



Himachal Pradesh

Department of Transport



**Expression of Interest
for
Integrated Smart
Fare Card Project
in
Himachal Pradesh**

Director, Transport

Directorate of Transport,
Parivahan Bhawan, Shimla-171004
0177-2803136/2808642
transport-hp@nic.in
pmo.hpdt@gmail.com.

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1. Disclaimer

This Expression of Interest document is being issued by Himachal Pradesh Department of Transport (herein after referred to as “HPDT”) as the first step for the implementation of Integrated Smart Fare Card Project (hereinafter referred to as “The Project”) in H.P.

The Smart Card based solutions sought under this Expression of interest would be implemented in all Road Transport Modes and may be in other public services point also in future. The sole objective of this document is to solicit Expression of Interest (hereinafter referred to as “EoI”) from eligible agencies to be short-listed for consideration for a further tender process, wherein a Request for Proposal (RFP) would be issued to the short-listed agencies based on the evaluation of EoI’s, for State level implementation in phased manner of the project. HPDT reserves the right to reject any or all the applications without assigning any reasons and may go for open tendering process at RFP stage.

This document has been prepared on the basis of information that is available with HPDT and that which is publicly available.

While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by HPDT or any of their employees, advisors or agents appointed by HPDT as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the EoI.

The technical/implementation solution/Functional requirements information provided in this notice for expression of interest is only indicative in all respects. Relevant technical and solution information to be reflected in detailed scope of work, solution architecture, technical specifications, Bill of materials, etc. shall be provided in the RFP to be issued. The agencies shall provide details of all such information in their technical proposal. This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

Some of the activities indicated to be carried out by HPDT subsequent to the receipt of the responses are indicative only. HPDT has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project

2. Introduction

The HPDT functions under the provisions of Section 213 of the Motor Vehicle Act, 1988. The HPDT is primarily established for enforcement of the provisions of the Motor Vehicle Act, 1988, Himachal Pradesh Motor Vehicles Taxation Act, 1972 and the rules framed there under. HPDT assists other organizations in the development of transport facilities and endeavors to provide an efficient, adequate and economic transport service for the movement of passengers and goods by road. In discharging statutory functions, the department has shaped up as one of the major revenue earning departments to the Government in the shape of taxes on motor vehicles.

HPDT is interested in Setting up Integrated Smart Fare Card Project for its transport services including but not limited to Local Buses, Intercity Buses, Toll Payment & other payments to HPDT for the benefit of the Passengers.

The EoI is a pre-qualification for Technical Services providers who will develop and Implement Integrated Smart Fare Card Project in Himachal Pradesh. The successful agencies will be invited to submit the detailed proposal through RFP.

The EOI document is available at of cost of Rs. 1000 in form of a Demand Draft from any scheduled bank, payable at Shimla in favor of Director, Transport, Government of Himachal Pradesh. The soft copy may be downloaded from the department website: <http://himachal.nic.in/transport>. In case of downloading from the web site, agencies are required to submit the EoI cost in the form of a demand draft of Rs.1000 issued from a scheduled commercial bank along with the EoI response.

3. Shortlisting and Selection of Agency

The agencies are requested to submit the response to EOI, submitting their Technical proposals along with proposed solution as per National Standard Specification for Mobility Card and Automatic Fare Collections System or any other competent solution with all the required documents.

Agencies will be invited for a detailed presentation of the proposed solution. Based on the Presentation, HPDT shall further identify the optimal requirements and accordingly a Request for Proposal (RFP) will be formulated for the Implementation of the project in H.P. Eligible agencies, who propose the Solution and presentation to the satisfaction of HPDT shall be eligible to receive the RFP for further participation in the selection process. HPDT reserves the right to reject any or all the response without assigning any reasons and may go for open tendering process at RFP stage.

