

GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT

Tender Notification No.1212/TD/DLRC/2025, Dated 07/02/2025

Selection of Service Provider for Centralised printing of DL&RC and Supply & Maintenance of I.T.Resouces for Transport Dept, Puducherry

18/3/25

Sl. No.	Page	Clause	As per RFP	Bidders Query / Complaint	Clarification/ amendments
1	17	Section 2.4.1 – Infrastructure Setup	Responsibilities of the successful bidder for setting up Centralized Card Printing Centers	Would the department provide a pre-existing facility, or is the bidder required to set up and maintain the entire infrastructure independently?	Under ongoing project separate partitioned space is available with minimum required tables. The printing centres are to be furnished with required facilities. Also refer the RFP clause 2.4.2
2	26	Section 2.4.9 – SLAs & Penalties	Service Level Agreements (SLAs) and penalties for non-compliance	What is the penalty structure for delays due to software integration issues with VAHAN and SARATHI, which is not under the control of the bidder?	Printing will be done using Vahan and Sarathi application, other terms as per RFP.
3	31	Section 3.1 – Eligible Tenderer	The lead bidder shall meet the entire pre-qualification criterion.	Since consortium bidding is allowed with up to 3 members, could the pre-qualification criteria be met jointly by all members instead of solely by the lead bidder?	The RFP clauses 3.1&3.10.1 is amended as "the lead partner must have a minimum of 50% stake in the consortium, instead of 20%. The para under clause 3.1.1 is slightly changed as "The agency or consortium of partners who are responsible for a specific component (s) of the project must meet the relevant minimum technical experience criteria for that particular component individually. However the lead partner would be required to comply with the criterion of turnover/ profitability etc."
4	31	Section 3.1 – Eligible Tenderer	The agency or consortium of partners who are responsible for a specific component (s) of the project must meet the relevant minimum technical qualification criteria for that particular component individually. However the lead partner would be required to comply with the criterion of turnover/ profitability etc.	Pleas explain.	Others as per RFP


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5	44	Section 3.10.1 – Pre-Qualification Criterion	Various eligibility conditions for financial and technical experience	For consortium bidders, Would financial and technical eligibility be considered cumulatively, or must each member meet all individual criteria?	The RFP clauses 3.1&3.10.1 is amended as "the lead partner must have a minimum of 50% stake in the consortium, instead of 20%.
6	44	Section 3.10.1 – Pre-Qualification Criterion	Experience requirements for bidders	If the lead bidder meets the turnover criteria but consortium members contribute to technical experience, Would that be acceptable?	The para under clause 3.1.1 is slightly changed as "The agency or consortium of partners who are responsible for a specific component (s) of the project must meet the relevant minimum technical experience criteria for that particular component individually. However the lead partner would be required to comply with the criterion of turnover/ profitability etc."
7	44	Section 3.10.1 – Pre-Qualification Criteria Point # 2	The bidder should have executed minimum one project in customization of Transport Customer Care Service and Card preparation and development of related systems for supporting DL/RC applications in India.	Could one consortium member's experience in VAHAN/SARATHI integration be considered sufficient, or must the prime (lead) bidder alone have this experience?	Others as per RFP
8	45	Section 3.10.1 – Pre-Qualification Criteria Point # 3	The Bidder or the Prime bidder in case of a consortium should have a minimum annual sales turnover of ₹15 Crores for the last three consecutive years in IT-related activities or services.	Could the combined turnover of consortium members be considered to meet this turnover requirement. Could the supply of Smart Cards be considered an IT-related activity or service?	As per RFP The Supply alone will not be considered as I.T activity or Service.
9	38	3.7.5 Deadline for submission of proposals	Proposals have to be submitted online within the time and date stipulated in the RFP.	Please confirm no physical documents / bid to be submitted at your department.	No Physical Document to be submitted, Only online submission of bid document
10	45	Section 3.10.1 – Pre-Qualification Criteria Point # 5	The bidder must have experience in executing a similar project with State/Central government/PSU's in India.	Could this experience be collectively fulfilled by consortium members, or must the prime (lead) bidder alone have prior project experience?	As per RFP
11	45	Section 3.10.1 – Pre-Qual Point # 5	The bidder must have successfully implemented at least one project involving smart card-based DL & RC printing for a government department in India.	Could one consortium member (specialized in smart card printing) meet this criterion, or must the prime (lead) bidder have this experience?	As per RFP
12	46	Section 3.10.1 – Pre-Qual Point # 9	The bidder or the Prime bidder in case of a consortium should have a minimum of 100 IT professional employees on its payrolls for at least the last three years.	Could the total number of IT professionals be distributed across consortium members, or must the prime (lead) bidder alone have 100 IT professionals on payroll?	As per RFP

