

State Transport Commissioner

Govt. of Punjab

**Sco 177-78, sector 17 C,
Chandigarh**

Ph: 0172-2771183

Email: stc.punjab04@gmail.com

Applications are invited from the eligible agencies for Empanelment of providing “Drivers Online Training Solution” for the residents of Punjab in accordance with the conditions and manner prescribed in the document. Agencies may download the “Empanelment Terms and Condition document” from the website www.punjabtransport.org

Interested agencies may submit their proposal in sealed cover with effect from 28.06.2021 in the office of State Transport Commissioner, Punjab

**State Transport Commissioner
Punjab**

**“Empanelment of Agencies for Providing Drivers Online Training
Solution for the residents of Punjab”**

**STATE TRANSPORT COMMISSIONER
GOVT. OF PUNJAB**

SCO 177-78, 1st, 2nd, 3rd Floor, Sector 17C,

Chandigarh-160017

Tel: 0172-2771183

Email: stc.punjab04@gmail.com

Website: www.punjabtransport.org

1. Introduction

1.1. Introduction & issuer

Department of Transport, Punjab invites the eligible Applicants to submit their proposals for Empanelment of Providing Drivers Online Training Solution for the residents of Punjab in accordance with the conditions and manner prescribed in this terms and condition document.

1.2. “EMPANELMENT TERMS AND CONDITION DOCUMENT” document

The “Empanelment Terms and Condition document” is available and can be downloaded from the Website Link: www.punjabtransport.org

1.3. Critical Information

Applicants are advised to study this document carefully before submitting their proposals in response to this Notice. Submission of proposal in response to this notice shall be deemed to have been done after carefully studying and examination of this document with full understanding of its terms, conditions and implications.

2. Notice Inviting Applications for Empanelment

- i) Department of Transport, Punjab hereby invites applications/proposals from the eligible companies registered under Companies Registration Act/Societies registered under Societies Registration Act/Trusts registered under Indian Trust Act to participate in the Empanelment of providing Drivers Online Training Solution for the residents of Punjab
- ii) The empaneled agency or agencies will be engaged through a Memorandum of Agreement (MoA) for a five (5) year period from the date of signing the contract. Department of Transport, Punjab, at its discretion, can extend or terminate the MoU earlier than the expiry of the five (5) year period, in the event of any change of laws, as applicable to the State of Punjab, failed to perform contract deliverables.
- iii) Interested applicants are advised to study the document carefully before submission. Submission of applications/Proposals shall be deemed to have been done after careful study and examination of the “Empanelment Terms and Condition Document” document with full understanding of its implications.
- iv) At any stage of the process, Department reserves the right to cancel the empanelment process as a whole or in part without assigning any reasons.
- v) Schedule of Important events during shortlisting of Agencies:

Sr. No.	Information	Details
1.	“Empanelment Terms and Condition Document” No. and Date	Empanelment-06/21
2.	Last date and time for submission of Applications/Proposals	Open ended.
3.	Presentation of Agency’s capabilities and Live demonstration of Off the Shelf Product	Will be intimated separately
4.	Contact Person	State Transport Commissioner, Department of Transport, SCO 177-78, 1st, 2nd, 3rd Floor, Sector 17C, Chandigarh-160017

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6.	Addressee and Address at which proposal in response this notice is to be submitted	O/o State Transport Commissioner, Punjab cum Member Secretary Punjab State Transport Society, SCO-177-178, Sec 17 C, Chandigarh-160017
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Note: The above dates of events may be changed at the discretion of Department without assigning any reason. Such change of dates, if any, will be suitably notified announced through Department's website: www.punjabtransport.org

3. Instructions to the Applicants

Interested applicant may submit their applications/Proposals as per the schedule mentioned in this document by giving all the necessary documents in English as specified in formats provided in the "Empanelment Terms and Condition Document".

