agency as System Integrator to Design, Development, Delivery, Implementation, Testing, Training, Data collection and Maintenance

of Road Asset Management System (RAMS). This document provides information to enable the bidders to understand the broad requirements to submit their "Bids". The scope of work of the project is provided in **Section 6** of this RFP document.

## 1.2 Objectives of RAMS

- Automation of Departmental Functions and citizen services
- Common information base across departments on a single integrated platform.
- Better co-ordination between departments and agencies.
- Improved communications.
- Creation of effective management information system (MIS).
- Better mobilization and utilization of resources.
- Overall improvement in governance, delivery of services and citizen interface.
- Real time monitoring and reporting.
- Objectiveness in decision-making.
- Single repository of data at State Data Centre (SDC) which could be helpful for administrative purposes
- Availability of standardized and meaningful MIS on timely basis across all depts.
- Appropriate and timely analysis and decision-support mechanism.
- Develop the Procedures of RAMS
- Design and Develop comprehensive RAMS, RAMS should include the following components with Web and GIS enabled:
  - ❖ Road Information System
  - ❖ Traffic Information System
  - ❖ Pavement Management System
  - ❖ Bridge Management System
  - ❖ Accident Information and Management System
  - ❖ Work Monitoring System
- GIS Map Preparation
- Training to PWD Engineers on various activities
- Implementation of RAMS in entire UT of DD & DNH
- RAMS Maintenance and Support to PWD department



## 2. Invitation for Bids

### 2.1 RFP Notice

I. This RFP document invites detailed bid proposals from the interested parties (bidders) as a System Integrator to submit their pre-qualification criteria, technical and financial offers for the Design, Development, Delivery, Implementation, Testing, Training, and Maintenance of Road Asset Management System (RAMS) in accordance with the conditions and manner prescribed in this Request for Proposal (RFP) document.

II. Bidders are advised to study this RFP document carefully before submitting their proposals in response to the RFP notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

III. Bidders are requested to attend a pre-bid conference on 23.07.2015 at 12.00 Hours.

The details of the bid are as under:

### 2.2 Essential Information

S. No.	Information	Details
1	Bid Inviting Authority	The Member Secretary, Daman & Diu eGovernance Society, Department of Information Technology, Behind Secretariat, Fort Area, Moti Daman, Daman - 396220.
2	Bid Reference No and Date	EE/PWD/DMN/2014-15/146 Date : 06/07/2015
3	Place of Execution	UT Administration of DD & DNH
4	Cost of RFP Document	Rs. 5,000/- (Rupees Five Thousands) in the form of Demand Draft in favor of: "The Member Secretary, Daman & Diu eGovernance Society" payable at Daman
5	Bid security / Earnest Money Deposit	Rs. 20,00,000/- (Rupees Twenty lakhs only) in the form of Demand Draft/FDR in favor of: "The Member Secretary, Daman & Diu eGovernance Society" payable at Daman or Bank Guarantee from Nationalized/Scheduled banks in an acceptable form, safeguarding Daman & Diu eGovernance Society, UT Administration of Daman & Diu's interest in all respect, valid for the period of 1 year.
6	Last date for submission of written queries for clarifications.	20.07.2015 up to 16:00 hours

**RFP for Selection of System Integrator for Road Asset Management System (RAMS) of PWD Department,  
UT Administration of DD & DNH**

7	Date of pre-bid conference	23.07.2015 at 12.00 Hours UT Administration of Daman & Diu Conference Hall, Secretariat, Fort Area, Moti Daman, Daman.
8	Response to clarifications and issuance of corrigendum	30.07.2015
9	Submission of RFP (Online)	17.08.2015 up to 16:00 hours
10	Place, Date and Time to open the Pre-Qualification & Technical bid	18.08.2015 at 12:00 hours UT Administration of Daman & Diu, Conference Hall, Secretariat, Fort Area, Moti Daman, Daman-396220
12	Place, Date and Time of Technical Presentation in response to the RFP (For bidders qualifying the Pre-Qualification Criteria only)	UT Administration of Daman & Diu, Conference Hall, Secretariat, Fort Area, Moti Daman, Daman (The date & time shall be indicated to the qualifying bidders)
13	Place, Date and Time of opening of Online Financial proposals received in response to the RFP notice	UT Administration of Daman & Diu Conference Hall, Secretariat, Fort Area, Moti Daman, Daman (The date & time shall be intimated to the qualifying bidders)
14	Contact Details for queries	1. 0260-2230003 2. <a href="mailto:ddeggs-dd@nic.in">ddeggs-dd@nic.in</a>
15	Addressee and Address at which The proposal in response to RFP notice is to be submitted.	On-line on <a href="http://www.daman.nprocure.com">www.daman.nprocure.com</a>

### 2.3 Other Important Information related to bid

S. No.	Item	Description
1	Bid Validity Period	180 days from the closing date of submission of the bid.
2	Deadline/ last date for furnishing performance security	Within 15 days from the date of issue of Work Order.
3	Performance security value (Performance Bank Guarantee)	10% of the contract value in the form of Bank Guarantee (from Nationalized/ Scheduled Banks only)
4	Performance security validity period	Valid till the completion of the project
5	Last date for signing agreement	Within 30 days of receipt of the Work Order

#### 2.4 Check List (To be filled by the Bidder)

Sr. No	Item	Available on page no.
1	Project objective, scope of work and understanding along with past experience in projects of similar nature	
2	Capability of the proposed team:  Project Manager, Project Leads, Technical Team etc. Please furnish any other details with respect to the manpower deployment for this project	
3	Adequacy, Feasibility and Viability of the Proposed Technical Solution  3.1 Approach and Methodology for project Implementation including Hardware & Network procurement, commissioning and management etc.  3.2 Quality Systems and Approach to Risk Identification & Mitigation  3.3 Project Management approach  3.4 Project transition and handover of details (Exit Management Plan)	
4	Training of nominated persons – Approach & Methodology, to imparting effective user training and training plan.	
5	Power of Attorney to bid	



### 3. Instructions to bidders

- a) The entire proposal shall be strictly as per the format specified in this Request for Proposal. Bids with deviation from this format shall be rejected.
- b) The bidders are required to submit the Technical bid, on-line **ONLY** as per the instruction given in this RFP.
- c) Financial Bids must be submitted online on [www.daman.nprocure.com](http://www.daman.nprocure.com).
- d) Format for Financial Bid should be as per format provided. The formats are available online on the website [www.daman.nprocure.com](http://www.daman.nprocure.com)
- e) Please note that prices should not be indicated in the Technical Bid.
- f) Any deficiency or deviation in the documentation may result in the rejection of the bid.

#### 3.1 Project Monitoring

Project e-Mission Team (PeMT) shall be the monitoring body which includes member from PWD, NIC, Department of IT, PMC, SeMT and SI. PeMT shall be responsible administratively, technically and financially to PWD, UT administration of DD & DNH for steering the RAMS project.

#### 3.2 Cost of RFP

The complete RFP document is available at the office of the Daman & Diu eGovernance Society, Fort Area, Moti Daman, Daman – 396220, by depositing a bank demand draft of Rs. 5,000/- (Rupees Five Thousand only) drawn on Nationalized/ Scheduled Bank payable at Daman in favour of “The Member Secretary, Daman & Diu eGovernance Society” payable at Daman. The amount so deposited is non-refundable.

The bidders can also download the RFP document from “[www.daman.nprocure.com](http://www.daman.nprocure.com)”. In this case, the bidder has to enclose a bank demand draft of “Rs. 5,000/- (Rupees Five Thousand only) drawn on Nationalized/Scheduled Bank payable at Daman in favour of “The Member Secretary, Daman & Diu eGovernance Society” payable at Daman. along with the Pre-Qualification bid documents.

#### 3.3 Transfer of RFP

The RFP document is not transferable to any other bidder.

### **3.4 Bid Response**

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to be done after careful study and examination of the RFP document with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD. The decision of The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu in this regard is final and binding to all bidders.

### **3.5 Proposal Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. UT Administration of Daman & Diu will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This RFP does not commit The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

All materials submitted by the bidder become the property of Daman & Diu eGovernance Society, UT Administration of Daman & Diu and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of Bidder" shall remain the property of such bidder and the Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall maintain confidentiality of such materials.

### **3.6 Signing of Communication to the Daman & Diu eGovernance Society, Daman & Diu**

All the communication to Daman & Diu eGovernance Society, Daman & Diu including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authorization letter should be attached with the bid.

### **3.7 Bidder inquiries and Daman & Diu eGovernance Society, Daman and Diu responses**

**Bidder shall send their written queries as prescribed in Annexure IX to the contact at which the bids are to be submitted .The response to the queries will be published on the website [www.daman.nprocure.com](http://www.daman.nprocure.com).**

The preferred mode of delivering written questions to the aforementioned contact details would be through Mail or email. Telephone calls will not be accepted. In no event will the Daman & Diu eGovernance Society, UT Administration of Daman & Diu is responsible for ensuring those bidders' inquiries have been received by Daman & Diu eGovernance Society, UT Administration of Daman & Diu.