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13	46	Section 3.10.1 – Pre-Qual Point # 9	The bidder should be a NIC-certified firm.	Is NIC certification mandatory for only the lead bidder, or Could any one consortium member hold this certification on behalf of the consortium?	In the clause 3.10.1 the term "The bidder should be NIC-certified Firms" deleted. Other Terms as per RFP
14	45	3.10.1 Pre-qualification criterion	<p>9.The bidder or the Prime bidder in case of consortium should have minimum 100 IT professional employees on its payrolls for at least last three years.</p> <p>The term „IT professional" here refers to a professional on the rolls of the company and having a minimum qualification of a recognized Diploma or Degree in IT/ computer science or equivalent. A certificate to the effect authenticated by the authorized signatory of the company must be submitted.</p> <p>The bidder should be a NIC certified firm.</p>	<p>As per the requirement in RFP, the department stated that 3 technical resource who will be deployed for this project. Also, for the initial period of integration with Sarathi/Vahan portal, hardly 2-3 expert resources will be able to complete the integration activity along with other resources. Considering this, the requirement of 100 IT resources does not match at all with the RFP requirement and is highly bloated number. Based on this request department to kindly modify the clause as below:</p> <p>"The bidder or the Prime bidder in case of consortium should have minimum 10 IT professional employees on its payrolls for at least last three years. The term "IT professional" here refers to a professional on the rolls of the company and having a minimum qualification of a recognized Diploma or Degree in IT/ computer science or equivalent. A certificate to the effect authenticated by the authorized signatory of the company must be submitted."</p>	In the clause 3.10.1 the term "The bidder should be NIC-certified Firms" deleted. Other Terms as per RFP



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15	45	3.10.1 Pre-qualification criterion	9. The bidder or the Prime bidder in case of consortium should have minimum 100 IT professional employees on its payrolls for at least last three years. The term „IT professional" here refers to a professional on the rolls of the company and having a minimum qualification of a recognized Diploma or Degree in IT/ computer science or equivalent. A certificate to the effect authenticated by the authorized signatory of the company must be submitted. The bidder should be a NIC certified firm.	We would request department to kindly provide detail of NIC certified firm. There are only 3 companies which are empanelled under NIC for smart card projects. But this is for cases where NIC is required to supply the cards and not directly by department. We have completed 3 projects in the country with integration with NIC where no certification was required as NIC was one of the partner of Transport department and as per the instructions of department only, we integrate with NIC for data downloading. Ideally, in order to ensure the data security, department should consider bidders having ISO 27001 certification as this is specifically for Information security and management systems. Considering this, we request department to kindly remove the clause of NIC certification and consider ISO 27001 certification.	The term "The bidder should be NIC-certified Firms" deleted. Other Terms as per RFP
16	46	3.10.1 Pre-qualification criterion	The bidder should be a NIC certified firm.	National Industrial Classification (NIC) is for Micro, Small, and Medium Enterprises (MSMEs) and for udyam registration. We are large scale organization and does not fall under MSMEs category. Kindly relax this clause by removing this requirement.	The term "The bidder should be NIC-certified Firms" deleted.
17	44	3.10.1 Pre-qualification criterion	1. The Bidder(s) should be engaged in Information Technology (IT) business related to PVC Card/Poly Carbonate card/Card etc preparation with knowledge in I.T. infra management related works. The annual reports for the last three years (with audited financial statement) must be submitted.	As per our understanding, the project involves both IT infrastructure deployment, card manufacturing and personalization. For card manufacturers who have successfully completed IT related projects also, the annual reports will not be stating separate section for revenue from IT related projects and it will be clubbed to card services. Considering this request department to kindly consider MOA instead of annual report to understand the business services provided by the bidder.	As per RFP


