

***REQUEST FOR PROPOSALS***  
**(RFP)**

For

“CFST (3-tier) Expansion for 19 Districts,  
Annual Maintenance of Equipment & Facility Management  
Services for HO & Districts”

for

Transport Department  
Government of Andhra Pradesh  
Hyderabad

***January, 2012***

**Prepared by**

***A.P Technology Services Ltd.,***  
*4<sup>th</sup> floor, B-Block, BRKR Bhavan, Tankbund Road*  
*Hyderabad – 500 063*

# 1. Invitation for Open Competitive Bidding

For

## “CFST (3-tier) Expansion to 19 Districts, Annual Maintenance of Equipment & Facility Management Services for HO & Districts” for Transport department

Time schedule of various tender related events:

Tender Notification/Bid calling date	07.01.2012
Pre-bid conference (Date, Time)	17.01.2012, 11.00 AM at Transport Bhavan
Last date/time for clarifications	18.01.2012, 5.00 PM.
Bid Closing date and time	25.01.2012, 3.00 PM.
Opening of the prequalification bids	25.01.2012, 3.30 PM at APTS
Opening of the Technical bids	28.01.2012
Technical Presentations	30.01.2012
Commercial Bid Opening date & time	31.01.2012
Bid Document Price	Rs.15,000/-
APTS Contact person	i/c General Manager (T2), APTS.
Email	<a href="mailto:mdapts@apts.gov.in">mdapts@apts.gov.in</a> , <a href="mailto:pushpa@apts.gov.in">pushpa@apts.gov.in</a> , <a href="mailto:mkveni69@gmail.com">mkveni69@gmail.com</a>
Department contact email	<a href="mailto:jtc_it@aptransport.org">jtc_it@aptransport.org</a> , <a href="mailto:madhu@aptransport.org">madhu@aptransport.org</a>
Reference No.	APTS/CS/CFST-EXPANSON/816/2010

The firms which are interested in participating in the bids may please ask the contact person for details or visit <http://www.apts.gov.in>, [www.aptransport.org](http://www.aptransport.org).

A complete set of bidding document prepared by APTS may be obtained by interested bidders on the submission of a written application addressed to “*The Managing Director, AP Technology Services Ltd, BRKR Bhavan, Hyderabad*” by paying a non-refundable amount indicated above in section 1.3. The payment can be made in the form of Demand Draft/ Cashier’s Cheque/ Certified Cheque drawn in favor of “*The Managing Director, Andhra Pradesh Technology Services Ltd., payable at Hyderabad (India)*”. The Document, if required can be sent by Courier for out locations for which Rs.500/- for inland postage to be paid extra.

Managing Director, APTS

# 1. Pre Qualification Criteria

The pre-qualification criteria for the participating bidders are as follows.

- 2.1 The bidder (prime) should be an IT company registered under the Companies Act, 1956 since last 5 (five) years. RoC certificate to be enclosed.
- 2.2 Bids can be submitted by an individual firm or a consortium.
  - a. "Consortium" shall mean more than one company up to a maximum of two which joins with other companies of complementing skills to undertake the scope of work defined in this RFP.
  - b. Memorandum of Understanding (MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. The MoU /agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member. However, complete responsibility from the submission of Bid to the successful completion of the project lies with the Prime Bidder, in case the other consortium members fail in their responsibilities.
- 2.3 The bidding firm (prime) should be a profit making with positive net worth and shall have a annual turnover of at least Rs.50.00 crore from IT Services in the last 3 financial years i.e. in 2008-09, 2009-10 and 2010-11. The bidder should submit certificates from a Chartered Accountant for all the above stated three financial years or extracts of the balance sheet showing the breakup of turnover from IT Services.
- 2.4 The bidder must have developed, implemented and maintained at least one end to end SoA/ n-tier application for an enterprise. A certificate from the client for the successful completion & implementation of software development work to be submitted to support the claim. If the bidder fails to enclose the client certification, the bid is liable for rejection.
- 2.5 The Bidder must have experience of providing Facility Management Services & AMC services for IT & non IT equipments. The Bidder should have minimum 5 service centers across the state out of which 4 service centers should be outside Hyderabad. The Bidder should furnish the details and required documents in support of the claim with client certification. If the bidder fails to enclose the client certification, the bid is liable for rejection.
- 2.6 The Bidder must have at least 100 Technically Qualified Professionals on the rolls in the area of Networking, System Integration & Prior Experience in maintaining the Data Center Infrastructure Maintenance Services as on bid calling date. The Bidder should furnish the CV details of individuals and the HR rolls to support of their claim in a softcopy.
- 2.7 The bidder should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on bid calling date. Self Certificate declaring that the bidder is not black listed to be enclosed in the bid.

