

Request For Proposal

For

**Supply, Installation, Application Development and
Training of**

- (i) Hand Held Smart Card reading, writing and
Communication Devices,**
- (ii) Smart Card preparation,**
- (iii) Document Scanning and**
- (iv) Transport Customer Services.**

Volume 1

This document and all its contents are proprietary and confidential and are provided on a need-to-know basis

Phone No: 0413- 2280130/ 2280170

Fax No : 0413 – 2280130

[www.pon.nic.in/ tenders](http://www.pon.nic.in/tenders)

<http://transport.puducherry.gov.in>

Computerization of Transport Department, Puducherry

Invitation for Bids:

To provide effective service to the general public in the Union territory of Puducherry, the Government of Puducherry through the Transport Department has proposed to introduce Transport Customer Services and Smart Card based integrated systems in the Union territory of Puducherry, as per the specifications of Smart Card Operating System for Transport Applications (SCOSTA 1.0).

Tenders are invited from Vendors for execution of the turnkey project on a Build, Own Operate and Transfer (BOOT) basis for the development, installation, operation and implementation of ITbased integrated systems including

- Hand Held Smart Card reading, writing and Communication Devices;
- Smart Card preparation
- Documents scanning and
- Transport Customer Service.

Essential Information:

This RFP consists of two volumes viz.

RFP Volume - 1

- Section 1: Technical scope of work

RFP Volume - 2

- Section 2: General Instructions to Applicants
- Section 3: Pre-qualification, Technical and Financial Details and Formats

You are requested to go through the document carefully and submit your proposals as per the instructions given in the document.

Computerization of Transport Department, Puducherry

Key Activities and Dates

The schedule of activities for the purpose of the RFP is outlined below. In case of holiday on the scheduled day, the next working day may be decided as the scheduled date.

Activity	Date
Publication of Advertisement	22-01-2010
Date of start of issue of the Request For Proposal (RFP) document	22-01-2010
Last Date for Purchase of RFP by the bidders	10-03-2010 upto 3.00 PM
Visit by the bidders to Regional Transport Office	02-02-2010 at 9.00 AM
Last date and time for receipt of written queries from the bidders	05-02-2010 upto 5.00 PM
Pre-bid conference (Date, Time)	02-02-2010 at 11.00 AM
Issue of addenda/ answers to queries to the bidders	10-02-2010
Deadline for Bid submission (Date, Time)	10-03-2010, 3.00 PM
Opening of the pre-qualification bids (Date, Time)	10-03-2010, 4.00 PM
Decision on pre-qualification evaluation to be conveyed to bidders	Before 17-03-2010
Opening of the Technical Bids (Date, Time)	Will be communicated to the qualified vendors from the prequalification stage
Decision on technical evaluation to be conveyed to bidders	Will be intimated later
Opening of Financial Proposal (Date, Time)	Will be communicated to the qualified vendors from the technical evaluation stage
RFP Document price	Rs. 5000/- plus VAT @ 4%
Contact person	Transport Commissioner, Puducherry
Issue of the Letter of Intent (LOI) to the Successful bidder	Will be intimated later
Contract signing with successful bidder	Will be intimated later

Computerization of Transport Department, Puducherry

Address for Submission of Queries / Bids:

Transport Commissioner, Transport Department, 100 Feet Road, O.K. Palayam,
Puducherry-605004

Note: Transport Department at its convenience may change any or all of the above mentioned dates. Same shall be informed to the bidders.

The Department shall not be responsible for any postal delay, or non-receipt / non-delivery of the documents.

1. Approximate project value : **Rs. 20 to 25 Crores**
2. Earnest Money to be deposited : Rs. 50,00,000/-
3. Period of contract : 5 years.

The firms which are interested in participating in the bids may please ask the Contact Person for details or visit www.pon.nic.in/tenders and <http://transport.puducherry.gov.in>

Complete set of bidding documents prepared may be obtained by interested bidders on submission of a written application addressed to the Transport Commissioner, Transport Department, 100 Feet Road, Ozhandaikeerapalayam, Puducherry-605004 by paying a non-refundable amount indicated above in section 1.3. Payment can be made in the form of Demand Draft/Cashiers Cheque/Certified Cheque drawn in favour of "the Transport Commissioner, Transport Department, 100 Feet Road, Ozhandaikeerapalayam, Puducherry (India).

Transport Commissioner

Transport Department

Puducherry

Phone No: 0413- 2280130/2280170

Fax No : 0413 – 2280130

Volume I

Technical Scope of work

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1. General Information

1.1. About Puducherry

Pondicherry consists of four unconnected districts: Pondicherry, Karaikal, Yanam on the Bay of Bengal and Mahé on the Arabian Sea. Puducherry (Pondicherry) and Karaikal are by far the larger ones, and are both enclaves of Tamil Nadu. Mahé and Yanam are enclaves of Kerala and Andhra Pradesh respectively. The territory has a total area of 492 km²: Puducherry (city) 293 sq.km (113 sq mi), Karaikal 160 sq.km (62 sq mi), Mahé 9 sq.km (3.5 sq mi) and Yanam 30 sq.km (12 sq mi). It has 900,000 inhabitants (2001).

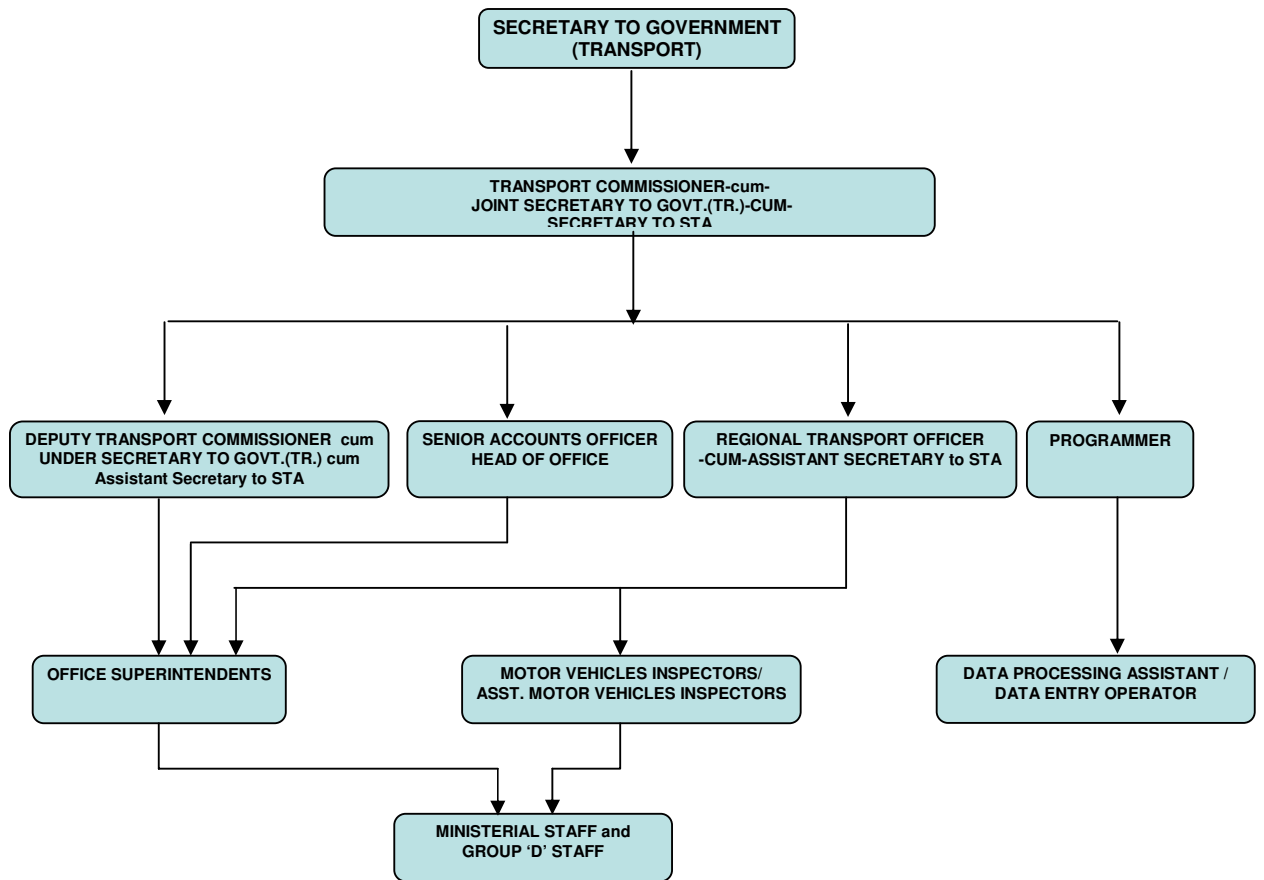
1.2. About Transport Department

The Transport Department is rendering day to day services to the general public/motor vehicle owners by way of various statutory services in the Union Territory of Puducherry as per the provisions of the Motor Vehicles Act, 1988 and rules made thereunder. These cover issue of Licence, Registration Certificates and Fitness Certificate (F.C), collection of Tax, and issue of permits in accordance with the statutory provisions. The Registering Authority is enabled to collect the fees as prescribed for issue of applications, amendment of documents, issue of certificates, licences, tests, endorsements, badges, permits, countersignature permits, authorization, supply of statistics or copies of documents or order and for any other purpose or matter involving the rendering of any service by the officers or authorities under the said Act and rules.

The Main Office of the Transport Department is situated at Puducherry and the Departmental Branch offices are functioning at Karaikal region enclaved by the Tamil Nadu State, at Mahe region enclaved by the Kerala State and at Yanam region enclaved by the Andhra Pradesh State.

GOVERNMENT OF PUDUCHERRY
TRANSPORT DEPARTMENT

ORGANIZATION CHART



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The Transport Department has so far issued one lakh driving licences and therein rendering allied services. About 200 applications per day are being received for Learner's Licence (LLR), Regular Licences and allied services. Similarly about 4.5 lakhs vehicles have so far been registered and therein allied services are being rendered. About 300 applications per day are being received for Registration and allied services. The Department has so far issued 12,000 permits for various types of transport vehicles and countersigned 4500 permits issued by other State Transport Authorities. Nearly 120 applications for permits are received daily for service.

The Transport Department has following offices in the Union Territory of Puducherry

Office	No. of Offices	Location
Transport Dept	1	Puducherry
Regional Transport Office	1	Karaikal
Unit office	2	Yanam and Mahe

Table 1: Offices of Transport Department, Puducherry

The offices including the 1 Transport Department Office, 1 Regional Transport Office and 2 Unit offices mentioned above have collectively been referred to as the Transport Department offices in this RFP.

Location of Regional Transport Offices: There is 1 Regional Transport Office in the District of Karaikal

Functions of offices of Regional Transport Office :

1. All activities regarding Driving Licence (DL) / Learner's Licence (LLR) / Conductor Licence
2. Issuance of NOC
3. All activities regarding registration certificate of vehicles
4. All activities related to tax collection
5. Issuance of fitness certificate
6. Traffic checking

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Functions of Unit offices:

Two Unit offices are located at Yanam and Mahe. The Unit offices provide the same services the Regional Transport Office provide except for Permit related services which are delivered only at the Regional Transport Office.

1.3. About Transport Software Applications (VAHAN and SARATHI)

National Informatics Centre (NIC) has developed 'VAHAN', application software for Registration Certificates of vehicles and 'SARATHI' application software for Driving Licences. Both the software applications are based on Client-Server architecture. The two softwares VAHAN and SARATHI are provided with possible validation checks to the best of available knowledge and software. If any additional checks are required, those would be incorporated in the software by National Informatics Centre, as per the feedback given by the user from time to time.

The package is completely menu-driven and user-friendly. The user is reminded with suitable messages for a particular parameter for which he is going to feed the data. It is very easy for the user to make out the stage of data entry, and what previous information he/she has already fed. Screen reports have been provided to give the user another facility for validating data online. Viewing on screen and then making the changes saves a lot of time involved in the correction process. Printing of checklist and wastage of stationery is also avoided in this way. The screen shots for both the applications have been provided in [Annexure 6](#).

All the backend data in respect of Driving Licences and Registration Certificates of the motor vehicles have already been fed into the system for Puducherry region. Regarding Karaikal, Mahe and Yanam to be fed in to the systems.

2. Project Introduction

An efficient and robust transport sector is among the most important prerequisites for a healthy and vibrant economy. With India taking huge strides in development since independence, its transport sector too has grown leaps and bounds. But one thing that remained unchanged through all this development was the manual records and archaic processes of delivery of services. As the sector has expanded and the volume and complexity of the operations increased, it has become imperative to introduce Information and Communication Technology (ICT) for making the Department more efficient and provide better services to the citizens.

Computerization of Transport Department, Puducherry

Computerization of activities in Transport Department in Puducherry is a step in this direction.

The Transport Department, Puducherry has undertaken a project of “Computerization of Transport Department” on a Build Own Operate and Transfer (BOOT) basis for a period of five years.

The project aims to improve the process flow to help the employees discharge their duties to the best of their abilities.

The key objectives of introducing e-Governance in the Transport Department are to provide:

- Prompt and single-window services.
- Transparency in the delivery mechanism,
- Introduce Smart Card based Driving Licences and Registration Certificates.

2.1. State Vision - Transport Services

This project is designed to replace the manual records and processes for services related to Driving Licences, Registration Certificates of vehicles, Permits and other services offered to the citizens with the computer based system. The objective is to make the system of records issuance, maintenance and administration transparent, free from manipulations and at the same time increase the usefulness of data maintained electronically. It is envisaged that the Transport Department would be able to use the electronic data for planning and development activities. The Department believes that the increased transparency and better control thus brought through computerization would lead to reduction in corruption and malpractices.

2.1.1. Objectives of the Project

The primary objective of the project is to shift the processes, systems and approach from Government centric to Citizen centric by leveraging the effective usage of Information and Communication Technology (ICT).

The key objectives of the project are:

1. Improving the quality of services to the citizens
2. Leveraging the benefits of ICT in new system
 - a. Replacement of manual records with computerized standardized documents.

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- b. Faster request processing in delivery of services with better turn around time (TAT).
 - c. Automated data transfer with state-wide connectivity to prevent unnecessary duplication and robust disaster management of Transport Department data.
 - d. Generation of meaningful Management Information System (MIS) Reports from the system.
 - e. Inbuilt mechanism of security and quality control for records pertaining to the Transport Department.
 - f. Minimize abuse of discretionary powers.
3. Enhance Government-Citizen interaction with shift from 'Government/Department Centric Processes to Citizen Centric Processes'
 4. Reduce the chances of forged documents being circulated thereby helping in better enforcement of law and order

2.1.1.1. Services delivered to the citizens

Sl.No.	Services offered by the Department	Nature of the Work (Puducherry Region)
1	Cash Collection	1. Main Cash collection (Collecting the Tax and Fees from the public and issue of receipts. Based on the cash receipts the other services are carried out). 2. Collection of fees related to LLR and Driving Licence.
2	Special Tax Collection	Yearly once between 01-April and 10-April, tax is collected from the Non-Transport Vehicle owners
3	LLR. (SARATHI)	Learner's Licence (LLR) is issued to the learners through Sarathi software
4	Driving Licence. (SARATHI)	Driving Licence is prepared and issued through Sarathi software. Bio-Metric devices like Digital Camera, Signature Pad with pen and Thumb impression are used in this process.
5	Vehicle Registration-I (VAHAN)	RC Book (Vehicle Registration Certificate) is prepared using VAHAN software and issued to the vehicle owners. The B-Register is updated for office records. Vehicle details data are received from the vehicle dealers in a soft copy (floppy disks) and transferred to the computers. Registration numbers are allotted to the vehicles, accordingly. <u>Data Porting:</u> Previous data was transferred on 22.01.2007 from old DOS based software to VAHAN software (Windows based- SQL).