Department of Transport, Punjab reserves the right to withdraw this empanelment process, without assigning any reasons for the same, if Department determines that such action is in the best interest of the Government of Punjab. Department undertakes that all the information shared by the applicant will be held in strict confidence and will not be made public unless directed by law.

The response submitted to this Notice and all correspondence shall be in English and shall conform to the forms attached. Any interlineations, erasures or over writings shall be valid only if they are initialled by the authorized person signing the proposal.

The proposal submitted should be concise and contain only relevant information as required under this document. The applicant submitting the Proposal would be responsible for all its expenses, costs and risks incurred towards preparation and submission of the Proposal. Department shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

The proposal submitted by the applicant shall remain valid for a period of 90 days after the closing date for submission of proposal prescribed in this document. Proposal validity expressed for a period less than 90 days shall be rejected. Department may solicit the applicant's consent for the extension of Proposal validity (but without modification in their Proposal).

At any time prior to deadline for submission of Proposal, Department may modify the "Empanelment Terms and Condition Document". The amended document shall be notified through website and such amendments shall be binding on the Applicants.

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Applicants are advised to study all instructions, forms, requirements and other information mentioned in the documents carefully. Submission of proposal shall be deemed to have been done after careful study and examination of the “Empanelment Terms and Condition document” with full understanding of its implications.

The response to this “Empanelment Terms and Condition document” should be full and complete in all respects. Failure to furnish all information required by “Empanelment Terms and Condition document” or submission of a proposal not substantially responsive to this document will be at Applicant’s risk and may result in rejection of its proposal.

The Applicants are responsible for all costs incurred in connection with the participation in this process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussion/ presentations, preparation of proposal documents, in providing any additional information required by the Department to the facilitate evaluation process.

Department in no case will be responsible or liable for those costs, regardless of conduct or outcome of the process.

All material submitted by Applicant will become the property of department and may be returned completely at its sole discretion.

Department of Transport, Punjab may at its sole discretion and at any time during the evaluation of proposals, disqualify any applicant, if the applicant has;

- a. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- b. A record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion, financial failures etc. in any of the projects in the preceding three years;
- c. Submitted a proposal that is not accompanied by required documentation.
- d. Use of modified formats for submission
- e. Failed to provide timely clarification related thereto, when sought;
- f. Been declared ineligible/blacklisted by State/UT/Central Government or any Public Sector Undertaking under them;
- g. Been in litigation with any Government agencies/institutions in India
- h. Made an attempt to influence the application Proposal evaluation

4. Earnest Money Deposit (EMD)

Applicants are requested to submit a refundable Earnest Money Deposit (EMD) of ₹ 5,00,000/- (Rupees Five Lakh only). This will be paid in the form of a Demand Draft only Payable to “**Punjab State Transport Society**” drawn on any scheduled commercial bank and must accompany with Covering Letter in Cover of the Proposal Document. Proposals that are not accompanied by the above Earnest Money Deposit (EMD) shall not be considered. Proposals received after due date shall be rejected and submitted processing fee and EMD amount shall be refunded.

The EMD of the unsuccessful Applicant would be returned (without interest) as soon as possible after decision of rejection.

5. Background

Due to heavy congestion on the roads and lack of integrated training to the drivers, a large number of road accidents take place in India every year. These accidents are fatal in certain cases and in other they leave a long-lasting disability on the victims. These accidents have a very serious impact on the economic and social lives of the affected families. The studies of various road accident carried out in the past concluded that most of road accident occurs due to driver's fault and are avoidable, if the drivers had undergone the proper training before getting the driving License.

Unlike India, other countries are very disciplined in their road safety regulations because they understand the importance of Education and learning on Safe Driving & road safety and have the provision for their drivers to have few hours of theoretical and practical **mandatory** training before applying for the Driving License.