4. Information Regarding EoI

S#	Information	Details
1	EOI No. and Date	EoI/ CTI-15/Vahsar/2014 date 04-08-2014.
2	Last date for submission of written queries for clarifications	14-08-2014
4	Release of response to Clarifications on the web site	20-08-2014.
5	Cost of the EOI Document in the form of Demand Draft	1000/-
6	Last date (deadline) for submission of response of EoI in hard copy.	04-09-2014.
7	Opening of Responses	05-09-2014.
8	Presentation by Agency	08-09-2014 from 11 am
9	Contact Person for queries	Shri Naresh Sharma 094189-62793
10	Addressee and Address at which proposal in response to EOI is to be submitted in hard copy only.	Director, Transport Directorate of Transport, Parivahan Bhawan, Shimla-171004 0177-2803136/2808642
11	Release of agencies name qualified for RFP Stage on the web site	To be informed later.

5. Indicative Scope of Work

Smart Fair Card System Architecture

Smart Fair Card systems comprise various sub-systems.



The above image presents high level system architecture for Smart Fair Card System. Certain sub-systems share key functions, and can be grouped as tiers that exchange data in a secured way.

The primary benefit envisioned for the Himachal Pradesh Smart Fair Card system is its security and reliability through this architecture. Data stored in the Central System is protected by several layers/tiers of applications residing on other sub-systems. Data exchange between tiers does not necessarily happen instantaneously, as it is dependent on the communications interface and business rules.

Main Component of the Architecture is as follows:

1: Smart Card

Considered the governing component, the Smart Fair Card held by each customer generally contains the most current data as it is present when most transactions take place. The exception to this follows web/phone-based account updates, whereby the customer would request a 'reload' and the card would be updated the next time the user accesses the transport service.

The card memory contains both the transport fare application and storage of relevant information. Compared to credit card transactions, the smart card can handle secure off-line transactions without any need for central system verification which keeps the overall transaction time to milliseconds.

2: Card Acceptance Devices

The front-line equipment which customers will interact with. This includes station validators, handheld devices (POS) for on the road, and vending machines for automatic replenishment.

3. Terminal Computer System

The Terminal Computer System is intermediary agent for data transfer of POS Devices. No data processing or modifications occur in these systems, In case GPS/GPRS is not working.

4. Communications Interface

Communication of card with reader device is being done via wireless RFID (Radio Frequency Identification) induction technology. The communication and security protocols for this interface are specified in the ISO 14443 standards.

Communicate through various means:

- Handheld devices used by fare enforcement staff will communicate directly with the smart fair card to verify payment or pass validity. The data stored in the device (including smart fair card hot lists) is updated by the Central System, or a Station Computer System.
- Vending machines and Terminal validators will continuously communicate with the Central Server either through a WiFi or LAN;
- Customer service terminals at Bus Station/Stand/Toll Booth will communicate with the central system via the city LAN network;
- Point-of-Sale machines would communicate via dial-up several times daily.

5. Central System

The Central System represents a set of servers that are the core of the system. This will include:

- Application servers;
- Communication server;
- Device/status server
- Web server;
- Database, Proxy and backup system

6. Customer Service

Customer Service is provided through various channels, including the internet, phone and sales centres (Lok Mitra Center, Cyber Café, Other Point of Sale identified by HPDT). With the exception of the customer service terminals which interface directly with the Smart Fair Card, updates/modifications to accounts made over the internet or phone will filter backwards through the Central System. The Card can only be updated next time it is used once the account updates are present on the bus or at the station computers.

6. Implementation Phases:

The Project shall be implemented in the phased manner and Phase 1 will be the Pilot Phase of the Project and is likely to be implemented at Shimla.

7. Instruction to Agencies

7.1 Completeness of Response

Agencies are advised to study all instructions, forms, terms, requirements and other information in the EOI documents carefully. Submission of the response of EoI shall deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.

The response to this EOI should be full and complete in all respects. Failure to furnish all information required by the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Agency's risk and may result in rejection of its Proposal.