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18	45	3.10.1 Pre-qualification criterion	3. The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects.	Request department to kindly provide the definition of IT related activities or services as same is not defined in RFP under Definitions.	
19	45	3.10.1 Pre-qualification criterion	3. The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects.	As per our understanding, the major activity here involves printing and personalization of cards. Considering this, RFP should be more focused on turnover from cards and card personalization related services rather than IT activities. Also, personalization of cards involves IT requirement since there are many points where data is involved like secure data transfer, data incorporation in card personalization etc. Based on this, we request department to kindly modify the clause as below: " The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the card personalization related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. (Statutory Auditor's certificate to that effect must be submitted by the agency)."	The claus 3.10.1 # 3 is be modified as " 3. The bidder should have minimum annual turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The bidder should have PVC/PC card related IT services continously for past three years.Statutory Auditor's certificate to that effect must be submitted by the agency."


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20	45		The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects	We request to ask turnover from Smart card manufacturing only as the core product in the project is DL RC card	
21	45	Eligibility criteria Clause No.3	3. The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The percentage of PVC/PC card related IT services should be at least 20% of annual IT turnover in each of these years. (Statutory Auditor's certificate to that effect must be submitted by the agency.) This turnover is to be further classified into IT services and Card based projects.	3. The bidder should have minimum annual sales turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. <i>The percentage of PVC/PC card related IT services should be at least 5% of annual IT turnover in each of these years.</i> (Statutory Auditor's certificate to that effect must be submitted by the agency.) <i>This turnover is to be further classified into IT services and Card based projects with Minimum Five years' experience in the similar PVC/PC Card business by the Bidder to any State/UT departments.</i>	The claus 3.10.1 # 3 is be modified as " 3. The bidder should have minimum annual turnover of Rs. 15 Crores for last three consecutive years in the IT related activities or services. Sales in other activities or fields will not be accounted for this turnover criterion. The bidder should have PVC/PC card related IT services continuously for past three years. Statutory Auditor's certificate to that effect must be submitted by the agency."
22	49	3.11.1 Technical Evaluation Criteria	4. Specification and Certification Laboratory certificate towards compliance of MoRTH Notification	Request department to kindly let us know whether we need to submit the samples as laboratory certificate is provided normally after submission of samples to laboratory. Whether we can provide the certificate from existing projects which are in compliance with Morth guidelines?	The bidder may submit the laboratory certificate from the existing project or certificate from any approved agency for qualification. However the successful bidder should submit the said compliace certificate approved by Government before execution of Agreement.


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23	15	2.1	Setting up of Centralised Card Printing centres with all infrastructure (2Locations)	As per our Understanding personalisation of cards will be done at 2 location, Requesting the department to give the quantity breakup for each location	<p>This department has decided to amend that print out and despatch of the Cards from the following four regions:</p> <ol style="list-style-type: none"> 1. Puducherry with 4 Card Printer 2. Karaikal with 2 Card Printers 3. Mahe with 1 Card Printer 4. Yanam. with 1 Card Printer and one as spare. <p>The bidder has to supply the pre-printed postal cover and print the address & prepare for despatch. Finally the cards are to be handed over for despatch. The postal charges will be paid by the Department directly to the postal department.</p> <p>Regions wise Printing of Cards (Approx)</p> <ol style="list-style-type: none"> 1. Puducherry - 470 Nos per day 2. Karaikal - 75 Nos per day 3. Mahe - 25 Nos. per day 4. Yanam - 10 Nos. per day
24	22	xiii.	The CCPC setup shall be at the space provided by this Department rent free to the Successful Bidder for the project period in the Puducherry Main office Karaikal RTO, any change in location shall be intimated to the successful bidder prior to commencement of project	We request the department to clarify what will be provided, apart from space, to carry out the work (such as infrastructure)	
25	72	4.14.3	Delivery of Goods shall be made by the selected agency strictly in accordance with the specifications of the tender document or in case of deviations, the specifications approved and accepted by the Transport Department.	Our understanding is that Supply & Dispatch of cards to the end Customer & Respected RTO will be taken care by the department, Kindly confirm.	
26		General		Printing & Dispatch Of welcome kit/ stationary is not in the scope of work	
27		General		For our better understaing kindly provide the DL & RC Quantity breakup RTO-Wise	
28	15		Setting up of Centralised Card Printing centres with all infrastructure (2 Locations)	We will request dept to go for single location which will increase efficiency in output and will keep costing project low also	