However, in India, Due to the growing population, ever-increasing density of traffic on our roads, limited number of **Approved Driving Training Schools**, large and diversified population, it is really difficult to reach and educate people all around the country on the safe driving and road safety topics. In Punjab, there are apx 149 driving Schools authorized and approved by Punjab Government. Most of these Driving schools do not have the online infrastructure, knowhow and do not possess the technical manpower capacity to fulfil the online training provision as mandated by MORTH, GOI in the CMV (Sixth Amendment) rules dated 31/3/2021.

Based on the adequate provision in New Motor Vehicle Act Amendment 2019 which directly or indirectly focus on ensuring good driving skills and knowledge of rules of road regulation among the drivers, The State Government through Department of Transport, Punjab feels that there is an urgent need to create a robust training mechanism with more stringent monitoring and testing before issuing a Driving License and this can be achieved by adopting IT technology through virtual (online) Driving Training Schools to educate the youth and drivers on the road safety rules and regulations which can leads to safe and secure road experience.

To strengthen this motive, the department of Transport would like to adopt an alternative method whereby a driver education school is approved to teach all or part of the classroom

portion of a driver education course by an alternative method (online mode) of instruction (AMI) that does not require students to be present in a classroom that meets the following requirements.

The required online driving training solution includes testing and security measures that the department determines are at least as secure as the measures available in the usual classroom setting; the course satisfies any other requirement applicable to a course in which the classroom portion is taught to students in the usual classroom setting;

Through this online training solution any user can learn driving safety, current driving laws, defensive driving techniques, road safety rules and regulation, by using their mobile or computer.

This online platform (web and Mobile app) can provide all the knowledge and skills needed to become a safe driver. The entire training content should be interactive (audio, video, Animation) covering a wide range of training programs to suit the needs of every driver license seeker, from the complete beginner to the experienced driver.

The overall objective of this solution is to provide the all-necessary education and training to the new as well as experienced drivers who are either applying for a fresh license or renewal for a driving license. This Solution will be provided to all the Punjab Government Authorized Driving Training Schools for delivery of Online Training (Theory) on Course Content approved by the Government. This Solution can also be available for all the Traffic rules Offenders to re-learn the road safety rules and regulation.

6. Scope of Work

As mentioned above, the required Solution shall be a comprehensive web and Mobile App Solution covering in depth knowledge on various modules like Licensing, Road Signs, Safety on Roads, Rules of the Road, Behaviour on Road, In Case of A Crash, Good Samaritan Act etc (as per the course content defined in Road Safety Act) and should have following features:

- i. Integrated Learning Management System with interactive eLearning content on Safe Driving and Road safety suitable for new drivers as well as the experienced one and cover all the topics/module defined by the Road and Transport Ministry and as mentioned at clause no 6.1 of this document.
- ii. The Course should deliver real life driving situations through State of the art technology using computer generated animation and adaptive interactivity, with content and strategies that address the most critical driving challenges and offer participants the highest level of interactivity through real life scenarios, gaming exercises, videos, and crash scenarios.
- iii. ensure each lesson includes a lesson overview, objectives, resources, content and activities, assignments, and assessments to provide multiple learning opportunities for students to master the content;

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- iv. Personal validation: The solution shall maintain a method to validate the identity of the person taking the course by clicking multiple Pictures through webcam/Mobile camera without intimating the users.
- v. To ensure that each and every user have understood the module properly, user cannot skip any module/topic.
- vi. Each Module/Topics shall follow by Quiz to assess the user Knowledge on that Module. In case User fails in the quiz, S/he has to go through the entire module again.
- vii. The App shall give the users self-assessment opportunity after completion of course so that learning can be reinforced.
- viii. Sample test shall be provided to practice before applying for Driving License test.
- ix. Share assessment result with RTO for issuing learner license
- x. Provision of 3rd Party Payment gateway integration for online payment

6.1. Syllabus for imparting instructions in driving of motor vehicles through AMI:

The online driving solution should provide all the content as per the Motor Vehicle act notified by Ministry of Road and Transport. The overview of the courses are as per the below:

A. Beginner's tutorial for Learning License

Theory Duration – 2 Hours

Course Price: INR 50/-

Theory Topics (Safe Driving)	Hours
knowledge about the traffic signs, signals and the rules and regulations of the road.	2
Duties of a driver in case any unexpected happening or an accident takes place.	
Precautions to be taken while passing an unmanned railway crossing	
Documents that the driver must carry at the time of driving	

B. Light Motor Vehicle Driving

Theory Duration - 8 hours

Course Price: INR 430

Theory Topics	Hours
Driving Theory	1
Traffic Education, Type of Roads, Road Marking, Hand Signal	2

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Basic Vehicle Mechanism Theory Demo (Including Tyre Change and importance of Air Pressure)	1
Public Relations & First Aid	1
Road Etiquette including Lane driving & Mannerism Road Rage	1
Road Safety, Causes of Accidents & Case Studies	1
Driving Fuel Efficiency	1

C. Medium/ Heavy Motor Vehicle Driving

Theory Duration – 17 hours

Course Price: INR 645/-

Theory Topics	Hours
Driving Theory	2
Traffic Education, Type of Roads, Road Marking, Hand Signal	2
Vehicle Mechanism Theory	2
Vehicle Maintenance & Repair (including Tyre Change, importance of Air Pressure)	1
Public Relation	1
First Aid & Human Psychology	1
Road Etiquettes including Lane Driving, Road Rage & Stress Management	2
Cause & Type of Accidents, Driver's Responsibility in the event of Accident	2
AIDS awareness; Tobacco, Alcohol & Health	2
Pollution and Environment	1
Driving Fuel Efficiency	1

D. Refresher/ Orientation courses for 2/4 Wheelers (Light Motor)

Course Duration: 14 Hours

Course Price: INR 430/-

Refresher/ Orientation courses shall be of short duration and will be completed in 2-3 days and may include the following topics:

- Behavioral Practices & stress management
- Defensive Driving Techniques
- Traffic Rules and Regulations
- Emergency handling techniques
- Maintenance & fuel conservation
- Pollution and environment
- Case studies on accidents to analyze the cause of accident, who was at fault and how it could have been averted

E. Refresher Course for Heavy Motor Vehicle

Course Duration: 14 Hours

Course Price: INR 430/-

This Short duration course shall be completed in 2-3 days may include the following topics:

- Brief of Motor Vehicle Act
- What is Road Safety
- Accident Statistics
- Causes of Road Accidents
- Common Driving mistakes
- Defensive Driving/ Preventive measures
- Type of License
- Vehicle Type, Pre-driving check and daily maintenance including leakage of fuel, oil water, Air, Battery, Tire condition, Air Pressure, Jack and tools etc
- Knowledge and checking of Vehicle Documents like Registration Certificate, Road Tax, Fitness certificate, Route Permit, Pollution under control certificate, Vehicle Insurance, Good receipt etc.
- Traffic Education
- Brief about GPS (Global Positioning System) and Airbags, Audio warning system etc.
- Road Signs, Road Marking/Geometry, Road Reflector
- Awareness about Road Rage and HIV/AIDS
- Driving under Special Condition/Emergency Situations
- Traffic Violation and penalties
- Fuel efficiency Training
- Government Policies of Road Safety
- First Aid and Helping Road Accident Victims

NOTE:

The minimum criteria to pass the final evaluation of theory as well as practical is 60%. The trainees who passed the Driving Performance Test conducted by the Institute will be sent to Motor Vehicle Inspector's for LMV/ HMV Driving License Endorsement.

After passing in all Theory Papers, the Proficiency Test Certificate will be issued to the trainees. A copy of the passing certificate along with the necessary details of the trainees will also be sent to the concerned RTO for their further proceedings.

