

**Passport Seva Project Version 2
(PSP-V2 – Transition from existing
Implementation Agency on expiry of
their contract term on 11th June 2020)**

Expression of Interest (EoI)

**Selection of
Implementation Agency for
Passport Seva Project V₂**

**Ministry of External Affairs
Government of India**

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Abbreviations/Terms used in this document

Abbreviation/Term	Meaning
APO	Assistant Passport Officer
BRD	Build Release and Deployment
CPPF	Central Passport Printing Facility
CSE	Customer Service Executive
DC/DR	Data Centre, Disaster Recovery Centre
EoI	Expression of Interest
FRS	Functional Requirement Specification
GO	Granting Officer – (A Government of India Staff)
Go-Live	The date on which the project is declared as fully functional & declared as “LIVE”
IA	Implementation Agency
LAN	Local Area Network
MFD	Multi Function Devices
NOC	Network operations Centre
OEM	Original Equipment Manufacturer
PBO	Passport Back Office
PIT	Post Implementation Team
PSK	Passport Seva Kendra
POPSK	Post Office Passport Seva Kendra
PSLK	Passport Seva Laghu Kendra
RFP	Request for Proposal
RPO	Regional Passport Office/Officer
SI	System Integrator
SOC	Security Operations Centre
SP	Service Provider
SRS	Software Requirement Specification
VO	Verification/Verifying Officer – (A Government of India Staff)
WAN	Wide Area Network
HQO	Headquarter Office

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Part I: General Terms

1. GOALS OF THIS EXPRESSION OF INTEREST (EOI)

The objective of this Eoi is to solicit proposals from the interested bidders for participation in a bid process for selection of Implementation Agency to implement a solution for the Passport Seva project, to Transition an existing system being managed by an Implementation Agency whose term of contract with the Government of India expired on 11th June 2018. As per the agreement, the contract was further extended for a period of 2 years under same terms and conditions till 11th June 2020.

The Implementation Agency (IA) shall be responsible for architecture, design, development, testing and deployment of software application, or manage the existing software application, hardware procurement, implementation and commissioning, refresh of existing Hardware, training of personnel, renovate (as necessary) and manage the existing 93 Passport Seva Kendras (PSKs) for the Ministry of External Affairs. The Implementation Agency is also expected to manage and maintain the existing 289 Post Office Passport Seva Kendra (POPSK) by utilizing the Head Post Offices (HPOs)/Post Offices (POs) in the country for delivery of passport related services on a larger scale and to ensure wider area coverage. In addition, the IA shall also maintain the IT-NON-IT components installed at existing 36 Passport Offices, HQO, PV-II Section, DC, DRC, NOC/SOC, CPPF etc.

Further, the Implementation Agency shall be responsible for operation & maintenance of project for a period of **10 years after taking over from the current implementation agency depending on the date of declaration of Go-Live.**

This Eoi intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

2. EOI ISSUING AUTHORITY

This Expression of Interest (Eoi) is issued by the Ministry of External Affairs (MEA), intended to short-list potential bidders. The Department's decision with regard to the short-listing of bidders through this Eoi shall be final and the Department reserves the right to reject any or all the bids without assigning any reason.

Sl. No.	Item	Description
1	Project Title	Transition of existing Passport Seva Project from the Present Implementation Agency on expected expiry/conclusion of their agreement with the Government of India in 2019
2	Project Initiator Details	
	Department	Office of the Director (Passport Seva Project) C/o, Joint Secretary (PSP) & CPO Ministry of External Affairs, Government of India.
	Contact Person	Lt. Col. A. K. Singh, Officer on Special Duty (OSD), Passport Seva Project Ministry of External Affairs, Government of India,

Sl. No.	Item	Description
		Tilak Marg, Adjacent to Tilak Marg Police Station, New Delhi -110001 dirpsp@mea.gov.in Phone : +91-11-23386064 Fax: +91-11-23386082
	Contact Person(s) (Alternate)	Shri Arun Kumar Chatterjee, IFS JS (PSP) & CPO Ministry of External Affairs, Government of India, Tilak Marg, Adjacent to Tilak Marg Police Station, New Delhi -110001, jscpo@mea.gov.in hone : +91-11-23387013/23384536 Fax: +91-11-230713709
	Contact Details	Officer on Special Duty (OSD), Passport Seva Project Ministry of External Affairs, Government of India, Tilak Marg, Adjacent to Tilak Marg Police Station, New Delhi dirpsp@mea.gov.in
Website		http://www.mea.gov.in http://passportindia.gov.in
Submission		https://eprocure.gov.in