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29		GENERAL ENQ	<p>As there is no specific information or requirement given in the present Tender for the "Dispatch of DL/RC cards to the general public in the locations namely, Karaikal, Mahe, Yanam, Oulgaret, Thirubuvanai&Kattukuppam", we would humbly request your good office to kindly issue necessary Clarification / Information, as under:</p> <p>A) Method of dispatch of Smart Cards – By Courier / Speed Post / others B) Responsibility of dispatch of Smart Cards – Whether it is by the selected Bidders / Transport Department / Agencies.</p> <p>The above information is mandatorily required for the Bidders to workout the best feasible and safe mode of dispatch transactions of smart cards to your valued customers through local offices in timely and effective manner.</p>	<p>As there is no specific information or requirement given in the present Tender for the "Dispatch of DL/RC cards to the general public in the locations namely, Karaikal, Mahe, Yanam, Oulgaret, Thirubuvanai&Kattukuppam", we would humbly request your good office to kindly issue necessary Clarification / Information, as under:</p> <p>A) Method of dispatch of Smart Cards – By Courier / Speed Post / others B) Responsibility of dispatch of Smart Cards – Whether it is by the selected Bidders / Transport Department / Agencies.</p> <p>The above information is mandatorily required for the Bidders to workout the best feasible and safe mode of dispatch transactions of smart cards to your valued customers through local offices in timely and effective manner.</p>	<p>This department has decided to amend that print out and despatch of the Cards from the following four regions:</p> <ol style="list-style-type: none"> 1. Puducherry with 4 Card Printer 2. Karaikal with 2 Card Printers 3. Mahe with 1 Card Printer 4. Yanam, with 1 Card Printer and one as spare. <p>The bidder has to supply the pre-printed postal cover and print the address & prepare for despatch. Finally the cards are to be handed over for despatch.</p> <p>The postal charges will be paid by the Department directly to the postal department.</p> <p>Regions wise Printing of Cards (Approx)</p> <ol style="list-style-type: none"> 1. Puducherry - 470 Nos per day 2. Karaikal - 75 Nos per day 3. Mahe - 25 Nos. per day 4. Yanam - 10 Nos. per day
30	21	vii.	The Successful Bidder is expected to estimate the requirement for the printers and the preprinted cards for the entire contract period of 5 years.	After successful completion of the project for 5 years, the successful bidder can take back all the infrastructure deployed in RTO's as well as CCPC such as Hardwares, printers etc.	As per RFP
31	26	2.4.8	The vendor will also be required to install/replace and maintain UPS (for a minimum backup of 240 minutes), Generator of adequate capacity to ensure uninterrupted operations of the services for each office location mentioned in the Table-01. The successful bidder has to maintain the Government D.G sets already available in the Puducherry and Oulgaret offices. Other locations the bidder has to maintain or replace the D.G. Sets under this project as and when reached not working condition or life span.	Will the department provide power supply and backup power for data capturing?	As per RFP
32	70	4.13(vi)	Payment Terms	Our understanding is that department will make the payment centrally from one location within 30 days after submitting the bill & relevant documents.	Consolidated manner from Main Office (for all regions/offices)