**Note:**

1. Proposals of bidders who do not confirm to above pre-qualification criteria or bids not enclosed with valid enclosures will be treated as non-responsive at the pre-qualification stage and shall be summarily rejected.
2. Bids should be properly labeled/numbered and binded. APTS shall not be responsible for missing of any papers/information. The information should be typed instead of ink written. The bid should be signed and stamped by the authorized personnel.
3. Tenders will be accepted only from those who have obtained bid document from APTS and submit the Receipt of Purchase of Document along with the bid in the envelope.
4. All correspondence should be with contact person in writing only.
5. The bidders technical proposal should be submitted in softcopy (sealed CD) along with the bid.
6. The bidder should have a centralized toll free call centre for support during the contract period. If the toll free number facility doesn't exist the bidder shall arrange the facility before the "Go-Live" Date and should submit an undertaking to that effect in the Pre-qualification bid.

### **3. Scope of Work**

Andhra Pradesh Transport Department, (APTD) Government of Andhra Pradesh has automated its operations and effectively using IT with Service by computerization in 43 RTO, 41 Unit and 17 Check Posts in the State. Further 39 MVI offices are being computerized. With a view to improving the quality of service the CFST project was started by A.P Transport Department during the year 1999-2000, in all the districts of AP in client server architecture (2-tier). The Department has Re-Engineered its existing 2-tier architecture to 3-tier under Service Oriented Architecture 'SOA' and implemented in 14 RTO, 1 Unit, 1 MVI and 17 Check Posts with Central Server at Transport Commissioner's office, Hyderabad during 2008-2010. Remaining 29 RTO, 40 Unit offices are functioning under 2-tier architecture. 39 MVI offices are yet to be computerized.

#### **Existing Application 2-tier Architecture**

The CFST 2-tier application is designed in Client/ Server architecture. Every RTO office is provided with an independent server and clients on a local area network. The sub offices in the districts are connected to the concerned RTO.

**Application:** The application is developed in Oracle as back-end and Developer 2000 (D2K) as front end. The application is developed using the stored procedure and most of the validations are being done on the server.

**Connectivity:** The connectivity to head office is by using APSWAN as back-bone with BSNL leased lines from District offices to DNC (District Network Centers). eSeva, APOne and other departments are established the connectivity to all RTO offices in the Districts independently.

### **Existing 3-tier Application Architecture**

The CFST 3-tier application is designed in Centralized Service Oriented Architecture (SOA) Web Based Application and implemented in 14 RTO, 1 Unit, 1 MVI and 17 Check Posts of 4 districts with Central Server at Transport Commissioner's office, Hyderabad

**Application:** The application developed in C# .Net 2.0

**Database:** SQL Server 2008.

### **National Level Integrity – Vahan and Saradhi Application Developed by NIC:**

**Architecture:** 3-tier Architecture in compliance with J2EE

**Environment:** Java

**Compatibility:** National Standards – NIC Standards

The Department is porting Sate Register data to National Register maintained by NIC, Hyderabad. The existing Service Provider is coordinating with NIC, Hyderabad for all issues relating to VAHAN and SARATHI in consultation with the department.