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		Activities like Taxation, Fitness etc can be carried out in the VAHAN software. Previously the alteration of vehicle details, hypothecation details and the Tax clearance particulars was manual.
6	Vehicle Registration-II.	5 lakh vehicles are registered with the Department. Related services like cancellation of hypothecation, transfer of ownership, No Objection Certificate (NOC), etc are monitored through the system.
7	Taxation.	Tax collected from vehicle owners is monitored
8	Fitness Certificate.	Vehicle Fitness Certificate is issued
9	Case Clearance. (Checking-Report)	Case pertaining to vehicle impounded is monitored
10	Special Permit/ Temporary Permit (SP/ TP)	24/7 hours service to issue the Special/ Temporary permit to the vehicles going out of Pondicherry region. (This software has been implemented at Gorimedu Check post from 01-04-2006)
11	DDTP	Issuing Temporary Permits to the Vehicles plying in other States.
12	Issue Permits	Issuing the Permits to the Vehicle owners. Monitoring the Vehicle permits like Stage Carriage, Contract Carriage, National Permit, Goods Carriage and Private service vehicle permits.
13	DD- Cell	DD inwards and outwards. DD is collected and State wise reports are prepared and handed over to the Transport Authority of the other States monthly. DD received from the other States and deposited in the local Bank. All the activities are monitored through computers
14	C.S. PERMIT	Counter Signature Permits (Tax slips, Defaulters List, Demand Notice and Show cause notice are being monitored through the Computers.)
15	PAY ROLL	Generation of Pay Roll (Reports are generated through the software operating in a Windows environment)
16	Kiosk information System	Citizen focused software. The following information is available in the Kiosk system. - All activities of the Department both in Tamil and English. - Tax and Fees Structures. - Vehicles particulars

After the implementation of this project, the following services would be provided to the citizens:

1. Issue of Learner's Licence on paper
2. Issue of duplicate Learner's Licence on paper
3. Issue of the Driving Licence on smart card
4. Addition of another class of motor vehicle to the existing Driving Licence

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5. Renewal of Driving Licence
6. Issue of duplicate Driving Licence
7. Revocation of Driving Licence
8. Issue of Conductor Licence
9. Renewal of Conductor Licence
10. Issue of duplicate Conductor Licence
11. Issue of trade certificates/Licence on paper
12. Issue and renewal of Certificate of Registration, re-registration of transport vehicles and assignment of new registration mark
13. Issue of duplicate Certificate of Registration
14. Transfer of ownership of a vehicle
15. Change of address of a registered vehicle
16. Recording alteration in the certificate of registration under section 52 of the Motor Vehicles Act, 1988
17. Services related to acceptance of various taxes and penalties including associated data entry
18. Endorsing hire-purchase/lease/hypothecation agreement under section 60 of the Motor Vehicles Act, 1988
19. Cancellation of hire-purchase / lease / hypothecation agreement under section 61(1) and (2) of the Motor Vehicles Act, 1988
20. Issue of fresh Certificate of Registration required under rule 61(2) of the Central Motor Vehicles Rules, 1989
21. Issuance and cancellation of No Objection Certificates (NOC) on paper
22. Enforcement, compounding and penalties
23. Issue of regular, temporary and tourist Permits on stationery as specified in the rules

2.1.2. Implementation Approach

The implementation approach is to understand the existing operation using the applications running in the Department and to add the smart card based services to deliver fast, better and efficient services to the citizens through a self sustainable model with the assistance of a private partner. The Government of Puducherry is keen to enter into partnership with private parties for infrastructure investment and support services on a BOOT (Build Own Operate and Transfer) basis.

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2.1.3. Scope of Work

The Government proposes to avail the services of a vendor on a Public Private Partnership basis for a period of five years after commissioning. It is to be explicitly noted that none of the tasks mentioned in the scope of the Successful bidder's work can be subcontracted to other parties. Prior written permission of the Department must be obtained for sub-contracting. The ultimate responsibility of all the tasks rests with the successful vendor and the Department would deal only with the successful vendor at all times.

The role of the selected vendor would be to provide smart card based Driving Licences and Registration Certificates and paper based Learner's Licence / Conductor Licence and permits including related activities such as change of address, sale/purchase, change of ownership, etc. In order to do this, the vendor would be required to undertake, inter-alia the following:

1. Provisioning for hardware and smart card infrastructure as per the sections 2.1.3.2 and 2.1.3.3 of Volume -1 of the RFP
2. Back-log Data Entry and Digitization of records pertaining to Permanent Driving Licences, Registration Certificates of vehicles and Permits. This activity also involves the data entry the vendor needs to carry out after collection of cash receipts challan by the department personnel at all the cash collection counters.
3. The issue of entry of Back-log data relates to Karaikal, Mahe and Yanam. The feasibility of portability of data, wherever available in electronic format may be considered.
4. Operations and Maintenance (O&M) for the various services (as per the details provided in section 2.1.1.1) provided by the Transport Department to Citizens like :-
 - Issuing smart card based Driving Licences and Registration Certificates and issue of paper based Learner's Licences and Conductor's Licences
 - Issuing paper based Permits

The smart card personalization (initialization, writing and printing) will be done at the office of Regional Transport Office. It will be the

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responsibility of the vendor to personalize the card and then give the same to the concerned authority for its activation.

- Synchronization of the smart card hand held terminal with the database: Vendor would be responsible for updating the information like endorsement, payment of taxes etc from the hand held terminals
- Daily, at day end on all working days, replication of the databases and consolidation and preparation of daily MIS reports as per details provided in Annexure 3 of the RFP Volume- I
- Liaisoning with SWAN operator for ensuring connectivity between field offices of Transport Department and State Data Centre.
- Liaisoning with the Common Service Centres (CSC) operator/ other agencies as appointed by the Transport Department for ensuring timely delivery of services

Summary of scope of work

Scope of work	Location	Period	References in RFP in Vol – I
Installation of hardware and networking equipments	1 Dept office 1 Regional Transport Offices 2 Unit offices	To be completed within 6 months	Annexure : 4 Annexure : 5
Installation of smart card infrastructure	1 Dept office 1 Regional Transport Offices 2 Unit offices	To be completed within 6 months	Annexure : 4 Annexure : 5 Annexure : 7 Annexure : 9
Data Digitization	1 Dept office 1 Regional Transport Offices 2 Unit offices	To be completed within 6 months	Annexure : 1 Annexure : 6
Deployment of manpower	1 Dept office 1 Regional Transport Offices 2 Unit offices	5 years from the date of commissioning	Annexure : 5

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Scope of work	Location	Period	References in RFP in Vol – I
Operations and Maintenance	1 Dept office 1 Regional Transport Offices 2 Unit offices	5 years from the date of commissioning	Annexure : 2 Annexure : 3 Annexure : 7 Annexure : 8

Table 2: Summary of Scope of Work

Detailed scope of work

2.1.3.1. Provisioning of Hardware Procurement

The vendor will be required to procure the hardware at his own cost as per the requirements indicated in the Annexures 4 and 5. It should be noted that Annexure 4 and 5 give an indicative list of the hardware requirements and in case additional hardware is required to meet the desired Service Levels, the same will have to be provisioned by the successful bidder at no additional cost to the client. Hardware shall include computer infrastructure, networking equipment, communication devices, printers, UPS systems etc. The hardware procured by the vendor shall be new and from reputed company and shall meet the minimum specifications as indicated in [Annexure 4](#).

Maintenance

The vendor will be required to maintain the system software as per the Department requirements. 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.

Insurance

The successful bidder shall insure the entire hardware infrastructure deployed at the offices for the entire duration of the contract against vandalism, theft, fire and lightning.

It may be noted that the State is in the process of implementing the Puducherry State Wide Area Network (PSWAN). Further, the State would bear the cost of bandwidth connectivity. However, as part of the project, the vendor would be responsible for the following:

- Liaisoning with the SWAN operator for horizontal connectivity as and when SWAN is operationalized where the Transport office and SWAN Point of Presence (PoP) are collocated
- Providing necessary equipments at the transport back office for creation of LAN at the office for connecting the client PCs with the servers.
- State Government/ Transport Department shall provide connectivity between the transport back offices and the state data Centre.
- Technical specifications for the equipment proposed for both the cases should be specified and unit cost for the same should be provided by the vendor in the technical and financial bids respectively.

2.1.3.2. Provisioning of Smart Card Infrastructure and Solution and Smart Cards

The vendor shall supply, install and maintain the smart card infrastructure and shall supply the smart cards. The vendor shall produce relevant certification from National Informatics Centre (NIC) for compliance of his smart card solution according to guidelines issued in this regard by Ministry of Road Transport and Highways from time to time. The current guidelines regarding Smart Card based Driving Licences and Registration Certificates may be obtained from www.parivahan.nic.in. Annexure 7 shows the work flow model and Key Management System (KMS) overview for issuance of smart card based registration certificates and Driving Licences. The BOOT operator would

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need to create appropriate infrastructure and facilities as per the KMS guidelines for handling of smart cards. The minimum smart card infrastructure that the vendor would need to deploy as part of the project is listed in Annexure 5. Annexure 4 provides for the minimum technical specifications for smart cards and smart card infrastructure.

Smart card infrastructure is required at the following offices:

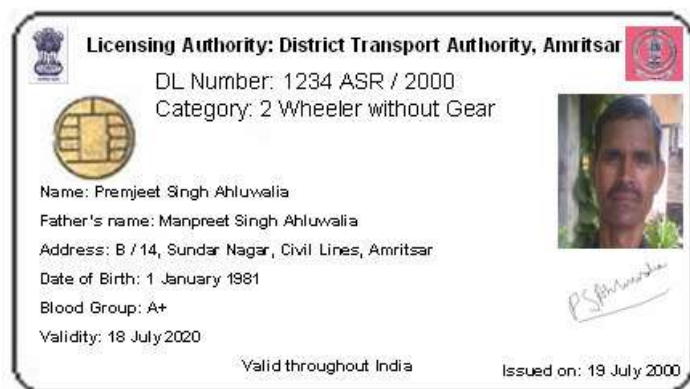
- Office of the Transport Commissioner
- Regional Transport Office, Karaikal
- all Unit offices (Mahe and Yanam)

Based on the data of the citizen / applicant stored in the database, the vendor will personalize and print the card at the site (Regional Transport Office / Unit office) itself and would give the personalized card to the authority for its activation. It should be noted that the encoding of the data on the chip will have to be done as per the format specified on <http://parivahan.nic.in>

The chip encoding software will be provided by the BOOT operator.

For the visual layout, the bidder may submit a prototype(s) of a smart card along with the technical bid. However, the Department would finalize the layout before its printing. The vendor is expected to print the card as per the layout / design given by the Department.

A card layout example is provided below:



2.1.3.3. Training

Cost of training

The vendor would bear all the cost of training to its staff employees or Transport Department staff as required for the project that may be charged by NIC/other software agency.

Training to staff of the Department

The operator would provide training on the following areas to the staff of the Transport Department so that the transfer of operations is a smooth process and takeover does not create any hurdle in operations of the computerized Centre:

- (a) General training on computers
- (b) Training on applications
- (c) Training on smart card system

The estimated number of Department personnel that are required to be trained by the operator would be around 25.

2.1.3.4. Operations and Maintenance

The successful vendor is expected to operate and maintain the Regional Transport Office, Unit offices and the State Transport Authority Office, Puducherry to provide Transport Department related services as part of the back office services (as per the SLAs given in the RFP) for the duration of the contract.

In case, there is any change in the working hours / days, the BOOT operator will be required to comply with the same.

Location	Office Hours
TC Office	Mon – Friday (8:45am – 5:45 pm)
Regional Transport Office	Mon – Friday (8:45am – 5:45 pm)
Unit Office	Mon – Friday (8:45am – 5:45 pm)

Table 3: Office hours

The BOOT operator is required to operationalize all the sites (Regional Transport Office and Unit Offices).

As part of the operations and maintenance function, the vendor would therefore include:

2.1.3.4.1. Manpower provisioning

The vendor will provide well-trained and qualified staff at each site for network and system administration, first line maintenance, handholding and technical support to the Department.

The minimum staff requirements can be mentioned as:

- One Nodal Officer to be based at Puducherry
- Technical resource/ Local manager: 1 in each region
- Data Entry Operator:

Puducherry	- 10 Nos.
Karaikal	- 4 Nos.
Mahe	- 2 Nos.
Yanam	- 2 Nos.

Check-posts:

- Data entry operators: 42 (7 check-posts * 3 shifts * 2 per shift)

The minimum qualifications and expected responsibility of each category of staff is as follows:

1. UT Level Nodal officer:

Experience: Minimum of 10 years of work experience of which 3 years or more as project manager for a multi location (at least 3 locations) project.

Responsibility: The UT level nodal officer would be responsible for all the offices and would act as a one point contact for the Department.

2. Technical resource/ Local manager:

Minimum qualifications: Bachelors Degree in Computer Science / Information Technology or equivalent technical qualification.

Experience: Minimum 2 years experience as a System/ database administrator and overall work experience of at least 5 years.

Responsibility: The resource shall be technical resource/ Local manager shall be the nodal officer of contact for the Transport Department. The person shall be responsible for supervising the operations of the BOOT operator at Regional Transport Office and Unit offices. The person shall provide support and guidance in case of any technical issues at these offices.

3. Data Entry Operator (DEO):

Minimum qualification: 10+2 pass, typing speed minimum of 40 words per minute in English, conversant with Tamil language

Responsibility: Day to day data entry and other office related activities, like printing, taking photograph of the applicant, filing of papers etc

On behalf of the Transport Department, the project manager shall be appointed who would administer the day to day project activities. The role of the Department appointed project manager would be to:

- Monitor the day to day activities of the BOOT operator
- Monitor the qualification and skill of the staff deployed by the vendor
- Monitor the quality of the work performed by the vendor

The quality of work performed by the vendor will have to be up to the satisfaction of the project manager (Transport Department). In the event of any staff member moving out of the project site, the replacement will have to be up to the satisfaction of the project manager.

Of the proposed staff for each location, the vendor should nominate one of the persons as the nodal officer.

Special Clause for Head Office

The Head Office at Puducherry must be provided with staff (4 Data Entry Operators) as mentioned above. The staff would monitor and maintain the server and database to be located at the State Data Centre (SDC) using remote terminals. The BOOT operator will be responsible for generating, printing and delivery of the MIS reports at the State Transport Authority office. The Data Entry Operators would operate the front end counter to be developed by the vendor at the State Transport Authority office. The operator would work closely with State NIC unit to provide the functional requirements of additional reports that may be desired by the Transport Department from time to time. NIC State unit will

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develop the required software module for the generation of reports pertaining to SARATHI and VAHAN.