3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

S. No	Milestone	Date and time (dd-mm-yyyy; hh:mm)	General Inputs
1.	Release of Expression of Interest (Eol)	T	Thursday 16.8.18
2.	Bidders Conference	T+7 days;15:00 hrs.	Friday 24.8.18
3.	Last date for submission of written questions by bidders	T+21 days;17:00 hrs.	Wednesday 5.9.18
4.	Response to the Queries	T+25 days	Monday 10.9.18
5.	Last date for Submission of Eol Response	T+30 days;16:00 hrs.	Monday 17.9.18
6.	Opening of Eol Responses	T+30 days;16:30 hrs.	Monday 17.9.18
7.	Declaration of Short listed Firms	Will be informed later	

4. AVAILABILITY OF THE EOI DOCUMENTS

Eol document can be downloaded from the websites of Ministry of External Affairs given in www.mea.gov.in , www.passportindia.gov.in , <https://eprocure.gov.in> , www.nisg.org

The bidders are expected to study all instructions, forms, terms, project requirements and other details in the Eol documents. Failure to furnish complete information as mentioned in the Eol documents or submission of a proposal not substantially responsive to the Eol documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. BIDDERS' CONFERENCE

The Department will host a bidder's Conference in Delhi at the address given under Contact Details on Section 2. The Conference is tentatively scheduled as per the schedule given in Section 3. The representatives of the interested organizations (**restricted to three persons**) may attend the bidders' conference bearing their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the Eol. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Eol and the project.

6. EOI PROCESSING FEES

A non-refundable processing fee of INR 25,000 (Rupees Twenty Five Thousand only) in the form of a Demand Draft or a Pay Order drawn in favour of "**Pay and Accounts Officer, Ministry of External Affairs**" payable at New Delhi has to be submitted along with the Eol Response. Bids received without or with inadequate Eol processing fees shall be liable to get rejected.

The bidders may also submit the said non-refundable processing fee through NEFT/RTGS to **A/C No. 11084278820, SBI, IFSC: SBIN00000691**, and attach the submission receipt along with their bids.

7. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the EoI, must be submitted to Ministry of External Affairs at the address specified above in Section 2.

The proposal should be submitted online, as per format in the portal.

Department may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on their website, in which case all rights and obligations of the department and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Part II: Scope of Services

8. BACKGROUND

8.1 About Passport Seva Project – Ministry of External Affairs.

In recent years, the Government of India has taken many initiatives to usher in an era of e-Governance to improve the delivery of public services. The National e-Governance Plan (NeGP) includes many high impact e-Governance projects that have been identified as Mission Mode Projects (MMP's). One such project focuses on reforming Passport services in India.

The Ministry of External Affairs (MEA) is responsible for issuance of Passports to Indian Citizens through a network of 36 Passport offices across the Country and 184 Indian Embassies and Consulates abroad.

A Passport is an essential travel document for those who are traveling abroad for employment, education, tourism, pilgrimage, medical attendance, business purposes and family visits. During the last few years, the growing economy and spreading globalization have led to an increased demand for Passport and related services. The passport demand is estimated to be growing by around 15% to 18 % annually. This increased demand for passport and related services is coming from both large cities and smaller towns, creating a need for wider reach and availability. To augment and improve the delivery of passport services to Indian citizens, the Ministry of External Affairs (MEA) operationalized/ declared live, the Passport Seva Project (PSP) in June 2012.

The project has been implemented in a Public Private Partnership (PPP) mode with Tata Consultancy Services, selected through a public competitive procurement process. Under this program, the sovereign and fiduciary functions like verification, granting and issuing of passport have been retained by MEA. The ownership and strategic control of the core assets including data/information is with MEA.

Passport Seva enables simple, efficient and transparent processes for delivery of passport and related services. Apart from creating a countrywide networked environment for Government staff, it integrates with the State Police for physical verification of applicant's credentials and with India Post for delivery of passports.

8.2 About the Present Project.

The project has been implemented in a Public Private Partnership (PPP) mode with Tata Consultancy Services, selected through a public competitive procurement process. Under this program, the sovereign and fiduciary functions like verification, granting and issuing of passport have been retained by MEA. The ownership and strategic control of the core assets including data/information is with MEA.

In the PPP model, Tata Consultancy Centre(TCS) has invested towards property /real-estates of the Passport Seva Kendras, IT & non IT Infrastructure including lighting, furniture, civil, electrical, security fittings, manpower towards IT, network supports, cost towards Disaster Recover systems, IT& Non IT infrastructure (excluding space) at co-located Passport Seva Kendras and Network operations centre, Security Operations Centre, Central Passport Printing Facility, Data Centre (DC), Disaster Recovery Centre (DRC). Details of status of different PSK's including those proposed in addition to the existing numbers is placed at Annexure A of this document.

The agreement between the Government of India & Tata Consultancy Services comes to a closure on 11th June 2020. On completion of the term, as per the agreement, the Implementation Agency (TCS) has to exit and the winning bidder from the bid process shall takeover.

The total transition is expected to take place in a period not less than 6 months. Hence it is expected that a winning bidder shall take over by early 2020 and subsequently carry out their transition process in a smooth manner.

