

जबलपुर सिटी ट्रांसपोर्ट सर्विसेस लिमिटेड
मांग प्रस्ताव आमंत्रण सूचना
<p>जबलपुर सिटी ट्रांसपोर्ट सर्विसेस लिमिटेड, द्वारा मैट्रो टैक्सी/रेडियों टैक्सी के संचालन हेतु इच्छुक संस्थाओं/निविदाकर्ताओं से प्रस्ताव आमंत्रित करती है। प्रस्ताव प्रपत्र राशि रुपये 3,000/- नगद या डी.डी. जो कि जे.सी.टी.एस.एल., जबलपुर के नाम पर देय होगा, प्रस्तुत कर प्राप्त किया जा सकता है। प्रस्ताव प्रपत्र www.jabalpur.nic.in की वेबसाईट से डाउनलोड कर सकते हैं। प्रस्ताव प्रपत्र डाउनलोड करने पर राशि रुपये 3,000/- का डी.डी. उपरोक्तानुसार प्रस्ताव के साथ पृथक लिफाफे में प्रस्तुत करना अनिवार्य है। प्रस्ताव दिनांक 03/01/2012 से 03/02/2012 तक कार्यालयीन समय 10:30 से 5:30 बजे तक प्राप्त कर सकते हैं। पूर्ण रूप से भरे प्रस्ताव प्रपत्र प्रस्तुत करने की अंतिम तिथि दिनांक 03/02/2012 को उपरान्ह 3:00 बजे तक है।</p>
CEO, JCTSL, Jabalpur email:- jctsl_2006@yahoo.co.in Ph. No. 0761-4014501(mo.) 09893499191

JABALPUR CITY TRANSPORT SERVICES LIMITED

JABALPUR (M.P.)

JABALPUR

Request for Proposals

RFP #

Metro Taxi Service for Jabalpur

03/01/2012

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Letter of Invitation

Invitation No: 02 }

JABALPUR, 05 Jan., 2012

1. Jabalpur City Transport Services Limited of the Government of Madhya Pradesh (GoMP) (hereinafter 'the Company ') has intention to put in place a Metro Taxi Service. The Company intends to apply under the contract for which this Request for Proposals (RFP) is issued.
2. JCTSL (hereinafter 'the Client') now Re-invites proposals to provide the following services: Metro Taxi Service (MTS). Further details of the services requested are provided in the Terms of Reference.
3. A firm shall be selected based on the best Price Offered and procedures described in this RFP, in accordance with the policies of JCTSL.
4. The RFP includes the following documents:
 - i. Letter of Invitation
 - ii. Instructions to service providers (including Data Sheet), see Annexure A
 - iii. Technical Proposal, for Standard Forms see Annexure B
 - iv. Financial Proposal, for Standard Forms see Annexure C
 - v. Terms of Reference (ToR), see Annexure D
5. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed contract, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the service provider to check the validity of data included in this document.
6. This Communication should be sent to:

Services: Implementation of MTS

Chief Executive Officer, JCTSL

1st floor Red Cross society Building

Collectorate Campus,

JABALPUR (M.P.)

Annexure A: Data Sheet and Instructions to Service Providers

Data Sheet

1	Name of the Client: Jabalpur City Transport Services Ltd, JABALPUR
2	Method of selection: Best price Offered per taxi
3	Financial Proposal to be submitted together with Technical Proposal: Yes Title of Service is: Implementation of Metro Taxi Service (MTS)
4	A pre-proposal conference will be held: 24/01/12 at 11am at the office of JCTSL,Jabalpur(M.P.) If the firm wishes to seek clarification it may do so in writing to the Client at least 10 days before the date of submission of contract.
5	The Client Representative is: CEO JCTSL.
6	Proposals must remain valid for 120 days after the submission date indicated in this Data Sheet.
7	All requests for clarifications will be directed to Client's mail id jctsl_2006@yahoo.co.in
8	The service provider is required to include with its Proposal written confirmation of authorisation to sign on behalf of the service provider : Yes
9	Associating Firms or Consortia are permissible: Yes

10	<p><i>Eligibility Criteria:</i> The service provider can be a company or corporation or a consortium of companies / corporation. In the event of a consortium, one of the partners shall be designated as a “lead partner” who shall be responsible and liable for the successful completion of the entire project with joint and several liabilities for all the consortium partners.</p> <p>Only original Manufacture Company/ Authorised dealer / authorised distributor can participate in this tender. In case of Authorised dealer / Authorised distributor an authorization from the OEM should be provided to quote in this tender. Complete project details to be submitted along with current status and total vehicles implemented.</p> <table border="1" data-bbox="388 562 1328 951"> <thead> <tr> <th data-bbox="388 562 483 594">S.No</th> <th data-bbox="483 562 1079 594">Eligibility criteria</th> <th data-bbox="1079 562 1328 594">Compliance</th> </tr> </thead> <tbody> <tr> <td data-bbox="388 594 483 682">1</td> <td data-bbox="483 594 1079 682">Service Provider, or any one of the consortium partners should have implemented similar service in at least one of the Cities in India</td> <td data-bbox="1079 594 1328 682"></td> </tr> <tr> <td data-bbox="388 682 483 745">2</td> <td data-bbox="483 682 1079 745">All the key equipment supplied shall be from OEMs which are ISO 9001:2000 / ISO 14001 certified</td> <td data-bbox="1079 682 1328 745"></td> </tr> <tr> <td data-bbox="388 745 483 835">3</td> <td data-bbox="483 745 1079 835">The Service Provider, along with consortium partners, should have an average annual turnover of 05 Crore or more for last 2 years</td> <td data-bbox="1079 745 1328 835"></td> </tr> <tr> <td data-bbox="388 835 483 951">4</td> <td data-bbox="483 835 1079 951">The Service Provider should have a service and support Center in MP or should expressly agree to commission a service and support Center in MP within 45 days of award of contract.</td> <td data-bbox="1079 835 1328 951"></td> </tr> </tbody> </table>	S.No	Eligibility criteria	Compliance	1	Service Provider, or any one of the consortium partners should have implemented similar service in at least one of the Cities in India		2	All the key equipment supplied shall be from OEMs which are ISO 9001:2000 / ISO 14001 certified		3	The Service Provider, along with consortium partners, should have an average annual turnover of 05 Crore or more for last 2 years		4	The Service Provider should have a service and support Center in MP or should expressly agree to commission a service and support Center in MP within 45 days of award of contract.	
S.No	Eligibility criteria	Compliance														
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3	The Service Provider, along with consortium partners, should have an average annual turnover of 05 Crore or more for last 2 years															
4	The Service Provider should have a service and support Center in MP or should expressly agree to commission a service and support Center in MP within 45 days of award of contract.															
11	Currency for Proposals is : Indian Rupees.															
12	<p>Amounts payable by the Service Provider under the Contract will be subject to local taxation (service tax): Yes</p> <p>Whether the Client will reimburse the Service Provider for any such taxes paid by the Service Provider: NO</p>															
13	The Service Provider must submit the original and one copy of the Technical Proposal and the original copy of the Financial Proposal.															
14	The Service Provider must submit a soft copy of the Technical Proposal in CD duly marked.															
15	Financial and Technical Proposals are to be submitted in separate sealed envelopes and then enclosed in a single wax-sealed envelope.															
16	A Bid Security must be submitted: Yes															
17	The amount of the Bid Security is Rs.50,000 (Fifty Thousand only) and the duration for validity of Bid Security is 45 days more than the bid validity days															
18	Format for Bid Security will be: Bank draft favouring the JCTSL, JABALPUR and drawn on a scheduled commercial bank with a branch in JABALPUR.															
19	EMD is to be submitted by the winning Service Provider upon signing of Contract: Yes															
20	<p>If yes, the amount of EMD will be 250,000/- i.e. 5000/- for each taxi ; the same will be provided in the form of demand draft.</p> <p>will be made in the name of JCTSL, JABALPUR.</p>															
21	Financial and Technical Proposals should be clearly marked ‘FINANCIAL (or TECHNICAL) PROPOSAL FOR [Title of Service] – DO NOT OPEN EXCEPT IN THE PRESENCE OF THE EVALUATION COMMITTEE’.															