The technical specifications for the hardware required at the Head Office (TC Office, Puducherry) are provided in [Annexure 4](#)

Special Clause for Check Posts

Manpower needed for the Check posts (4 at Puducherry and 3 at Karaikal) will be provided by the vendor after a period of 6 months from the date of start of the project on agreeable terms and conditions but at the rates subject to maximum unit rate for manpower as mentioned in the financial bid.

The technical specifications for the hardware required at the Check post are provided in [Annexure 4](#) for Puducherry and Karaikal.

2.1.3.5. System Support

The activities related to system support that is to be discharged by the vendor for the hardware to be deployed by the vendor at the Transport Department offices are:

- Installation, upgradation and maintenance of Desktop Operating System
- Installation, upgradation, maintenance support for Server software
- Installation, upgradation, maintenance support for Relational Database Management System (RDBMS) software
- System Administration tasks and provisioning of help-desk for system assistance to the staff
- Guarding the systems against virus infections using latest anti-virus toolkits
- The Vendor should supply the enterprise version of Antivirus Software with proper licence along with Server version and periodic updation. All the software loaded in the deployed Hardware equipments should be licensed version only
- Taking regular system backups and data backups as per the prescribed procedure in tape drives, DVDs/CDs and hard disks. Provisioning of remote storage of back up data

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- Regular testing of back up data
- Daily maintenance of hardware and system

2.1.3.5.1. Supply of Consumables

The vendor shall be responsible for making available all the Printing Stationeries, Forms, consumables and any other goods or articles required for the hardware provided by him, which include (but are not limited to):

- Cartridges and/or ribbons for printers; It is important to note that the vendor will replenish the empty cartridges with original and new cartridges. Under no circumstances substandard/ refill cartridges would be used.
- Tonners, Image Drum and Image Belt required for the Laser Printers for this Project
- Smart Cards and related hardware
- Compact Discs (CDs), DATs and other storage consumables
- Fire safety management to be provided at every Centre
- Utilities like electricity, telephone, generator fuel, generator operator, UPS with battery etc. (Operator shall pay for the electricity bills based on readings of separate sub-meters to be installed by him. The electricity bills shall include bills due to use of computers by operator, light, fan, AC etc.)
- Any other item which is required for the successful execution of the project.

If any doubt arises, whether any item or article can be categorized as required for functional operations or not, or with regard to the quantities used, the decision of the State Transport Commissioner, Puducherry shall be final. The operator shall maintain an inventory adequate for minimum two week's operation at each office.

2.1.3.5.2. Networking

The successful bidder shall build and maintain a Local Area Network (LAN) with structured cabling for connecting all Nodes

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/ servers at each location¹ using CAT-5e (with capability to support 1Gbps Ethernet operations whenever required). The vendor shall use Network switches to provide LAN connectivity.

The networking and connectivity requirements satisfying the requirement to upload data to the Head Office at the end of each working day using SWAN shall be provided to the vendor for all the Transport Department offices. SWAN operator shall provide horizontal office connectivity at the Transport offices.

The State Government would bear the financial burden towards the cost of the SWAN bandwidth.

2.1.3.5.3. Utilities and Power requirements

For the duration of 5 years from the date of the commissioning², the vendor will be required to meet the costs of all the utilities. For this purpose, the vendor would install sub-meters for all the equipments that are installed as part of this project at its own cost. Transport Department shall assist the vendor in getting the requisite permits for the same.

The vendor will also be required to install and maintain UPS (for a minimum backup of 240 minutes), Generator of adequate capacity to ensure uninterrupted operations of the services for which this RFP is being issued at each of the locations.

2.1.3.5.4. Adherence to Service Level Agreements (SLAs)

The vendor will be required to adhere to the Service Level Agreements (SLAs) regarding the required uptime for maintaining the quality of service expected from the Department. These service levels desired are described in the RFP.

¹ The bidder shall build LAN at 1 Regional Transport Office, 2 Unit offices and the TC Office.

² The date of the commissioning would be taken as the date by which the total offices would be completed i.e. hardware installation, networking, data digitization, etc. is completed and the same is confirmed by the concerned authority.

2.1.3.5.5. Pre-commissioning Tests

A team of technical experts appointed by the Department shall conduct pre-commissioning tests on all the hardware and infrastructure deployed at each Department office. The vendor must ensure that all the sites prepared must conform to the standards of the pre-commissioning test. The commissioning 'Go-Live' at each office shall be considered subsequent to successful completion of the pre-commissioning tests.

2.1.3.5.6. 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.

2.1.3.5.7. Central Coordinating Office

The vendor will be required to set up a central coordination office at Puducherry so that all the activities can be coordinated and regular interaction with the Transport Department is facilitated. The office should have executives of necessary seniority to interact with the Transport Department officers.

It is important to mention that a separate office space for the BOOT operator project manager needs to be provisioned at Central Coordinating Office.

2.1.3.5.8. Offsite Back-up

The operator will be responsible for providing all the critical data (as defined by the Department) on a tape drive for storage by the Transport Department. The operator would do a centralized tape drive/ DVD/ External Hard Disc/ SAN Server back-up on every last working day of the week. It would also take up a quarterly back-up.

It is the responsibility of the operator to maintain data security. No transfer of data to any location shall take place except the ones that are authorized by the Transport Department.

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2.1.3.5.9. Use of State Data Centre

State Data Centre to be established by the Puducherry Government will also be used by the Transport Department for the purpose of this project for centralized hosting and database. This data centre will be provided with hardware, internet facilities and connectivity to the Regional Transport Office and other unit offices. The objective of this connectivity is consolidation of data at the State Data Centre in a single database. This will facilitate the following:

1. Generation of centralized consolidated MIS reports
2. Disaster Recovery: In case of data loss/corruption at a field office, data from the State Data Centre may be pushed back to the server at that field office.
3. Allow the different field offices privilege based read-only / read-write access to the data of other field offices stored in consolidated database at state data Centre in order to check/edit the details of the Registration Certificates and Driving Licences issued by another field office. This would also necessitate updation of changes in the database on local server of the corresponding field office.

2.1.3.6. Smart Card Data

It should be noted that whenever changes are made to the data stored in the smart card, a printout of the changes made in the chip must be given on paper to the citizen, duly stamped by the authorized signatory. No additional payment shall be made for this printout.

2.1.3.7. Data digitization

The vendor will be required to digitize the data³ at the Regional Transport Office. The rates for backlog data entry for Driving Licence, Registration Certificates of Vehicles and Permits related data respectively must be quoted separately in the commercial bid. The volume of data to be digitized is as given in [Annexure 1](#). The digitization of backlog data of the entire State must be completed within 6 months

³ During the process of data digitization of licences related records, operator will be required to scan and upload the photograph of all relevant records.

of signing the contract. Details of the data entry process are outlined in [2.1.4.](#)

All the equipments like computer hardware, printer, scanners, UPS etc required for the data entry and digitalisation will be the sole responsibility of the vendor. The vendor will be responsible for the LAN connectivity at the location of the data entry.

The vendor would be responsible to provide all necessary consumables including stationery for print outs for verification. The Government through its district administration will only provide space (premises) with appropriate ventilation, normal electricity and water connections for the data entry purpose. However, the successful agency would require arranging for back-up power including generator to avoid work disruptions due to power shortage. It should be noted that the successful porting of verified data will be the responsibility of the BOOT operator and the data entry task will be deemed to be completed only after the authorized official certifies that the backlog data that has been entered is successfully brought online.

2.1.4. Data Entry Process and Data Entry System

Data entry and digitization of backlog data pertaining to registration certificates of vehicles and driving licences will be done in batches. It is expected that the data entry at all offices will be done simultaneously.

The data entry process will comprise of the following stages:

- Stage 1 : Initial Data Entry and Internal validation
- Stage 2 : Verification and Correction
- Stage 3 : Taking the backlog data online

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The detailed workflow for data entry and digitization, with specific responsibilities is as detailed in the table below:

STAGE 1: INITIAL DATA ENTRY AND INTERNAL VALIDATION		
Sl. No.	WORK FLOW	RESPONSIBILITY
1.	The Department hands over a batch of registers/documents to the BOOT operator representative. The representative acknowledges the receipt of every register in the batch, after checking the registers to ensure that all the pages exist. Instances of missing / torn pages are immediately brought to the notice of the Department	Concerned authority, BOOT Operator
2.	The data in the registers is entered into the system using the backlog data entry module of VAHAN and SARATHI applications provided by NIC	BOOT Operator
3.	After the data entry work, the BOOT operator will perform an internal validation and correction of records in the system	BOOT Operator
STAGE 2: VERIFICATION and CORRECTION		
4.	The operator will submit printout of digitized data of 1 week. The same would be verified by the designated staff of the Department in the subsequent week and will be returned to the operator after verification. Any erroneous entry will have to be corrected by the data entry operator. This cycle will be maintained till the completion of data digitization.	Concerned authority, BOOT operator
STAGE 3: TAKING THE BACKLOG DATA ONLINE		
5.	Once all the records in the concerned Transport Department Office have been entered and corrected as mentioned in Stage 1 and stage 2, the same will be handed over to the concerned authority on a relevant medium.	BOOT Operator
6.	These records on the relevant medium will be brought online by restoring them on the concerned authority's Office server database.	BOOT Operator

Table 4: Data Entry Process

2.1.5. Proposed Processes

Services to be delivered to the citizens as mentioned in section 2.1.1.1 include processes related to Registration Certificates of Vehicles, Driving Licences and collection of taxes. The detailed processes to be followed are given in [Annexure 8](#).

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2.1.6. Roles and Responsibility

Party	Build	Operate	Transfer
S U C C E S S F U L T E N D E R E R	<ol style="list-style-type: none"> Preparation of a detailed Project Plan in consultation with Transport Department, Project Consultants and NIC for the site preparation, hardware deployment and application software implementation Supply, install and commission servers, Operating Systems and database, desktop PCs, printer, UPS, Generator etc. Deployment of requisite resources. 	<p>Data Digitization Data Migration and Porting O&M of Hardware and Software, equipments, Network etc.</p> <p>Assist in integration and operations of the hardware deployed at CSCs (computers, biometric device etc.) with the application and servers at Transport office.</p> <p>Use SWAN connectivity between the SDC and all Regional Transport Office and Unit Offices.</p> <p>Facility Management including management of infrastructure, utilities (like electricity, telephone etc services which is required for the successful execution of the project</p> <p>Addressing technology obsolescence by appropriate upgradation, replacement and /or replenishment of systems</p>	<ol style="list-style-type: none"> The successful tenderer shall transfer the operations and management of the Regional Transport Office / Unit Offices and TC Office to Transport Department as per the contract terms and the exit management plan agreed upon. All the equipment supplied by the vendor to the Transport Department under this RFP would be transferred to Transport Department on exit in fine working condition. Vendor will also handover a comprehensive asset inventory which would clearly show the following: date of purchase, location installed, equipment name and description, serial no. replacement date if any, etc.

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Party	Build	Operate	Transfer
T R A N S P O R T D E P A R T M E N T	<ol style="list-style-type: none"> 1. Provide adequate premises of Transport Department for site preparation. This includes Regional Transport Office and Unit Offices where transport related activity is carried out. The Department would hand over the site within 15 days of the signing of the contract. 2. Provide separate power connection with meter / sub meter to support the power needs of the running the operations. The cost of the sub meters would be borne by the vendor. 3. Co-ordination with NIC for application implementation at all the locations including release of upgrades 4. Provide detailed guidelines / manuals for all work processes including how the staff of the vendor would be working with the staff of the Transport Department 5. Co-ordinate with SWAN operator for providing connectivity to the BOOT operator at Transport offices 	<ol style="list-style-type: none"> 1. Provide manual records for data entry and digitization 2. Deployment of Transport Department officials for verification and attestation of digitized records. 3. Procurement, management and maintenance of the Key Management System (KMS) from NIC for smart card issuance. 4. Monitoring adherence of the SLAs either through a third party or by the Department. 5. Coordinating software installation and hand holding in case of any problems including software bugs 6. Coordinate with NIC for conducting "Train the Trainer" programme for the vendor on VAHAN and SARATHI application software. 7. Any other requirements that could arise during operations of the field offices for effective governance and to meet any administrative requirements. 	<ol style="list-style-type: none"> 1. Sign-off after ascertaining that the hardware and the other infrastructure is in usable condition when the same is transferred to the Government on the consummation of the agreement.

The Transport Department will coordinate with NIC for software related activities like bug fixing, upgradation and post implementation issues, if any.

Table 5: Roles and Responsibilities

ANNEXURE 1 – DEPARTMENT STATISTICS

Number of Offices	: 4 ((1 Regional Transport Office, TC office) and 2 Unit offices)
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Data Digitization Requirements:

The backlog data pertaining to the Transport Department that needs to be digitized is as under:

1. Documents pertaining to Registration of vehicles from 1954 onwards will be digitized.
2. Documents pertaining to Permanent Driving Licences of Vehicles from the year 1954 onwards
3. Documents pertaining to Permits data starting from 1954

Approximately 5 lakh documents need to be digitized under various categories mentioned above. The actual number of records at the time of data entry/digitisation may vary from the numbers given above

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Number of transactions for the period 2007-2008 and 2008-2009 are given below:

Year	DL transactions	RC transactions ⁴	LL + CL transactions	Permit transactions
2007-2008	21856	45129	31298	88668
2008-2009	22683	46809	31808	89742

Estimate of number of transactions for next 5 years on the basis of Compounded Annual Growth Rate (CAGR) calculated on the actual transactional data.

Year	Estimated DL transactions	Estimated RC transactions	Estimated LL + CL transactions	Estimated Permit transactions
2009 – 2010	23590	48681	32444	91537
2010 – 2011	24534	50629	33093	93368
2011 – 2012	25515	52654	33755	95235
2012 – 2013	26536	54760	34430	97140
2013 – 2014	27597	56950	35119	99082
Total	127773	263674	168841	476361

Table 6: Estimated number of transactions

⁴ The estimated RC transactions include: New RC transactions + transfer of ownership + renewal of RC

ANNEXURE 2 – INFORMATION REGARDING SERVICE TRANSACTIONS

The bidders may use the following indicative data for preparing their financial bids:

1. The bidder is expected to perform installation and commissioning of the required hardware and other equipments at each of the Transport Department Offices including that of the Transport Commissioner, immediately after the site is handed-over by the Transport Department to commence services pertaining to registration of vehicles and driving licence. All the offices should be renovated and start functioning within 6 months of signing the contract. It is expected that the backlog data entry of all the records pertaining to registration certificates of vehicles and driving licences will also be completed within 6 months of signing of the contract.
2. All kinds of consumables for the hardware brought by the vendor like smart cards, cartridges for printers etc. for providing services are to be purchased and provisioned by the bidder.
3. The learner's licence will be printed along with the coloured photograph. Therefore, a colored DeskJet / inkjet printer should be used.
4. The Registration Certificates and Driving Licences will be printed on smart cards. Therefore, a suitable colored printer for embossing, personalization and printing the Visual Inspection Zone (VIZ) data on the plastic card is required. Driving Licence data will be printed on one side of the card. Pre-printing on the smart card can be done by the operator if required. The details of the embossing requirements of the Transport Department on the card shall be finalized with the selected vendor.
5. The number of data entry operators will vary in accordance with the work load in each region.
6. All software for the purpose of data entry will be arranged by NIC and the Transport Department will not provide any licence to the operator for data entry.
7. In the Data that is entered, the operator is required to achieve 98% level accuracy in the first level of verification and 100% level accuracy in the final verification.