7.2 Proposal Preparation Costs

The Agency is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by HPDT to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the response of EoI process. HPDT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

This EOI does not commit HPDT to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EoI. All documents, materials submitted by the agency become the property of HPDT and may be returned completely at its sole discretion.

7.3 Signing / Communication to the HPDT

All the communication to HPDT including this EOI and the response of EoI documents shall be signed on each page by the authorized representative of the agency and authority letter should be attached with the response of EoI.

7.4 Queries on EOI

The agencies will have to send their queries by 14th August, 2014 by email pmo.hpdt@gmail.com.

All queries should be related to the EOI alone and no queries related to Scope of work of the Agency, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

The Queries for the Expression of Interest will be submitted in the following format in a excel file

Name of the Agency:

S#	EOI Reference Clause/ Page No.	Description of Terms / Headings	Clarification Sought

7.5 Agency inquiries and HPDT's responses

All enquiries / clarifications from the agencies, related to this EOI, must be directed in writing exclusively to the contact person notified in this EOI document. The preferred mode of delivering written questions to the aforementioned contact person would be through mail or email. Telephone calls will not be accepted. In no event will the HPDT be responsible for ensuring that agencies' inquiries have been received by HPDT.

After distribution of the EOI, the contact person notified by HPDT will begin accepting written questions from the agencies. HPDT will endeavor to provide a full, complete, accurate, and timely response to all questions. However, HPDT makes no representation or warranty as to the completeness or accuracy of any response, nor does HPDT undertake to answer all the queries that have been posed by the agencies. The responses to the queries from all agencies will be distributed to all.

7.6 Amendment of EOI Document

At any time prior to the last date for receipt of responses of EoI, HPDT, may, for any reason, whether at its own initiative or in response to a clarification requested by agency, modify the EOI Document by an amendment. The amendment will be published in the HPDT website.

In order to afford prospective agencies reasonable time in which to take the amendment into account in preparing their response, HPDT may, at its discretion, extend the last date for the receipt of response of EoI. The agencies are allowed resubmit their response- if required, after such amendments.

7.7 Supplemental information to the EOI

If HPDT deems it appropriate to revise any part of this EOI or to issue additional data to clarify an interpretation of provisions of this EOI, it may issue supplements to this EOI. Any such corrigendum shall be deemed to be incorporated by this reference into this EOI.

7.8 HPDT's right to modify submission deadline

HPDT may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing a corrigendum published in the HPDT website in which case all rights and obligations of the project and the agencies previously subject to the original deadline will thereafter be subject to the deadline as extended.

7.9 HPDT's right to terminate the process

HPDT may terminate the EOI process at any time and without assigning any reason. HPDT makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by HPDT.

HPDT reserves the right to accept or reject any proposal, and to annul the shortlisting process and reject all responses at any time without thereby incurring any liability to the affected agencies or any obligation to inform the affected agency or agencies of the grounds for HPDT's action.

7.10 Submission of Responses

- 1) The agencies should submit their responses in the format given in this document in a printed copy and on a non-rewritable CD as a single file in PDF format media in separate sealed envelopes.
- 2) The CD media must be duly signed using a permanent Pen/Marker and should bear the name of the agency.
- 3) The hardcopy and softcopy of the Expression of interest should be in a single sealed envelope, clearly marked as "Response to EOI from << Agency Name>>".
- 4) The envelope shall indicate the name and address of the agency to enable the proposal to be returned unopened in case it is declared "late."
- 5) The original proposal shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the agency itself.
- 6) Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- 7) All pages of the proposal must be sequentially numbered and shall be initialed by the Authorized Representative of the agency.
- 8) Agencies are also required to give a presentation on Existing Capabilities of Agency and proposed solution. The presentation would be a part of Evaluation.

7.11 EoI Response Submission Format

The entire proposal shall be strictly as per the format specified in this Expression of Interest and any deviation from the formats shall be rejected.