### **3.8 Amendment of RFP Document**

- a. At any time, the Daman & Diu eGovernance Society, UT Administration of Daman & Diu may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment. All the amendments made in the **document would be published on website [www.daman.nprocure.com](http://www.daman.nprocure.com) and will form part of RFP for purpose of bid evaluation.**
- b. The bidders are advised to visit **[www.daman.nprocure.com](http://www.daman.nprocure.com)** on regular basis for checking necessary updates. Daman & Diu eGovernance Society, UT Administration of Daman & Diu also reserves the right to amend the dates mentioned in this RFP for bid process.
- c. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, Daman & Diu eGovernance Society, UT Administration of Daman & Diu may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

### **3.9 Supplemental Information to the RFP**

If Daman & Diu eGovernance Society, UT Administration of Daman & Diu deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP. The same will be uploaded as corrigendum on [www.daman.nprocure.com](http://www.daman.nprocure.com).

### **3.10 Daman & Diu eGovernance Society, UT Administration of Daman & Diu right to modify submission deadline**

Daman & Diu eGovernance Society, UT Administration of Daman & Diu may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an corrigendum or by intimating all bidders who have been provided the proposal documents, in writing or by facsimile, in which case all rights and

obligations of the project and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

### **3.11 Daman & Diu eGovernance Society Daman & Diu right to terminate the process**

Daman & Diu eGovernance Society, UT Administration of Daman & Diu may terminate the RFP process at any time and without assigning any reason. Daman & Diu eGovernance Society, UT Administration of Daman & Diu makes no commitments express or implied that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by Daman & Diu eGovernance Society, UT Administration of Daman & Diu. The bidder's participation in this process may result in Daman & Diu eGovernance Society, UT Administration of Daman & Diu selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by Daman & Diu eGovernance Society, UT Administration of Daman & Diu to execute a contract or to continue negotiations. The Daman & Diu eGovernance Society, UT Administration of Daman & Diu may terminate negotiations at any time without assigning any reason.

### **3.12 Earnest Money Deposit and its amount (EMD)**

- i. Bidders shall submit, along with their bids, EMD of Rs. 20 Lakhs only in the form of a Demand Draft/FDR drawn on Nationalized/ Scheduled bank in favor of "The Member Secretary, Daman & Diu eGovernance Society" payable at Daman or Bank Guarantee from any of the Nationalized/Scheduled banks in an acceptable form, safeguarding Daman & Diu eGovernance Society, UT Administration of Daman & Diu's interest in all respect, valid for the period of 1 year.
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- iii. Unsuccessful bidder's EMD will be discharged/ returned within 60 days after the selection of the System Integrator.
- iv. The EMD shall be submitted with the technical bid in a separately sealed envelope as mentioned in this section. Bids submitted without EMD will be rejected.
- v. The EMD may be forfeited:
  - a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or

- b. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the Daman & Diu eGovernance Society Daman & Diu or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP.
- c. During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- d. During the bid process, if any information is found to be wrong/ manipulated/ hidden in the bid.
- vi. The decision of The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu regarding forfeiture of the EMD amount and rejection of bid shall be final and binding to the bidder.

### **3.13 Authentication of bid**

The original and all copies of the bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for unamended printed literature, shall be initialled and stamped by the person or persons signing the bid.

### **3.14 Validation of interlineations in bid**

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.

### **3.15 Language of bids**

The bids and all correspondence and documents relating to the bids, shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the bid shall be considered final and binding. There should be proper page numbering on every page of bid for proper referencing.

### **3.16 Documents comprising the bid**

The bids prepared by the bidder shall comprise of the following:

#### **Submission of Bids**

The Pre-qualification, Technical and financial bids must be submitted by the Bidder On-line ONLY on [www.daman.nprocure.com](http://www.daman.nprocure.com). There is no physical submission except original EMD and Tender fee. EMD and Tender fee should be submitted physically to The Member Secretary, Daman & Diu eGovernance Society, UT of

Daman & Diu as and when asked by The Member Secretary, Daman & Diu eGovernance Society, department, UT of Daman & Diu.

It is mandatory to submit Scanned copy of EMD and Tender fee On-Line as part of the submission of Pre-qualification and Technical bid. The scanned copy must be clear, visible, readable and complete in all aspects.

### **3.17 Period and Validity of bids**

The bid shall be valid for 180 days from the closing date of submission of the bid. In extreme circumstances, Daman & Diu eGovernance Society, UT Administration of Daman & Diu at its discretion may solicit the bidders consent to extend the period of validity. The request and the responses for the same shall be made in writing. The bid valid for shorter period shall be rejected as non-responsive bid. In any case bid once submitted cannot be withdrawn.

### **3.18 Proposal Ownership**

The proposal and all supporting documentation submitted by the bidder shall become the property of The Member Secretary, Daman & Diu eGovernance Society, UT Administration of Daman & Diu.



## **4. The Bid Process**

### **4.1 Pre-Bid Conference**

- i. The Daman & Diu eGovernance Society, UT Administration of Daman & Diu will host a pre-bid conference at Conference Hall, Secretariat, Fort Area, Moti Daman, Daman, 396220. If there would be any change in date, time and venue than the same will be communicated through [www.daman.nprocure.com](http://www.daman.nprocure.com)
- ii. The bidder or its official representative will be invited to attend the pre-bid conference.
- iii. Bidders may confirm their participation one day in advance.
- iv. The purpose of the meeting is to provide bidders with information regarding the RFP and the Project requirements, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.
- v. The response of the pre-bid conference shall be uploaded on the website: [www.daman.nprocure.com](http://www.daman.nprocure.com).
- vi. The Daman & Diu eGovernance Society, UT Administration of Daman & Diu may make modifications to the RFP if necessary as a result of pre-bid conference. All such modifications made to the RFP by Daman & Diu eGovernance Society, Daman & Diu will be issued as a corrigendum to the RFP and shall be uploaded on the website: [www.daman.nprocure.com](http://www.daman.nprocure.com)

### **4.2 Tender Evaluation Committee**

The Tender Evaluation Committee constituted by the Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall evaluate the bid response submitted by the bidders. The decision of the Tender Evaluation Committee in the evaluation of the Pre-Qualification Criteria, Technical and Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.

### **4.3 Opening of bids**

- I. Daman & Diu eGovernance Society, UT Administration of Daman & Diu reserves the right to postpone or cancel the opening of the bid.
- II. The bidders' representatives, who are present at the time of opening of the bid, shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the same time and location on the next working day. However if there is no representative of the bidder, Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall go ahead and open the bid of the bidders.

- III. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- IV. To assist on the scrutiny, evaluation & comparison of offers, Daman & Diu eGovernance Society, UT Administration of Daman & Diu may at its discretion ask some or all the bidders for clarification of the offer. The request of and response to such clarification and response shall be necessarily be in writing.

#### **4.4 Negotiations, Contract Finalization and Award**

Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked first (Most responsive) by the Tender Evaluation Committee on the basis of the evaluation criteria of the bid. If Daman & Diu eGovernance Society Daman & Diu is unable to finalize a service agreement with the bidder ranked first, Daman & Diu eGovernance Society, Daman & Diu may proceed to the next ranked bidder, and so on.

#### **4.5 Award Criteria**

Daman & Diu eGovernance Society, Daman & Diu will award the contract to the bidder whose bid has been determined to be the MOST responsive and ranked FIRST.

#### **4.6 Daman & Diu eGovernance Society, UT Administration of Daman & Diu Rights to accept / reject any or all proposals**

Daman & Diu eGovernance Society, UT Administration of Daman & Diu reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without assigning any reason.

## 5. Evaluation Process

### 5.1 Bid Evaluation Committee

- The Bid Evaluation Committee constituted by the Daman & Diu eGovernance Society shall evaluate the bids.
- The Bid Evaluation Committee shall evaluate the Technical and Financial bids and submit its recommendation to Competent Authority whose decision shall be final.

### 5.2 Prequalification Criteria

The bidder shall fulfil all of the following eligibility criteria:

Sr. No.	Pre-qualification Criteria	Supporting Documents
1	Bidder should be in operation for the period of 5 years as on 31.12.2014	Certificate of Incorporation or any relevant documents
2	It is not a loss making entity – The prime bidder should have been making profit for the last three years i.e. 2011-12, 2012-2013 and 2013-2014. (In case of consortium it is applicable to all members of consortium)	Profit and Loss account statement certified by firm of chartered accountants or statutory auditors of the bidder
3	Bidder should have a minimum average turnover of Rs. 50 crores or currency equivalent during the last 3 financial years from RAMS/GIS/IT and Software components and IT services.	Copy of audited financial Statements for last 3 financial years. Certificate from CA for revenue from software & IT services segment (Financial Information Summary – Annexure III)
4	Bidder must have valid certificate for SEI CMMI Level 3 or above and ISO 9001:2008. In case of Consortium all partners should be ISO 9001:2008 and any one partner should be SEI CMMI Level 3 or above	Copy of SEI CMMI Level 3/4/5 and ISO 9001:2008 certificates
5	Bidder should have executed at least 2 PWD management software solution/ e-governance solution for Central Government/ State/ UT Government/ PSU /Any Central Government Organization in the last 5 years.	Copy of Project Completion Certificate and Work Order and Client Reference for Verification
6	The Bidder/ any partner in case of consortium should have executed PWD management/ e-governance solution of value as mentioned below in the last 5 years successfully. <ul style="list-style-type: none"><li>➤ One project of value 3 Crores.</li><li>➤ Two projects of value 2 Crores each.</li><li>➤ Three projects of value 1.5 Crores each.</li></ul>	Copy of Project Completion Certificate and Work Order and Client Reference for Verification
7	The Bidder/ any partner in case of consortium should have executed RAMS/GIS project for Central Government/State Government/ PSU in the last 5 years	Copy of Project Completion Certificate and Work Order and Client Reference for Verification
8	The Bidder or consortium members in case of	Self-Attested Certificate