9. SCOPE OF WORK

Scope of work of this Project

This Project broadly covers the following activities for the complete tenure of the contract:

- (i) Study of the existing "Functional System" being manned, managed, executed, supported by the present Implementation Agency
- (ii) System Requirements Study and System Design at code level
- (iii) Study the existing IT & Non-IT infrastructure at locations including Data Centre (DC), Disaster Recovery Centre (DR), Networks Operations centre (NOC), Security Operations Centre (SOC), Central Passport Printing facility (CPPF), Passport Seva Kendras, Passport Seva Laghu Kendras, Post Office Passport Seva Kendras (POPSKs), official/ diplomatic passport section at Head Quarter Office, PMU, policy section, Centralized Indian Passport Printing System etc. of Ministry of External Affairs. Evaluate the existing application system for the following: (a) assessment and recommendation on continuation on the existing system or implementation of a new system (b) upgradations on the existing system if it is to be continued (c) business process re-engineering as required.
- (iv) Maintenance, operation and support of 184 Indian Missions/Posts abroad as part of this project centrally.
- (v) The implementation agency must be a competent provider of a variety of information technology and business process management services. The implementation agency will keep abreast of the relevant technical, managerial and operational requirements applicable, best practices and share its knowledge with the Ministry along with recommendations for the betterment of the system.
- (vi) Supply, installation, configuration and commissioning of central servers for application hosting, and management of the Central System and its corresponding backup mechanism, failovers
- (vii) Supply, installation, configuration and commissioning of client-side hardware & software (system software and any other software required) including necessary site preparation at the various locations identified for setting up Passport Seva Kendras, and the existing Regional Passport Offices, PSKs and POPSKs, HQO etc.
- (viii) Supply, installation, configuration and commissioning of Local/Wide Area Network at the Regional Passport Offices, PSKs, POPSKs, HQO etc.
- (ix) Supply, installation configuration and commissioning of WANs (MPLS network/ VPN) that enables connectivity to the DC & DRC, NOC, SOC, CPPF, BRD and any other offices of the Ministry of External Affairs as required
- (x) Data correction, Data Migration, Validation and Porting of Legacy Data, (if any)

- (xi) Supply, Installation, Configuration and Commissioning of Video Conferencing Solution and Equipment, VoIP's, at defined locations.
- (xii) Training of users for effectively using the system
- (xiii) Creation of Build Release & Deployment (BRD) setup for Ministry in the Government premises identified by the Ministry.
- (xiv) Access to Indian missions / ports abroad i.e., the Indian Mission & Post should use the same application & databases as being used in India under this project.
- (xv) Documentation of the Project
- (xvi) Development/Customization and implementation of web based Project Management Tool(s).
- (xvii) Development/Customization of web-based Monitoring and Evaluation Tool(s), SLA Monitoring Tool(s)
- (xviii) Technical Helpdesk and Handholding Support
- (xix) Integration, maintenance, operation and support of 184 Indian missions/ ports as a part of the Passport Seva System. Proposed initiation to integrate Head Post Offices (HPO) covering 543 locations in the country to handle Passport related services.
- (xx) Manage the software application & support the portal named MADAD
- (xxi) Banking interfaces as exists including installation of PoS module.
- (xxii) All existing mobile applications available in IOS & Android platform.
- (xxiii) IA will be responsible for deploying and managing required all technical and non-technical manpower necessary for operations of PSKs, PSK-Co-Located, POPSKs, SOC, NOC, DC, DRC, CPPF, BRD.
- (xxiv) IA will be responsible for customization/upgradation and maintenance of existing Management Information System in the Passport Seva application.
- (xxv) Operation and Maintenance of the entire application and servers for a period of **TEN YEARS (10 Years)** from the date of declaration of final Go-Live.

A proven software development methodology shall be considered and implemented for the project.

The indicative list of activities to be performed under this project is detailed below:

I. Study and System Design :

- (i) Preparation of the Project Plan and the Inception Report
 - The Implementation Agency (IA) need to prepare an Integrated Project Plan for the entire assignment that covers detailed tasks which are intended to be performed, as part of the assignment.
 - The roles and responsibilities for the project along with support arrangements that are expected from the Ministry of External Affairs shall be jointly arrived at and shall be signed off between the selected Implementation Agency (IA) and the Ministry after the RFP / Bid process.
 - The acceptance of the Initial Inception Report by the Ministry is necessary before proceeding to the next stage of the project.
- (ii) Requirements Gathering and Analysis
 - The IA shall refer the document, and may consult with the Ministry wherever necessary, to obtain more information on the requirements of the project.

The IA shall conduct an actual requirement gathering and prepare an SRS document.