7. Evaluation Criteria:

Process of Empanelment: Finalization of agencies for Empanelment for Providing Drivers Online Training Solution for the residents of Punjab would be as per the below criteria:

- i. Eligibility Criteria – All agencies responding to this “Empanelment Terms and Condition document” would need to meet the eligibility criteria as prescribed in section 7.1 to get qualified for technical evaluation
- ii. Technical Evaluation: All agencies qualified in the eligibility Criteria will be evaluated based on the Technical Evaluation Criteria as

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Prescribed in the Section 7.2 of this “Empanelment Terms and Condition document”.

7.1. Eligibility Criteria:

Agency submitting the proposal in response to this “Empanelment Terms and Condition document” shall hereinafter be referred to as applicant. Only those applicants who fulfil the following credentials should respond to this “Empanelment Terms and Condition document”:

Sr. No.	Eligibility Criteria	Documents to be Submitted
1	The Applicant must be in operation for at least 3 years and having minimum average annual turnover of Rs. 1 crore per annum in last 3 financial years with Positive Network	A certificate from the statutory auditors, supported by audited balance sheets shall be attached
2.	The Applicant Must have Off the Shelf (Ready for Demonstration) Solution for Online Driving test/Education with minimum 20 hours of e-learning seat time.	Detail of available solution with Screenshots/url along with Undertaking
3.	The Applicant should have a valid ISO 9001 certificate	Copy of relevant Certificate
4.	The Applicant should not be blacklisted by any State Government/Center Government/PSU agencies	Self-Undertaking
5.	The Applicant should have more than 20 people on its payroll	Self-Undertaking
6.	The Applicant’s available product shall be functional with any national/international Government approved Drivers Training Center (anywhere in the world) directly/ or indirectly through any national or international partner.	Certificate/Proof from the client

7.2. Technical Evaluation:

The Applicants who qualify the above mentioned eligibility Criteria will be evaluated based on the below parameters. Applicant scoring more than 35 marks in the technical evaluation will be shortlisted for empanelment

Technical Evaluation Criteria (50 Marks)

	Parameters	Total marks	Document required
I	Experience in Edu-Tech/Training	10	

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	Parameters	Total marks	Document required
	The Applicant Should have experience with any State/Center Govt. Project in the area of imparting training/education/Skilling to the people and have workorder/Agreement of minimum 1000 candidates.		Submit Relevant Workorder/Agreement Copy
	1 Project with any State/Center Govt.	5	
	2 or more Projects with any State/Center Govt.	10	
II	Experience in Online Driving Education	15	
	The Applicant should have off the shelf solution for Online Driving Training ready for Live Demonstration		Submit detail of Solution along with screenshots
	Availability of Web Based Product Ready for Live Demonstration	8	
	Availability of Mobile App Ready for Live Demonstration	7	
	Availability of both Web based and Mobile App Product ready for Live Demonstration	15	
III	Availability of Subject Matter Expert	5	
	Applicant should have atleast 1 Subject Matter Expert having experience of more than 5 years in the area of Road Safety		Submit CV of SME
	Availability of SME on board	5	
IV	Proof of Functional Product	5	
	The Applicant's available product shall be functional with any national/international Government approved Drivers Training Center (anywhere in the world) directly or		Certificate/Proof from client

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	Parameters	Total marks	Document required
	indirectly through any national/international partner		
	Certificate/Proof from Client (national/International)	5	
IV	Project Understanding and Live Demonstration	15	
	Applicants understanding and approach towards this Project along with Live Demonstration of available product		
	Applicants understanding and approach towards this Project	5	
	Live POC or Demonstration of available product	10	

8. APPLICANT SUBMISSION FORMS

The Applicants are expected to respond to the “Empanelment Terms and Condition document” using the forms given in this section and all documents supporting eligibility/terms and condition document Criteria.