	consortium should have minimum 100 fulltime employees working on RAMS/GIS/Software Development & IT services.	(signed by Company Secretary/ HR Department) to ensure rolls of the company meets the qualification criteria
9	In case of a consortium, applicant consortia shall have a valid Memorandum of Understanding (MoU)/ agreement among all the members signed by the Chief Executives/ Authorised Signatories of the consortium's lead bidder dated prior to the submission of the bid. The MoU/ agreement shall clearly specify the stake of each member and outline the roles and responsibilities of each member. The MoU/ agreement shall be exclusively for this project and the prime bidder shall be responsible individually and severally in case of failure by any member of consortia.	Attach copy of MoU between the prime bidder and the other members of consortium.
10	The bidder shall submit a self-declaration for being not under legal action for corrupt or fraudulent practices(blacklisted) by any Ministry/ Department of GoI/ State/UT Government/ Government Organizations	Self-Attested Declaration on company letter head (signed by Authorized Signatory)
11	The bidder should be registered with the VAT, Service Tax department and carry a valid PAN/ TAN Number, Sales Tax /TIN No.	Copy of the certificate of Service Tax Department, PAN/TAN Number, Sales Tax/ TIN No.
12	Letter of Authorization Signed by Managing Director or Board	Original copy should be signed and notarized in a legal bond paper
13	Bidder Should produce Articles of Association (in case of registered firms), Bye laws and certificates for registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm).	Copy of Article of Association or relevant documents for all bidder members
14	The Bidder should have an office in Daman or should be willing to open an office in Daman within 1 month in case it is declared successful in the bidding process.	Undertaking by the Authorized Personnel of the bidder in case it does not have any existing office or else the local sales tax number in case the vendor has an existing office in Daman.

### 5.3 Process of Evaluation

The evaluation will consist of the following phases

**Phase I: Evaluation of Eligibility Criteria**

**Phase II: Evaluation of Technical Bids**

**Phase III: Evaluation of Financial Bids**

**Phase IV: Combined Evaluation of Technical & Financial Bid**

**Phase I: Evaluation of Eligibility criteria:**

In this part the Bidders will be evaluated for the fulfilment of the conditions specified in the Eligibility criteria mentioned above in section 5.2

**Phase II: Evaluation of Technical Bids:**

In this part the technical bid of only those bidders who have qualified the **Phase I**. I.e. Eligibility criteria will be evaluated.

The technical bid will be evaluated on the parameters described in the following section 5.4

**Analysis of technical bid**

- In this part, the technical bid will be analyzed and evaluated and the technical; bid marks (**St<sub>m</sub>**) shall be assigned to each bid on the basis of following evaluation matrix
- Each competency group will have minimum Qualification score 60 and only those Technical Bids receiving marks greater than or equal to cut-off marks in each competency group will be eligible for consideration in financial bids. If required the Bid Evaluation Committee may seek specific clarifications from any or all Bidders at this stage. The Bid Evaluation Committee shall determine the Bidder that qualifies for the next phase after reviewing the clarifications provided by the Bidders.

- Technical Bid Score: The Technical; Bid Score '**S<sub>t</sub>**' of the Bidder shall be derived as under

$$S_t = (St_m / S_H) \times 100, \quad \text{where}$$

**S<sub>t</sub>** is the Technical Bid Score

**St<sub>m</sub>**= Total technical bid marks of the bidder under consideration

**S<sub>H</sub>**= Highest total technical; bid marks amongst all evaluated bids.

- The Bid Evaluation Committee reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without requirement of intimating the Bidder of any such changes. At any time during the process of evaluation the Bid Evaluation Committee may seek specific clarifications from any or all Bidders.

**Phase III: Evaluation of Financial Bids:**

In this phase, the Financial Bids of the Bidder, who are technically qualified in Phase II, shall be opened. Formula to determine the scores for the Financial Bids shall be as follows.

$$S_f = (F_L / F) \times 100$$

**Where,**

**S<sub>f</sub>** is the Financial Score

**F<sub>L</sub>** is the value of the lowest Commercial Bid

**F** is the price quoted in the bid under consideration.

#### Phase IV: Combined Evaluation of Technical & Financial Bid

- The Total score of the Bidder will be determined as under:

$$\text{Total Score} = (T_s) = (0.7 \times S_t) + (0.3 \times S_f)$$

- The bid of the bidder, who obtains the highest  $T_s$  value, will be rated as the Most Responsive Bid. In the event of the same  $T_s$  score of bidders, the bid with the highest technical score ( $S_t$ ) will be rated as the most responsive bid. Beyond that, Bid Evaluation Committee will decide the matter in its full discretion.
- The Bid Evaluation Committee will award the Contract to the successful Bidder whose bid has been determined as the most responsive bid.
- UT Administration of Daman & Diu will have the right to negotiate with the successful bidder. The decision of the Tender Evaluation Committee of the UT Administration of Daman & Diu shall be final and binding on the bidders.

#### 5.4 Technical Evaluation:

Sr. No.	Parameter	Max Marks	Required Document
1.	<b>Company Profile and Competence</b> (Refer below table for detailed point system)	30	Audited Financial Statement /Auditor Certificate, Copies of Work Orders, Completion Certificate, Client Certified certificate for Ongoing projects
2.	<b>Domain Experience</b> (Refer below table for detailed point system)	35	Proof of experience in the form of client citations/work orders to be submitted.
3.	<b>Project Plan</b> (Refer below table for detailed point system)	5	Detailed Project Plan to be submitted describing each element.
4.	<b>Technical Presentation</b>	30	Technical proposal and details addressing the parameters as mentioned in detailed marking system
<b>Total Marks</b>		<b>100</b>	
<b>Cut Off Marks for qualifying</b>		<b>60</b>	

#### Detailed Point System:

1	Company Profile and Competence			10
1.1	Annual Turnover - Prime bidder's average annual turnover for the period 2011-2012, 2012-2013, 2013-14. Audited Financial Statements/ Auditor's certificate to be submitted.			5
	Between 50-60 Cr (3 Marks)	Between 60-70 Cr (4 Marks)	Greater than 70 Cr (5 Marks)	
1.2	Quality Certifications			5
	CMMi Level 3 (3 Marks)	CMMi Level 5 (4Marks)	In addition - ISO 27001 (1 Mark additional)	



**RFP for Selection of System Integrator for Road Asset Management System (RAMS) of PWD Department,  
UT Administration of DD & DNH**

	Previous project experience					20
1.3	Number of e-governance Projects implemented of eGovernance application-Software Design, Development, support and Maintenance of e-governance Solution in last 5 years					10
	2	3-4	5-6	7-8	More than 8	
	2	4	6	8	10	
1.4	Number of System Integration projects implemented where Hardware, software solution, Data collection, Data digitization, support and maintenance are part of the projects					10
	1	2	3	4	More than 4	
	2	4	6	8	10	
2	Domain Experience					35
2.1	Number of projects of PWD deparment in software/ e-governance solution for Central Government/ State/ UT Government/ PSU /Any Central Government Organization in last 5 years. The project value should be more than 150 Lakhs.					10
	1-2 (6 Marks)		3-4 (8 Marks)		More than 4 (10 Marks)	
2.2	Number of projects of RAMS (Road Asset Management System) for Central Government/ State/ UT Government/ PSU /Any Central Government Organization in last 5 years.					10
	1 (5 Marks)		2 (8 Marks)		More than 2 (10 Marks)	
2.3	Number of projects of GIS development/integration where assets are mapped with the data collected of Assets for Central Government/ State/ UT Government/ PSU					5
	2 (2 Marks)		3-4 (4 Marks)		More than 4 (5 Marks)	
2.4	Number of projects with experience in Field survey, Data collection, Data Creation, Data Updation, for GIS/ RAMS.					10
	1-2 (6 Marks)		3-4 (8 Marks)		More than 4 (10 Marks)	
3	Detailed Project Plan					5
3.1.	Business analysis and BPR operations					1
3.2	e-governance Solution development					1
3.3	e-governance solution implementation					1
3.4	Training operations					1
3.5	Post Implementation Support & maintenance operations					1
4	Technical Presentation					30
5.1	Company Profile					4
5.2	Understanding of scope of work and requirements					4
5.3	Approach & Methodology (AM) for operations/execution, maintenance and Quality of service for implementation and post implementation					10
5.4	Proposed technical architecture and integration of all modules					4
5.5	Risk Identification & Mitigation Plan					4
5.6	Training methodology, content development and training operations					4

### **5.5 Selection of a System Integrator**

- I. The tender Evaluation Committee will select the bidder achieving the highest total score, (as defined in Section 5.3) as the System Integrator (SI) of the project.
- II. Daman & Diu eGovernance Society, UT Administration of Daman & Diu will have the right to negotiate with the successful bidder. The decision of the Tender Evaluation Committee of the Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall be final and binding on the bidders.
- III. In case there is only single bidder meeting the minimum requirement marks of the Technical bid evaluation, the same may be accepted as the SI for the project by Daman & Diu eGovernance Society, UT Administration of Daman & Diu.

### **5.6 Notification of Award of Contract**

- I. Prior to the expiration of the period of proposal validity, Superintending Engineer, Daman & Diu eGovernance Society, UT Administration of Daman & Diu or its authorized person will notify the successful bidder in writing or by fax or email that the bid has been accepted.
- II. Daman & Diu eGovernance Society, UT Administration of Daman & Diu may place the work order to successful bidder.
- III. The bidder shall acknowledge in writing to Daman & Diu eGovernance Society, UT Administration of Daman & Diu the acceptance of the work order and shall sign the agreement with Daman & Diu eGovernance Society within Fifteen (15) days of receipt of the work order.