- The IA shall ensure that all the requirements in the FRS are covered in the requirements analysis.
 - The IA shall map the functional requirements to the proposed solution and analyse the gaps between the functional requirements and the functionalities provided by their solution. The IA shall estimate the customization effort for the implementation.
 - The IA shall specify the modules of the project that cannot be implemented through a solution and propose a bespoke solution for these modules.
 - Activities conducted as part of this task will result in the project deliverable “PSP Software Requirement Specifications” (SRS) document, which shall detail the requirements of the complete solution up to the last detail.
 - The High level Architecture document should give the complete architecture of the proposed systems. SRS should include, but not limited to:
 - Solution architecture.
 - Application architecture with all relevant patterns identified.
 - All data base structure and detailed description of fields and tables.
 - Naming conventions followed for the tables and fields.
 - Data Flow Diagrams (DFD) & Entity-Relationship (ER) diagrams.
 - Details of validation rules and constraints like integrity checks etc. to be applied.
 - Format of all input screens including data entry requirements.
 - Format of all reports that would be generated by the proposed system.
 - Business logic used for all reports and functions.
 - Access control mechanisms, data security and audit trails to ensure that databases are not tampered or modified by unauthorized users. The following guidelines need to be observed for security
 - Build a complete audit trail of all transactions (add, edit and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed.
 - The most appropriate level of security commensurate with the value to that function for which it is deployed must be chosen.
 - Access Controls must be provided to ensure that the databases are not tampered or modified by the system operators.
 - Implement data security to allow for changes in technology and business needs.
- (II)** Supply, installation, configuration, integration of application for Passport Seva. Supply, installation, configuration and deployment of database and related software. Design, development, integration, testing and implementation of other modules of system
- (i) The IA shall implement the solution to meet the functional and design requirements as defined in the initiation phase and the FRS.
 - (ii) Configuring specific modules, third party bolt-on applications, development of interfaces where necessary, etc.
 - (iii) The IA shall deploy a team of experienced personnel for developing and/or integrating the applications.

- (iv) The IA shall employ a software development methodology that ensures rapid deployment of the applications (e.g. Agile Methodologies) in such a way that (a) the users are continually involved in the development process, and (b) at least three cycles of iteration are allowed before the final Go-Live of the system.
 - (v) From the integration perspective, the IA shall take into account necessary interfacing requirements (both at the application and data level) between the modules and the existing information systems; should an interfacing need to be done with a module that is scheduled for development in next phases, appropriate interfaces shall be provided so as to effect this integration as smoothly as possible.
 - (vi) At every stage of the development process, the different components of the system shall be thoroughly tested to make it bug-free.
 - (vii) IA must supply the application, database and related software, integration tools, along with the source code and describing the process to be followed for installing the same.
 - (viii) IA shall create all necessary master files for the system.
 - (ix) The implementation of system is proposed in two stages
 - Stage I: Alpha version- IA is required to conduct : During the Transition phase when the existing IA & the new IA shall work together for a period not exceeding six months
 - (a) Acceptance testing of the solution based on test cases developed by IA and validated by the Ministry through a third party audit agency (TPAA) at Pilot Locations
 - (b) Master data migration from the system of the Existing Implementation Agency to the proposed system to facilitate the acceptance testing of all functionalities of passport seva application.
 - (c) Training of the staff and other stakeholders on the continued usage, maintenance and enhancement of the system. Only upon successful completion of the above mentioned three tasks, the implementation shall move to the next stage.
 - FINAL STAGE: Rollout (Final Go-live) or the official launch of the new portal and the applications.
 - The transition is expected to be smooth and safe that the end users would never feel any delay/failure/slowness.
- (III) Supply, installation, configuration and commissioning of central servers & installation of required system software for application hosting**
- (i) The IA shall supply, install, configure and commission the co-located servers at data centre and disaster recovery centre and install system software for application hosting. In addition, the IA shall draw out and recommend detailed specifications/ requirements for the infrastructure that needs to be used for hosting the application. The IA shall need to procure server hardware for the application and install the application on the servers as defined/prescribed at the Data Centre & Disaster Recovery systems (DC-DR) that would work on ACTIVE-ACTIVE mode. The physical location of DC, DR, NOC, SOC, Printing facility, BRD shall be owned by Government of India or any State Government.