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33	125	Annexure 3	Technical Specifications	The tender document provides the hardware system list but does not specify the installation locations or the quantity breakup for each location. As there are 3 RTOs, 4 Unit Offices, and 2 PERSO Units, we request clarification on how the hardware systems are to be distributed among these locations. Additionally, please confirm the specific quantity required at 3 RTOs, 4 Unit Offices, and 2 PERSO Units	The following updation are amended in the Annexure-7 Computer System in Main Officer at Sl.2 may be corrected as 22 (instead of 32) The Firewall Items in all Locations are deleted. Air Conditioners mention in various location are deleted. Note: The minimum IT and Non IT equipments to be procured and maintained in the Project is annexed in the end of statement
34	120	Annexure 2	The samples of DL & RC, Form 24 for newly registered vehicles and sticker for services are given below for better understanding. This Department has proposed to issue chipless PVC cards instead of Chip based cards	According to our understanding, the base DL and RC cards should be 100% PVC cards with QR code printing (No Chip). Please confirm.	As per GOI Notification
35		General		Requesting to department to provide Design/Artwork for Both DL and RC with required security features.	Will Provide the watermark image etc
36		General		Is LLR Printing within the bidders scope of work?	No
37	39	Preparation of Proposal-3.7.6 Late Proposals	Bids of the Bidders are not able to make Online submissions on Bid Due Date ("Due Date of Submission") shall be summarily rejected. Bids of Bidders who make any physical submission shall be summarily rejected.	We understand that the bid submission is online only. As per the clause in page 49. 3.11.2 Technical Evaluation Criteria – Compliance matrix is contradictory to clause 3.7.6, Please clarify that the submission mode is only online.	Only online Bid submission
38	49	3.11.2 Technical Evaluation Criteria – Compliance matrix	2. Submission of bid: i. Has the bidder submitted one original and 3 copies of the bid and one soft copy as per the format specified in the RFP. ii. if yes, then considered for next step of technical evaluation iii. If no, then technical bid is disqualified		Only online Bid submission


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39			<p>4. Signature on the original and copies of the technical proposal Is the technical proposal (original and all copies) dated and signed by person or persons duly authorized to sign on behalf of the tenderer as mentioned in RFP.</p>		Only online Bid submission
40	45	3.10.1 Pre-qualification criterion	6. The bidder should have tender specific manufacturer's authorization letter for the proposed devices.	<p>There is no Manufacturer's authorization letter provided in the RFP document. We request you to share the Manufacturer's authorization letter format or can bidder/OEM provide in their standard format. Please confirm.</p>	Standard Format from OEM
41	59	clause 4.4 sub clause 4.4.3	<p>Termination for Convenience : Transport Department, written notice sent to the operator by giving 10 days time to terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience. In case of termination for convenience, the Transport Department would pay to the bidder the cost of services (issue of Ls/RCs/ Permits/LLs /etc) provided till the date of the termination and depreciated cost of the equipment supplied. Depreciation would be calculated on the basis of a straight line method assuming the useful life as 5 years from the date of the commissioning.</p>	<p>we request the authority to replace the clause Termination as mentioned below: Caluse - 19- (i) either Party may at any time by giving sixty (60) days' notice in writing terminate this Agreement, with or without assigning any reason for the said termination.</p> <p style="text-align: center;">  Programmer Transport Department Puducherry </p>	<p>For the clause 4.4, 4.4.1,4.4.3 the notice time will be amended as "30 days" instead of 10 days in the clause</p> <p style="text-align: center;">  TRANSPORT COMMISSIONER PUDUCHERRY </p>