22	Proposals must be submitted no later than the following date and time: [03/02/2012 at 03:00 PM]	
23	Address for submission of Proposals: JCTSL,1 st floor red cross building , Collectorate campus, JABALPUR(M.P.)	
24	Expected date for public opening of Technical Proposals: [06/02/2012 at 04:00 PM].	
25	Expected date for public opening of Financial Proposals : (will be notified)	
26	Expected date for contract negotiations : [to be notified]	
27	Expected date for commencement of services : [within 45 day of award of contract]	
28	Check List of Documents to be submitted	
	Check List of Documents	
1	Service Provider, or any one of the consortium partners should have implemented similar service in at least one of the Cities in India	Attach Proof and contacts.
2	All the key equipment supplied shall be from OEMs which are ISO 9001:2000 / ISO 14001 certified	Attach Certificate
3	The Service Provider, along with consortium partners, should have an average annual turnover of 05 Crore or more for last 02 years	Attach balance sheet.
4	The Service Provider should have a service and support Center in MP or should expressly agree to commission a service and support Center in MP within 45 days of award of contract	Attach certificate.
5	Compliance Certificate. RFP along with clarifications if any to be signed and submitted	RFP signed with company seal.

Instructions to Service Providers

- 5 Introduction
- 5.1 The Service Providers who meet the eligibility criteria are invited to submit a Technical Proposal and a Financial Proposal, or as specified in the Data Sheet. The Proposal shall be the basis for contract negotiations and ultimately for a signed Contract with the selected Service Provider.
- 5.2 The Service Provider shall bear all costs associated with the preparation and submission of its Proposal and contract negotiation.
- 5.3 The Client is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to award of Contract without thereby incurring any liability to the Service Provider.
- Eligible Service Providers*
- 5.4 A Service Provider may be a natural person, private entity, government-owned entity (subject to Clause 5.5), or any combination of these, with a formal intent to enter into an agreement or an existing agreement in the form of a Joint Venture (JV). In the case of a JV:
- a) all parties to the JV shall be jointly and severally liable; and
 - b) a JV shall nominate a Representative who shall have the authority to conduct all businesses for and on behalf of any and all the parties to the JV during the bidding process and, in the event the JV is awarded the Contract, during Contract execution.
- 5.5 Government-owned enterprises in India may participate as a Service Provider only if they can establish that they: a) are legally and financially autonomous, b) operate under commercial law.
- 5.6 A firm or individual declared ineligible by Commissioner Municipal Corporation Jabalpur, the Government of India or Go MP or JCTSL shall be ineligible to provide services under JCTSL.
- 5.7 Service Providers shall provide such evidence of their continued eligibility satisfactory to the Client, as the Client shall reasonably request.
- Conflict of Interest*
- 5.8 In the event of a conflict of interest, the Service Provider is required to obtain confirmation of 'no objection' from the MD JCTSL in order to bid. Conflict of interest exists in the event of: (i) the supply of services, equipment or works whose ToR /specifications were prepared by the bidding Service Provider (individuals and organisations); (ii) the successor to a previous assignment executed by the bidding Service Provider (e.g. implementation of a project for which the Service Provider has conducted a feasibility assessment); (iii) conflicting assignments, typically monitoring and evaluation/environmental assessment by the implementation Service Provider; (iv) Service Providers, suppliers or contractors who are filling, or

- whose personnel or relatives are filling a post with JCTSL or JMC or JDA e.g. advisory role, team leader; (v) Service Providers, suppliers or contractors (individuals and organisations) who have a business or family relation with a Client staff member directly or indirectly involved in the preparation of the ToR, specifications, related recruitment or supervision, and (vi) practices prohibited under the anticorruption policy of the Government of India, the Government of Madhya Pradesh.
- Disclosure*
- 5.9 Service Providers have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the Service Provider or termination of its Contract.
- 5.10 Service Provider must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the service provider, including but not limited to appointment of any officer such as a receiver in relation to the service provider's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- 5.11 Service Provider's must disclose if they or any of their sub-contractors have been convicted of, or are the subject of any proceedings relating to:
- a. a criminal offence or other serious offence involving the activities of a criminal organisation, or where they have been found by any regulator or professional body to have committed professional misconduct;
 - b. corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract, Collectorate, a City , any other donor of development funding, or any contracting authority;
 - c. Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.
- Anticorruption*
- 5.12 A recommendation for award of Contract will be rejected if it is determined that the recommended Service provider has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question; in such cases JCTSL or the relevant will declare the service provider and/or members of the consortium ineligible, either indefinitely or for a stated period of time, from participation in JCTSL-financed activities, and service provider will be blacklisted by the company.
- Only one Proposal*
- 5.13 Service Provider may only submit one proposal. If a service provider (including a partner in a Joint Venture) submits or participates in more than one proposal, such proposals shall be disqualified. This does not prohibit the inclusion of a service provider or Associate Firms, including individual experts, in more than one proposal.
- 6 Clarification of RFP
- 6.1 Service Provider may request clarification of any of the RFP documents up to a specified number of days before the

Documents		submission date as indicated in the Data Sheet. Any request for clarification must be sent in writing, including by standard electronic means, to the Client's Representative whose address is provided in the Data Sheet. The Client will respond by standard electronic means within the period specified in the Data Sheet, and will send written copies of the response (including an explanation of the query, without identifying the source of inquiry) to all service providers who have formally indicated that they intend to submit a Proposal. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure set out under Clause 6.2.
<i>Amendment of RFP documents</i>	6.2	At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing, including by standard electronic means.
	6.3	Any addendum will be published on the client's website and will be binding on them. service provider shall acknowledge receipt of all amendments in writing, including by standard electronic means, in order to remain eligible.
	6.4	To give service provider reasonable time in which to take an addendum into account in preparing their Proposals, the Client may, at its discretion, extend the deadline for the submission of the Proposals, pursuant to Clause 9.35.
7 Preparation of Proposals <i>Language of Proposals</i>	7.1	The Proposal and all related correspondence exchanged between the service provider and the Client shall be written in the English language. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.
<i>Cost of bidding</i>	7.2	The Service provider shall bear all costs associated with the preparation and submission of its Proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
<i>Association arrangements and Joint Ventures</i>	7.3	Unless otherwise specified in the Data Sheet, for the purpose of submitting a Proposal, a Service provider may enhance its expertise for the assignment by associating with other firms / individuals, in which case the Service provider shall be the lead Service provider and shall be solely liable under the Contract. In this case, the Service provider must submit OR forming a Joint Venture (JV) with other service provider, in which case the Service provider and the partners in the JV shall be jointly and severally liable under the Contract. The Service provider shall submit a copy of the Joint Venture Agreement with its Technical Proposal.