The Proposal shall comprise of following forms;

1. Form I – Covering letter
2. Form II – Details of Applicant
3. Form III- Details of off the Shelf Solution
4. Form IV – Financial Detail
5. Form V – Undertaking- Non-Blacklisting
6. Form VI – Undertaking- Resources
7. Form VII - Project Understanding and Approach
8. Form VIII: CV of Subject Matter Expert
9. Form IX: Certificate from client (Proof of functional Product-Anywhere in world)

Annexure(s) and Form(s)

Form I - Covering Letter

To

State Transport Commissioner
Govt. of Punjab
Sco 177-78, sector 17 C, Chandigarh

Sub: Proposal for Empanelment of Drivers online Training Solution for the residents of Punjab

Dear Sir,

Having examined the "Empanelment Terms and Condition document" document via Doc No Empanelment-06/21 dated ----- including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company for Empanelment for Providing Online Driving Training solution to the citizens of Punjab for a period of 5 years. We submit our Proposal Documents along with CHECK LIST.

We understand that;

1. We understand that, Department is not bound to accept the application and may reject all or any application without assigning any reason or giving any explanation whatsoever.
2. We understand that Department reserves the right to withhold my application for empanelment, issue documents to any empanelled vendor, and also annul the empanelment process without assigning any reasons whatsoever.
3. We also understand that our empanelment and performance will be reviewed on yearly basis and, if found unsatisfactory, will be removed from the list of empanelled vendors
4. We enclose a Demand Draft of Rs 5,00,000/- Via DD No: _____/ Dated _____/ against the EMD as defined in the "Empanelment Terms and Condition document".
5. We also confirm that we have not been disqualified by any PSU / Government agencies.
8. We accept all the Instructions and Terms and Conditions of this "Empanelment Terms and Condition document" document.

Name of Authorized Signatory:

Designation:

Stamp and Sign:

Date:

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Form II- Details of Applicant

S. No	Information	Details		
1	Name of the Agency			
2	Complete Address of the Agency			
3	Name, designation and contact, address of the person to whom, all references shall be made regarding this "Empanelment Terms and Condition Document"			
4	Telephone/ Mobile Number of the contact person			
5	Mobile number of the contact person			
6	Email ID of the contact Person			
7	Operational Address of Applicant in Chandigarh Tricity/Punjab			
8	Corporate web site URL			
9	Legal Status (whether company, proprietorship, Partnership, Society/Trust etc.			
10	Annual Turnover (in Cr): (Last three years)	FY-1	FY-2	FY-3
11	Registration Date and Number			
12	PAN Number			
13	GST Number			
14	Availability of Off the Shelf Solution (as defined in the Empanelment Terms and Condition Document")	YES/NO		

Name of Authorized Signatory:

Designation:

Stamp and Sign:

Date:

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FORM III: Detail of Off the Shelf Solution

Please write a brief summary of your off the shelf Solution along with Screenshots/URL

Name of Authorized Signatory:

Designation:

Stamp and Sign:

Date:

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FORM IV: Financial detail

Name of the Agency

Average Turnover of last three years in INR:

FY	Turnover in INR	Networth in INR
Year 1		
Year 2		
Year 3		
TOTAL		

Submit the Audited Balance Sheet of Last Three years along with the CA Certificate

Name of Authorized Signatory:

Designation:

Stamp and Sign:

Date:

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Form V: Undertaking- Not Blacklisted

Not Blacklisted (To be submitted on Vendor's letter head)

Ref: "Empanelment Terms and Condition Document" No. _____

I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the "Empanelment Proposal" if any to the extent accepted may be cancelled.

Thanking you

Date: Signature of Authorized Signatory.....

Place: Name of the Authorized Signatory.....

Designation: Name of the Agency

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Form VI – Undertaking- Resources

Ref: "EMPANELMENT TERMS AND CONDITION DOCUMENT" No. _____

I/ We hereby declare that presently our Company/ firm is having more than 20 full time Resources on our payroll.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the Empanelment Terms and Condition Document" if any to the extent accepted may be cancelled.

Thanking you

Date:

Signature of Authorized Signatory.....

Form VII: Project Understanding and Approach

Form VIII: CV of Subject Matter Expert

Form IX: Certificate/Proof from Client