42	65	clause 4.5.7	<p>Right of Access to Premises</p> <p>(i) At any time during the exit management period, where Assets are located at the Operator's premises, the Operator will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the Transport Department or its nominated agencies, and/or any Replacement Operator in order to prepare an inventory of the assets.</p> <p>(ii) The Operator shall also give the Department or its nominated agencies, or any Replacement Operator right of reasonable access to the Operator's premises and shall procure the Department or its nominated agencies and any Replacement Operator rights of access from relevant third party premises during the exit management period and for such period of time following termination or expiry of the MSA as is reasonably necessary to migrate the services to Transport Department or its nominated agencies, or a Replacement Operator.</p>	<p>we request the authority to replace the clause Right of Access to premises as mentioned below: Transport Department shall be made to ensure that all audit and inspection is planned in consultation with the operator / Bidder by giving prior notice of at least seven (7) business days in writing. Further while accessing the premises of the operator, the Transport Department personnel shall comply with any and all rules and procedures relating to the access to entry, safety, and security of the operator's/Bidder's premises. In addition, the Transport department personnel shall keep confidential any information which they might have access to during such inspections and shall not disturb or prevent the operator's/Bidder's performance or activity(ies).</p>	<p>As per RFP</p>  <p>TRANSPORT COMMISSIONER PUDUCHERRY</p>
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43		General	Indemnity	<p>we request the authority to add the clause Indemnity as mentioned below : 1) Parties shall, at its own expense, indemnify, defend and hold harmless the other Party and its officers, directors, employees, representatives, agents' respective directors, and assigns from and against any and all liability (including but not limited to liabilities, judgments, damages, losses, claims, costs and expenses, including attorney's fees and expenses) any other loss that may occur, arising from or relating to:</p> <p>a) a Material Breach, non-performance, or inadequate performance by the other Party of any of the terms, conditions, covenants, representations, undertakings, obligations or warranties under this Agreement; or</p> <p>b) the acts, errors, representations, misrepresentations, wilful misconduct or negligence of the other party, its employees, Bidders and agents in performance of its obligations under this Agreement.</p> <p>2) Provided this clause shall be applicable only if Transport Department notifies the Operator/Bidders of such claims within thirty (30) days of delivery / completion.</p>	Suitable indemnity clause will be included in the Agreement to executed with the successful bidder
44		General	Limitation of Liability	<p>we request the authority to add the clause Limitation of liability as mentioned below : Operator's / Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Order Value</p>	Suitable Limitation of Liability clause will be included in the Agreement to executed with the successful bidder
45	3		Pre-bid conference (Date, Time)	<p>We Mtech Innovations Ltd, an 30 years old Smart card manufacturer serving more than 10 states with DL RC projects.</p> <p>We are keen to participate in the tender process and will be looking forward to attend prebid meeting also. Hence we kindly request to please also virtual mode</p>	As per RFP


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46	3		Deadline for Bid submission (Date, Time)	We request to give 21 day from prebid response time as need time to prepare the documents and collect the experience certificates as there is Holiday from 12 or 13 March to 16th March due to Holi festival.	As per RFP
47	4		EMD amount of Rs,25,00,000/- (twenty five lakhs only) through e-payment on the e-tendering portal.	We request to accept EMD in Bank Guarantee form also and kindly share the required format. Also that there are chances of stuck the payment while making the payment through online due to server issues hence BG is acceptable across many govt dept.	As per RFP
48	26		The vendor will also be required to install/replace and maintain UPS (for a minimum backup of 240 minutes), Generator of adequate capacity to ensure uninterrupted operations of the services for each office location mentioned in the Table-01. The successful bidder has to maintain the Government D.G sets already available in the Puducherry and Oulgaret offices. Other locations the bidder has to maintain or replace the D.G. Sets under this project as and when reached not working condition or life span.	We request dept to give relax on asking generator facility for all office. This will unnecessarily increase the cost.	As per RFP
49	31		Consortium bids are allowed. However, no more than 3 members in a consortium would be allowed	We request not to allow consortium bids. DL and RC Cards are highly secured cards and should be manufactured under high security. If Department is allowing Consortium than some bidders may come who is not manufacturers and may be do the JV with low security or buy cards from local printer who is not having any security.	As per RFP
50	44		The bidder should have executed minimum one project in customization of Transport Customer Care Service and Card preparation and development of related systems for supporting DL/RC applications in India	We recommend to ask for Smart card manufacturer having secured manufacturing facility more than 10 years as DL RC cards are security cards. We request to ask for bidders having executed DL RC project directly to Transport dept atleast more than 3 states with PVC cards	As per RFP