	7.4	The JV Agreement must: <ul style="list-style-type: none">c) be signed in original by a duly authorised representative of each partner with details of each signatory provided in print below each signature;d) include an express provision that each partner is jointly and severally liable in respect of the Service provider's obligations;e) provide details of the name of the partner nominated to act as manager of the Joint Venture and who is authorised to act for the Joint Venture in terms of committing it to any obligations and liabilities and to receive and act upon instructions from the Client and to make and receive payments;f) Provide full details of the proposed structure, the division of technical responsibilities between the partners and intended capitalisation.
<i>Partners</i>	7.5	Alternative experts shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.
	7.6	It is envisaged that the MTS solution shall be based on an international used and proved, fully integrated (but modular) web based model covering all the key modules required for MTS.
8 Full-time employees	8.1	It is desirable that the Team Leader or expert proposed as Team Leader is a regular full-time employee of the Service provider. A regular full-time employee is defined as a person who, on the date of submission of the Service provider's Proposal: <ul style="list-style-type: none">g) is currently employed under a contract or agreement of employment with the Service provider;h) has been employed by the Service provider for the 12 consecutive months immediately preceding the date of submission of the Proposal;i) is entitled to receive regular remuneration and benefits from the Service provider ; andj) is engaged to work for the Service provider for the number of hours per day and days per year considered the norm in the country of employment or in the country in which the person is assigned.
9 Instructions for submission of Proposal	9.1	These instructions should be read in conjunction with information specific to the services contained in the Covering Letter, Data Sheet and accompanying documents.
	9.2	Proposals must be received before the deadline specified in the Data Sheet. Proposals must be submitted to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.
<i>Documents comprising the Proposal</i>	9.3	Service providers shall submit simultaneously two sealed envelopes, one containing the Technical Proposal and the other the Financial Proposal, enclosed together in an outer single envelope. The Technical Proposals will be opened at the date and time specified in the Data Sheet. The Financial Proposal will remain sealed and will be held in custody by the Purchaser.

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- 9.4 The original Financial Proposals for all qualifying Technical Proposals will be opened in public at a date and time specified in the Data Sheet.
- Technical Proposal 9.5*
(see Annexure B)
- The Technical Proposal shall contain the following:
- k) Section 1: Covering Letter, subject to maximum of two (2) pages (Form Tech 1);
 - l) Section 2: Experience / Capacity of Firm to undertake tasks, subject to maximum two (2) pages;
 - m) Section 3: Project detail sheets outlining previous experience of the firm in similar types of assignments completed during the last ten years (in prescribed format), subject to maximum of fifteen (15) pages (Form Tech 2);
 - n) Section 4: Technical Response including general approach, methodology, work plan, personnel schedule, and qualifications to ToR, restricted to maximum of twenty (20) pages including charts and diagrams;
 - o) Section 5: CVs of personnel to work on this project (in the CV please include name of staff, nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm, number of years with the firm, key qualifications, education, experience and languages known), restricted to maximum of two (2) pages per CV (Form Tech 3);
 - p) Section 6: List of proposed expert team and summary of CV particulars relevant to the project subject to maximum of two (2) pages (use Form Tech 4);
 - q) Section 7: Matters not appropriate in any other section. This includes:
 - § written confirmation authorising the signatory of the Proposal to commit the Service provider;
 - § Letter of Authorisation/JV Agreement (or Intent to form a JV), disclosures, if any; and
 - § declaration of conflict of interest, if any.Section 7 should not include any promotional material, brochures, etc.
- 9.6 No mention of your commercial response should be made anywhere in the Technical Proposal, unless specified in the Data Sheet; non-confirmation will result in automatic disqualification of the Service provider's Proposal.
- Financial Proposal 9.7*
(see Annexure C)
- The Financial Proposal shall contain the following:
- r) Section 1: Confirmation of acceptance of Conditions of Contract;
 - s) Section 2: Pricing, using prescribed formats on a fees and expenses basis;
 - t) Section 3: Matters not appropriate in any other appendix including your service tax registration number (for Indian companies only), your turnover and net profit for the previous financial year (attach a copy of latest audited balance sheet and profit & loss account), commercial aspects of Joint Venture company (if applicable), parent company guarantees

	(if applicable), etc.
	9.8 An authorised representative of the Service provider shall initial all pages of the Financial Proposal.
	9.9 All activities and items described in your Technical Proposal must be priced. For non-material omissions, any activities or items described in the Technical Proposal but not priced shall be assumed included in the prices of other activities or items.
<i>Submission instructions</i>	9.10 Service providers are expected to carefully review the contract provisions attached in the RFP for preparation of their Technical and Financial Proposals.
	9.11 The Service provider shall submit both Technical and Financial Proposals using the appropriate submission sheets provided in Annexure B: Technical Proposal Submission Forms and Annexure C: Financial Proposal Submission Forms. These forms must be completed without any alteration to their format, and no substitutes will be accepted. All fields shall be completed with the information requested.
	9.12 Service providers are required to submit their Technical and Financial Proposals in hard copy, and in soft copy in separate CDs, in Adobe Acrobat (PDF) format only. The respective CDs should be enclosed in the sealed envelopes for Technical Proposal and Financial Proposal, as specified in the Data Sheet. The number of hard copies to be submitted is specified in the Data Sheet.
	9.13 In case of discrepancies between the soft copy and the hard copy, the hard copy will be considered the binding version.
<i>Taxes</i>	9.14 The Service provider may be subject to taxes (such as: fringe benefit tax, value added or sales tax, service tax, duties, etc) on amounts payable by the Client under the Contract. The Data Sheet states that if the Service provider is subject to payment of any national or local taxes such amounts of taxes shall be excluded from the Financial Proposal as they will not be evaluated.
<i>Proposal prices</i>	9.15 All prices should be valid for the duration specified in the Data Sheet.
	9.16 All prices quoted should be inclusive of the price structure as specified in the Data Sheet.
	9.17 Prices quoted by the Service provider shall be fixed during the Service provider's performance of the Contract and not subject to variation on any account, unless otherwise specified in the Data Sheet.
<i>Currency of the Proposal</i>	9.18 Proposal prices shall be quoted in Indian Rupees.
<i>Documents establishing the eligibility of the Service provider</i>	9.19 To establish their eligibility in accordance with Clause 5.4, the Service provider shall: <ul style="list-style-type: none"> u) if the Service provider is an existing or intended JV, in accordance with Clause 7.4, submit a copy of the JV Agreement, or a Letter of Intent to enter into such an Agreement. The respective document shall be signed by all