7.12 Venue and Deadline for submission

Proposals must be received in hard copy at the address specified below latest by 15:00 hours on 04-09-2014:

Director Transport

Directorate of Transport,
Parivahan Bhawan, Shimla-171004
0177-2803136/2808642

Any proposal received by the HPDT after the above deadline shall be rejected and returned unopened to the Agency. The response submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter. HPDT shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained. HPDT reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

7.13 Documents Comprising the Response to EoI

The response prepared by the Agency shall comprise of all the documents as being asked for as per clause 8. Qualification Criteria and Annexure I to IV.

7.14 Short listing Criteria

HPDT will shortlist the agency that meets the shortlisting criteria mentioned in the Expression of interest. Any attempt by a Agency to influence the EoI response evaluation process may result in the rejection of the Agency's response of EoI.

7.15 Formation of Consortium / association with other entities

Consortium is allowed in this Assignment.

The CONSORTIUM shall have a Lead Partner who shall nominate a Representative through Power of Attorney and authority to conduct all business for and on behalf of any and all the parties of the CONSORTIUM during the bidding process.

The Lead Partner shall be authorized to incur liabilities and receive instructions for and on behalf of other partner of the consortium, and the entire execution of the Contract shall be done with the Lead agency.

The total number of consortium members cannot exceed three, including the lead member of the consortium. Any consortium member can't participate as a member of any other consortium or apply in its individual capacity for this Project. The response of EoI shall be signed by lead partner and shall be legally binding on all partners of consortium.

In case of consortium, the lead partner must submit the details of the consortium with roles and responsibilities of each partner. The same should be endorsed by authorized representative of the lead partner.

7.16 Evaluation Process

- 1) HPDT will constitute Proposal Evaluation Committee to evaluate the responses of the EoI.
- 2) Proposal Evaluation Committee constituted by the HPDT shall evaluate the responses to the EOI, all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence shall be rejected.
- 3) The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- 4) The Proposal Evaluation Committee may ask for meetings with the Agency to evaluate its suitability for execution of the proposed project.
- 5) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- 6) Each of the agencies need to comply with the qualification criteria as defined in the EoI to qualify for subsequent submission of proposal to the RFP for selection.
- 7) Each of the responses shall be evaluated to validate compliance of the agencies according to the following criteria as per format and supporting documents mentioned against each clause.

7.17 Notification of Shortlisting

HPDT shall notify by email all agencies that have been shortlisted. This shall also be published in the HPDT website.

8. Qualification Criteria

S#	Qualification Criteria	Supporting Documents to be submitted
Criteria A		
A1	The responding Company / agency should have made a payment of Rs 1000 (Rupees One thousand only) for the EOI document	Proof of payment of Rs. 1000 / DD for Rs. 1000 (if EOI Document is downloaded) must be furnished.
A2	The Agency should be a Company registered under the Companies Act, 1956 since last 5 years.	Copy of Certificate of incorporation
A3	The Agency should not be blacklisted by any Department of Central Government / State Government/ PSU or any Public Sector Organization.	Self-Certification by the agency
A4	Agency should have Average Annual Turnover of Min. 50 Crores in the last 3 years. Agency should have positive net worth in the last 3 years.	Certificate from Statutory Auditor of the Agency.
A5	Agency should be ISO 9001:2008 or above Certified.	ISO Certification
A6	Agency should be CMMi level 3 or above Certified.	CMMi Certification
Criteria B		
B1	Agency/ Consortium Partner must have successfully completed at least One (1) project of similar services and similar engagements of the same scope and nature especially in the public sector. (In the case of consortia or joint venture, the lead company must have successfully completed at least two of the similar projects, as a requirement for experience).	Project Citation (as per the format prescribed) + Copy of Work Order+ Completion Certificate with other documentary support of project development.