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8. The operator shall provide all the consumables for the purpose of data digitization and verification process and generator set for offline power backup for ensuring uninterrupted smooth operations.
9. During the 'operate' phase, the operator shall take the responsibility of
 - addressing technology obsolescence needs by appropriate upgradation, replacement and / or replenishment of systems,
 - providing power requirements, environmental support systems,
 - Access control and security measures in front and back offices etc.
10. Various MIS reports shall be generated and submitted to various officials as required.
11. Vendor shall provide for build-up of 2 counters for each service at the Transport Commissioner's office and provide manpower for citizen interaction and service delivery at the Transport Commissioner's office.

ANNEXURE 3 – MIS REPORTS

Following is an indicative list of major reports to be printed as and when required by the Transport Department. Please note that the State Transport Authority Office may require these reports in each Sub-office as well as on the State wide basis.

Table 7: List of MIS Reports

S. No.	Report
1.	Licences Issued (Learner and Permanent, Date Wise) Category wise separately
2.	Licences Issued (Learner and Permanent, Serial No Wise,) Category wise separately
3.	Renewed Licences Date wise, Serial No wise and Category wise
4.	List of Offences, Lost Licence
5.	List of Endorsed Licences
6.	List of International Licences Issued
7.	Letter of Suspension
8.	Letter of Warning issued and number of offences etc.
9.	Operator wise number of applications processed
10.	System up time reports
11.	Smart Card serial numbers and Cards in Inventory
12.	Other Reports Like (Duplicate, Transfer, List of Cancelled /Suspended Licence, Gender wise Licences report etc.,
13.	List of RC issued date-wise, month-wise, category-wise separately
14.	List of NOC issued date-wise, month-wise, vehicle number/ chassis number-wise
15.	Complete history of the vehicle given its chassis number or Registration mark.
16.	Number of transactions report - Daily, Monthly, Yearly
17.	Cash Collection Report – Daily, Monthly, Yearly
18.	Monthly Server availability and utilization Report
19.	Monthly Server Uptime report
20.	Monthly report on Backup Plan and activity
21.	Monthly Restoration drill report
22.	Media requirement report
23.	Monthly Hardware performance report
24.	Monthly Desktop Software Problem report
25.	Monthly Antivirus Update Report
26.	Monthly Virus Detection Report
27.	Any other(s) as per requirement

ANNEXURE 4 – TECHNICAL SPECIFICATIONS

The minimum indicative specifications for hardware to be installed by the vendor have been given in the table below. The bidder is responsible for the upgradation of the specifications of the hardware whenever there is a need.

ITEM	EXPECTED MINIMUM CONFIGURATION
Regional Transport Office Server	<p>Processor - Single Intel Xeon 3.2 GHz (Scalable to Dual CPU) with 1MB L2 Cache per processor.</p> <p>Memory - 2 GB ECC DDR RAM scalable to 8 GB ECC DDR</p> <p>Chipset - Intel E7520 chipset (server class chipset)</p> <p>Drive Bays – Minimum 6 hot-swap HDD bays and 4 removable media drive bays</p> <p>HDD – 4 * 145 GB Ultra320 SCSI disks.</p> <p>HDD Controller – Integrated dual channel Ultra320 SCSI Controller</p> <p>RAID Controller – Dual channel Ultra 320 with min. 64 MB cache should support RAID 0,1,5</p> <p>Networking – Embedded 100/1000 Mbps Ethernet controller</p> <p>Ports (minimum) - 1 serial, 1 parallel, 2 USB2.0, 1 (PS/2) keyboard, 1 (PS/2) mouse, 1 100/1000 RJ45</p> <p>Bus Slots - Five slots, 4 no. 64 bit PCI-X slots</p> <p>Graphics Controller – Integrated ATI Rage Excel Video Controller or equivalent with 8MB SDRAM video memory</p> <p>DVD ROM / CD-RW Drive - 16X DVD, 52X CD-R, 24X CD-RW, 52X CD-W (or higher)</p> <p>Floppy Drive - 1.44 MB 3.5"</p> <p>Tape Drive – 20/40 DAT (Internal)</p> <p>Monitor - 17" SVGA color monitor (PC OEM make), asset controlled, MPR II certified, Energy Star compliant. Should have minimum resolution of 1280x1024 @ 60Hz.</p> <p>Keyboard – PS/2 or USB OEM keyboard.</p> <p>Mouse – PS/2 or USB optical scroll OEM mouse and mouse pads of superior quality.</p> <p>Power – Hot Plug Redundant AC power supply and redundant cooling fans</p> <p>Cables and Connectors - Power cords for CPU and Monitor. Suitable licensed Antivirus software.</p> <p>Connecting cord for monitor and display adapter.</p> <p>Security Feature - Chassis lock, Boot sequence control, Power-ON and BIOS configuration password</p> <p>Certification - Intel inside licensee certification, hardware should be:</p> <ul style="list-style-type: none"> ✓ Win logo windows 2003 certified ✓ Linux ready certified ✓ ISO 9001 certified ✓ Energy Star certified <p>Management Features -</p> <ul style="list-style-type: none"> ✓ Wired for management compliant ✓ DMI 2.0 compliant

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ITEM	EXPECTED MINIMUM CONFIGURATION
	<ul style="list-style-type: none"> ✓ WLP (windows logo program) 2.0 compliant ✓ Asset tracking including CPU, memory, monitor, hard disk, NIC, OS, etc ✓ Health monitoring of CPU, fan speed, Voltage and temperature and alerts for the same ✓ Monitoring and pre-failure alerts for the hard disk
Unit office server	<p>Processor - Single Intel Xeon 3.2 GHz (Scalable to Dual CPU) with 1MB L2 Cache per processor.</p> <p>Memory - 1 GB ECC DDR RAM scalable to 8 GB ECC DDR</p> <p>Chipset - Intel E7520 chipset (server class chipset)</p> <p>Drive Bays - Minimum 4 hot-swap HDD bays and 4 removable media drive bays</p> <p>HDD - 3 * 145 GB Ultra320 SCSI disks.</p> <p>HDD Controller - Integrated dual channel Ultra320 SCSI Controller</p> <p>RAID Controller - Dual channel Ultra 320 with min. 64 MB cache should support RAID 0,1,5</p> <p>Networking - Embedded 100/1000 Mbps Ethernet controller</p> <p>Ports (minimum) - 1 serial, 1 parallel, 2 USB 2.0, 1 (PS/2) keyboard, 1 (PS/2) mouse, 1 100/1000 RJ45</p> <p>Bus Slots - Three slots, 2 no. 64 bit PCI-X slots</p> <p>Graphics Controller - Integrated ATI Rage Excel Video Controller or equivalent with 8MB SDRAM video memory</p> <p>DVD ROM / CD-RW Drive - 16X DVD, 52X CD-R, 24X CD-RW, 52X CD-W (or higher)</p> <p>Floppy Drive - 1.44 MB 3.5"</p> <p>Tape Drive - 20/40 DAT (Internal)</p> <p>Monitor - 17" SVGA colour monitor (PC OEM make), asset controlled, MPRII certified, Energy Star compliant. Should have minimum resolution of 1280x1024 @ 60Hz.</p> <p>Keyboard - PS/2 or USB OEM keyboard.</p> <p>Mouse - PS/2 or USB optical scroll OEM mouse and mouse pads of superior quality.</p> <p>Suitable licensed Antivirus software</p> <p>Power - Hot Plug Redundant AC power supply and redundant cooling fans</p> <p>Cables and Connectors - Power cords for CPU and Monitor. Connecting cord for monitor and display adapter.</p> <p>Security Feature - Chassis lock, Boot sequence control, Power-ON and BIOS configuration password</p> <p>Certification - Intel inside licensee certification, hardware should be:</p> <ul style="list-style-type: none"> ✓ Win logo windows 2003 certified ✓ Linux ready certified ✓ ISO 9001 certified ✓ Energy Star certified <p>Management Features -</p> <ul style="list-style-type: none"> ✓ Wired for management compliant ✓ DMI 2.0 compliant ✓ WLP (windows logo program) 2.0 compliant

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ITEM	EXPECTED MINIMUM CONFIGURATION
	<ul style="list-style-type: none"> ✓ Asset tracking including CPU, memory, monitor, hard disk, NIC, OS etc ✓ Health monitoring of CPU, fan speed, Voltage and temperature and alerts for the same ✓ Monitoring and pre-failure alerts for the hard disk Antivirus: Symantec/McAfee/Trend Micro Antivirus
Server OS	Windows 2003 standard server OLP with 1 Media
Server Database	NIC developed 'Vahan' and 'Sarathi' software are compatible with SQL Server RDBMS
Client Desktop PCs	<p>Intel P4 2.66 Dual Core Processor with Intel Original D101/D102 motherboard</p> <p>Form Factor – Micro Tower.</p> <p>Front Side Bus (FSB) – 800Mhz.</p> <p>RAM – 512 MB (2 * 256MB) 400MHz DDR1 upgradeable to at least 4GB.</p> <p>DIMM Slots – Minimum 4.</p> <p>L2 Cache – 2 MB.</p> <p>Hard Disk Drive – 80 GB SATA SMART III 7200 rpm with Pre Failure Alert.</p> <p>CD-R Drive – Combo CD-RW/DVD-ROM Drive</p> <p>Ports (minimum) - 1 Parallel, 1 Serial, USB Version 2.0 with at least 2 in front (a 3 port USB 2.0 for at least one of the computers at each Transport Department office is required), VGA, Speaker, Microphone, Headphone, 2 PS/2 ports.</p> <p>Slots - Minimum 4; x1 PCI Express Slot - 1 no; x16 PCI Express Graphics Slot - 1 no; and PCI – 2 nos</p> <p>Graphics – Integrated Graphics with Intel Graphics Media Accelerator 900.</p> <p>Audio - Integrated audio controller.</p> <p>Power Supply – Minimum 300 Watts (Surge protected)</p> <p>Monitor - 17" SVGA color monitor, MPR II certified, Energy Star compliant. Should have minimum resolution of 1280x1024 @ 60Hz.</p> <p>Keyboard – PS/2 or USB OEM keyboard.</p> <p>Mouse – USB optical scroll OEM mouse and mouse pad of superior quality.</p> <p>BIOS – Flash BIOS</p> <p>Ethernet Port - Embedded auto sensing 10/100 with WOL and PXE</p> <p>Cables and Connectors - Power cords for CPU and Monitor.</p> <p>Connecting cord for monitor and display adapter.</p> <p>Security Feature - Security Loop / Lock</p> <p>Removable media boot control</p> <p>Serial, Parallel and USB Interface Control</p> <p>Power-On Password</p> <p>Setup Password</p> <p>Certification –</p> <ul style="list-style-type: none"> • Intel Inside Licensee Certified <p>Windows XP Certified</p>

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ITEM	EXPECTED MINIMUM CONFIGURATION
	<ul style="list-style-type: none"> Wired for Management Compliant WLP (Windows Logo Program) 2.0 compliant <p>The OEM should be ISO 9001:2000 certified for manufacture of PCs.</p> <p>Management Features - OEM Tool that allows to centrally track, monitor and manage the PC including:</p> <ol style="list-style-type: none"> Get hardware asset information including Serial no of the PC, Serial no of RAM and HDD and Serial no of Monitor Monitor system health Alert management Monitoring and pre-failure alerts for the hard disk Pre installed tool for hardware diagnostics <p>Pre loaded software tool that has provision for scheduled backup for restoring OS and data</p> <p>Operating System - preloaded latest version of Windows XP professional (licence included) with latest available service pack (SP2 or later) along with latest Symantec/McAfee/Trend Micro Antivirus</p>
Laser Jet Printer	<ul style="list-style-type: none"> 1200 x 1200 DPI A4, Letter, Legal 8 MB Parallel Port 15 PPM 7000 Pages Per Month A4, A5, letter, legal, executive PCL3 Enhanced or Above <p>Windows XP; Windows 2000 and Windows 9X / ME compatible</p>
	<p>Print speed: 18ppm colour</p> <p>Duty cycle: 3000 pages per month</p> <p>Resolution: 1200 dpi</p> <p>A2, A4, A5, A6, C6, DL, Borderless Photo, Letter, Legal, Executive</p> <p>USB/ Parallel Interface</p> <p>PCL3 Enhanced or Above</p> <p>Windows XP; Windows 2000 and Windows 9X / ME compatible</p> <p>Necessary cables and utility software</p>
Dot Matrix Printer	<p>24 Pins, 136 cols, 300cps speed</p> <p>Push/ Pull tractor</p> <p>Centronics parallel or RS232/ 422 serial interface</p> <p>Paper Path - friction, tractor mode</p> <p>Thevanagiri Language Printing capability</p>
Fast Ethernet LAN Switch	<p>Provision 12 to 24 nos of 10/ 100 Base-TX ports (as per requirement of the office) in auto sensing mode.</p> <p>2 GBPS switching speed</p> <p>1 Mbps packet forwarding rate</p>

Computerization of Transport Department, Puducherry

ITEM	EXPECTED MINIMUM CONFIGURATION
	<p>Shall support Static routes and RIPv1 and v2 Support IEEE 802.3x flow control for full-duplex mode ports. Support 802.1Q Tagged VLAN and port based VLAN. RS232 console port</p>
UPS	<p>UPS(Online, double conversion) Rated Capacity: 10 KVA (output power rating) Bidder is required to do the load estimation and provide UPS of appropriate output power rating so that atleast 240 minutes of back-up are provided.</p> <p>Technical specification of the UPS</p> <p>Input Single phase AC input. Voltage Range: 165 to 265 VAC at 100% load; 145 to 265 VAC at 50% load. Frequency Range: 47 to 53 Hz Power Factor: 0.95 to Unity.</p> <p>Output Three/Single phase AC output. Voltage: 230 VAC Voltage Regulation: $\pm 2\%$ Frequency: 50 Hz $\pm 0.2\%$ Harmonic Distortion (THD): Less than 4% on linear load; less than 5% on non-linear load. Waveform: Pure Sine wave Crest Factor: 3:1 Efficiency (AC/AC): More than 90%. Power Factor: 0.7 or better Overload capacity: 125% of rated capacity for at least 1 minute.</p> <p>Battery Charger Charger: Built in solid state float-cum-boost charger with automatic boost/ trickle charge modes with current limiting features. Transfer Time: No break</p> <p>General Operating Temperature: 0 to 40 °C Indicators: Mains ON, Inverter ON/OFF/Faulty, Battery Level, Static Bypass ON, Load Level Meters: Metering panel OR on-line metering for all standard parameters. Audible Alarms: Mains Failure Alarm, Low Battery Alarm, and Overload Alarm Protection: Electronic protection for device safety backed with MCBs/ MCCBs/ fast acting fuses. High speed pulse blanking, electronic over voltage and under voltage protection, over temperature protection.</p> <p>Features Communication Interface: Ethernet port for SNMP interface. Microprocessor controlled design</p>