-
- legally authorised signatories of all the parties to the existing or intended JV, as appropriate.
- Proposal validity*
- 9.20 Proposals shall remain valid for the period specified in the Data Sheet commencing with the deadline for submission of Technical and Financial Proposals as prescribed by the Client.
- 9.21 A Proposal valid for a shorter period shall be considered non-responsive and will be rejected by the Client.
- 9.22 In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may request Service providers to extend the period of validity of their Proposals. The request and the responses shall be made in writing. A Service provider may refuse the request. A Service provider granting the request shall not be required or permitted to modify its Proposal.
- 9.23 During the Proposal validity period, Service providers shall maintain the availability of experts nominated in the Proposal. The Client will make its best effort to complete negotiations within this period.
- Format and signing of Proposals*
- 9.24 These instructions should be read in conjunction with information specific to the assignment contained in the Letter of Invitation, Data Sheet and other accompanying documents.
- 9.25 All Technical Proposals (original plus the number of copies specified in the Data Sheet) shall be placed in an envelope clearly marked 'TECHNICAL PROPOSAL' and 'ORIGINAL' or 'COPY No.1 or 2'. These envelopes containing the original and the copies, and the CD/ DVD, shall then be enclosed in one single envelope which shall be clearly marked and 'ORIGINAL + 2 COPIES'.
- 9.26 In the event of any discrepancy between the original and the copies, the original shall prevail.
- 9.27 The Financial Proposal shall be placed in an envelope clearly marked 'FINANCIAL PROPOSAL' and 'ORIGINAL'.
- 9.28 These two envelopes should be sealed separately. If the Financial Proposal is enclosed in the envelope marked 'Technical Proposal', and vice versa, or is not sealed as per Clause 9.32, the Proposal will be rejected.
- 9.29 The original and all copies of both the Technical and Financial Proposals shall be typed or written in indelible ink and shall be signed by a person duly authorised to sign on behalf of the Service provider. This authorisation shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorisation must be typed or printed below the signature. All pages of the Proposal, except for unlamented printed literature, shall be signed or initialled by the person signing the Proposal.
- 9.30 Any interlineations, erasures, or overwriting shall be valid only if signed or initialled by the person signing the Proposal.
- 9.31 All bids must contain original copies of the Technical and the Financial Proposal as described in the Data Sheet.
- Sealing and*
- 9.32 The two envelopes containing the Technical and Financial

<i>marking of Proposals.</i>	<p>Proposals shall be sealed in an outer envelope. This outer envelope shall be sealed, and signed over the seal, and will be clearly labelled with:</p> <ul style="list-style-type: none">v) Title of Services;w) RFP Number;x) Deadline for Submission; andy) Address of the Service provider. <p>In addition, envelopes shall bear the following directions:</p> <ul style="list-style-type: none">z) Address for submission of Proposals as specified in the Data Sheet.aa) On outer envelope containing Technical and Financial Proposals: 'DO NOT OPEN EXCEPT IN THE PRESENCE OF THE EVALUATION COMMITTEE'.bb) On inner envelopes containing the Technical proposal: 'DO NOT OPEN BEFORE _____ (insert date and time for the opening of Technical Proposals as specified in the Data Sheet)'; andcc) On inner envelopes containing the Financial Proposal: 'DO NOT OPEN UNTIL THE OPENING OF FINANCIAL PROPOSALS'.
<i>Deadline submission of Proposals</i>	<p>9.33 If any envelope is not sealed and marked as instructed, the Client will assume no responsibility for the misplacement or premature opening of envelopes.</p> <p>9.34 Proposals must be submitted to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.</p> <p>9.35 The Client may, at its discretion, extend the deadline for the submission of Technical and Financial Proposals by amending the RFP in accordance with Clause 6.2, in which case all rights and obligations of the Client and Service providers subject to the previous deadline shall thereafter be subject to the deadline as extended.</p> <p>9.36 From the time the Proposals are opened to the time the Contract is awarded, the Service providers should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Service providers to influence the Client in the examination, evaluation and ranking of Proposals, and recommendation for award of Contract, may result in the rejection of the Proposal.</p>
<i>Late Proposals</i>	<p>9.37 The Client will not consider any Proposal that arrives after the deadline prescribed by the Client for submission of Proposals in the Data Sheet. Any Proposal received after the respective deadline for submission shall be declared late, rejected, and returned unopened to the Service provider.</p>
<i>Withdrawal of Proposals</i>	<p>9.38 A Service provider may withdraw its Proposal after it has been submitted by sending a written Withdrawal Notice, duly signed by an authorised representative, and including a copy of the authorisation document. The Withdrawal Notice must be:</p> <ul style="list-style-type: none">dd) submitted in accordance with Clause 9.32 and the respective envelopes shall be clearly marked 'WITHDRAWAL'; and

-
- ee) received by the Client prior to the deadline prescribed by the Client for submission of Proposals.
- 9.39 Proposals that are withdrawn in accordance with Clause 9.38 shall be returned unopened to the Service provider.
- 9.40 No Proposal shall be withdrawn in the interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified in the Data Sheet or any extension thereof, except in the case of a request by the Client to extend the Proposal validity.
- 10 Opening Proposals of 10.1 The Client will open Technical Proposals in the presence of Service providers' representatives who choose to attend, at the address, date and time specified in the Data Sheet as the deadline for submission.
- Opening Technical Proposals* of 10.2 First, envelopes marked 'WITHDRAWAL' will be opened, read out, and recorded, and the envelope containing the corresponding Technical and Financial Proposals will not be opened, and will be returned unopened to the Service provider. No Proposal shall be withdrawn unless the corresponding Withdrawal Notice contains a valid authorisation to request withdrawal and is read out and recorded at the opening of Technical Proposals.
- 10.3 All remaining envelopes holding the Technical Proposals shall be opened one at a time, and the following read out and recorded:
- ff) the name of the Service provider; and
 - gg) any other details as the Client may consider appropriate.
- 10.4 Only Technical Proposals read out and recorded at Proposal opening shall be considered for evaluation. No Proposal shall be rejected at the opening of Technical Proposals except for late Proposals, in accordance with Clause 9.37.
- 10.5 The Client shall prepare a record of the opening of Technical Proposals that shall include the name of Service providers and indicate whether there is a withdrawal. The Service providers' representatives who are present will be requested to sign the record. The omission of a Service provider's signature on the record shall not invalidate the contents or effect of the record. A copy of the record will be distributed to all Service providers in writing or through standard electronic means.