	A joint venture/consortium shall be evaluated based on the collective experience of the member firms of the joint venture/consortium. These services and engagements are expected to have been performed by the firm during the past 5 years.	
B2	Agency/ Consortium Partner Should have done at least one IT Project with any state Transport Department in India. The engagements are expected to have been performed by the firm during the past 5 years.	Project Citation (as per the format prescribed) + Copy of Work Order+ Completion Certificate with other documentary support of project development.
B3	Fitness of Solution Proposed	<ol style="list-style-type: none"> 1. Technical Solution Document (Design, Implementation, Approach, Methodology) 2. Presentation in front of Committee members on: <ol style="list-style-type: none"> a. Organizational Capability. b. Similar Work Experience. c. Case Study of Similar Nature. d. Proposed Scope Of Work. e. Feasibility of project in Himachal Pradesh.

- Agency has to comply all the above criteria in order to shortlisted for RFP stage.
- Agency has to submit the documentary proof for above requirement.
- HPDT may seek clarification or request additional documents in order to check the compliance of the above criteria.

9. Annexure

I. Covering Letter

(To be submitted on the letterhead of the agency)

{Location, Date}

To

Director Transport,

Directorate of Transport,

Parivahan Bhawan, Shimla-171004

Ref: EoI no. EoI/ CTI-15/Vahsar/2014 date 04-08-2014.

Subject: Submission of proposal in response to the EoI for “Integrated Smart Fare Card Project”.

Dear Sir,

Having examined the EoI document, we, the undersigned, herewith submit our proposal in response to your EoI Notification No. EoI/ CTI-15/Vahsar/2014 date 04-08-2014. for “**Integrated Smart Fare Card Project**”.

We have read the provisions of the EoI document and confirm that we accept these. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

1. We agree to abide by this proposal, consisting of this letter, the detailed response to the EoI and all attachments.
2. We would like to declare that we are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment, and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
3. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this EoI.
4. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.
5. We understand you are not bound to shortlist/accept any or all the proposals you receive.
6. We hereby declare that we qualify and fulfil all the eligibility criteria mentioned in the EoI.

We hereby declare that our proposal submitted in response to this EoI is made in good faith, and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

<<Signature>>

[Authorized Signatory]

Name:

Title:

Date and Stamp of the Signatory:

II. Company Profile

S. No	Information	Details & Enclosure Compliance
1	Name of responding agency:	
2	Address of responding agency:	
3	Name, Designation and Address of the contact person to whom all references shall be made regarding this EoI:	
4	Telephone number of contact person:	
5	Mobile number of contact person:	
6	Fax number of contact person:	
7	E-mail address of contact person:	
8	Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.)	
9	Company Registration Certificate (Enclose Certificate)	
10	Active SEI CMMI Level/ ISO status (Enclose Certificate)	
13	No of professionally qualified IT personnel having experience of working on the Transport Project on its roll.	

Please provide the details of Consortium Partner/ Joint Venture details in the same format.

III Project Citation

Assignment name:	Approx. Value of Services
Location:	Duration of assignment (months):
Name of Client:	Total No. of Beneficiary from the system:
Client Contact Person, Title/Designation, Tel. No./Address:	Total No of client end users
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by your firm/organization for the proposed Solution:
Description of Project:	
Description of Actual Services provided including IT Automation application modules implemented, bolt in application , third party module Integrated:	

Note: Each work experience shall be enclosed with work order/completion certificate /Substantial completion certificate. Each citation along with work orders would be evaluated for necessary compliance to meet the eligibility criteria.