Computerization of Transport Department, Puducherry

ITEM	EXPECTED MINIMUM CONFIGURATION
	<p>PWM Technology with IGBTs</p> <p>Cold start feature</p> <p>Floor mount with rack mount option</p> <p>Management software</p> <p>Provide SNMP and Web monitoring. Provide management and monitoring software for Windows 2003 server.</p> <p>Test Certificates</p> <p>Test certificates (DoE/ ERTL/ ETDC / Sameer) for a buyer selected sample of 10% of the supplied UPS are required to be provided before despatch from factory / ware house.</p> <p>Battery for UPS with battery rack</p> <p>Battery: Sealed Maintenance Free Battery</p> <p>Battery Rack: Provide as required for housing all the batteries.</p> <p>Battery Backup time: At least 240 minutes backup on full load.</p> <p>Provide details about number, AH, and VAH rating of batteries.</p> <p>Also provide calculation for estimation of battery backup duration.</p>
<p>Smart Card (Refer Annexure 9 for notification on smart card as specified by MoRTH)</p>	<p>Microprocessor based Integrated Circuit(s) card with contacts and with a minimum of 16KB EEPROM</p> <p>Compliant with ISO/IEC 7816-1, 2 and 3</p> <p>Supply voltage 3 V –nominal</p> <p>Compliant to SCOSTA v1.2b dated March 15, 2002</p> <p>Protocol T=0 or T=1</p> <p>Data retention min. 10 years.</p> <p>Minimum 3, 00,000 EEPROM write cycles.</p> <p>Operating ambient temperature range –25 to +55 Degree Celsius.</p> <p>Plastic Construction PVC with overlay to allow colour dye sublimation printing.</p> <p>Surface – Glossy.</p> <p>Smart Cards must have data objects for card sequence number (Tag 5F34) and card's primary account no (TAG 5A) at the MF level as per ISO 7816-6. Once programmed these data objects cannot be changed.</p> <p>Smart cards must be compliant with the latest NIC/ MoRTH guidelines. A certificate to that effect would be required to be submitted by the bidder. Vendor would also be expected to upgrade his certifications as and when NIC/ MoRTH specify upgraded versions for SCOSTA, Smart card.</p>
<p>Hand held Terminals</p>	<p>Display</p> <p>4 Lines * 16 characters back lit LCD display. Contrast level should be such that it can be read in broad day light.</p> <p>Key Pad</p> <p>Numeric functions and scroll keys. Support for entering non numeric characters using this key pad should also be available.</p> <p>Power On/Off</p> <p>Switch or automated sleep mode enabled.</p> <p>Smart Card Readers</p> <p>Two built in ISO 7816 compliant smart card readers with 3V</p>

Computerization of Transport Department, Puducherry

ITEM	EXPECTED MINIMUM CONFIGURATION
	<p>interface and with both T=0 and T=1 protocols</p> <p>Battery pack (Rechargeable and Removable) with 8 hours on time and 7 days stand by time. Preferably support should be there to operate device with the help of standard 1.5 volts dry cells of standard size.</p> <p>Memory Memory requirements will depend on the application and the number of applications supported by the Terminal.</p> <p>Printer Printer port must be available</p> <p>Application National standard of DL and RC application as applicable for VAHAN and SARATHI software applications.</p> <p>Communication Standard communication interfaces for loading and unloading of software (upgrades). Hand Held printer: Compatible with Handheld terminals</p>
Smart card personalization printer with software	<p>Print process : Dye Sublimation</p> <p>Resolution : 300 dpi</p> <p>Print Speed approximately 30 seconds per side</p> <p>Colours – upto 16.7 million colours by using YMCKO/YMCKO/KO ribbon</p> <p>Capable of Edge to Edge printing</p> <p>Having card input hopper and in built cleaning system</p> <p>Capable of printing and smart card electronic Personalization in single pass</p> <p>Smart card encoder with in the printer should be PC/SC, ISO 7816 compliant, support 3V chip card with T=0 and T=1 protocol</p>
Smart Card Reader	PC/SC ISO 7816 compliant, support 3V chip card with T=0 and T=1 protocol, Serial/USB Port. Preferably readers should support PC/SC drives and OCF.
Chairs for Employees	<p>Castored, ergonomic with contoured and padded seat and backrest, backrest angle adjustment, hand rests, 360 degree swivel, Back Size: 22"H x 19"W</p> <p>Seat Size: 18"D x 20"W</p>
Diesel Generator Set	<p>Reputed make; offline diesel generator system conforming to environmental regulations to run the site</p> <p>DG sets are required for the continuity of business operations of the Department. DG sets are required to have adequate charging of UPS.</p>
Safe/ Vault	<p>Thick Steel Safe having two lockers</p> <p>Fire resistant performance: As per IS 14562 for one hour rating</p>

Computerization of Transport Department, Puducherry

ITEM	EXPECTED MINIMUM CONFIGURATION
	<p>Burglary resistant: In compliance of IS5244 requirements</p> <p>Have adequate bolt work and locks that will resist forcible access and severe crow bar attack.</p> <p>Adequate storage arrangements with separate locker Chambers</p>
AC	<p>The bidder should provide air conditioning facility to maintain the ambient atmosphere at the office. ACs shall be required for the area where the BOO Operator is to deploy his manpower and where servers are to be placed.</p> <p>Split Air conditioner should be provided with 3 kVA Voltage Stabilizer.</p> <p>Compressor shall be of high energy efficient and with all standard features</p> <p>Fan Speed - 3</p> <p>Should have rotary compressor of 2 Tonne</p> <p>Necessary cables and installation</p>
Networking	<p>To perform the structured cabling with in the office involving CAT5E cables, Surface Mount I/Os, CAT5E patch cords, Jack Panel, PVC conduit / casing / capping with accessories, any other required components such as labels, ferrules etc., and all associated civil works at the office.</p>
Hologram	<p>E-BEAM Hologram</p> <p>3 layers</p> <p>Minimum 12000 dots per square inch</p> <p>Minimum of 36 micron film</p> <p>1 inch x 1 inch square shaped with golden/silver foil colour</p> <p>Capable of tamper-evident holograms</p> <p>Security features : gradient effect , micro text , raster text , laser visible animation</p> <p>All processes from artwork, master making to embossing/printing should be done in house by a single vendor for security reasons</p> <p>The text/logo to be incorporated in the hologram would be decided by the Transport Department, Puducherry.</p>

Table 8: Minimum technical specifications

Note: Bidder must note that technical specifications list the expected minimum configuration of equipments to be deployed. Bidder is required to suitably add on to the mentioned configuration based on scope of work and services to be delivered. Comprehensive Onsite Maintenance and/or Maintenance Management of all hardware and software listed above shall be the responsibility of the Bidder.

The brands of equipment used should be amongst the top five in their respective categories as per the rankings in the quarterly edition of IDC rankings for hardware.

ANNEXURE 5 – RESOURCE REQUIREMENTS

Indicative number of back office counters required

S. No	Regional Transport Office/ Unit Office	Back Office Terminals Provisioned	
		DL+LL	RC
1.	Puducherry	4 + 2	4
2.	Karaikal	2	2
3.	Yanam	1	1
4.	Mahe	1	1
	Total Counters	8+2	8

Table 9: Indicative number of counters at Regional Transport Office

It should be noted that each terminal will comprise of one desktop computer, table and chair as well as wiring and other operational requirements. It is being assumed that atleast 1 Data Entry Operator shall be assigned to each of the counters.

For printing of the Driving Licence and Registration Certificate a suitable smart card printer for each Regional Transport Office should suffice. Also note that it is assumed that the BOOT operator will provide 1 data entry operator each per back office terminal.

Based on the above indicative back end counters that are required at the offices of the Department, an indicative list towards hardware requirements are provided below. It is noted that the quantities mentioned are indicative and actual requirement may be more/less than the indicative quantity. The vendor would also be required to develop 1 front end counter at the Transport Commissioner office and deploy manpower with hardware to provide services.

Computerization of Transport Department, Puducherry

Existing Hardware of the Transport Department:

<u>Sl.</u>	<u>Name of the System</u>	<u>System configuration</u>	<u>Nos.</u>
1.	Novell Server – P-III	Make : IBM – 10GB HDD - 64MB RAM	1
2.	Windows 2003 Server	Make : Wipro – 35 GB HDD - 2 GB RAM	1
3.	Windows 2003 Server (Rack 2U – Model)	Make : Wipro – 35 GB HDD – 2 GB RAM	2
4.	P-IV	Make: HCL – 40 GB HDD – 1 GB RAM	10
5.	P-IV	Make: Wipro – 40 GB HDD - 1 GB RAM	22
6.	Core 2 Duo	Make:HCL – 160 GB HDD – 1 GB RAM	20

PRINTERS:

<u>Sl.</u>	<u>Name of the Printer</u>	<u>Printer Details</u>	<u>Nos.</u>
1.	132 Col. Dot Matrix Printers	Epson - 15, TVS – 13, Wipro – 5	33
2.	80 Col. Dot Matrix Printers	Wipro -2	2
3.	Laser Printers – Mono	HP – 1 , Samsung - 1	2
4.	Laser Printers – Color	Samsung	2

UPS:

<u>Sl.No.</u>	<u>Name of the UPS</u>	<u>Configuration</u>	<u>Nos.</u>
1.	Numeric	10 KVA	2
2.	Numeric	3 KVA	2
3.	Numeric	2 KVA	2

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Indicative Hardware Requirements:

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 ascertain what exact number of hardware might be required.

Sl.No.	Description of the Items Required at Puducherry Region	Qty.
1.	High end server with O.S. (Win2003 with SQL data base)	4
2.	High-end SAN Server with O.S.	1
3.	The bidder shall supply the client systems, Laser Printer, Biometric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence.	As per requirements to fulfill the project.
4.	High speed Dot Matrix Printer for printing of form-24.	2
5.	Smart Card, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
6.	Hand Held Devices with software	50
7.	Production Scanner	2
8.	Generator. (KVA – as per requirements)	1
9.	On-Line UPS (KVA – as per requirements)	As per requirements

Sl.No.	Description of the Items Required at Karaikal Region	Qty.
1.	High end server with O.S. (Win2003 with SQL data base)	2
2.	High-end SAN Server with O.S.	1
3.	The bidder shall supply the client systems, Laser Printer, Biometric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence	As per requirements to fulfill the project.
4.	High speed Dot Matrix Printer for printing of form-24.	2
5.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
6.	Hand Held Devices with software	5
7.	Generator. (KVA – as per requirements)	1
8.	Production Scanner	1
9.	On-Line UPS (KVA – as per requirements)	As per requirements

Sl.No.	Description of the Items Required at Mahe Region	Qty.
1.	High end server with O.S. (Win2003 with SQL data base)	1
2.	High-end SAN Server with O.S.	1
3.	The bidder shall supply the client systems, Laser Printer, Biometric devices, web camera and other required accessories as per the daily transactions of Registration of	As per requirements to fulfill the

Computerization of Transport Department, Puducherry

	motor vehicles and Issuing of Driving Licence/Learners Licence	project.
4.	Dot Matrix Printer (80 column-1) (132 column-2)	1
5.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
6.	Hand Held Devices with software	5
7.	Generator. (KVA – as per requirements)	1
8.	Documents Scanner	1
9.	On-Line UPS	1

S.No.	Description of the Items Required at Yanam Region	Qty.
1.	High-end File Server with O.S. (Win2003 with SQL data base)	1
2.	High-end SAN Server with O.S.	1
3.	The bidder shall supply the client systems, Laser Printer, Bio metric devices, web camera and other required accessories as per the daily transactions of Registration of motor vehicles and Issuing of Driving Licence/Learners Licence	As per requirements to fulfill the project.
4.	Dot Matrix Printer (80 column-1) (132 column-2)	1
5.	Smart Cards, Smart Card Printing Machine and Smart Card Reader/Writer with required software.	As per requirements.
6.	Hand Held Devices with software	5
7.	Generator. (KVA – as per requirements)	1
8.	Production Scanner	1
9.	On-Line UPS	1

Indicative Manpower Requirements:

Sr. No.	Designation	Minimum Requirement	Basis of estimation
1.	State Level Nodal Officer	1	To be the point of contact
2.	Technical resource/ Local manager	4	One for each location
3.	Data Entry Operators	60	For Licences and Registration (verification + Data entry + record maintenance)(18) + Check posts (7 check posts-3 shifts-2 per shift)(42)

Table 10: Indicative manpower requirements

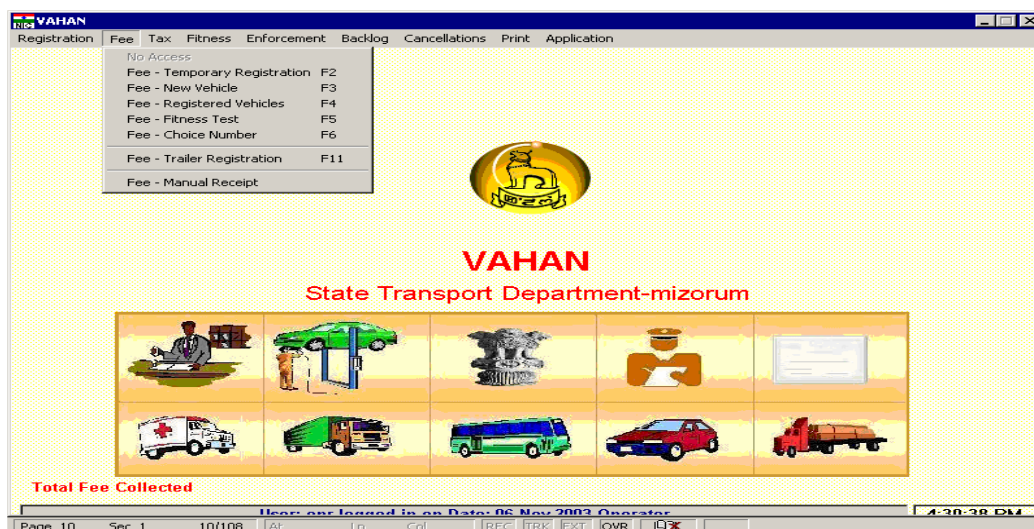
ANNEXURE 6 - SCREEN SHOTS (VAHAN AND SARATHI SOFTWARE)

Screen Shots – VAHAN

1. Login Screen



2. FeesModule



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3. New Vehicle Registration fees

New Vehicle Registration - Fee

☒ Pay Both fee and tax ☐ Pay only Tax ☐ Pay only Fee

Vehicle Details

Chassis No: CAHSIS456346
Vehicle Class: BUS: 073
Owner's Name: RAMESH KUMAR
Ownership Code: INDIVIDUAL: 01
Seating Cap: 24

Vehicle Type: PASSENGER
Regn. Type: N: NEW
Purchase Date: 26-Oct-2003
Regn. Date: 26-Oct-2003
Hypothecated: ☒ 1
Permit Type: CONTRACT CARRIAGE PERMIT:102
Service Type: NIGHT SERVICE:03
Tax - Mode: Y: Yearly
Payment Mode: ☐ Cash ☒ Choice Number