<i>Opening Financial Proposals</i>	<p>of 10.6 The Financial Proposals of all non-qualifying Service providers will be returned unopened after signing of the Contract with the winning Service provider.</p> <p>10.7 All Service providers with qualifying Technical Proposals shall be informed in writing, or through standard electronic means, of the date and place for public opening of their Financial Proposals. Service providers' attendance at the opening of Financial Proposals is optional.</p> <p>10.8 At the public opening of Financial Proposals, the Financial Proposals of all qualifying Technical Proposals shall be opened one at a time by the Client and the following read out and recorded:</p> <ul style="list-style-type: none">hh) the name of the Service provider;ii) prices; andjj) any other details the Client may consider appropriate. <p>10.9 Only Financial Proposals read out and recorded at the opening of Financial Proposals shall be considered for evaluation. No Proposal shall be rejected at the Financial Proposal opening.</p> <p>10.10 The Client will prepare a record of the opening of Financial Proposals. The Service providers' representatives who are present will be requested to sign the record. The omission of a Service provider's signature on the record shall not invalidate the contents or effect of the record. A copy of the record shall be distributed to all Service providers in writing or through standard electronic means.</p> <p>10.11 All Financial Proposals shall be scrutinised for any non-conformity, and modifications, if any, shall be made in accordance with Clause 11.5.</p>
11 Evaluation of Proposals	<p>11.1 Information relating to the examination, evaluation, comparison, and post-qualification of Proposals, and recommendation of Contract award, shall not be disclosed to Service providers or any other persons not officially concerned with such processes until information on Contract award is communicated to all Service providers.</p>
<i>Undue influence</i>	<p>11.2 Any attempt by a Service provider to influence the Client in the examination, evaluation, comparison, and post-qualification of the Proposals or Contract award decisions may result in the rejection of its Proposal.</p>
<i>Clarification Proposals</i>	<p>of 11.3 To assist in the examination, evaluation, comparison and post-qualification of Proposals, the Client may, at its discretion, ask any Service provider for a clarification of its Proposal. Any clarification submitted by a Service provider that is not in response to a request by the Client shall not be considered. The Client's request for clarification, and the response, shall be in writing. No change in the prices or substance of the Proposal shall be sought, offered, or permitted, after the opening of Financial Proposals, except to confirm the correction of arithmetic errors discovered by the Client in the evaluation of the Proposals, in accordance with Clause 11.5, if required.</p>
<i>Non-conformities,</i>	<p>11.4 The Client may waive any non-conformity or omission in a</p>

<i>errors and omissions</i>	<p>technically qualifying Proposal that does not constitute a material deviation.</p> <p>11.5 The Client will correct arithmetical errors during evaluation of Financial Proposals on the following basis:</p> <p>kk) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;</p> <p>ll) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>mm) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.</p> <p>11.6 If the winning Service provider does not accept the correction of errors, its Proposal shall be disqualified and the second ranking Service provider shall be invited for negotiations and finalisation of the Contract.</p>
<i>Evaluation of Technical Proposals</i>	<p>The evaluation committee shall evaluate the Technical Proposals on the basis of Qualification Criteria</p>
<i>Client's right to accept any Proposal, and to reject any or all Proposals</i>	<p>11.7 The Client reserves the right to accept or reject any Proposal, and to annul the bidding process and reject all Proposals at any time prior to Contract award, without thereby incurring any liability to the Service providers.</p>
<i>12 Award Contract Notification</i>	<p>12.1 Prior to the expiration of the Proposal validity period, the Client shall notify the successful Service provider, in writing, that its Proposal has been accepted. At the same time, the Client shall notify all other Service providers of the results of the bidding.</p> <p>12.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.</p>
<i>Negotiations</i>	<p>12.3 The successful Service provider will be informed in writing of the date, place and time for negotiations/clarifications, if any. Representatives conducting negotiations on behalf of the Service provider must have written authority to negotiate and conclude a Contract.</p> <p>12.4 The successful Service provider will confirm in writing its participation in negotiations and ability to adhere to its Technical and Financial Proposals within five (5) days of receiving the notice in accordance with Clause 12.3.</p> <p>12.5 Negotiation will include both technical and financial negotiation, depending on the needs of the Client.</p>
<i>Availability</i>	<p>12.6 The Service provider shall confirm the availability of all personnel</p>

- personnel* as indicated in its Proposal.
- 12.7 The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable, or for reasons such as death or medical incapacity. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and must be submitted to the Client within the period of time specified in the Letter of Invitation to negotiate.
- 12.8 Failure to meet either of these requirements may result in disqualification.
- Signing Contract* of 12.9 Promptly after notification, the Client shall send to the successful Service provider the Contract and the Special Conditions of Contract (draft attached in this RFP).
- 12.10 Pursuant to negotiations, the successful Service provider shall sign, date, and return the Contract, along with necessary supporting documents, to the Client.
- 12.11 All formalities of negotiation and signing of contract will be completed within twenty-five (25) days of notification of award.
- Start date* 12.12 The Service provider is expected to commence the Services on the date and at the location specified in the Data Sheet.

Annexure B: Technical Proposal Submission Forms

Tech 1: Covering Letter

[Location, Date]

To: [Name and address of Client]

Dear Sir or Madam

We, the undersigned, offer to provide the Services for 'Metro Taxi Services' in accordance with your Request for Proposal datedand our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with/as a Joint Venture: [Insert a list with full name and address of each joint venture partner or sub-Service provider]¹. Attached is the following documentation: [letter(s) of association or Joint Venture Agreement].

We hereby declare that we have read the Instructions to Service providers included in the RFP, and abide by the same, and specifically to conditions mentioned in Section 1.5 to 1.8. [In case of any declaration, reference to concerned document attached must be made].

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

We confirm that all personnel named in the tender will be available to undertake the services.

We undertake, if our Proposal is accepted, to initiate the Services related to the assignment not later than the date indicated in the Data Sheet.

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

Yours faithfully,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

¹ [Delete in case no association or Joint Venture is proposed]

Tech 2: Project Detail Sheet

Assignment name:	
Country:	Location within Country:
Name of Client:	Total No of months of the assignment:
Address of Client:	Approx. value of the services provided by your firm under the contract (in current Rs.):
	No of person-months provided by your firm:
Start date (month/year):	No of professional person-months provided by the JV partners:
Completion date (month/year):	
Name of Joint Venture partner if any:	
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved from your firm and functions performed indicated whether regular full-time employees of your firm or part-time/independent	
Narrative description of Project in brief:	
Description of actual services provided by your firm in the assignment:	

Name of Firm:

Tech 3: Curriculum Vitae (CV) for Proposed Experts

NAME

DATE OF BIRTH

NATIONALITY

EDUCATION [year] [name of institution and degree]

MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS

COUNTRIES OF WORK EXPERIENCE

LANGUAGES

PROFESSIONAL BACKGROUND

[description]

EMPLOYMENT RECORD

[year(s) starting [employer] with present position]

PROFESSIONAL EXPERIENCE

[month and year start to finish] [Name of project and client] [Descriptive paragraph of 4-5 sentences on assignment, position held and responsibilities undertaken.]

...
...

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

- (i) This CV correctly describes my qualifications and experience;
- (ii) I am/ am not in regular full time employment with the Service provider/ Sub-Contractor/ Supplier;
- (iii) In the absence of medical incapacity I will undertake this assignment for the duration and in terms of the inputs specified for me in the Technical Bid provided team mobilisation takes place within the validity of this Bid or any agreed extension thereof.

I understand that any wilful misstatement herein may lead to my disqualification or dismissal, if engaged.