- In events of failures/failovers, switchover from one facility to other (DC to DRC) shall occur within the timelines defined in the RFP.
- (ii) DC, DRC, NOC, SOC, Printing Facility, BRD **will not be built/created in any NON-GOVERNMENT** space.
 - (iii) Ministry of External Affairs would provide the Quality of Service indicators and other performance parameters adequately in advance for the IA to study and make out detailed specifications for the same. The Specifications must be futuristic with at least a **five-year horizon to start** with and recommended servers should be able to accommodate any scaling up requirements necessitated in the future. Future refresh of hardware/ software is the responsibility of IA. (it is tentatively expected for a refresh in the sixth year after go-live or as in case may be, without any impact on the SLA).
 - (iv) Based on the recommendations, IA shall procure, install and successfully commission the servers in such a way that the implementation plan does not suffer.
 - (v) IA shall Design, Supply, Install and Commission the server hardware for various requirements (including but not limited to Database servers, Application Servers and Web Servers).
 - (vi) IA shall submit validation/audit statement from OEM for the products that have been proposed in the system certifying that solution and sizing of infrastructure proposed by the IA is relevant and correct with respect to their product.
 - (vii) IA shall also procure dedicated internet gateway bandwidth of not less than 32 Mbps each at data centre and disaster recovery centre (divided as 12 Mbps each from two different Internet Service Providers (ISPs). Depending on the traffic, the IA shall enhance the bandwidth.
 - (viii) IA must also provide the Video conferencing solution as a service to enable seamless video conferencing system at locations identified by the Department.
- (IV)** Supply, installation, configuration and commissioning of user level hardware/ client site infrastructure and the required system software and other software
- (i) IA must procure, install and successfully commission the suggested hardware at all project locations in such a way that the implementation plan does not suffer.
 - (ii) IA must supply, Install and commission the local server if required for accessing the system locally as per the indicative architecture proposed in the RFP.
 - (iii) At each of the location, acceptance certificate shall be issued to the IA after the successful commissioning.
 - (iv) IA must also procure and successfully install all the system software such as operating systems and any other software for using the system.
 - (v) IA is expected to prepare all project locations sites for setting up the necessary client site infrastructure. Site preparation at project locations will include but not limited to:
 - Provision of Local Area Network (LAN cables, LAN ports, etc.)
 - Provision of computer furniture
 - Ensure adequate power points in adequate numbers with proper electric- earthing
 - Earthing and electric cabling as required at the site

- In addition to the above, supply and fixing of furniture like computer tables, chairs and other item shall be carried out to ensure successful site preparation and installation of solution at every project location.
 - (vi) Supply of the hardware, software, networking equipment, UPS to the location as per the requirements
 - (vii) Installation, Testing and Commissioning and maintenance of UPS including battery banks.
 - (viii) Physical Installation of Desktops, Printer, Multi-Functional Device (MFD), Switch- Connecting peripherals, devices, Plugging in etc.
 - (ix) Operating System Installation and Configuration
 - (x) Installation of client Antivirus and other support software if any
 - (xi) Configuring the security at the desktops, switch and broadband connection routers
 - (xii) Network and browser Configuration
 - (xiii) Test accessibility and functionality of application from the desktops
 - (xiv) Any other equipment that may be required and is proposed by IA in its proposal
 - (xv) Ensuring all the systems required are supplied, installed, configured, tested and commissioned and declaring the site to be operational.
- (V)** Supply, installation, configuration and commissioning of LAN/WAN network
- (i) The IA is expected to draw out and recommend detailed specifications for the network that needs to be used for the Ministry to perform satisfactorily
 - (ii) Recommendations made must be forward-looking with at least a ten-year horizon to start with and recommended network should be able to accommodate any scaling up requirements necessitated in future.
 - (iii) The Network includes the design of LAN for the list of offices (to be specified in the RFP).
 - (iv) Design of LAN, Supply of the recommended LAN equipment and Installation and Commission of the supplied LAN components would be completely the responsibility of the IA.
 - (v) BSNL leased Line/ any other leased line shall be used for the Wide Area Network (WAN) connectivity of this project. IA shall design the connectivity requirements for the Project. Procurement and maintenance of the leased lines/ broadband for the connectivity as per the requirements are completely the responsibility of the IA.
- (VI)** Training of the users for effectively using the system
- (i) The IA shall impart training to the staff and other key stakeholders on the usage and maintenance of the system
 - (ii) It is desirable that the IA proposes different training modules for different user profiles based on what is appropriate at what level.
 - (iii) It is also desirable that the IA provide such additional training as they deem necessary in order to ensure that the training imparted is complete.
 - (iv) The IA must propose an appropriate training model in their proposal and must propose detailed methodology on how they would conduct the training.
 - (v) IA must also prepare Computer Based Training Modules to enable the users for self-learning.
 - (vi) Training on information security.