### **Hand Held Terminals:**

Transport Department has procured Hand Held terminals for the use of executive staff of the Department to read the Smart Card and to enter Vehicle Check Reports (VCR), Vehicle Inspections for Registration, Driving License Test and issue of Fitness Certificates etc.

### **Objective of RFP**

The existing Service Provider has developed the 3-tier application for Transport Department. Transport Department has implemented CFST application with Service Oriented Architecture (SOA) in 4 Districts. Now, the department is proposed to rollout the 3-tier project to all the remaining 29 RTO offices, 40 Unit Offices, where 2-tier is being implemented and also to bring 39 MVI offices under 3-tier Project. The Service Provider has to maintain the existing 3-tier Application software and undertake change management if any, as per the department requirement from time to time. The new Service provider has to take the Knowledge Transfer from the existing Service Provider for further maintenance. The new Service Provider has to rollout the existing application to the entire state duly migrating the existing 2-tier data into 3-tier platform. The bidder should maintain the 2-tier application software till the entire 2-tier data is migrated and 3-tier application is rolled out to entire state and stabilized. The process of migration should happen in a smooth way without any disturbance to the citizen services.

Further, the Service Provider is responsible for maintenance of all existing hardware at Data Center (Head Office), RTO, Unit Offices, MVI offices & Check Posts, maintenance of networks including (LAN, WAN), Training to the staff etc., in the state. The infrastructure consists of various servers having different operating systems, RDBMS, PCs, Printers, Networking devices (includes wireless) UPSs, Air Conditioners, Leased lines. The Network backbone for all the offices of the Transport Department is on APSWAN with BSNL leased lines across the State. The detailed scope is as follows:

### **3.2.1. Software Services:**

- a. Maintenance of existing CFST 2 tier application Software till migration to 3 tier.
- b. Implementation & Rollout of 3-tier CFST Application and change management as required by the department from time to time.
- c. Maintenance & implementation of Key Management Software (KMS) developed by NIC for issue of smartcards for driving license & registration certificates.
- d. Maintenance & implementation of Problem Management System (PMS) developed as part of the CFST application.
- e. Integration of 3-tier CFST application with other peripheral devices & respective developed modules.
- f. Data Migration Services  
Migration of existing office wise database from 2-tier to 3-tier architecture using the Scripts provided by department. Service Provider may use any other suitable mechanism to migrate the data without any data loss and without disturbing the citizen services. Maintenance of all related system software.

### **3.2.2. Annual Maintenance Services:**

- a. Maintenance of existing Servers, Clients, Desktops, peripherals like LaserJet Printer, Dot Matrix-Printers, Smart Card Printers, Smart Card Readers, Hand Held Terminals, Finger Print Scanners, Scanners, Digital Signature Pads, Digital/ Web Cameras, Bio-metric Devices, Data Backup devices and other existing hardware located at all Transport offices in the State.
- b. Maintenance of LAN, WAN, Networking tools and devices like Routers, Switches, Hubs, Network cabling, RAS, Modems and Firewall etc.,
- c. Maintenance of Stabilizers/ CVTs/ UPS/ Generators
- d. Maintenance of Air Conditioners associated with the servers.
- e. Maintenance of hardware components and attending the service calls as per department defined SLAs.
- f. Regular Preventive Maintenance
- g. The detailed list of hardware is given as Annexure-I.

### **3.2.3. Facility Management Services:**

The Successful bidder should deploy Support Engineers (with minimum academic qualification of Diploma or above with 1 year experience in the field of maintenance) at locations to ensure the service level/ uptime agreed for maintenance and repair purposes.