[Signature of expert or authorised representative]

[Name of Expert/Authorised signatory]

Date:

Place:

Tech 4: Expert Team and Summary of CV Information

Family Name, First Name	Firm Acronym	Position Assigned	Task Assigned	Employment Status with Firm (full-time, or other)	Education/ Degree (Year / Institution)	No. of years of relevant project experience	CV signature by (expert/ other)

Annexure C: Financial Proposal Submission Forms

ITEM		Number of vehicles	Fee Offered per vehicle / month	Total Per month
Part A: Implementation and operational Cost				
1	*Amount offered per Taxi to be paid to JCTSL as per the conditions of operations of MTS mentioned in Terms of Reference.	50		

*ALL TAXES WILL BE PAID BY THE SERVICE PROVIDER. THE AMOUNT OFFERED WILL BE OVER AND ABOVE ALL TAXES.

Annexure D: Terms of Reference

Metro Taxi Service (MTS) for JABALPUR

1 Brief Description of Requirement

The purpose of Metro Taxi service is to offer better civic facilities and JCTSL is responsible to monitor the service level to the citizens. GPS based Tracking System for MTS should be used as a tool for management and communication and to ascertain the service levels. For this purpose JCTSL plans to establish a control room for MTS with online data transfer facility. JCTSL desires to avail following advantages by implementing MTS.

- A demand responsive on-call Taxi services that will use state of art, GPS system to ensure seamless operations.
- Modern Taxi service having well maintained reliable Cars
- Well trained and disciplined drivers.
- Proper Metering and Billing.
- Schedule & Itinerary adherence.
- Log of exact kilometre travelled by individual Taxi on specified route.
- Punctuality and improvement in driving pattern.

JCTSL invites interested companies to operate the radio taxis in Jabalpur on the basis of offers in the form of amount of premium to be paid to the company per taxi per month. The company has been given exclusive mandate to start metro taxis in city. The other infrastructural facilities like Taxi Stands, Parking at Night for Taxies, permits for operating the taxies, etc. will be arranged by the service provider, however JCTSL will facilitate.

The Metro Taxi service provider will provide for all annual operational and Maintenance Charges, including upgrades, repair, replacements on site maintenance and technical support including web based Solution (including the cost of RDBMS and all other third party bought outs) required for running the MTS.

2 Background

“Jabalpur City Transport Services Ltd” has been incorporated as company to operate and manage the public transport system with Private sector participation in Jabalpur City. The company is ideally constituted as a Public Limited Company & is incorporated under the Companies Act, 1956. The Registered Office of the company will be situated at 1st Floor Red Cross Building, Collectorate Campus, and Jabalpur (M.P.).

The company has been formed under the chairmanship of Mayor, Jabalpur with Commissioner Municipal Corporation Jabalpur as its Managing Director.

Jabalpur City Transport Services Ltd. is currently operating a number of modern low floor buses on various routes of the city proposed with real time GPS based tracking and on line data transfers facility.

Jabalpur City Transport Service Ltd (JCTSL) wishes to start the City Taxi transport service under its existing institutional setup in the lines of City Taxi Services.

Taxi cabs are often an important supplement for people who can pool or use public transportation and are popular form of transport in any compact city, throughout the world. The taxi market in Jabalpur is predominantly three wheeler auto based. The absence of a proper cab service has resulted in mushrooming of small unscrupulous operators which are not commuter friendly and levy exorbitant and inconsistent fares. A well organized taxi service

will serve as an efficient, highly convenient and comfortable means of commuting across the city and will also help reduce congestion.

3 Objectives of Assignment

Global Objective:

The main purpose is to develop an excellent integrated transport system there by providing better civic amenities to the citizens of Jabalpur.

Specific Objectives:

- a. To procure Taxis as per the specifications laid down by JCTSL, train and employ drivers and to operate an integrated MTS in JABALPUR city in a phased manner.
- b. Establishing a call centre based MTS integrated with a responsive optimised Fleet Management system.
- c. Monitoring and evaluating the MTS through a web based citizen centric complaint management system
- d. To allot advertisements and manage advertisement revenue through a sharing mechanism with JCTSL.

Description of Tasks

- 4 To procure Taxis as per the specifications laid down by JCTSL, train and employ drivers and to operate an integrated MTS.

Service Expected

Metro taxi should be just a phone call away. Simply dial +91..... from anywhere in the world, and a Metro Taxi will reach you within minutes. Safe and reliable, it should provide a convenient way to roam around the city and nearby areas at pre-approved rates. Luxurious sedans furnished with air-conditioner and GPS and GPRS technology enabled devices will provide the customer comfort, convenience and security.

Purchase of Vehicle

All vehicles must be owned by the operator, vehicles under the ownership of third parties are not permitted. Vehicles of requisite specification will have to be purchased within 25 days, from the issue of letter of acceptance.

The company shall reserve its right to cancel the contract if the operator fails to purchase the vehicle of the particular specification within the specified period of 25 days.

Type of the Vehicle

Metro Taxis are required to have excellent interiors with advanced engines with lower emissions and noise levels. The type of the vehicle will be LOGAN DLX of Mahindra Motors, Indigo/Indica of Tata Motors, Eco,sx4 of Maruti etc.

Staff & Parking

The taxi drivers, and other staff will be employed by the taxi operator and such staff will be in proper uniform as decided by the company. Costs of all equipment for the driver including uniform to be borne by the operator. Home parking base for all metro taxis shall have to be arranged by the service provider. Infrastructural facilities like Taxi Stand, Parking for taxis at night, Permits for operating taxis etc. will be arranged by the service provider, however JCTSL will facilitate.

Licenses and Training

Metro taxis will have all-India permits and won't have to pay extra to operate outside Jabalpur. All taxi drivers will be required to hold a valid driving license issued by the Regional Transport Officer and will have to undergo a training program designed by JCTSL.

Taxi Inspection

The company reserves the right to inspect all the records and accounts of the company at any time during the contract. The company shall inspect the taxis, including appearance of the drivers through its authorised staff for general cleanliness and maintenance. In the event of poor cleanliness and/or poor maintenance the company will impose a monetary fine in the nature of a penalty as determined by the company. The penalty amount will be a liability on the company to be discharged with the next payment.

Passenger Safety

Passenger safety is paramount and the operator must ensure that its drivers are not overworked, inebriated or incapable for any other reason of properly operating a motor vehicle.

5. Fare Policy

Fares will be kept relatively affordable to make it a popular form of public transportation in Jabalpur particularly for the middle income groups.

The indicative fare policy is as follows

Flat fare	Rs.10 per KM Or decided by the company.
Waiting Charges	Rs.50 per hour
Night surcharge	Rs.30 (after 10 pm till 6am)
Additional passengers	FREE
	Full day Rs.800 or as decided by the company. (8 hrs and 80 kms after which charges will be Rs 50 per hour plus additional 10 Rs per Km)
Monthly Charges	Company can negotiate with Taxi Operator

The Company can negotiate all above defined rates with the service provider. The Company reserves the right to decide taxi fares and in case of any dispute regarding taxi fares, the decision of the company will be the final.

Any change in the fare structure of metro cabs shall only be made with prior permission of Company. Passengers will be required to pay only for the distance covered from pick up point to final destination of the passenger.