(VII) Operation and Maintenance of the application and all associated hardware and network equipment

- (i) On successful completion of above tasks and with the complete system going live, the IA must extend “Post Implementation Support” (i.e., complete support after implementation) till the end of contractual period which is 10 years from the date of final Go-Live of the project.
- (ii) The IA needs to provide the operational and maintenance support for the systems that are implemented and being used before the Go-Live. In other words, the IA needs to provide operational and maintenance support, whenever they are completed and installed.
- (iii) IA must also deploy a minimum of one resource at each of the project locations to provide handholding support to the users at that particular location for a duration of not less than six months.
- (iv) A technical support staff must be deployed throughout the year during the business hours.
- (v) During the operational and maintenance support, the IA must
 - Station a Helpdesk through a dedicated Call-Centre to support citizens in prescribed 18 languages and shall extend further to additional languages, as prescribed by the Government of India from time to time..
 - Station a Post Implementation Team (PIT) to support the officers and staff of the Department with their queries and other requirements.
 - The said PIT team must ensure that all necessary measures are taken for the smooth implementation of the system
 - PIT team must ensure that support team is duly prepared that will gradually takeover from the PIT team once the latter’s contractual term is over.
 - The team must ensure that all necessary know-how is transferred to the support team in such a manner so as to make for a smooth transition. Performance metrics for the above transition will need to be agreed between the IA and the Ministry to ensure successful conclusion of this stage.
 - The IA must also establish central helpdesk for the users to contact in case of any problems related to the system.

(VIII) Documentation

The IA must ensure that complete documentation of the project is provided with comprehensive user manuals, and adhere to standard methodologies in software development as per ISO standard and/or CMMi models. The following documents are the minimum requirements:

- Communications Plan listing all stakeholders in the project, defining their roles
- Quality Assurance Plan Documenting the planned and systematic pattern of all actions necessary to assure confidence that the software developed will conform to the Ministry’s functional and technical requirements.
- Interface Control Document, documenting the interface characteristics of one or more systems and documents agreements between interface owners.
- Test Plan Containing information on the software test environment to be used for independent testing, the test cases to be performed, and the overall testing schedule. This includes methodology, schedule, resources, tools, procedures, environment definition, test cases, and software test results.

- Systems Manual Detailing the data structure, table, forms and report structures.
- Operations Manual providing instructions for installing the application, troubleshooting, interpreting message logs, and FAQs (Frequently Asked Questions).
- User Manual (both online, soft and paper copies) providing detailed instructions on how to use the software. In addition, it describes how to access, submit inputs to, and interpret outputs from the application.
- A data dictionary listing out all the data elements shall be prepared.
- (SRS & FRS) documents, solution design documents, database design documents, information security and policy documents.

Indicative Details of the Project

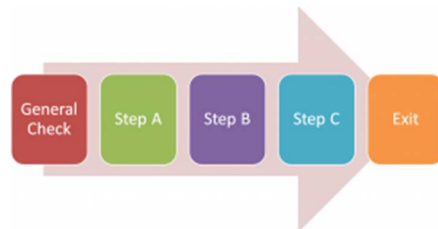
a. Scope of functional Modules

The indicative functional / business modules for the system are explained below:

The Indian Passport is issued by the Consular, Passport and Visa (CPV) division of the Ministry of External Affairs of the Government of India through Regional Passport Offices (RPO) in India and through the Consulates/Embassies in other countries. Passport applications are filed/made electronically through www.passportindia.gov.in for seeking appointment at designated PSK's. Initially citizens can either book appointment or can walk-in to the designated PSK, but Walk-in has been stopped since 2012-2013 as a policy.

After submitting the online application, payment of fees and booking the time slot for appointment at PSK, the applicant has to physically appear at the PSK for submitting his/her biometric, photograph, signatures etc.

Tatkal facility is available and the time windows for different locations are managed by GOI as per their policy. Appointment window for normal application is also managed as per GOI policy. **The entire process at PSK centre is divided into 5 Steps. These 5 steps are: General Check, A, B, C, and Exit.**



It may be noted that the Department is exploring possibilities to merge (or) fine-tune the processes at Step-B & Step-C.

Process Flow at the Passport Seva Kendra

The applicant will go through the following stages at Passport Seva Kendra (PSK) in order to get the Passport:



General Check- on arrival at the PSK at the given/stipulated time, the citizen gets verified by the Guard (whether he/she is the actual applicant) and the citizen gets an ENTRY token issued by the IA’s Token issuance counter after passing through a QUEUE.

Step A - Arrival of Applicant at Pre-Processing Area

In counter A (CSE), the applicant needs to proceed to the Customer Service executive counter based on the call at LCD display at PSK centre. CSE verifies



/ conducts data entry, captures the biometric i.e. fingerprints of all the 10 fingers, captures photographs.

The applicant can view the tasks being undertaken by the CSE on a monitor (DUAL MONITOR) facing the citizen.

All the required documents (Address proof & ID Proof) are scanned and uploaded in the passport Seva System by the CSE.

With concurrence from applicant, the printed sheet of the application is signed by the applicant. The signed sheet (application form) is again scanned by CSE and uploaded to the system before the citizen moves to Counter – B (VO)

Step B – Application Verification Zone



Applicant Name : LITSAY
 Date of Birth : 01-10-1991
 Date & Time : 06-09-2013 11:01 AM
 Appointment No. : 100000131097313
 ARN/File No. : BN1073590720113
 Service Area : Citizens Service Executive - (A Counters)
 Service Required : Re-Issue
 Channel : Online
 No. of people Accompanying : 0

Please be alert and watch TV displays to know the counter number on which your token is called for service.