☒ Accept fitness fee: HMV ☒ Accept VAHAN

Fee

From: 01-Apr-2003 upto: 31-Mar-2004

Description:

REGISTRATION OF BUS :019	100	00	600
ADDITION OF HYPOTHECATION :050	100	00	100
NEW FITNESS FEE :000	500	00	500
NEW PASSENGER PERMIT FEE :901	100	00	100
	00	00	0
Grand Total:			4750

Receipt Number: AB15

Save Exit Clear

4. Owner detail form

Detail Entry For Registration

Receipt No. AB96

Vehicle Details

Owner Details

Owner's Name: MR. RAM PARTAP SINGH
Ownership Code: INDIVIDUAL: 01
Regn. Type: N: NEW
Present Address: A-1, SECTOR-11
City: NEW DELHI
Pin Code: 110056
PAN / GIR No. PAN121212

Father's Name: SHRI SHYAM PARTAP SINGH
Ownership Serial: 1
Registration Date: 05-Nov-2003
Laser Code:
Permanent Address: A-1, SECTOR-11
City: NEW DELHI
Pin Code: 110056
Dealer: M/S RANI MOTORS: 001

Vehicle Details

Vehicle Class: L.M.V.(JEEP/GYP
Chassis No. CHASIS13468901
Engine No. ENGINE13468901
Category: PV
Fitness validity: 04-Nov-2018
Hypothecated: 1
Tax Mode: 0: One Time

Maufacture Year: 2002 & month: 9
Insurance Cmpny: ORIENTAL INSURANCE Co.:01
Insurance Type: COMPREHENSIVE:1
Insurance From: 05-Nov-2003 To: 04-Nov-2004
Cover Note/Policy No. COV121212 Color: WHITE

Vehicle Technical Details

Manufacturer: DCM DAEWOOD MOTORS: 020
Body Type: CAR (SEDAN):C02
Fuel: PETROL: 01
Weight - Unladen: 1025
Height(in mm): 1700
Seating: 5
GVW: 1488
Length (in mm): 1500

Maker's Classification : CIELO AP 19 TT
Sale Amount: 550000 Standing:
Cubic Capacity: 1498 Horse Power: 13.22
Cylinders: 4 Wheelbase: 2520
Width(in mm): 1200

Verification

☒ Approve ☐ Disapprove Reason:
Save Exit Clear

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5.Hypothecation details

Detail Entry For Registration

Receipt No. AB96

Vehicle Details **Hypothecation** Fee & Tax Paid

Hypothecation Details

S.No	Financer Name	Address	City	PinCode
1	GOEL AND ASSOCIATES	RING ROAD	NEW DELHI	110021

Financer's Name:

Address :

City:

PinCode:

Hypothecation Date: 05-Nov-2003

6. Transfer of Ownership

Transfer of Ownership

Enter the Receipt No. AB101

Present Owner Details

Vehicle No. DD03A 9172 Regn Dt. 05-Nov-2003 Father's Name: NOT APPLICABLE

Owner's Name: MR R.P.SINGH PAN No. PAN333

Address: NEW ROAD FARIDABAD HARYANA 120021 Serial: 1 Hypothecated: 1

Vehicle Class: AIR CONDITIONED BUS: 076 From: 05-Nov-2003 Upto: 05-Nov-2003

Owner Code: 2: FIRM

Insurance Details

Company Name: NATIONAL INSURANCE CO.:NI Insurance Type: COMPREHENSIVE:1

Insurance From: 05-Nov-2003 Upto: 04-Nov-2004 Covernote/Policy Number: COV333/2003

New Owner Details

Purpose: SALE

Owner's Name: MR. S.P.MALIK PAN No. PAN51101 Serial: 2

Father's Name: SHRI B.P. MALIK Owner Code: INDIVIDUAL: 01

Present Address: G.T.ROAD, LOHIA NAGAR Transfer Date: 05-Nov-2003

City: GHAZIABAD Sold On: 05-Nov-2003 Sale Amt: 250000

Pin Code: 201015 ☒ Same Permanent Address Permanent Address: G.T.ROAD, LOHIA NAGAR

Remarks: VEHICLE IS SOLD AS PER CONSENT City: GHAZIABAD

Pin Code: 201015

VAHAN

Vehicle: DD03A 9172 transferred

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7. NOC Issue form

NOC Issue Form

Owner Details of Vehicle

Vehicle No.: DD03A 9172
Engine No.: ENGINE 333333
Registration Date: 05-Nov-2003
Owner's Name: MR R.P.SINGH
Chasis No.: CHASIS 333333
Vehicle Class: AIR CONDITIONED BUS: 076

Insurance Details

Company Name: NATIONAL INSURANCE CO.:NI
Insurance From: 05-Nov-2003 Upto: 04-Nov-2004
Insurance Type: COMPREHENSIVE:1
Covernote Number: COV333/200

NOC Details of Vehicle

Authority To: GHAZIABAD
State To (Code): UP: UTTAR PRADESH
N.C.R.B Clearance No.: 9172/05/11/2003
N.O.C Issue Date: 5/11/03
Tax Paid Upto: 31-Dec-2003
N.O.C No.: 9172/1/2003
RTO Despatch No.: RTO/GHA/2003

VAHAN
Please Confirm. Do you want to Save the data.
Yes No

Save Exit Clear

8. Trade Certificate

Trade Certificate

Issue of Trade Certificate

Trade Certificate For: DEALER
Vehicle Class: BUS: 073
No. of allowed vehicles: 11
Issue Date: 06-Nov-2003 Validity: 31-Dec-2003
Amount Collected: 25000 Fine: 500
Dealer's Name: GOEL AND ASSOCIATES
Address: NEW ROAD
GHAZIABAD
City: UTTAR PARDESH
Pin Code: 201201
Certificate No.: 123456789

Save Exit Clear

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9. Passenger Permit Module

Passenger Detail Entry

Passenger Permit Details

Receipt Number:

Registration No. [View Owner Details](#)

Permit Details

Permit Type: Subtype:

Action:

Valid From: Upto: Replacement Date:

Route Details

Route Code: Length (kms): No. of

Service Type:

Other Details

Parking place: Purpose of Journey:

Other Region: Route in other Region:

Application No. Goods to carry:

10. Road Tax Collection

Road Tax

Road Tax Collection

Registration No.

Vehicle Details

Owner's Name: Chassis No.

Vehicle Category: Vehicle Class:

Registration Date: Ownership:

Seating Capacity:

Permit Type: Permit Category:

Road Tax Details

Tax Period From: Tax Period To:

Old Adjustment: Road Tax of Rs. 1300 have been deposited for vehicle No. DD03A 9172

Exempted: Penalty: Rs.

Rebate: % Rs.

Total Road Tax: Rs. Amount to be paid: Rs. Payment Mode:

DD/ Cheque/Challan Details

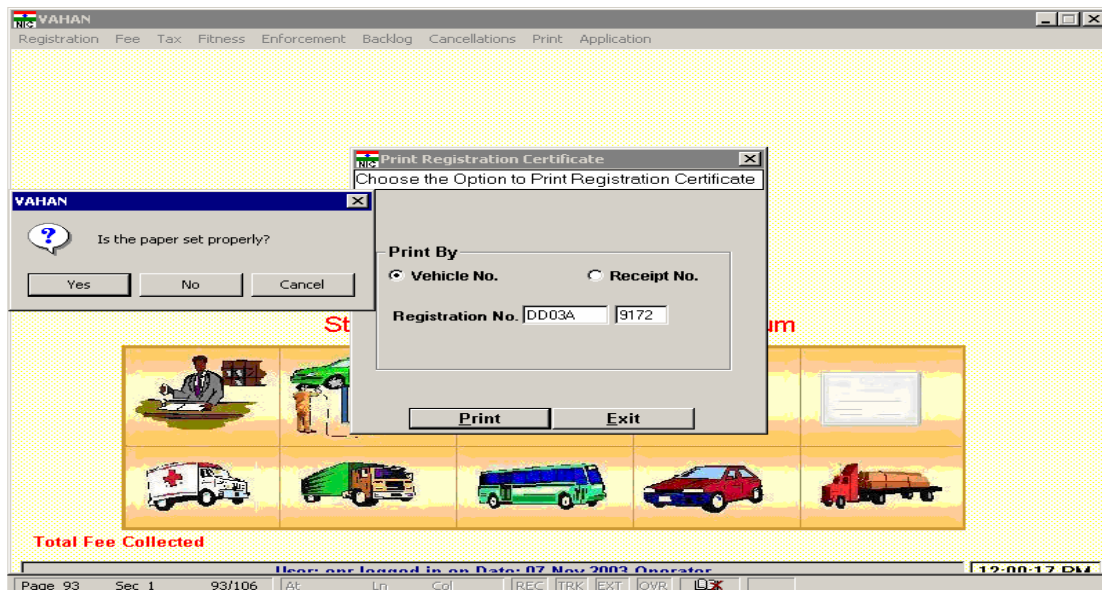
Number	Dated	Amount (Rs.)	Bank Name	Branch Name/Code
123456	05-Nov-2003	1300	ALB: ALLAHABAD BANK	DEFENCE COLONY
		0		
		0		

Outstanding Draft Amount: Rs. Previous Balance: Rs. Cash to be paid: Rs.

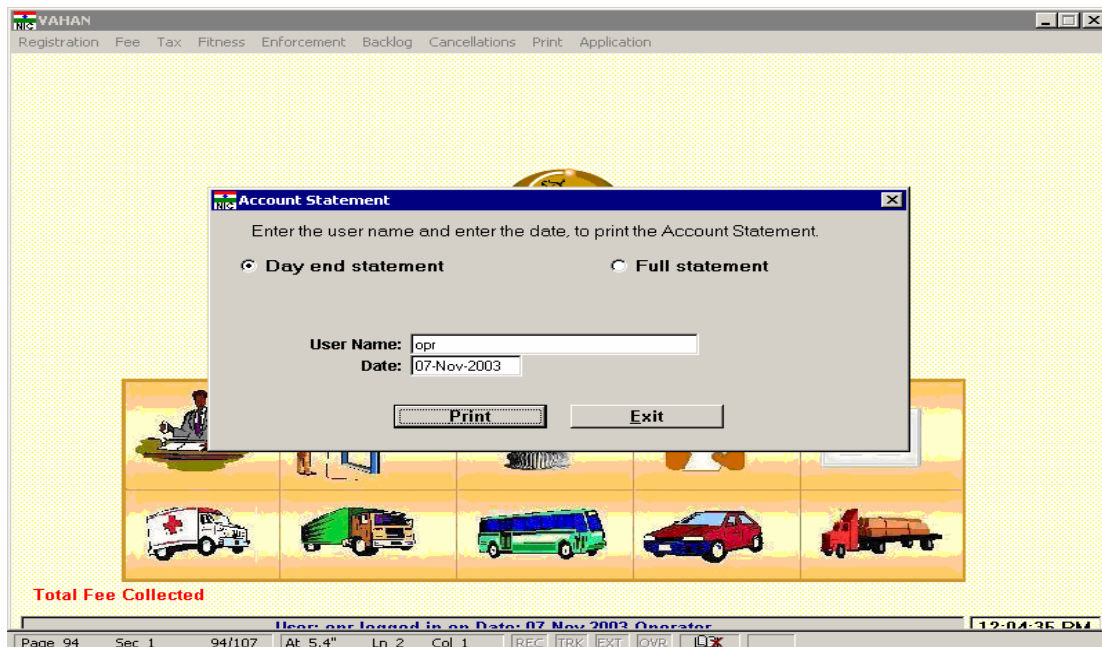
Receipt Number:

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11. Printing of RC



12. Print Account Statement



SCREEN SHOTS – SARATHI

1. Login



The screenshot shows a window titled "Sarathi - Login". Inside the window, the text "Welcome !!!!!" is displayed in red. Below it, the instruction "Please enter your login name & Password below" is also in red. There are two input fields: "Login ID" with the value "14" and "Password" with two asterisks "**". At the bottom, there are two buttons: "Ok" and "Exit".

2. FeesModule



The screenshot shows a window titled "DL Fees". Inside the window, the text "S1" is displayed at the top. Below it, there is a list of menu items, each preceded by a blue underlined text: "Receipt", "Receipt Cancellation", "Cash Book for License fees", "Receipt Administration", "Receipt Initialize", and "Exit". A large, faint watermark "SARATHI" is visible in the background.

3. Fee Collection

4. Day cash book

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5. Work flow

Applicant's File Status
NATIONAL INFORMATICS CENTRE
DEPARTMENT OF INFORMATION TECHNOLOGY
Sarathi
D.T.O., AIZAWL, DISTRICT, AIZAWL
MINISTRY OF ROAD TRANSPORT & HIGHWAYS
GOVERNMENT OF INDIA

File Status(Please double click on the row for further processing)

License Type: ☒ LL ☐ DL ☐ CL ☐ DSL

Name & Receipt No: Application No:

Active flows

Sl.No	Appin. No.	Appin. Dt	Flow	Status	Transaction	App.Name

Pending Flows
Completed flows
Previous

User Name : ADMINISTRATOR

6. Capture biometrics Screen

BIO-MATRICES

Click and Drag to adjust the Photo Frame

Can Sign: ☒ Yes ☐ No

Application No. 6088005 Application Dt. 25-Apr-05

LL Number

Applicant Name TEST TEST TEST

Save Biometrics Capture Image Invoke Sign-pad Invoke Thumb Capture Cancel

Photo

Signature

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7. Data Entry Screen

Dr:\testing sarathi\A Final Tested Sarathi\Spl Docs

Application No. 6098005 Date of Application 25/04/2005

☒ MCWOG
☒ LMV

Name of the Applicant
TEST TEST TEST

Relationship ☒ S/o ☐ D/o ☐ W/o

Son/Wife/Daughter of
T T T

Permanent Address
T
T
T

Pin Code 75

Temporary Address
T
T
T

Official Address
T
T
T

Pin Code 75 Pin Code 75

Date of Birth 01/01/1975 Qualification

Identification Marks
NIL
NIL

BLOOD GROUP
☐ A+ ☐ B+ ☐ AB+ ☐ O+
☐ Unknown ☐ A- ☐ B- ☐ AB- ☐ O-

Free Email Details
MK-10076 25/04/2005 60

Click to copy Temporary & Office address as Permanent address

Sarathi
Record is Saved
OK

School Enrolment Particulars
Driving School
Enrolment No.&Date
Certificate No.&Date
DL/LL Number if any

☐ Issued at Camp

Save Exit Import

8. Application status

Transaction Management

☒ Pending Applications ☐ Rejected or Terminated

Applicant Name as mentioned in Receipt
Receipt No.