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51	45		The bidder or the partners in case of consortium should have positive net worth for the last three financial years	We request to ask for min 10 Cr positive network as it is important for dept to get qualified and financial sound bidders to operate the project for 5 years without any trouble	As per RFP
52	48		(f) Any other Card >3 Project - 5 Marks >2 and <=3 Projects - 3 Marks >1 and <=2 Projects - 1 Marks	Please clarify what any other card project means. Is it other than DL RC card?	Card printing project other than DL RC Cards
53	48		Specification and Certification	We request to ask for Scosta certificate , ISO 27001, etc Also give marking on no of dl rc projects executed instead of technical proposed spec, etc	As per RFP
54	50		Does bidder have submitted a Laboratory certificate approved by Government, whose PVC cards it should comply the specifications mentioned under MoRTH notification No.G.S.R.174(E) dated 01.03.2019.The qualified bidder are only considered for technical evaluation.	We request to allow and confirm that test report from any validated ISO 17025-accredited certified 3rd party Laboratory test report is valid and we request to ask this report post selection as time taken by testing lab takes 4 weeks time	The bidder may submit the laboratory certificate from the existing project or certificate from any approved agency for qualification. However the successful bidder should submit the said compliace certificate approved by Government before executing the Agreement.
55			General	As the tender requires high security cards hence we recommend to ask for Card manufacturers having secured manufacturing facility since last 10 years atleast as the card life is more than 10 years.	As per RFP


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56	19	b. Maintenance:	The vendor will be required to maintain the system software as per the Department requirements. The vendor shall ensure necessary updates and patches are applied to the operating system. In the case of antivirus software, new anti-virus Signatures should be upgraded once in every 2 weeks. If at any time during the period of the contract, hardware and the relevant infrastructure are not found to be in conformity with the minimum standards mentioned in the RFP and accepted in the contract, the Department would be entitled to take suitable punitive action including but not limited to imposition of penalties or Termination of Contract. Providing necessary equipments at the transport back office for creation of LAN at the office for connecting the client PCs and servers in the network. State Government has provided connectivity between the transport back offices and the state data Centre through PSWAN, the successful bidder has to provide a failover internet feed for entire Vahan and Sarathi users on his own cost for uninterrupted delivery of services to all RTOs and sub/unit offices and to liaison with PSWAN for connectivity issues.	a) What are the system software to be maintained ? Need details . B) Need to understand if enhancements and customizations would be required ?	DL & RC will be printed out directly from the Vahan and Sarathi Application. The Software required for smooth functioning of desktop computers which includes Operating system, any other drivers etc.
57	26	2.4.11 Emergency Services	The vendor is expected to provide any or all of its services to cater to any emergency requirements that may arise during holidays or beyond working hours as and when requested by the Department.	a) What are the emergency services required ? Need details of these services .	Any time bound completion or any other special assignment etc at the Work place