Metro taxis can take only four riders -- 3 in the backseat, 1 in the front seat.

5 Establishing a call centre based MTS integrated with a responsive optimised Fleet Management system.

Fleet management system using GPS and GPRS

The Company proposes to use GPS technology for tracking all its vehicles. The cost of GPS modem, antenna and monthly recurring charges of GPS and GPRS services shall be borne by the service provider.

Hardware Details for the Vehicle Units of Fleet Management System (but not limited to)

System	IP 54 compliant
Accuracy	+/- 50ms
GPS Antenna	Should receive signals from at least 6 satellites at a time
Processor	24 Bit or more
GPS Polling	GPS polling to be done every 30 seconds.
Memory	The GPS kit should have internal memory (Min 254 kb) back up to store the coordinates in case of no coverage.
Internal Back up of data.	72 Hours
Remotely Configurable.	The GPS kit should be remotely configurable.
Tracking availability	24 X 7 X 365 (Round the clock)
Mileage counting	GPS based accurate mileage counting, should not depend on odometer.
Sensors	Sensors to facilitate over speeding alarm
Fuel Status	Should have facility to connect with Fuel gauge to report the fuel status.
Supply voltage	12 / 24 volts
Equipment Design	Robust for Indian condition, operating temperature -4 ^o C to 60 ^o C, Installation should be concealed.
Power connection	Fire retardant IEC 332.1 cable

The service providers are expected to follow the above mentioned specifications as indicative minimum requirements. The service providers are free to suggest different / higher specifications provided they can also provide adequate justifications for such deviations.

The service providers must provide full technical details along with the features / advantage offered of the key equipment, along with their technical proposal. Such details and list of features / benefits of the proposed equipment shall form a key element of the technical proposals' evaluation.

Software Application Features.

Proposed solution must be capable of running on all Operating System platforms, namely, RISC / EPIC HP-UX, IBM-AIX, Windows, Linux and Solaris platforms.

The MTS Fleet Management application should have the following features (indicative but not limited to)

- Should have Digital Map of JABALPUR with scale of 1:10000
- Multiple login from anywhere to monitor the movements and logs.
- Play back of the route taken by particular vehicle during the specified timing.
- Backup Data should be available for a minimum period of 90 days.
- Speed and time limit – user configurable through Over the Air command.

- Provision to create custom landmarks.

The system should generate the following Reports (indicative, but not limited to):

- Detailed Daily Report (showing details of trips made, distance covered, etc.).
- Vehicle Status Report.
- Idle Time / Downtime Report.
- Distance Chart.
- Speed Violation Report
- Fuel status in each vehicle.
- Fuel Pilferage if any
- In & Out Report.

Alerts (indicative, but not limited to)

- Alert on Idle Time more than the specified duration.
- Alert on Deviation from the predefined route.
- Alert on Over Speed.
- Alert on Low Battery.
- Alert on Ignition On.
- Alert on Ignition Off.
- Alert on Start Event of the Vehicle.
- Alert on Stop Event of the Vehicle.
- Alert on Device Tampering.
- Alert on Main Battery Disconnection.

Electronic meter cum printer

The operators will have to issue tickets from the Electronic meter capable of issuing paper tickets as finalized by the company. A Thermal Ticket printer having programmable header and footer text should print out of bill to the passenger. The Electronic meter cum printer shall be purchased and correctly installed by the operator in all taxis. The meter should integrate to a GPS (Global Positioning System) tracking system and transmits data of fare / distance /waiting time /meter status etc through the GPRS network to the central server.

Taxi meter should integrate with back end software to implement a fully Automatic Taxi Dispatch System. It should have the following features (But not limited to)

Standards	Approved by Govt. of India, Weights and Measures Dept.
	The OEM of the Electronic Meter should be ISO 9001:2000 certified
Accuracy	Meters should have Class I Accuracy.
Backup	Back up of 90 days data
Integration	Integrated with MTS Fleet management software application.
Bill Generation	Generate itemised bills at the end of the hiring period.
Fare Display	5 digit, 0.5", 7 segment LED (or Better)
Distance/ Waiting Time	5 digit, 0.5", 7 segment LED (or Better)
Keyboard	Minimum 6 keys with programmable functions
Tariff Structure	Programmable, highly flexible
Time	On-board Real time clock
Temperature Range	-10C to +75 C

Electronic roof top signage and other Equipments

Every Taxi shall have an electronic roof top signage system capable of displaying TAXI, NOT FOR HIRE, HIRED, ON CALL, BUSY etc.

Communication

Operator shall ensure proper and efficient communication system with central control room / Call Center and the taxis. The control Centre should be properly and sufficiently staffed with trained personnel.

Taxi Dispatch System

The operator will have to establish a central control room with the state of the art Taxi Dispatch System capable of automatically dispatching the nearest available taxi through GPS based real time taxi tracking. The system shall also have GIS utilities like search, locate, and estimate time to reach etc with fully digitized and Geo- Referenced map of Jabalpur City showing landmarks.

Call Centre/ Control Centre

Operator is required to establish a state of the art modern call centre with easy to remember telephone number manned by fully trained call centre representatives for customer care handling and efficient taxi dispatching. The call centre will be established within a week of issuance of the work order.

Timing of Operation

The MTS and the call centre will be operational all times (24 X 7)

6 Development of a citizen centric complaint management system

Complaint Management system

MTS should have a web based complaint management system in which the citizen should be able to register complaints if any. A complaint monitoring system should enable the citizen to monitor the status of the complaint at any time.

Reports to be submitted to company (periodicity to be determined by the company)

System shall be capable of generating various kind of MIS reports showing distances, speed violation, parking violation, stoppages etc.

- n Driver attendance
- n Vehicle availability, status & records
- n Trip Details
 - n Customer wise
 - n Vehicle wise
 - n Time zone wise
 - n Driver wise
- n Scheduled booking details
- n Revenue

-
- n Per trip
 - n Per driver
 - n Per time zone / day / week /month
 - n Per client
 - n Violation reports
 - n Speed
 - n Stoppages
 - n Parking

7 Manage advertisements and advertisement revenue.

The Advertisement rights through out the contract period will remain with the company. If company thinks fit at any stage of time that advertising in certain specified spaces in Taxi is required for the benefit of the project, it may consider advertising in some spaces. The advertisement revenue will be shared in the ratio of 50:50 between the company and the operators.

8 Phase wise Execution of the Project

Inception and Proof of Concept (Piloting) Phase

This phase is expected to take 8 weeks and cover the following tasks:

- Production of Inception Report, including detailed project Implementation plan
- Procurement 25 Taxis
- Preparation of Systems and Functionality Requirements and Specifications SRFS document
- Implementation of pilot covering selected 25 vehicles including installation and maintenance of GPS units, Meters etc.
- Installation and commissioning of all hardware, software and services necessary for the completion of piloting and demonstration of capabilities of the full MTS system.
- Establishment of Integrated call centre.

Implementation Phase

This phase shall commence subject to successful completion of the Inception and Proof of Concept Phase. This phase is expected to take 6 weeks and the covers the following tasks:

- Roll out of the pilot – covering the remaining vehicles, as per the refined scope of work approved.
- Training of JCTSL Staff

Operational Phase

This phase is Two years after the successful completion of the Implementation Phase and the covers the following tasks:

- Providing MTS as per the agreed guidelines.