Search

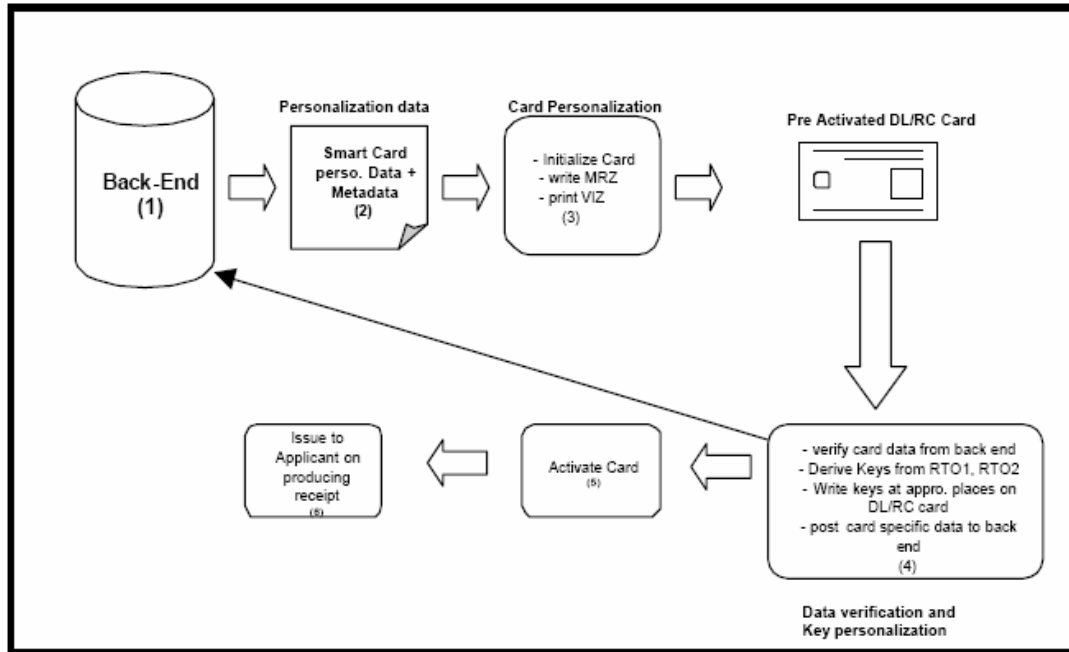
	INWARDNO	INWARDDT	STATUS	LOCKED	ANAME	SERVICE	RECEIPT_N
	1004	2004-09-17	D/E of PSV		DESHBANC	PSV BADGE	BT-16
	1104	2004-09-17	D/E of PSV		DESHBANC	PSV BADGE	BT-17
	1504	2004-09-17	DATA ENTIF		MUKESH K	AEDL	BT-21
	1604	2004-09-17	DATA ENTIF		MUKESH K	AEDL	BT-22
	1704	2004-09-17	DATA ENTIF		MUKESH K	AEDL	BT-23
	2504	2004-09-17	D/E of PSV		GAGAN KR	PSV BADGE	BT-31
	3204	2004-09-17	D/E of PSV		SAVITA	PSV BADGE	BT-38
	3504	2004-09-17	D/E of PSV		SAVITA	PSV BADGE	BT-41
	3604	2004-09-17	D/E of PSV		SAVITA	PSV BADGE	BT-42
	3704	2004-09-17	D/E of PSV		SAVITA	PSV BADGE	BT-43
	3904	2004-09-17	License Tes		JIGYA KR	P.D.L.	BT-45
	5104	2004-09-17	Approval		SAVITA	DL NAME C	BT-57

Only 'Passed' or Exempted cases of LL and PDL AEDL and Other transactions are Displayed

Exit

ANNEXURE 7- WORK FLOW PROCESS MODEL

Workflow Process Model for issuing Smart card based Driving Licence and Registration Certificate of vehicles at the transport offices



Smart card infrastructure would be installed at the offices of Regional Transport Office and Unit offices. The vendor would personalize and print the card at the respective offices and submit the same to the concerned authority for its activation. The vendor would also update / upload the data in smart card hand held terminal to the database.

1. **Pre-Condition:** All the processes relating to Back-End operations in SARATHI/VAHAN have been completed and the required data for Machine Read Zone (MRZ) and Visual Information Zone (VIZ) data is available in Data Base.
2. **Data for MRZ and VIZ:** Data required for Card Personalization is provided by Motor Vehicles Department (MVD) to Vendor (BOOT Operator) in standard text format (Refer DL/RC Card Layout structure in <http://parivahan.nic.in> , and the text format). This can be provided either through the network (within the transport offices) or in a computer media.

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3. **Card Personalization***: Vendor (BOOToperator) does following

- a. Initialize blank SCO State Transport Authority Card(s) as per DL/RC Card layout (Refer DL/RC Card Layout structure in <http://parivahan.nic.in>)
- b. Write the Card Holder/Vehicle specific and other data as provided by Transport Department ({2} above) on the chip (EEPROM)
- c. Print the card(s) as per VIZ information provided by Transport Department ({2} above)
- d. Provide back to Regional Transport Office any additional data if any, with regards to cardholder (photograph, fingerprint etc) in a standard format.

4. **Card Activation****: Personalized card(s) is given back to Transport Department (Regional Transport Office or Designate).

Regional Transport Office or designate does the following.

- a. Verify Card Data with back end (software driven for MRZ, manual matching for VIZ).
- b. Derive unique keys for DL/RC from Regional Transport Office1, Regional Transport Office2 (issuer's cards), and write at the appropriate place in the DL/RC card EEPROM.
- c. Activate DL/RC Card
- d. Post the Card specific data (Chip#, Card #) etc. to back end.

5. **Issuance to the Applicant**: Card is issued to the applicant or authorized person after production of receipt.

* Software for Card Personalization (step (3) above) is to be provided by the BOOT Operator/vendor

** Software for Card Activation (step (4) above) is the part of Key Management System (KMS) and will be provided by MoRTH, along with SARATHI/VAHAN, and therefore is out of scope of tender.

2. Key Management System overview

1. At the Central Level (MoRTH or its designate agency): This will also be known as CKGA (Central Key Generation Agency). This agency will be responsible for the following.

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- i. Production of Regional Transport Office1, Regional Transport Office2, EA (Endorsement Authority) RA (Review/Challan settlement authority) and other authority Cards, on request from Transport Department.
- ii. Production and safe keeping of Key Seeds for production of above Cards.
- iii. Personalize and Activate EA and RA cards for actual use.
- iv. Safe transportation of all cards to the respective Transport Department.

2. At UT level: This agency will also be known as LKGA (Local Key Generation Agency), and will work on behalf of the Transport Department.

Following are the roles and responsibility of this agency.

- i. Generating State specific keys and writing them on Regional Transport Office1 and Regional Transport Office2 cards. (This step can be performed at CKGA, if enough security infrastructure is not available at LKGA)
- ii. Activating Regional Transport Office1 and Regional Transport Office2 cards.
- iii. Safe transportation of these cards and EA, RA cards to respective Regional Transport Office
- iv. Recharging (revalidating) Regional Transport Office1 and Regional Transport Office2 cards after predefined limit of usage.

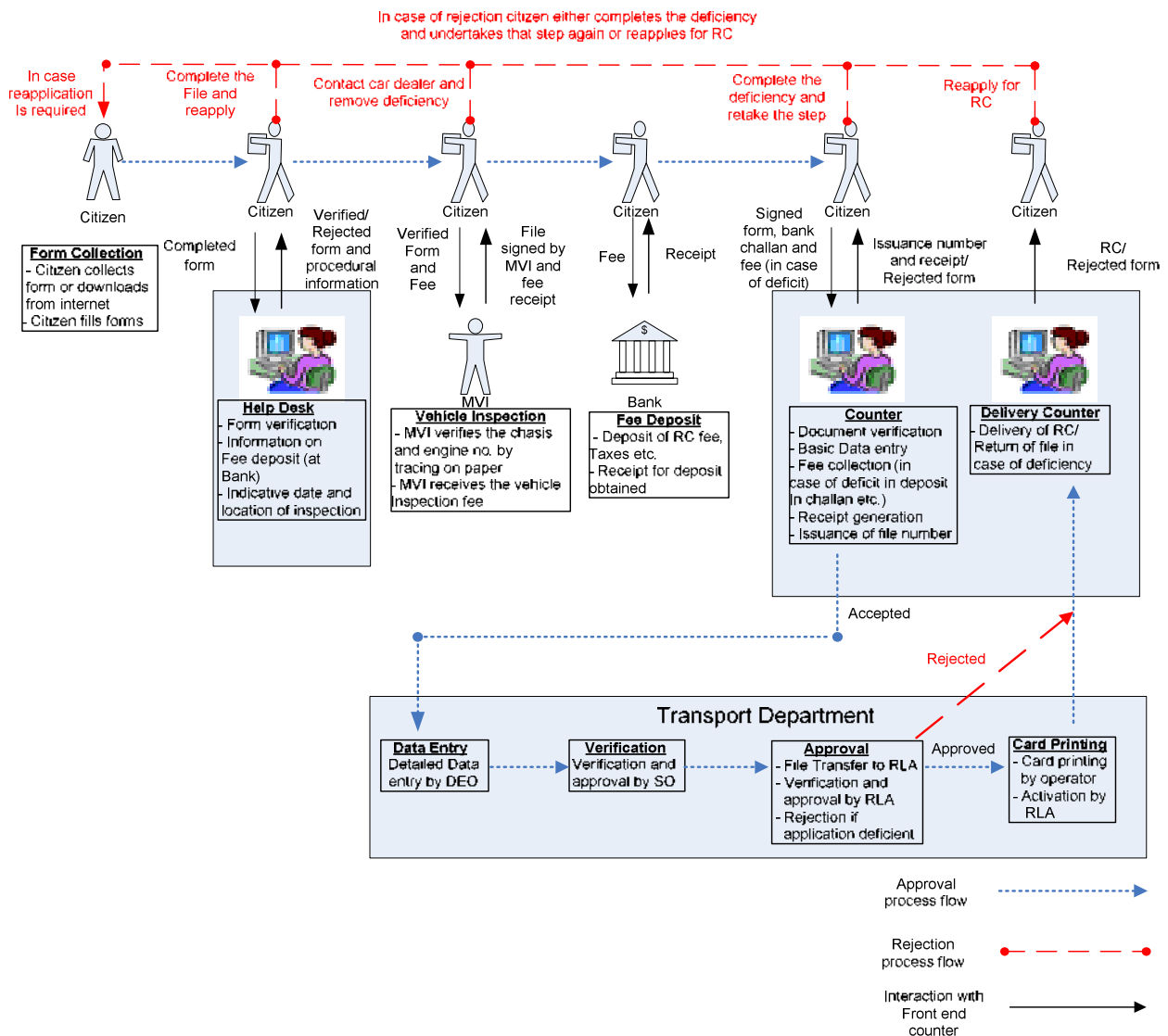
3. At Regional Transport Office level: This is same as point no (4) **Card Activation** in Workflow Process Model as given above.

***All KMS related software and activities are out of scope of the services of vendor/ BOOT operator.**

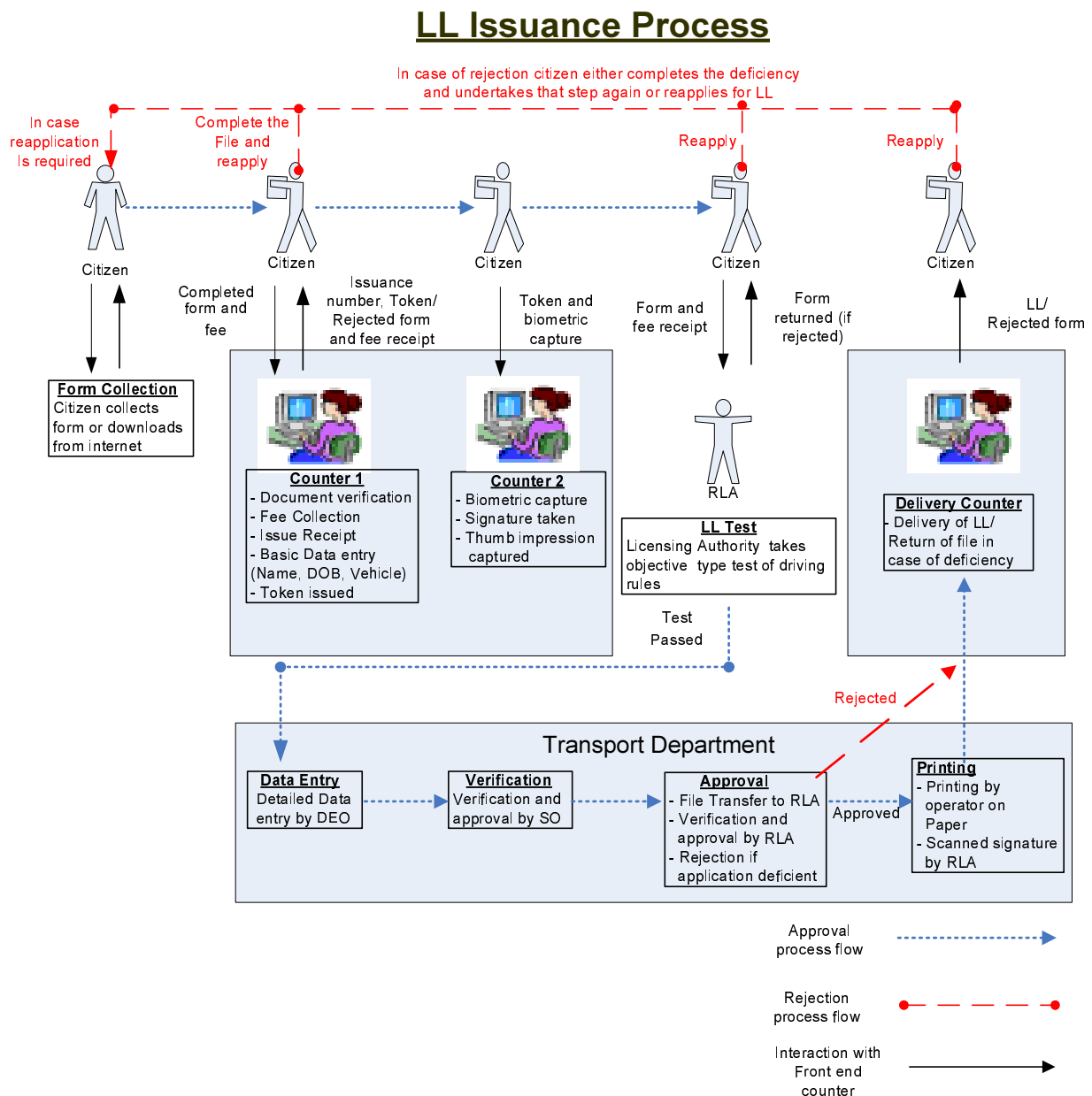
ANNEXURE 8- PROCESSES

The indicative proposed processes for the issuance of RC, LL and DL have been provided in this annexure. Please note that the processes may change in future based on the decisions of Transport Department, Puducherry. Vendor would be required to comply with the new processes as and when they become effective.