### **5.7 Signing of Contract**

- i. Within 15 days of receipt of the work order, the successful bidder shall sign the agreement with Daman & Diu eGovernance Society, UT Administration of Daman & Diu.
- ii. All incidental expenses of execution of the agreement shall be borne by the successful bidder.
- iii. The agreement between Daman & Diu eGovernance Society, UT Administration of Daman & Diu and the successful bidder shall cover in detail the aspects/terms of contract such as mentioned below but not limited to:
  - a. Performance security
  - b. Warranty
  - c. Payment
  - d. Prices
  - e. Assignment
  - f. Sub-contracts
  - g. Termination
  - h. Applicable Law

- i. Notices
- j. Change orders
- k. Taxes and Duties
- l. Confidentiality
- m. Limitation of liability
- n. Training and consultancy
- o. Technical Documentation
- p. Project Management
- q. Bidder's obligations
- r. Department's obligations
- s. Patent Rights & IPR
- t. Service Levels & Penalty on breaching Service Levels
- u. Any additional items as decided by the Daman & Diu eGovernance Society, UT Administration of Daman & Diu

iv. Thereafter the successful bidder shall be officially termed as "System Integrator – SI" of the RAMS Project of Daman & Diu eGovernance Society of UTs of DD & DNH.

## 6. Scope of Work

Daman & Diu eGovernance Society, UT Administration Daman & Diu desires to appoint a System Integrator (SI) for providing IT Solution covering:

- **RAMS and GIS for Daman & Diu eGovernance Society Management of UTs of DD & DNH (Software Application Design, Development, Testing, Implementation etc.)**
- **Collection and digitization of different data as mentioned in scope of work document**
- **Migration of old data available in electronic form**
- **Supply of system software required to implement RAMS & GIS successfully.**
- **Training of users of UT Administration of DD & DNH**
- **Support, maintenance and data collection for the period of 5 years from Go-live of the project.**

The application software should consist of following functionalities and modules. The brief points are discussed below

### ➤ **Road Asset Management System (RAMS)**

The core of the RAMS will be development of a Web based and GIS enabled system. These will be group of integrated series of sub-modules.

The RAMS is envisaged as a system, which will eventually serve all levels in the PWD, Municipalities & District Panchayat i.e. The Secretariat, Circle, Division and Sub-Division offices, in planning and managing the Road under PWD, Municipalities & Panchayats responsibility. It will cover preservation of the existing network as well as expansion, which may cover new links, multi-laning, or capacity increases.

The processes to be covered shall include, but not limited to:

- Network-level planning
- Project-level planning
- Multi-project programming and budgeting
- Optimization of projects under budget constraints
- Overall network performance monitoring and evaluation against projected targets.

There will be a series of applications developed to address the various requirements of road management that will interface with the RIS. These applications will be designed based on the specific requirements of the different management processes. The processes will be investigated early in the project and recommendations will be made as to the structure and composition of the systems required.

**Road Information System (RIS):** The core of the overall RAMS shall be RIS. It will be a series of various data and linking with different road data items. It should allow managing and maintaining current road network and future road network.

The RIS data model should be capable of handling data of different spatial attributes ranging from point data (e.g. km stones) to continuous or interval data (e.g. roughness) and should handle overlapping sections. The system should be designed around a proper location referencing system with sufficient flexibility to cater for changes to the system over time. It should also allow for the graphical representation and presentation of information and consideration should be given to implementing or interfacing with a Geographic Information System (GIS) for mapping.

The RIS should operate using Standard Query Language (SQL) and be developed using fourth generation relational database management software (e.g. Oracle, Sybase, SQL Server, etc.).

**Traffic Information System (TIS):** The TIS shall be designed by the TSP to meet the current and future needs of the PWD traffic data collection programmes. It shall be capable of storing and managing regular and special traffic counts as well as the outcome from specific studies. Among the data to be considered are:

- Continuous counts from permanent traffic count stations
- 7 day classified traffic counts
- Short-term (<7 days) classified traffic counts
- Traffic growth forecasts
- Vehicle fleet characteristics
- Sample hourly flow data
- Processed weigh-in-motion or axle load survey data (i.e. aggregated statistics as opposed to measurements of each vehicle)

The TIS shall contain analytical routines that will allow for the following to be calculated:

- Traffic volume and flow characteristics, average daily traffic (ADT, average annual daily traffic (AADT), and seasonal factors, K-Factors, hourly distribution of annual traffic.
- Traffic growth forecasts: predicted traffic patterns of network using supplied traffic growth
- Vehicle loading characteristics: average axle loading and equivalent standard axles.

The reporting shall allow for the presentation of historical and forecast data in a graphical format. It shall include but not be limited to, network utilization, traffic volume and loadings, annual vehicle km of travel, annual tone km of freight by vehicle class and/or road class.

**Pavement Management System (PMS):** The PMS designed by the SI shall do both strategic and project-level analyses. It shall be capable of the following types of analyses that should cover both condition and capacity improvements:

- Strategic budgeting studies
- Project level technical analyses
- Road works programming and optimization under budget constraints and based on Decision Tree Method as per current maintenance practice of PWD.
- Project of network condition under various budget scenarios

The strategic budgeting studies shall be undertaken using data of an appropriate Information Quality Level (IQL). They shall enable the officers of PWD, DD & DNH to establish the necessary funding levels in general budget categories to achieve certain Performance Indicators (PIs). These PIs shall be agreed upon between the SI and PWD. The analysis method shall be based on a life cycle cost approach and be compatible with that used in the World Bank's HDM-4 model.

The project level analysis studies shall allow for specific sections of road to be evaluated for different technically feasible options such as routine maintenance, resurfacing, rehabilitation and reconstruction. The project level analysis should be done using a life-cycle cost approach and be compatible with that used in the HDM-4 model, or HDM-4 model can also be used for this purpose.

The multi-year programming using HDM-4 shall be enabled or by other separate module, and it shall optimize the selection and timing of pavement works under different budget constraints to achieve various Performance Indicators (PIs). The optimization shall be done using a heuristic approach such as that adopted for the HDM-4 model or any other. The output shall be annual works programmes covering different budget categories and works classes over the short and medium term. The user should be able to refine these programmes to obtain the most appropriate programme given logistical and other considerations.

The PMS shall allow for automatic sectioning so that road sections are created using factors such as condition, inventory and traffic as the criteria. The sectioning process shall be interactive with the user being able to adjust the resulting sections.

The PMS should also include routine maintenance activities for various road related items.

**Bridge Management System (BMS):** The BMS consisting of a sub system and associated analysis routine shall be developed by the SI. The database shall contain only sufficient information for the analysis routines to be used and shall not be the general repository for all bridge data (e.g. drawings, specifications, etc.).



The BMS will initially be a computerized database containing and inventory of all bridges, the results of bridge inspections and a history of bridge repairs and expenditures using data available from PWD, DD and DNH. The BMS shall sort and analyses the bridge requirement in the entire network and plan the PWD bridge construction / maintenance programme. The BMS shall be expanded to also contain analysis routines permitting assessment of the bridge condition and future funding requirements shall be studied, and a programme for developing practical analysis routines shall be prepared.

A systematic bridge-monitoring programme shall be developed to meet the data requirement of the RAMS analytical process. This shall cover data collection methods and procedures as well as periodic inspection programmes for PWD to conduct.

**Accident Information and Management System (AIMS):** The AIMS shall help PWD in reducing the accidents on its road network through providing a sub system to identify the black spot and to manage accident incident at network level. The sub system shall also allow monitoring the implementation programme for the identified defects at the particular location or in a section / multiple section of the road.

**Work Monitoring System (WMS):** The WMS shall be capable to monitor the civil work progress and it should be capable to draw data from all other system / sub system. This is also part of the PWD MIS implemented by PWD, DD & DNH. It is SI's responsibility to integrate the proposed RAMS with PWD MIS – PWD Management Information System for fruitful operations of both the systems for PWD of DD & DNH.

### **Data Collection**

Various data need to be collected to complete the RAMS services, all the field data will be collected by consultants and field experts as per data collection formats decided.

The consultants will review the existing data collection procedures and in light of the additional data needs arising from this project prepare recommendations on data collection programmes and scheduling of surveys to meet the deadlines of the project review and budgeting programmes.

Recommendations will be made as to the most appropriate IQL, given their intended purpose. It shall also be based to improve data collection techniques or equipment as well as sampling rates and spatial coverage. These should recognize the funding and logistical limitations within the PWD. The consultant should therefore:

- (a) recommend the necessary equipment to collect the absolute minimum and sufficient data to effectively run the RAMS and to address the compatibility issues to meet the proposed RAMS;
- (b) devise a systematic approach and time-bound implementation action plan to collect and analyze data on road and traffic characteristics.