Step B: Application Verification Zone - PSK Counter
 At the designated service counter, Verification Officer (VO) will check the original documents for completeness and correctness.



On entering the Counter B/ZONE B, applicant has to wait for his or her token number call. At this counter, the VO verifies the documents uploaded by the CSE. If Officer has some query with respect to any document, he/she will solicit applicant to clarify that, otherwise after going through all the Documents applicant will precede towards the next step i.e. Step C.

Step C – Granting Zone



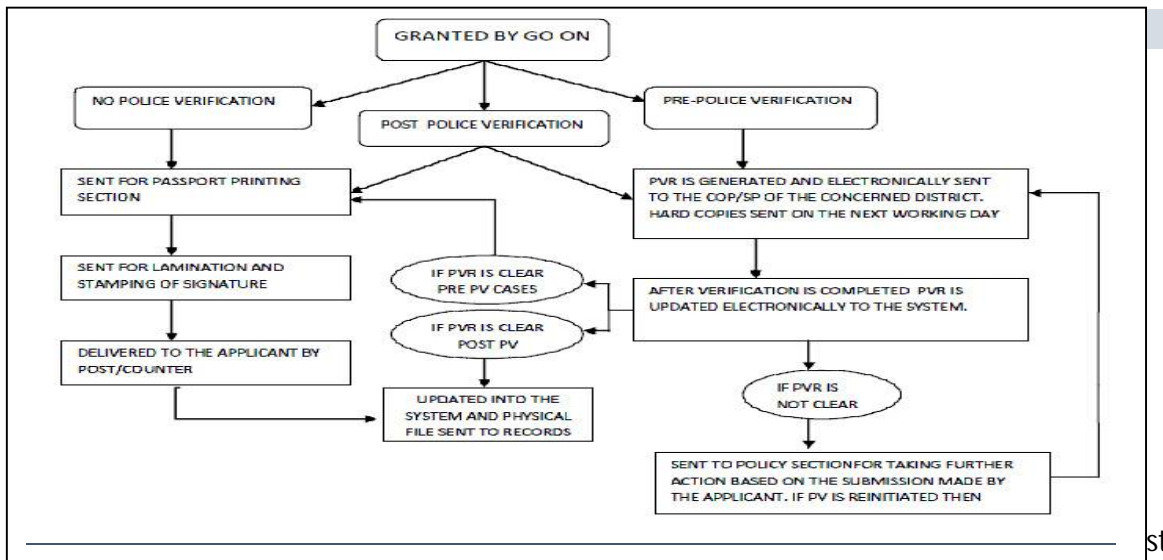
After clearance from the Verification Officer at Counter B, the applicant has to wait at the waiting zone and wait for his/her call at Counter C. The Granting Officer checks the applicant and further sends the application as “Granted/Rejected etc”.

After checking details, GO will “Grant/Reject” the application and marks the application as

- **No Verification** : For those cases where verification is not required (eg., Children whose parents hold valid passport, Government employees, etc..)
- **Post Verification** : For those cases where the person is applying for “after expiry of passport validity, apply for additional leaves etc.,
- **Pre Verification:** for fresh passport applicants.

After GO’s clearance, the applicant walks towards the exit counter to collect his/her acknowledgement slip.

**Note: The Department intends to refine the Verification and Granting Process as a single process



towards for the following for the complete tenure of the contract:

1. Rental/ownership of PSKs, IT & Non-IT infrastructure, communication, Furniture, Consumables, Civil, Mechanical, Electrical, Security and other components at all