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58	68	4.10 Insurance Requirement	The operator shall maintain standard forms of comprehensive insurance including liability insurance, system and facility insurance and any other insurance for the personnel, assets, data, software, etc. and submit a list of all the insured items to the Transport Department prior to the start of operations. The operator shall keep effective all the insurances during the period of the Contract.	a) What is the duration of the insurance ? B) what is the value to be insured ?	Entire Contract Period, as per the purchase value.
59	NA	General	Commercials	Will it be required to add commercials ? Should space be provided for the same ?	As per RFP
60	127	Annexure-3 Technical qualification	PVC cardpersonalization printer: Print process: Dye Sublimation Resolution: 300 dpi Print Speed approximately 30 seconds per sideSingle and dual sided printing. 300 cards/hour colour single sided. 225 cards/hour colour dual sided. Colours – upto 16.7 million colours by using YMCKO/YMCKO/KO ribbonCapable of Edge-to-Edge printingUSB 2.0 or above and Ethernet 10/100/1000 connectivity. Having card input hopper and in-built cleaning systemCapable of printing and smart card electronicPersonalization in single pass.	Print process: Dye Sublimation Resolution: 300 dpi Print Speed approximately 30 seconds per sideSingle and dual sided printing 250 cards/hour colour single sided and 150 cards/hour colour dual sided Colours – upto 16.7 million colours by using YMCKO/YMCKO/KO ribbonCapable of Edge-to-Edge printingUSB 2.0 or above and Ethernet 10/100/1000 connectivity Having card input hopper and in-built cleaning system Capable of printing and smart card electronic Personalization in single pass	The specification of the Card printer is amended as follows: "Print process: Dye Sublimation Resolution: 300 dpi Print Speed approximately 30 seconds per sideSingle and dual sided printing 250 cards/hour colour single sided and 150 cards/hour colour dual sided Colours – upto 16.7 million colours by using YMCKO/YMCKO/KO ribbonCapable of Edge-to-Edge printingUSB 2.0 or above and Ethernet 10/100/1000 connectivity Having card input hopper and in-built cleaning system Capable of printing and smart card electronic Personalization in single pass"



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61	64	Clause No.4.5.5	<p>Manpower assigned by Successful Bidder to perform the services shall be employees of Successful Bidder & under no circumstances will such manpower be considered as employees of Government of Puducherry. Successful Bidder shall have the sole responsibility for supervision & control of its personnel / employees. The Successful Bidder shall be responsible for payment of such personnel's employee's entire compensation, including salary, legal deductions withholding of income taxes & social security taxes, worker's compensation, employee & disability benefits & other like matters solely & shall be responsible for all employer obligations under all laws including labor laws and local laws as applicable from time to time. The Department shall not be responsible for the above issues concerning to personnel of Successful Bidder. The Successful Bidder shall indemnify the Department that in the event the Department is required to pay any claim of employee's personnel of the Successful Bidder on the project.</p>	<p>As the present Clause on Employees salaries and other statutory deductions like PF, Gratuity, ESI etc. including other benefits etc., under labour laws and local laws, we would humbly request your good office to kindly furnish & provide the relevant Labour Laws and Local laws as applicable for the Employees related remunerations to enable the Bidder companies to precisely understand and implement the same including the Employees salaries, benefits, etc</p>	<p>The bidder has to follow the prevailing Government laws wrt PF, EST, Gratuity etc and with respect salary the Labour Department, Puducherry has issued G.O for minimum wages for the employees employed in Electronic Industries under the URL http://labour.py.gov.in/gazette-notifications. The prevailing revised order reference is G.O. Ms.No.11/AIL/Lab/G/2025, Dated.02-Sep-2024. The successful bidder should adhere all the Government Rules wrt manpower deployment strictly, deviation of the Act/Rules will attract penal action.</p>
62	30 & 15	Annexure -7	<p>Annexure 7 – I.T and Non-I. T Asset Details – Page 152 & Other respective Offices indicated in Annexure-7: All hardware requirements given are indicative and the vendor may be required to bring in more hardware at no additional cost to the Department, based on the project requirements. Bidders should carry out independent assessment to as to what exact number of hardware might be required, factoring the Annexure-7 but not less than the listed items mentioned in the Annexure-7.</p>	<p><i>As per the UTL Past Experience in the similar DLRC Projects implemented to many State / UT Governments, we firmly believe that the requirement of "Firewalls, DMS Servers and A.C. (Air conditioners) are not mandatorily required for the routine operation and functions of the DLRC project. Hence, we humbly request you to kindly issue necessary amendment by removing or deleting these items "Firewalls, DMS Servers and AC's" from the Annexure-7, branch/region wise requirements and oblige</i></p>	<p>The following updation are amended in the Annexure-7 Comper System in Main Officer at Sl.2 may be corrected as 22 (instead of 32) The Firewall Items in all Locations are deleted. Air Conditioners mention in various location are deleted. Note: The minimum IT and Non IT equipments to be procured and maintained in the Project is annexed in the end of statement.</p>

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