The SI shall include the following within the data management task:

- Determine the categories of data to be captured by the RIS, TIS, PMS, BMS etc. establish a system gathering and reporting of data within the Department and outside, and establish statistically sound data sampling techniques for traffic counts, pavement roughness, etc.
- Recommend database management systems for the operation of the RAMS on a sustainable basis
- Introduces statistical analysis procedures for accrued data, forecasting, and so on.
- Design clear and comprehensive data input formats.
- Design clear and comprehensive output reporting formats

SI for successful implementation of RAMS should collect the following key data:

Sr. No.	Description	Road Category	Method
1.	GIS maps, Location Referencing and Road Inventory including visible assets within RoW along with Video. Inventory should survey of Culvert, km stone, road marking, sign boards, junctions, medians, guardrails, visible utility etc.	All roads	Map available with PWD will be made available to SI, and SI will need to collect data using GPS. GPS accuracy should improve to centimeter using DGPS post processing method. Terrestrial Lidar shall be used for Inventory.
2.	Pavement Condition (Crack, Raveling, Pothole, Edge break etc.)	All roads	Using Laser Crack Measurement System
3.	Roughness	All roads	Using laser Profilometer
4.	Pavement Strength	All roads	Using FWD
5.	Pavement Crust Thickness	All roads	Using Ground Penetrating Radar
6.	7 days Classified Traffic Volume Count	All roads	At 20 locations, manual counting, This data may be made available from Transport department
7.	Axle Load Survey	All roads	At 20 locations

8.	Bridge Inventory and Condition	All roads	Visual along with GPS points
9.	Underground utility mapping shall be done using GPR.	Urban Roads	Ground Penetrating Radar

**GIS Data & Preparation:** GIS Maps will need to be prepared by SI for entire Road Network (approximately 1150.00 km length). The mapping shall be done for link, node, bridge, culverts, traffic station, rotary / junction etc. The administrative boundaries like State, District and Taluka shall be included.

All data should be presentable on the GIS map, and should have feature to create dynamic segment for the linear layers. The GIS tool should support various industry standard formats.

➤ **Geographical Information System (GIS)**

GIS (Geographical Information System) is increasingly becoming instrumental, in the public policy realm, to shape and influence the context in which decisions are made. Daman & Diu eGovernance Society (PWD), DD & DNH is the principal governing body for planning, design, construction and maintenance of roads and bridges in the entire UTs. The road network whose total length is about 1150 kms. The system of archival of road data prevalent in PWD was through traditional paper road maps, engineering drawings and road statistics registers. Voluminous and scattered data, maps in different formats and scales, difficulty in accessing the statistical information of a map feature etc. were some of the irritants in the prevalent system. There is a increasingly need felt in the department to have a more scientific and systematic approach for the archival of maps and retrieval of statistical information. Similarly PWD is looking after maintenance of entire govt. buildings in DD & DNH, which also require images for better monitoring & future planning. In this context, the inherent capabilities of the technology offered in a GIS were looked upon as one having a great potential to successfully cater to the specified requirements. A project for utilizing it to develop a Road, Building, Bridges, Water supply, urban planning etc. system was conceptualized with the objective of creating a U.T. wide, up-to-date digital database of roads that would induce efficiency and accuracy in monitoring, management, planning and subsequent development of the physical infrastructure in U.T. Geographic information system (GIS) is hence considered a boon for PWD managers and can be used to bring in much needed effectiveness in planning and its management.

Ultimate aim while planning GIS should be creation of decision support system. Distinct objectives identified for GIS implementation at PWD are:

- ✓ Better monitoring of the Road, Building, Bridges, Water supply, water treatment plants, Canals & govt. quarters
- ✓ Effective Monitoring of Complaint Management System
- ✓ Up-to-date & user friendly maintenance of physical structures

## **7. General Conditions**

### **7.1 Performance Bank Guarantee**

- i. The SI shall submit Bank Guarantee of amount equivalent to 10% of the project cost value as unconditional and irrevocable Performance Bank Guarantee (PBG) from the Nationalized/ Scheduled Bank in the name of Superintending Engineer, Daman & Diu eGovernance Society. Refer Annexure VIII.
- ii. The Performance Bank Guarantee shall be valid till the end of the project. The Performance Bank Guarantee shall be returned to the SI only on completion of all work satisfactorily.
- iii. In the event of the bidder being unable to service the contract for whatever reason, Daman & Diu eGovernance Society, UT Administration of Daman & Diu would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever Daman & Diu eGovernance Society, UT Administration of Daman & Diu under the contract in the matter, the proceeds of the PBG shall be payable to Daman & Diu eGovernance Society as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. Daman & Diu eGovernance Society shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.
- iv. Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatements.

### **7.2 The SI warrants to department**

The application proposed to be Design, Development, Delivery, Implementation, Testing, Training, and Maintenance of Road Asset Management System (RAMS) as per department's requirements and will provide the functionality and performance, as per the terms and conditions and SLAs under the RFP.

The SI shall accept responsibility for the successful implementation and operation of the proposed system and for the compatibility of the various software, hardware and networking components etc.

The SI must pass on the standard OEMs' warranty which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this tender document. SI has to provide documentary evidence for back-to-back support agreement with the respective OEM along with the OEM.

### 7.3 Miscellaneous Terms & Conditions

- i. The bidders for RAMS individually or in consortium with other bidders can submit their technical and financial offers for Design, Development, Delivery, Implementation, Testing, Training, and Maintenance of Road ASSET Management System (RAMS). The selected bidder will be the System Integrator (SI) to implement the project in Union Territory of DD & DNH.
- ii. In case of a consortium the same shall not consists of more than three companies/ corporations and shall be formed under a duly stamped consortium agreement. Every member of the consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project.
- iii. The end product of the work assignment carried out by the selected SI, in any form, will be the sole property of the Daman & Diu eGovernance Society, UT Administration of Daman & Diu.
- iv. The selected SI shall not outsource the work to any other associate / franchisee / third party under any circumstances without the written prior approval of the Daman & Diu eGovernance Society, UT Administration of Daman & Diu.
- v. The selected SI shall perform the services and carry out its obligations with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training / consulting standard recognized by national / international professional bodies and shall observe sound management practice. It shall deploy appropriate advanced technology and safe and effective methods.
- vi. The selected SI automatically agrees with Daman & Diu eGovernance Society, UT Administration of Daman & Diu for honoring all aspects of fair trade practices in executing the work orders placed by Daman & Diu eGovernance Society, UT Administration of Daman & Diu.
- vii. In the event the Selected SI or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with Daman & Diu eGovernance Society, UT Administration of Daman & Diu should be passed on for compliance to the new company/ new division in the negotiations for their transfer.
- viii. All the cost and charges in the bid should be expressed in Indian rupees without any dependence on exchange rate, duty or tax structure.



#### **7.4 Failure to agree with the terms & conditions of the RFP**

Failure of the SI to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

#### **7.5 Agreement**

Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall execute an agreement with the System Integrator (SI) as per the terms and conditions of the RFP. The conditions stipulated in the agreement must be strictly adhered to and any violation of any of the conditions will entail termination of the contract without prejudice to the rights of Daman & Diu eGovernance Society, UT Administration of Daman & Diu. In such a case, Daman & Diu eGovernance Society, UT Administration of Daman & Diu has the right to invoke Performance Bank Guarantee and further right to terminate the entire or part of the contract by giving 1 months' notice period.

#### **7.6 Indemnity**

SI has to indemnify Daman & Diu eGovernance Society, UT Administration of Daman & Diu against any claims, losses, causes, damages, expenses, action suits and other proceedings, resulting from any proceedings initiated against Daman & Diu eGovernance Society, UT Administration of Daman & Diu for any deficiency in services related to the project provided by the SI during the period of contract.

In case of Consortium, prime bidder would be held responsible for any claims, losses, causes, damages, action suits and other such proceedings in the project

#### **7.7 Force Majeure**

i. Force majeure shall not include any events caused due to acts/omissions of such party or result from a breach/contravention of any of the terms of the contract, bid and/or the tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the contract.

ii. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a force majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing/ fax/ e-mail at the earliest. Daman & Diu eGovernance Society, UT Administration of Daman & Diu will make the

payments due for services rendered till the occurrence of force majeure. However, any failure or lapse on the part of the bidder in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/ recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

iii. In case of a force majeure all parties will endeavour to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of force majeure.

iv. Force majeure clause shall mean and be limited to the following in the execution of the conditions of empanelment placed by Daman & Diu eGovernance Society, UT Administration of Daman & Diu:-

- War / hostilities
- Riot or Civil commotion
- Earth quake, flood, tsunami, tempest, lightning or other natural physical disaster
- Restriction imposed by the Government or other statutory bodies, which is beyond the control of the selected SI, which prevent or delay the execution of the order by the selected SI

v. The selected SI shall inform the Daman & Diu eGovernance Society, UT Administration of Daman & Diu in writing, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, Daman & Diu eGovernance Society reserve the right to cancel the conditions of empanelment without any obligation to compensate the selected SI in any manner for what so ever reason, subject to the provision of clause mentioned above.

vi. Applicable Law - The conditions shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time.

vii. Notwithstanding above, the decision of Daman & Diu eGovernance Society, UT Administration of Daman & Diu shall be final and binding on the SI.

viii. Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but not limited to, fire, flood, tsunami, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, authorized acts lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the SI shall promptly notify Daman & Diu eGovernance Society, UT Administration of

Daman & Diu in writing of such condition and the cause thereof. Unless otherwise directed by Daman & Diu eGovernance Society, UT Administration of Daman & Diu, the successful SI 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. The successful SI shall, at the discretion of Daman & Diu eGovernance Society, UT Administration of Daman & Diu, be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

### **7.8 Procurement of Hardware and Equipment's**

- The bidder has to recommend the required Data centre Hardware, client machines and Networking components required to run the proposed RAMS solution satisfactorily. It is the responsibility of the PWD department, UT of Daman & Diu to procure the recommended hardware and implement the same for deployment of proposed RAMS solution. As per the present arrangements, the data center of UTs of DD & DNH is under implementation and would be operational at Silvassa soon. The same will be utilized to deploy the proposed RAMS solution for both UTs of DD & DNH.
- The bidder has to clearly give the details of computer hardware required to implement the proposed RAMS solution. The bidder is not required to quote for the same.
- The bidder has to give financial proposal for the RAMS solution and the required System software to implement the same. All the components are clearly mentioned in the financial formats given. If the bidder feels that any extra components are required, they should propose the same in others table given separately in financial documents.
- The SI will ensure the interoperability between sub-systems/different components of each category.
- The SI shall provide software updates/patches/versions during the maintenance period for all software components like operating systems, management software, security software, or any other software, which would be part of the RAMS Project.
- The SI shall be responsible for storage and security of material on receipt at site in the storage space allocated by the Daman & Diu eGovernance Society, UT Administration of Daman & Diu.