RC Issuance Process



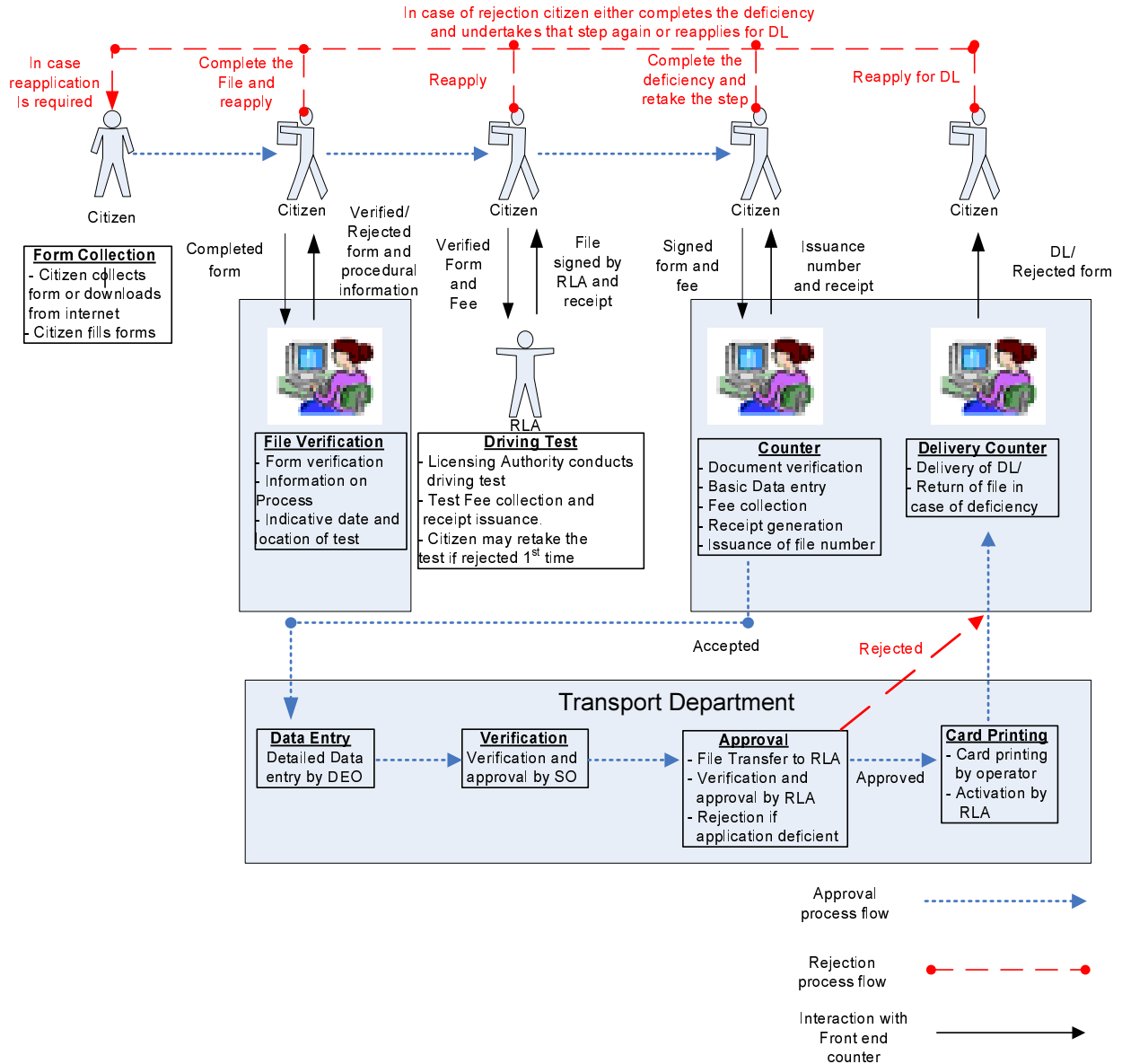
Learner's Licence (LL) Issuance process:



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Driving Licence (DL) Issuance Process:

DL Issuance Process



Permits - Process

1. Advertisements are called for inviting citizens to apply for grant of permits
2. Interested transporting companies/ individuals apply against the allocation of permits. People are also allowed to raise objections against the applicants.
3. On a set date, under the chairpersonship of the Transport Commissioner, both the applicant and the party that raised the objection are allowed to argue their case based on which the Transport Commissioner makes a decision. The decision includes the routes and the number of trips allowed on that route. (usually 240 km)
4. Grant letter is given to the successful applicant. (Applicant is required to come with a registered vehicle within 6 months. The applicant buys the chassis and gets the body fixed on the chassis against the grant letter.
5. Motor Vehicle Inspector inspects the same and issues a fitness certificate provided everything conforms to the specs.
6. The Regional Transport Office then issues an RC to the owner of the vehicle
7. The applicant then takes the RC to the office (physical presence of the vehicle not required)
8. The permit is then given with the vehicle number.

ANNEXURE 9 - SMART CARD NOTIFICATION

MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

NOTIFICATION

New Delhi, the 10th August, 2004.

G.S.R. 513(E).— Whereas the draft of certain rules further to amend the Central Motor Vehicles Rules, 1989, were published as required by sub-section (1) of section 212 of the Motor Vehicles Act, 1988 (59 of 1988) in the Gazette of India, Extraordinary, Part-II, Section 3, Sub-section (i), dated 21st January, 2003 in the notification of Government of India in the Ministry of Road Transport and Highways, number G.S.R. 42 (E), dated the 21st January, 2003, inviting objections or suggestions from all persons likely to be affected thereby within a period of thirty days from the date on which copies of the Gazette of India, in which the said notification was published, were made available to the public;

And whereas the copies of the said notification were made available to the public on the 23rd January, 2003;

And whereas objections and suggestions received from the public in respect of the said draft rules have been considered by the Central Government;

Now, therefore, in exercise of the powers conferred by sections 27 and 64 of the said Act, the Central Government hereby makes the following rules further to amend the Central Motor Vehicles Rules, 1989, namely:-

1. (1) These rules may be called the Central Motor Vehicles (Third Amendment) Rules, 2004.

(2) They shall come into force immediately after thirty days from the date of their publication in the Official Gazette.

2. In the Central Motor Vehicles Rules, 1989,-

(a) in rule 2, for clause (s), the following shall be substituted, namely:-

'(s) "Smart Card" means a device capable of storing data and executing commands which is a microprocessor chip mounted on a plastic card and the dimensions of the card and chip are specified in the International Organization for Standardization (ISO) / International Electro Technical Commission (IEC)

7816 specifications, as may be amended from time to time, and shall be as per the specifications specified in Annexure-XI.

Explanation. - For the purposes of this clause, microprocessor chip shall have non-volatile rewritable memory capacity of minimum 4 Kilo Byte consisting of application data, file headers, security definitions, and a maximum of 350 bytes for Operating System Interfacing, as specified by the Ministry of Road Transport and Highways from time to time for Driving Licence and Registration Certificate applications;

(b) after Annexure-X, the following Annexure shall be inserted, namely:-

**"ANNEXURE XI
[See clause (s) of rule 2]**

- I. Smart Card specifications for Driving Licence, Registration Certificate, Regional Transport Office cards, endorsing authority cards, reviewing authority cards, key generation authorities cards, etc.
 - (a) Microprocessor based Integrated Circuit Card with contacts and with a minimum of 4 kbyte available Electrically Erasable Programmable Read Only Memory (EEPROM)
 - (b) Compliant to ISO/IEC 7816-1,2 and 3
 - (c) Compliant to SCOSTA v1.2b, dated March 15, 2002
 - (d) Supply voltage 3V nominal
 - (e) T=0 or T=1 transport protocol
 - (f) Min 10 years data retention
 - (g) Min 300,000 EEPROM write cycles
 - (h) Operating ambient temperature range -25°C to +55°C
 - (i) Glossy surface, Poly Vinyl Chloride(PVC)/Acrylonitrile Butadiene Styrene (ABS) plastic construction with overlay to allow color dye sublimation printing
 - (j) Smart Cards must have data objects for card sequence no (Tag 5F34) and cards primary account no (Tag 5A) at the Master File level as per International Standards Organisation 7816-6. Once programmed these data objects can not be changed.

II. Specifications of Hand Held Terminals

- (a) Display : 4 lines X 16 characters back lit Liquid Crystal Display(LCD). Contrast level should such that it can be read in broad day light.
- (b) Key Pad : Numeric, Function and scroll keys. Support for entering non-numeric characters using this key pad should also be available.
- (c) Power On/Off : Switch or automated sleep mode enabled.
- (d) Smart Card Readers : Two built in International Standards Organisation 7816 compliant smart card readers with 3V interface and with both T=0 and T=1 transport protocols.
- (e) Battery pack: (Rechargeable and removable) with 8 hours of on time and 7 days stand-by time. Preferably support should be there to operate device with the help of standard 1.5 Volts Dry Cells of Standard size.
- (f) Memory : Memory requirements will depend on the application and the number of applications supported by the Terminal.
- (g) Printer: Printer Is Optional and Printer Port Is desirable
- (h) Application : National Standard of Driving Licence and Registration Certificate as specified in this Annexure.
- (i) Communication : Standard Communication Interfaces for loading and unloading of software (upgrades)

III. Specifications of Dye Sublimation Printer

Print Process: Dye Sublimation

Resolution: 300 dpi.

Print Speed approximately 30 seconds per side;

Colors – up to 16.7 million colors by using YMCK+O/YMCKO/KO ribbon.

Capable of edge to edge printing

Having card input hopper and in-built card cleaning system.

Capable of printing and smart card electronic personalization in single pass.

Smart card encoder within the printer shall be Factory Standard for PC to Smart Card Reader Interface, International Standards Organisation 7816 compliant, support 3V chip card with T=0 and T=1 protocol.

IV Specifications of Smart Card Reader

Factory Standard for PC to Smart Card Reader Interface, ISO 7816 compliant, support 3V chip card with T=0 and T=1 protocol, USB interface, external. Readers must have Factory Standard for PC to Smart Card Reader Interface drivers.

Note - The microprocessor chip of the Smart Card mentioned at Para I shall necessarily conform to the specifications given in this Annexure for Smart Card based Driving Licence and Vehicle Registration documents for Transport and Non-Transport vehicles and shall contain the information prescribed by these rules. This microprocessor chip shall not carry any other information not prescribed for the purpose. In addition to this microprocessor chip, any extra information as may be required by any State Government or Union Territory Administration may be stored on the card in the form of any additional information storage media or any other technological media outside the above referred microprocessor chip embedded in the Smart Card, which shall not conflict in any way with the minimum specifications prescribed by the Central Government under these rules or the operation of the same. Further, the operating environment in the form of Operating System, Protocol and other details given above relating to the microprocessor chip, as given in Items (a) to (j) of paragraph I shall be complied with, without any variation, whatsoever."

ANNEXURE 10 – LIST OF REGIONAL TRANSPORT OFFICE AND OTHER OFFICES

S. No.	Regional Transport Office and Unit office
1	Transport Department, Puducherry
2	Regional Transport Office Karaikal
3	Unit Office Mahe
4	Unit Office Yanam

ANNEXURE 11 – SERVICE LEVELS

Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
A) Infrastructure Creation and Data Digitization				
1	Timelines			
	Data Digitization	Completion should be done in prescribed time frame.	Total number of months taken for completion.	For every week of delay after prescribed time, a penalty of 0.1% of the total invoice for data digitization would be imposed with a maximum limit of 10%. Delay after the maximum penalty may invoke termination of contract
2	Quality of Work			
	Quality of data entry (for the entire old records to be digitized)	Data entry accuracy at the site should be at least 99% at each location.	The percentage of erroneous DL, RC, LL, and Permit records reported to the total DL, RC, LL, and Permit records entered for the old records.	<p>Sab 1: Error rate >1% and <3% (in terms of number of records)</p> <p>Sab 2: Error rate >3% (in terms of number of records)</p> <p>Penalty (shall be deducted from the first payment due to vendor)</p> <p>Sab 1: Rupees 10,000 per location where criterion not met</p> <p>Sab 2: Rupees 30,000 per location where criterion not met</p>
B) Operations and Maintenance				
1	Timeline			
a.	Time taken to return of file to department after completion of backend data entry	Within 24 hours after delivery of form/ file to the vendor (excluding holidays)	Total percentage of instances where file is not returned after completion of data entry within the service level is to be considered. Software to monitor the time taken between receipt and delivery of file/ forms.	<p>Sab 1 >1 % and < 3% instances (in terms of number of cases)</p> <p>Sab 2 >3% instances (in terms of number of cases)</p> <p>Penalty</p> <p>Sab 1: 2% of the invoice value of the current month, for the office</p> <p>Sab 2: 4% of the invoice value of the current month, for the office</p>

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Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
b.	Time taken for printing of the documents including RC, DL, LL, Permit etc. after approval from the department	Within 24 hours after the approval from the department (excluding holidays)	Software to monitor the time taken between receipt of request for printing and delivery of printed forms	<p>Sab 1 Between 24 and 36 hours from the approval (excluding holidays)</p> <p>Sab 2 More than 36 hours from the approval (excluding holidays)</p> <p>Penalty Sab 1: 5 % of the payment due for the documents for which late delivery has been made. Sab 2: 15 % of the payment due for the documents for which late delivery has been made. A further penalty of 10 % to be made for every 12 hour delay in the delivery (excluding holidays)</p>
2	Quality			
	Quality of data entry (for new data entry)	Data entry accuracy at each location should be minimum of 99%	<p>The percentage of erroneous DL, RC, LL, and Permit records reported to the total DL, RC, LL, and Permit entered.</p> <p>Software to keep track of the total number of re-entries made because of errors</p>	<p>Sab 1: Error rate >1% and <3% (in terms of number of records)</p> <p>Sab 2: Error rate >3% (in terms of number of records)</p> <p>Penalty Sab 1: 2% of the invoice value for the month at the location Sab 2: 5 % of the invoice value for the month at the location</p>
3	Downtime of service availability to the front end counters and Transport department in terms of the availability of application and database.	Downtime of Service availability should not be more than 3 hour per month at each site.	Downtime will be monitored by the staff of the department and department shall record the non availability of application and database related services in a month during the office hours for each office.	<p>Sab 1: Downtime between 3 and 5 hours</p> <p>Sab 2: Downtime between 5 hours and 9 hours</p> <p>Sab 3: Downtime more then 9 hours</p> <p>Penalty Sab 1: 1% of the invoice value of the current month Sab 2: 3% of the invoice value of the current month Sab 3: 5% of the invoice value of the current month</p>

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Sl. No.	Service Parameter	Service level	Measurement Metrics	Penalty
4	Data back up and uploading	Daily back up and uploading to the transport state data centre after the office hours before the next working day	Instances of backup and data upload not done by next working day on a per month basis	<p>Sab 1: number of default less than or equal to 3 per location per month</p> <p>Sab 2: number of defaults more than 3 per location per month</p> <p>Penalty:</p> <p>Sab 1: Rs 2000 per location per month</p> <p>Sab 2: Rs 5000 per location per month</p>
5	Replacement of faulty component	Replacement with the original component	Random checks by the departmental staff or third party appointed by the department. Each non compliance to be counted as a default	<p>Sab 1: 1-3 default</p> <p>Sab 2: More than 3 default</p> <p>Penalty:</p> <p>Sab 1: Rs 1000</p> <p>Sab 2: Rs 2000</p>
6	Updating of Virus definitions	Virus definitions to be updated every 2 weeks	The date when the virus definitions were last updated	<p>Sab 1: Virus definitions not updated in 2-4 days.</p> <p>Sab 2: Virus definitions not updated in 5 or more days.</p> <p>Penalty:</p> <p>Sab 1: Rs 1000 per site</p> <p>Sab 2: Rs 2000 per site</p>