- Payment of Revenue as per agreed rates
- Providing handholding and training support for additional users within JCTSL
- Resolving all technical problems, queries and issues, pertaining to MTS
- Fine tuning and creation of additional MIS reports required by JCTSL.

9 Output and Deliverables

The total time duration of the implementation is 14 weeks followed by Operational Phase (from the date of completion of implementation). As part of the Inception Report the MTS Service provider, in close consultation with the JCTSL has to submit a detailed work plan clearly showing the various phases, deliverables at each phase along with milestones. The work plan once approved by JCTSL shall become the basis for project progress, monitoring and payment.

The general outputs are summarised below. The deliverables for this project have been defined in the following phases:

Phases	Due Date	No of copies, type & language	Contents
Inception and Proof of Concept (Piloting) Phase	End of week 2	2 hard copies and Electronic versions to JCTSL	Inception Report Phase wise activity and input plan; Highlight any changes in ToR to be agreed; Record of meetings held; Any other issues.
	End of week 4	Same as above	Revised Work plan and refined scope of work. Summary of findings based on completed situation assessment; Software and Functionality Requirement and Specification.

Phases	Due Date	No of copies, type & language	Contents
	End of week 8	Same as above	Complete Installation of HW on 25 vehicles. Creation of dedicated web portal for MTS for JABALPUR. Configuration and implementation of important modules (25%) to be decided in joint agreement with JCTSL. Set up of Call centre
Implementation Phase	End of Week 12	Same as above.	Complete installation of all HW including modems on all vehicles. Configuration and implementation of all modules as per scope of work and SRS.
	End of week 14	Same as above	User acceptance Testing. Rectification of defects. MTS Commissioning Report.
Operational Phase	End of every month after week 14	Same as above	Monthly Progress Report

10 Expertise and Inputs

Experts Title	No.	Qualifications & Skills	Experience
Team Leader / MTS Specialist	One	MCA / Post Graduate in any discipline with diploma / degree in IT/Engineering Excellent IT Project Management Skills Good communications and interpersonal skills and fluency in written and spoken Hindi and English	At least 5 years experience on large IT projects. Managed similar MTS projects for at least 3 years. Extensive exposure to government projects

Experts Title	No.	Qualifications & Skills	Experience
Networking & IT Infrastructure Specialist	One	B Tech / M Tech in IT Excellent skills in designing city wide networks Experience of installation and configuration Vehicle tracking systems, routers and other networking devices.	At least 5 years experience on large IT projects Worked in a similar capacity for at least 3 years
MIS Specialist	One	MCA / Post Graduate in any discipline with diploma / degree in IT/Engineering. Excellent RDBMS and MIS report configuration skills	At least 5 years experience on large database projects Worked in a similar capacity for at least 3 years
Support Executive	One	Graduate in any discipline with diploma / degree in IT/Engineering. Excellent hands on experience of managing the MTS, resolving all technical problems and addressing all user queries and reporting needs	At least 2 years experience in a similar role

11 Working arrangements

11.1 TA management and counterpart staff

As part of the project management JCTSL shall appoint a Project Implementation Core Group (PICG). The PICG will have the mandate to approve processes and stages and take all decision with regard to project Implementation. The PICG shall form sub committees for Evaluation, Testing, and Monitoring etc which shall evaluate the business solutions, processes and documents, proposed and submitted by MTS Service provider from time to time as well as the project timelines.

The PICG shall be headed by a senior official designated as the Head, PICG who shall be the responsible for all day to day decision making for this project.

11.2 The Project Implementation Team

The MTS service providers shall submit to the JCTSL, for approval at JCTSL's sole discretion, a list of their employees who have been approved by JCTSL and shall be designated as Authorized Team and shall be issued a means of identification and authentication by JCTSL.

The MTS service providers shall appoint a Team Leader / Project Manager who shall be responsible for the day-to-day management and technical supervision of the Authorized Team for the performance of the Project. Such person shall have single point responsibility for ensuring that all Authorized personnel are complying with the terms and conditions set out in the Contract and the Tender Document. All instructions/communications from JCTSL to such person shall be deemed to have been duly provided to the MTS service providers.

The MTS service providers shall ensure that all members of Authorized Team shall, familiarize themselves and abide by the JCTSL policies, standards and guidelines.

Except with JCTSL's prior written consent, the MTS service providers shall ensure that the Authorized Team do not install and / or cause to be installed any hardware, software, electronic, or other security mechanism or any computer virus or other disablement, deactivation, reinstallation, damage or deletion mechanism which will hinder use of any of JCTSL's systems.

JCTSL shall at all times reserve the right, at its sole discretion and upon written notice to the MTS service providers, to require the immediate removal of any Authorized Team Member. The MTS service providers shall, forthwith, at its own expense comply with any such request and provide a suitable replacement. In the event that the MTS service providers wishes to replace or remove any Authorized Team Member, the MTS service providers shall only do so with JCTSL's prior written consent.

Software from Third Parties

If, in order to execute the Project the MTS service providers are required to acquire software from third party, the MTS service providers shall at its own cost acquire such software / licenses at best available rates at no additional charge to JCTSL.

Notwithstanding anything to the contrary contained herein, the MTS service providers will defend, indemnify and hold harmless the JCTSL against any suit or claim brought by a third party that the possession or use of the software infringes such third parties Intellectual Property Rights or is a misuse of its Confidential Information.

Data Protection

In the event that in order to carry out the Project for the Project, the MTS service providers is required to process Data, the MTS service providers shall comply with the following as a minimum:

The Metro Taxi Service provider shall process the Data in accordance with all data protection Laws and other Applicable Laws relating to the processing of the Data in question;

The Metro Taxi Service providers shall not process or disclose any Data except in accordance with instructions from JCTSL and having regard to the provisions of the Applicable Laws

The Metro Taxi Service providers shall take appropriate technical and organisational measures against unauthorised or unlawful processing / possession of Data and against accidental loss or destruction of, or damage to, the Data. JCTSL shall at all times have the right to audit these technical and organisational measures.

The Metro Taxi Service providers shall furthermore comply with any additional conditions or requirements of which JCTSL may inform the MTS service providers.

11.3 *Items to be provided by the Client or the Service provider*

Location of work to be done: All discussion, meetings shall take place at JCTSL offices. The MTS Service provider is free to do the configuration and preparatory work at its own premises but all final deliverables including installation of software and hardware shall be carried out from JCTSL premises.

Office space, furniture, telephones, and computers: The MTS Service provider shall make its own arrangements for these and shall bear all costs pertaining to the setting up or running of its project office(s) required for the execution of the project. However JCTSL shall provide a suitably furnished room with power connection for setting up the control center.

Meetings and workshops: JCTSL shall provide the venue and other supporting equipment for any meetings, training workshops or conferences.

Transport to the office; for field visits etc: The MTS Service provider shall make its own arrangements for these and shall bear all costs for any field trips etc.

12 Payment Schedule

All payments shall be made on a monthly basis as per the agreed guide lines.