### **7.9 Intellectual Property Rights**

- The source code of the solution should be with The Member Secretary, Daman & Diu eGovernance Society, UT of Daman & Diu (an escrow arrangement is not permitted).
- The successful bidders should give unlimited rights for the use of the solution supplied to any new offices of the department as well in the present offices under UT Administration of DD & DNH.

- However, the IPR (Intellectual Property Rights) for solution which are customized in offered solution and developed under this RFP will be with The Member Secretary, Daman & Diu eGovernance Society, UT of Daman & Diu.
- The Bidder shall indemnify The Member Secretary, Daman & Diu eGovernance Society, UT of Daman & Diu against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the supplied software solution or any part thereof.
- In the event of any claim asserted by a third party for software piracy, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and the Department is required to pay compensation to a third party resulting from such a claim, the Bidder shall be responsible for compensation including all expenses, court costs and lawyer fees. The Department will give notice to the Bidder of such claim if it is made, and the Bidder shall reimburse the same to the Department without delay.

#### **7.10 Ownership of Data**

While the Bidder is responsible for the functioning and operation of the RAMS solution, the backend databases will be owned by the Daman & Diu eGovernance Society, UT Administration of Daman & Diu. Daman & Diu eGovernance Society, UT Administration of Daman & Diu will be the owner of all data, transactions in any form kept at the different locations where RAMS has been installed, either in electronic form or physical form such as paper etc.

## 8. Schedule and Deliverables

### 8.1 Schedule and Deliverables of RAMS Solution:

S. No.	Particulars	Deliverables	Timing
<b>Phase I- (Requirements / Gap Analysis, Design, Development / Customization, Testing ,Data Digitalization and Roll-Out)</b>			
1	Detailed Project Plan (Covering Project Schedule Plan, Application Modules Phasing Plan, IT Infrastructure Recommendations Plan, Business Continuity Plan, etc.) Infrastructure Gap Analysis/ Recommendations Documents	Detailed Project Plan User Requirement Specifications Gap Analysis Documents Module Delivery Plan Infrastructure Recommendations – Hardware, Supporting Software, Networks	T0 + 15 Days
2	Delivery of Hardware and Infrastructure	Delivery Report	T0 + 4 months
3	User Requirements Document Gap analysis Documents with Business process reengineering Recommendations, Data Collection, Architecture Report	Location Referencing Report Data Collection Procedure Report SRS Documents System Design Documents BPR Requirement Document Business Continuity / Back Up plan	T0 + 2 Months
4	Delivery of RAMS Solution	Technical Manual	T0 + 4 Months
5	Testing of Solution	Test Cases Reports (Unit Test, Integration Test, System Test, Load Test, Performance Test,)	T0 = 5 months
6	User Acceptance Testing of the Complete System	UAT Testing Report	T0 + 6 Months
7	First time Data collection as per RFP	Data collection reports	T0 + 6 Months
8	Complete Rollout of the application	Database and Transaction Logs Back Up Training reports of users STQC testing submission	T0 + 8 Months
9	RAMS Go-live status	Functional reports MIS generation for Decision support STQC testing report	T0 + 9 Months
<b>PHASE III (Support, Maintenance and Change Requests)</b>			
11	Maintenance Support for 5 Years after Go-Live of RAMS	Monthly Report Quarterly reports	Starts on Go Live plus 5 Years

## 9. Service Level Agreements and Penalties

Service Level Agreement (SLA) is the contract between Daman & Diu eGovernance Society, UT Administration Daman & Diu and the successful bidder. SLA defines the terms of the successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed performance Indicators as detailed in the bidding documents. This section defines various service level indicators which will be considered by Daman & Diu eGovernance Society, UT Administration Daman & Diu in the SLA with successful bidder.

The successful bidder has to comply with service levels requirements to ensure adherence to project timelines, quality and availability of services.

### 9.1 Project Delivery Related SLA

SLA	Timely Delivery
Definition	Timely delivery of deliverables would comprise the software application, hardware and all documents that are to be submitted as part of the project deliverables
Service Level Requirement	All the deliverables defined in the contract has to be submitted on-time on the date as mentioned in the implementation schedule with no delay.
Measurement of Service Level Parameter	To be measured in number of weeks of delay from the date of submission/ installation as defined in the project contract
Penalty for non-achievement of SLA Requirement	Delay shall attract a penalty per week as per the following –  1. For Software Application = 0.5% X Per week penalty  Where % is Design, Development Cost (A) in Development Phase and Implementation, training etc. cost (B) of Payment terms. A total deduction of 10% may lead to termination of contract.

### 9.2 Support Related SLA

SLA	System Bug Resolution Time
Definition	Time in which a complaint/issue type related to application is resolved after it has been reported/escalated by the Daman & Diu eGovernance Society, UT Administration Daman & Diu to the SI
Service Level Requirement	R1, R2, R3 – 100% within response and resolution times

Measurement of Service Level Parameter	Support query should be classified in following three categories.																			
	<ul style="list-style-type: none"><li>• <b>Severity Level 1 (R1):</b> System issues that have the greatest business impact wherein application users are not able to perform his/her regular work at a time. Or there is a downtime of RAMS Application, Servers, or Central equipment.</li></ul>																			
	For example, unable to login to the system, Web Server, Database server not responding etc.																			
	<ul style="list-style-type: none"><li>• <b>Severity Level 2 (R2):</b> System issues that have medium business impact wherein the user is partially able to perform his/her regular work. But the system not fully functional and has bugs, errors, faults etc. For example, user is able to login and perform most of his normal work, but some of the features or issues are troubling.</li></ul>																			
	For Example Some supplement reports are not available, some misalignment in reports, some role access issues, privileges conflicts, slow fetching of data etc																			
	<ul style="list-style-type: none"><li>• <b>Severity Level 3 (R3):</b> System issues which have the least/no business impact on working.</li></ul>																			
	For example, change of profile settings, Screen resolution issues, Customer tracking, error popup, messages etc.																			
	Prime Business Hours are defined as 8AM – 8PM																			
	The selected vendor should provide service as per the following requirements																			
	<table><tr><td>Type of Support Call</td><td>No. of Instances Per Quarter</td><td>Resolution time from reporting the issue (Not more than)</td><td>Penalty from the Quarterly payment</td></tr><tr><td>R1</td><td>Exceeding 2</td><td>2 Hrs</td><td>0.5% X Per Instance X Every 2 Hrs</td></tr><tr><td>R2</td><td>Exceeding 5</td><td>4 hrs</td><td>0.25% X Per Instance X Every 4 Hrs</td></tr><tr><td>R3</td><td>Exceeding 10</td><td>2 Working Days</td><td>0.05% X Per Instance X Every 2 Working Days</td></tr></table>				Type of Support Call	No. of Instances Per Quarter	Resolution time from reporting the issue (Not more than)	Penalty from the Quarterly payment	R1	Exceeding 2	2 Hrs	0.5% X Per Instance X Every 2 Hrs	R2	Exceeding 5	4 hrs	0.25% X Per Instance X Every 4 Hrs	R3	Exceeding 10	2 Working Days	0.05% X Per Instance X Every 2 Working Days
Type of Support Call	No. of Instances Per Quarter	Resolution time from reporting the issue (Not more than)	Penalty from the Quarterly payment																	
R1	Exceeding 2	2 Hrs	0.5% X Per Instance X Every 2 Hrs																	
R2	Exceeding 5	4 hrs	0.25% X Per Instance X Every 4 Hrs																	
R3	Exceeding 10	2 Working Days	0.05% X Per Instance X Every 2 Working Days																	
Penalty for non-achievement of SLA Requirement	Delay would attract a penalty as % of Total Quarterly Recurring Costs as per the following – <table><tr><td>Type of Support Call</td><td>Penalty</td></tr><tr><td>R1</td><td>0.05% X Per 4Hr Penalty</td></tr><tr><td>R2</td><td>0.03% X Per 8Hr Penalty</td></tr><tr><td>R3</td><td>0.01% X Per 2Day Penalty</td></tr></table>				Type of Support Call	Penalty	R1	0.05% X Per 4Hr Penalty	R2	0.03% X Per 8Hr Penalty	R3	0.01% X Per 2Day Penalty								
Type of Support Call	Penalty																			
R1	0.05% X Per 4Hr Penalty																			
R2	0.03% X Per 8Hr Penalty																			
R3	0.01% X Per 2Day Penalty																			

### 9.3 Acceptance Testing

1. The primary goal of Testing & Acceptance is to ensure that the project meets requirements, standards, specifications and performance prescribed by the RFP
2. Completion of any other tests/evaluation criteria that Daman & Diu eGovernance Society, UT Administration Daman & Diu may specify.
3. The Acceptance Tests for the Hardware and Networking Components shall involve successful supply, delivery at site, installation and commissioning of systems at all implementation locations of the project.
4. In the event of the site not being allocated by the Department, the Implementation Agency and the Department may mutually agree to redefine the milestones.
5. On the successful completion of the Acceptance Test and after the Committee so constituted by the Daman & Diu eGovernance Society, UT Administration Daman & Diu to conduct the said Acceptance Tests are satisfied with the working of the system, the acceptance certificates, signed by the SI and authorized representative(s) of PWD. Any delay by the SI in the performance of its contracted obligations shall render the SI, liable to the imposition of appropriate penalties, unless agreed otherwise by PWD.
6. All components & deliverables of the Applications, hardware, networking components, software and other peripherals, as the case may be, would be deemed accepted on attainment of the receipt of Site Acceptance Certificate from each Location.
7. Any delay attributable to the SI in the Acceptance Testing shall render the SI liable to the imposition of appropriate penalties, as mentioned in the RFP.