- a. Deployment of support engineers at identified locations and helpdesk management
- b. Management and Maintenance of Network by checking & managing network status and taking remedial action in case of problems.
- c. Backup of the data as per the backup policy defined by Transport Department/ GoAP.
- d. Archival of the Backup as per the Transport Department backup and archival policy.
- e. Operational Support for the Transport Department Applications and other applications running and added from time to time.
- f. Monitoring the Leased Lines and coordinating with the Service Providers such as BSNL, TULIP and APSWAN etc.
- g. Maintenance of database, network and application security as per the GoAP Security Policy.

## Important limits and values related to bid.

<i>S.No</i>	<i>Item</i>	<i>Description</i>
1.	Bid Security (EMD)	Twenty Five Lakhs
2.	Bid Validity Period	90 days from the date of opening of bid.
3.	Bid Security Validity Period	90 days beyond bid validity period.
4.	Contract Period	<b>Three years</b>
5.	Implementation cum Performance Guarantee Value (in Rupees.)	10% of contract value.
6.	Implementation cum Performance Guarantee validity period	90 days beyond contract period.
7.	Period for submission of Implementation cum Performance Guarantee	Within 10 days of receipt of letter of notification of award.
8.	Period for signing Contract	Within 15 days from the date of receipt of Letter of Notification of Award.
9.	Penalty for delay in implementation	Please refer penalty clause.
10.	Address for correspondence in respect of Technical clarifications	<p><b>The Managing Director,</b>  A.P. Technology Services Limited,  4<sup>th</sup> Floor, B-Block, BRKR Bhavan, Tankbund Road, <b>Hyderabad – 500063.</b> Andhra Pradesh, India.  <b>Phone :</b> 23220305/ 23221760;  <b>Fax: :</b> 23228057  <b>E-mail:</b> <a href="mailto:mdapts@apts.gov.in">mdapts@apts.gov.in</a>, <a href="mailto:pushpa@apts.gov.in">pushpa@apts.gov.in</a></p>

### Pre-bid meeting

All those who have purchased bidding document can participate in pre-bid meeting to seek clarification on the bid if any. Attending pre-bid meeting is advisable for the bidders. Bidders who fail to attend the pre-bid meeting have no right for to claim the deviations from the bid document which are not part of the scope of the work.

## Bidding Procedure

The bidding will be in three stages and at the end of every stage short listed bidders will be informed to have fair and healthy competition. The following is the comprehensive procedure for selection of bidders at each and every stage.

### Stage-I - Bidding Procedure

The bidder shall furnish the information in the required formats specified in Annexure-C [Stage-I Bidding (Pre-Qualification)]. In case the bidder fails to provide necessary information or fails to fill any columns, bid will be liable to be treated, as non-responsive. Information furnished after opening of the stage I bids will not be considered for evaluation purpose. Stage-I bidding formats consists the following information.

**Pre-Qualification Bid shall include:**

It shall include the following information about the firm and/ or its proposal.

- a. Forms as per Annexure C [Stage-I Bidding (Pre-Qualification)] along with documentary evidence.
- b. RoC & MoU of Joint Venture
- c. Service Centre details
- d. Net profit declaration by CA
- e. Client certificates for work experience for SoA projects
- f. Audited balance sheet(s) & Proof of Work/ Purchase Orders and completion certificates.
- g. Experience of Facility Management Services
- h. Self Certificate stating not blacklisted
- i. Bid security.

**Stage-II Bidding Procedure**

The qualified bidders in the Stage I may be asked to give presentation on the solution offered and Technological related issues.

At this stage the bidder is expected to give a brief approach paper and an outline of the solution proposed. These are expected to provide information for evaluation based on the following criteria:

1. Data Migration plan
2. Project execution plan
3. Implementation Methodology Plan
4. Manpower deployment plan.
5. Security Methodology and Plan.
6. Hardware maintenance Plan
7. Issues and Risks in the implementation of the Project.
8. Training Manual
9. Change Management document
10. Troubleshooting document
11. Call Register

The key staff proposed for the project

The CV of the key staff proposed for the project

**Stage-III Bidding Procedure**

The commercial proposal of the short-listed bidders in Stage II will only be opened.