IV Solution Design

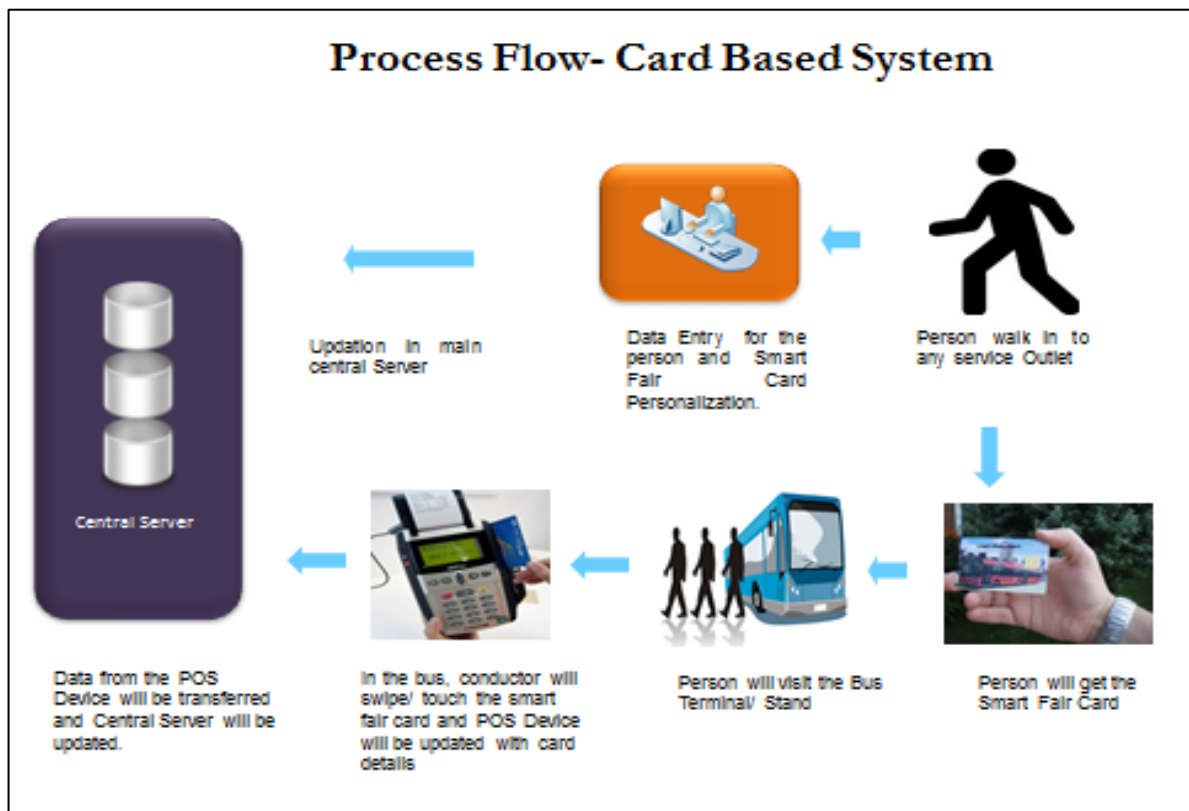
Approach & Methodology proposed for performing the Assignment

The approach and methodology will be detailed precisely under the following topics:

- Project execution methodology including project phasing
- Solution Design
- Implementation & Deployment methodology
- Support methodology including help desk
- Training approach
- Manpower Planning

Note: The approach and methodology should be precise and relevant to the assignment.

V. Indicative Process Flow for the Integrated Smart Fare Card Project:



A person walks in to any outlet for purchase of smart Fare card.

1. Person will pay onetime cost for the smart card and refill amount at the desk.
2. Data Entry for the person has been done and requisite amount has been loaded in the smart Fare card.
3. Card will be personalized with the person's details and printed.
4. Person will take the card and visit the Bus Terminal/Stand.
5. After seating in the bus, when asked by the conductor, he/she will show his/her card to the conductor.
6. Conductor will Swipe/touch the card on the POS device and enter the details like source, destination, and fare details.
7. POS device will read the data from the Smart Fare Card and update the Server, Server will be updated the transaction and send the yes/no signal to the POS Device.
8. POS Device will give a beep sound for the completed transaction and if required will print the transaction slip.
9. POS Device will also show the balance amount of the smart Fare card.
10. Provisioning of different reports for department officials

***** End of the Document*****