## 10. Payment Terms:

The payment to the selected System Integrator shall be made as under:

There are two types of operations involved in development, deployment and successful operations of RAMS – Road Asset Management System:

1. Cost of RAMS.
2. Data Collection Cost of RAMS:

As per the financial format table 1 is the cost of RAMS. In table 1 there are 4 components: A, B, C & D and table 2 is the Data collection cost of RAMS. In table 2 also there are 4 components: A, B, C, & D

### 10.1 Payment terms for Table 1: Cost of RAMS: This is applicable to Table 1 A, 1 C & 1 D:

S. No.	Milestone	Payment
1	Mobilization Advance	10%
2	Delivery of URS/ Gap/ SRS Analysis Documents	25%
3	Design, Development of all Modules, and Complete User Testing	25%
4	Successful implementation in UT of Daman & Diu (Go-live)	15%
5	Successful implementation in UT of DNH (Go-Live)	15%
6	After 30 days of Go-live	10%
	Total	100%

### 10.2 Payment terms for Table 1: Cost of RAMS: This is applicable to Table 1 B: Operation & Maintenance cost for a period of 5 years

S. No.	Milestone	Payment	Total Payment of Table 1 B
1	Quarterly Payments for 20 Quarters (Spread across 5 Years - Maintenance Support for 60 Months)	5% per Quarter on successful completion of each Quarter's support and Maintenance operations	100%

**10.3 Payment terms for Table 2: Cost of RAMS: This is applicable to Table 2 A, 2 B, 2 C & 2 D:**

<b>Sr. No.</b>	<b>Milestone</b>	<b>Payment</b>
1	Mobilization Advance	10%
2	Successful collection of 50% of the data under specific period, methodology and category.  The payment will be made on satisfactory verification and acceptance of data collected.	40%
3	Successful collection of remaining 50% (Total 100%) of the data under specific period, methodology and category.  The payment will be made on satisfactory verification and acceptance of data collected.	50%

**These payment terms are applicable for the specific period of data collection as explained in financial formats: 2A, 2B, 2C & 2D.**

**Annexure-I: Covering letter with the Proposal in response to RFP Notice**

(To be submitted on the Letterhead of the bidder)

{Place}

{Date}

To  
The Member Secretary  
Daman & Diu eGovernance Society  
UT Administration of Daman & Diu  
Fort Area  
Moti Daman  
Daman - 396220

Ref: \_\_\_\_\_

Subject: Submission of the Technical bid for < Public Works Department Road Asset  
Management System (RAMS) > RFP No- <.....> dated \_\_\_\_\_

Dear Sir/Madam,

We, the undersigned, offer to provide total solution for RAMS to the Member Secretary,  
Daman & Diu eGovernance Society with your Request for Proposal dated \_\_\_\_\_. We  
are hereby submitting our Proposal.

We hereby declare that all the information and statements made in this Technical bid are  
true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the RAMS project not later than the  
agreed time schedule with Daman & Diu eGovernance Society, UT Administration Daman &  
Diu.

We agree to abide by all the terms and conditions of the RFP document. We would hold the  
terms of our bid valid for 180 days as stipulated in the RFP document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location: \_\_\_\_\_ Date:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Annexure-II: Details of the Responding Firm**

S.No.	Particulars	Details to be Furnished
<b>1</b>	<b>Details of the Responding Firm (In case of consortium both parties has to submit the same)</b>	
	Name	
	Address Corporate Office, Local Office	
	Telephone	
	Fax	
	Website	
	e-Mail	
<b>2</b>	<b>Details of the Authorized person for the bid</b>	
	Name	
	Designation	
	Telephone	
	Fax	
	e-Mail	
<b>3</b>	<b>Status of the firm/Company (Public /Pvt. Ltd.)</b>	
	Details of Registration	
	ROC Ref No	
	Date	
<b>4</b>	<b>Number of Professionals (On the rolls of the firm) providing managed services (Excluding temporary staff)</b>	

**Annexure-III: Financial Information Summary**

**(In case of consortium, Details to be provided individually by all members of consortium)**

S.No.	Turnover ( ) (Crores)		
	FY 2011-12	FY 2012-13	FY 2013-14

**Note:** Please enclose balance sheet and Profit & Loss statement duly certified by authorized auditor.

**Annexure-IV: Team Composition and Task Assignments**

Please indicate composition of teams separately for Implementation and Post Implementation phases:

Professional Staff					
Name of Staff	Educational Qualifications	Other Certifications	Area of Expertise	Position Assigned	Task Assigned

This information should be provided for all key staff, such as team leaders, project managers, technical support staff, etc. There should be at least 1 Project Managers (At most two can change after the work order & during project implementation phase) for RAMS. The bidders are supposed to provide the HR undertaking clearly mentioning expertise of employees in required domain of the project. The relevant CV's of the professional staffs mentioned above are required to be given in the format provided under this section.

**Annexure V: Format for Key Personnel**

**Curriculum Vitae (CV) of Key Personnel**

General Information	
Name of the Person	
Current Designation / Job Title	
Current job responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications: Degree : Academic institution graduated from: Year of graduation: Specialization (if any): Key achievements and other relevant information (if any):	
Professional Certifications (if any):	
Total number of years of experience:	
Number of years with the current company:	
Summary of the Professional / Domain Experience	
Number of complete life cycle implementations carried out:	
The names of customers (Please provide the relevant names):	
Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure) Prior Professional Experience covering: · Organizations worked for in the past · Organization name · Duration and dates of entry and exit · Designation Location(s) · Key responsibilities · Prior project experience · Project name · Client · Key project features in brief · Location of the project · Designation · Role · Responsibilities and activities · Duration of the project Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	



**Annexure-VI: Format: Technical Proposal Covering Letter**

{Place}

{Date}

To  
The Member Secretary  
Daman & Diu eGovernance Society  
Fort Area  
Moti Daman  
Daman - 396220

Ref: RFP \_\_\_\_\_

Subject: Submission of Technical proposal in response to the RFP for “Selection of SI  
for Road Asset Management System (RAMS) of Public Works Department, UT  
Administration of DD & DNH”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in  
accordance with your Request for Proposal dated [Insert Date].

Our attached Technical Proposal is based on our full understanding of scope of work  
and requirements as mentioned in RFP of RAMS.

As per the RFP we have uploaded the Technical proposal on  
**[www.daman.nprocure.com](http://www.daman.nprocure.com)**

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

**Annexure-VII: Format: Financial Proposal Covering Letter**

{Place}

{Date}

To  
The Member Secretary  
Daman & Diu eGovernance Society  
Fort Area  
Moti Daman  
Daman - 396220

Ref: \_\_\_\_\_

Subject: Submission of Financial proposal in response to the RFP for “Selection of SI  
For Implementation of Road Asset Management System of Public Works Department, UT  
Administration of DD & DNH”

Dear Sir,

We, the undersigned, offer to provide the services for [Insert title of assignment] in  
accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from  
RFP negotiations, up to expiration of the validity period of the Proposal.

As per the RFP we have uploaded the financial proposal on **[www.daman.nprocure.com](http://www.daman.nprocure.com)**

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

**Annexure-VIII: Format of Performance Bank Guarantee**

To,  
The Member Secretary  
Daman & Diu eGovernance Society  
UT Administration of Daman & Diu

Place: \_\_\_\_\_

Bank Guarantee No. : \_\_\_\_\_

Amount of bank Guarantee No.: Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only)

Bank Guarantee valid from: \_\_\_\_\_

Last Date for Lodgment of Claim: \_\_\_\_\_

This Deed of Guarantee executed by the \_\_\_\_\_ Bank having Registered Office at \_\_\_\_\_ and local office at \_\_\_\_\_ (hereinafter called "the Bank") in favour of Daman & Diu eGovernance Society, UT Administration Daman & Diu for and on behalf of UT Administration Daman and Diu hereinafter called "UT Administration") for an amount not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) at the request of M/s \_\_\_\_\_ having their Registered/Head office at \_\_\_\_\_ and M/S -- having its office at \_\_\_\_\_ (hereinafter called the Guarantor ). \_\_\_\_\_ and M/s \_\_\_\_\_ are partners in the work order in respect of which this Bank guarantee is being submitted as security to complete the work and provide the services within stipulated time. The bank do hereby undertake to pay to the UT Administration an amount not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) by reason of breach of Agreement, "Term and Conditions" as stated in Tender Document, and commitment under the scope of Work Order. The Bank do hereby guarantee and undertake to pay to the UT Administration immediately on demand, without any reservation(s), protest, demur and without reference to the guarantor the amount of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only). Any such demand made by the UT Administration shall be conclusive and binding on the bank irrespective of any dispute(s) or difference(s) raised by the Guarantor. The bank undertake to pay to the UT Administration any money so demanded notwithstanding any dispute or disputes raised by the Guarantor and their partners in any suit or proceeding pending before any Court or Tribunal relating thereto, Banks liability under this guarantee being absolute and unequivocal. The payment so made by the bank under this bond shall be a valid discharge of liability for payment there under and the Guarantor and their partners shall have no claim against the bank making such payment. This Guarantee will not be discharged due to the change in the constitution of the Bank or Guarantor and their partners. This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_ (date) \_\_\_\_\_. The guarantee shall be extended further at the discretion of the Bank for such period as required under the instructions of the Guarantor i.e. \_\_\_\_\_, on whose behalf this guarantee

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is furnished. The bank agree that the amount hereby guaranteed shall be due and payable to the UT Administration on the bank being served a notice requiring the payment of the amount and such notice shall be deemed to have been served on the Bank by actual delivery.

In order to give full effect to the provisions of this guarantee the bank hereby waives all rights inconsistent with the above provisions and which the bank might otherwise as a guarantor be entitled to claim and enforce. We, \_\_\_\_\_ Bank may renew the Bank Guarantee at our discretion provided the request for renewal is made by the Guarantor before the expiry of the Bank Guarantee with the mutual consent of the Bank or Guarantor. We, \_\_\_\_\_ Bank , lastly undertake not to revoke this guarantee during its currency except with the previous consent of the UT Administration in writing and the guarantee shall be continuous and irrevocable guarantee up to a sum of Rs. \_\_\_\_\_/- (Rupees Only) \_\_\_\_\_(amount)\_\_\_\_\_

Notwithstanding anything stated hereinbefore: Our liability under this guarantee is restricted to Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_Only). The guarantee shall remain in force till \_\_\_\_\_ (date) \_\_\_\_\_ and The Bank is liable to pay the guarantee amount or any part thereof under this Bank Guarantee only if the UT Administration serves upon the Bank a written claim or demand on or before \_\_\_\_\_ (date)\_\_\_\_\_. Please note that this Bank Guarantee automatically stand cancelled notwithstanding the fact that the original bank guarantee may not be returned to us by you.

Witness:

Signature Manager/ Authorized Signatory

Full Name (in Block Letters)

Designation & Signature

I.D. No Bank & Branch Address with Branch No. Submitted by:

1. \_\_\_\_\_ (Signature)

2. \_\_\_\_\_ (Signature)

Accepted by \_\_\_\_\_

for

Daman & Diu eGovernance Society,

UT Administration of Daman & Diu

### **Annexure-X : Guidelines for Technical Proposal**

Technical Proposal should comprise of following:

1. The Technical Proposal has to be submitted online **ONLY** with proper information on [www.daman.nprocure.com](http://www.daman.nprocure.com)
2. A scanned copy of printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal.
3. Details of the Bidder with similar work experience and the methodology used to accomplish the project.
4. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
5. Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Department will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
6. All the supporting documents in the clause of Prequalification Criteria should be submitted as a part of technical proposal.
7. The bidder is expected to provide bill of materials for the proposed solution as part of technical proposal without price quote. The Bill of materials/deliverables as given in the technical solution should be in consonance with the financial proposal. Any deviations in the final deliverables between technical and financial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal. Department reserves the right to take appropriate action in this regard.
8. The bidder must address the detailed project implementation strategy. Implementation Strategy will contain the strategy of functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
9. Team composition and Tasks assigned to the respective members of the team should be explained in detail.
10. Resource Capabilities of the bidder.
11. Post Implementation Plan
  - Manpower Deployment to support operation and maintenance of Services and IT infrastructure
  - Maintenance arrangements with OEM for all supplies arranged through them
12. Escalation Mechanism on the bidder side.
13. SLA Management

14. Risk Management Plan
15. Project Management Plan
16. Every Page of the Technical and Financial Proposal should be duly signed/ initialed  
and attested by the authorized signatory.
17. The Technical Proposal should consist of Power of Attorney / Letter of Authorization

### **Annexure-XI-Guidelines for Financial Proposal**

1. The bidder has to submit financial proposal in the ONLINE mode **ONLY** on the website **www.daman.nprocure.com** as per the instruction given in the RFP documents and also as per the bid submission procedure of **www.daman.nprocure.com**. All the financial formats are available on the site. The bidder has to complete those formats as per the instructions given.
2. Prices shall be quoted entirely in INR - Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected Total Solution Provider for completion of the contractual obligations by the Total Solutions Provider under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies including service tax as applicable. Prices quoted for all Hardware and software shall be inclusive of supply at site, installation and commissioning and 5 year warranty and support. No extra payment on any account shall be admissible.
4. All Hardware, Networking equipment's and cables shall be supplied brand new. All hardware supplied shall be with 5 years or more (as provided by the OEM) warranty support from OEM and bidder shall be responsible for ensuring uptime specified in the SLA at all locations and also the prescribed up time requirements at Data Centres.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
6. Correction of errors
  - a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened.
  - b. Arithmetic errors in the financial proposal will be rectified on the following basis:
    - c. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
    - d. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

## 1. Cost of RAMS

Category	Rate per Unit	Taxes (VAT, CST, ST, Octroi, etc.)	Net Total Cost	No. of Components/ Units of Service	Gross Total Cost
<b>1A: Design, Development and Installation of RAMS</b>					
Cost for Design & Development, Delivery, Installation, Training, STQC and Rollout of RAMS				1	
<b>Total A:</b>					
<b>1B: Operation and Maintenance Cost</b>					
Application Maintenance & Operational Expenses including up gradation, deployment of patches, fixes etc. for 5 years from Go-live.				1	
<b>Total B:</b>					
<b>1C: System Software License Cost</b>					
Operating system for servers as required					
RDBMS (Enterprise Version as per application requirement)					
<b>Total C:</b>					
<b>1D: Other Costs</b>					
<b>Total D:</b>					



## 2. Data Collection cost of RAMS:

### 2A. Data Collection : One time and Regular Updation on change :

(The proposed cost should include updation for a period of 5 years from Go-live)

Sr. No.	Data Collection work Description	Cost of data collection per Unit measurement	Taxes applicable like service tax etc.	Total Cost of data collection per Unit measurement	Quantity of the units of measurement	Total cost of data collection	Methodology for data collection
1	GIS maps, Location Referencing and Road Inventory including visible assets within RoW along with Video. Inventory should survey of Culvert, km stone, road marking, sign boards, junctions, medians, guardrails, visible utility etc. This data is collected on per Kilometer of road length.				1150		SI will use the Maps available with PWD or will prepare Maps, and SI will need to collect data using GPS. GPS accuracy should improve to centimeter using DGPS post processing method. Terrestrial Lidar shall be used for Inventory. Use of LIDAR is mandatory.
2	Bridge and Culvert Inventory in nos.				25		Visual along with GPS points
3	Underground utility mapping using GPR per Kilometer of road length				500		Using GPR
					<b>Total</b>		

### 2B. Data Collection : Once in a year :

Sr. No.	Data Collection work Description	Cost of data collection per Unit measurement	Taxes applicable like service tax etc.	Total Cost of data collection per Unit measurement	Quantity of the units of measurement	Total cost of data collection	Methodology for data collection	Frequency of measurement
1	Pavement Condition (Crack, Raveling, Pothole, Edge break etc.) per Kilometer of road length				1150		Using Laser Crack Measurement System	Once in a year
2	Roughness Measurement per Kilometer of road length				1150		Using laser profilometer	Once in a year
					<b>Total</b>			

**2C. Data Collection : Twice in a year :**

Sr. No.	Data Collection work Description	Cost of data collection per Unit measurement	Taxes applicable like service tax etc.	Total Cost of data collection per Unit measurement	Quantity of the units of measurement	Total cost of data collection	Methodology for data collection	Frequency of measurement
1	Bridge and Culvert Condition in nos.				25		Visual along with GPS points	Twice in a year
2	7 days Classified Traffic Volume Count at 20 locations				1		Manual counting	Twice in a year
					<b>Total</b>			

**2D. Data Collection : Once in Three years :**

Sr. No.	Data Collection work Description	Cost of data collection per Unit measurement	Taxes applicable like service tax etc.	Total Cost of data collection per Unit measurement	Quantity of the units of measurement	Total cost of data collection	Methodology for data collection
1	Pavement Strength per Kilometer of road length				1150		Using FWD
2	Pavement Crust Thickness per Kilometer of road length				1150		Using Ground Penetrating Radar
3	Axle Load Survey at 20 locations				1		Manual
					<b>Total</b>		

**1. Total Software solution cost:**

Sr. No.	Item	Total Price
1A	Cost for Design & Development, Delivery, Installation, Training, STQC and Rollout of Road Asset Management System (RAMS)	
1B	Software Support and Maintenance Cost (Quarterly Expenses for 5 years of contract after "Go-Live")	
1C	Software/Other Licenses cost	
1D	Other Costs	
Total Cost		

**2. Total Data Collection cost:**

Sr. No.	Item	Total one time cost	Total number of collections over project period	Total cost
2A	Data Collection : One time and Regular Updation on change		1	
2B	Data Collection : Once in a year		5	
2C	Data Collection : Twice in a year		10	
2D	Data Collection : Once in Three years		2	
			Total Cost	