- designated Passport Seva Kendras across the country (93 PSK), which includes 5 co-located PSKs
2. IA will bear the entire cost of building the DC & DRC including its maintenance and operations, purchase of software/middleware and licenses, IT and Non-IT infrastructure including DG and UPS back-ups. IA would also refresh the technology at DC & DRC as and when it is required as stated above. (The space for DC & DRC would be provided by the Ministry)
 3. IA would bear the cost of maintenance/operation/up-gradation of PSP application software including the PSP portal
 4. IA would also bear the entire establishment cost for BRD set-up, NOC/SOC and its maintenance and operations and consumables. NOC/SOC and BRD would also be established at the Government premises provided by the Ministry
 5. IA would also bear the cost of IT and Non-IT infrastructure required for accessing PSP system including UPS and Battery for the location at Official/Diplomatic Passport Section, PMU, Policy Section, CIPPS at the HQO (The Passport Printer and its consumables would be provided by the Ministry)
 6. The establishment and operations cost of Central Printing Passport Facility (CPPF) including provision of manpower for passport printing/lamination/dispatch. The space would be provided by the Ministry
 7. Establishment of Call Center/Helpdesk through a dedicated Call Center to support citizens
 8. IT & Non-IT infrastructure, communication, Furniture, Civil, Mechanical, Electrical, Security and other components at all 5 (five) co-Located Passport Seva Kendras around the country
 9. After implementation of the Project, based on the needs and demands, the Implementation Agency will bear the cost towards opening of new PSKs
 10. IA will bear the entire cost of conducting special passport issuance events such as Passport Seva Camps, Melas etc. during weekends/Weekdays
 11. IA will bear the entire cost of maintenance, operations and support of 184 Indian Missions/Posts abroad as part of this project centrally.
 12. IA would manage the software application and support the portal named MADAD.
 13. IA will bear the complete cost to supply, installation, configuration, commissioning and maintenance of WANs (MPLS network/ VPN)/LAN that enables connectivity to the DC & DRC, NOC, SOC, CPPF, BRD and any other offices of the Ministry of External Affairs as required.
 14. IA will bear the complete cost to supply, installation, configuration, commissioning and maintenance of video conferencing solution and equipment, VoIPs, at defined locations.
 15. IA will bear the complete cost of development/ customization of web based monitoring and evaluation tool(s), SLA monitoring tools(s).
 16. IA will bear the complete cost of maintenance of banking interfaces including installation of PoS module.
 17. IA will bear the cost of customization and maintenance of all existing mobile applications available in IOS & Android platform.
 18. IA will bear the cost of operations & maintenance of all PSKs, POPSKs, DC, DRC, NOC, SOC, CPPF, BRD.

19. IA will bear the cost of deploying and managing required technical and non-technical manpower necessary for operations of PSKs, PSK-Co-Located, POPSKs, SOC, NOC, DC, DRC, CPPF, BRD.
20. IA will bear the cost for customization/upgradation and maintenance of existing Management Information System in the Passport Seva application.
21. Payment to Implementation Agency :
 - a. Presently, payments are made by the Government of India to the Implementation Agency subject to compliance with the Prescribed SLA's. In the present system, there are 27 SLA's (enclosed as attachment at Annexure 'C). Department is exploring on rework of these SLA's
 - b. In the new system, it is proposed to include the time stamp of Citizens arrival at the Passport Seva Kendra as a parameter for "Time spent by citizen at PSK". This mode of time capture will establish the actual time spent by citizen from arrival at Passport Seva Kendra till the time the citizen exits the Passport Seva Kendra.
22. The size of the PSK's in terms of the number of Counters for Citizen Service Executives, Verification Officers & Granting Officers is placed at Annexure-A
23. The facilities at the PSK, POPSK and other locations shall conform to the recommendations published by Ministry of Social Justice and Empowerment

Post Office Passport Seva Kendra (POPSK)

The Space for POPSK, raw electricity, room lighting, waiting chairs and basic furniture would be provisioned by the Govt. of India. The required number of VO&GO will also be provisioned by the Government of India. The Implementation agency is expected to offer the following IT & Non-IT Infrastructure for the Post Office Passport Seva Kendra(POPSK) after expiry of the warranty of existing infrastructure (or as the case may be) consisting of

- (a) CSE Counter : 2 Nos
- (b) VO Counter : 1 No
- (c) GO Counter : 1 No
- (d) UPS : As required
- (e) Lighting for Photography: As required
- (f) Resident Engineer: 1 No

The Implementation Agency shall also offer the following, for the proposed POPSK in addition to the regular PSKs.

- (a) Customer Service Executive for each CSE counter
- (b) One Support person for Hardware, Software and operations at each PSK
- (c) 5 Desktops to all the counters , 2 Scanner each for CSE, One Shared printer for 2 CSE, and One printer for VO, 2 Cameras & 2 Fingerprint Scanners

S.No	Counter	Desktop	Printer	Document Scanner	Finger Print Scanner	Camera	Manpower
1	CSE	2	1	2	2	2	2-IA

3	VO	1	0	0	0	0	1-Gol
4	GO	1	1	0	0	0	1-GOI
5	Support	1	0	0	0	0	2-IA

The requirements given in this Expression of Interest are indicative only and the Department will seek inputs from the pre-qualified bidders in further refining the requirements and all aspects of services before finalizing the Request for Proposal.

10. OWNERSHIP OF ASSETS & MANPOWER

S.No	Facility	Location	Cache Server	IT Infra	Furniture	CSE	Support
1.	PSK	IA	IA	IA	IA	IA	IA
2.	POPSK	Gol	NA*	IA	IA	IA	IA
3.	CPPF	Gol	IA	IA	IA	NA	IA
4.	NOC	Gol	IA	IA	IA	NA	IA & Gol
5.	SOC	Gol	IA	IA	IA	NA	IA & Gol
6.	DC	Gol	NA	IA	IA	NA	IA & Gol
7.	DRC	Gol	NA	IA	IA	NA	IA & Gol
8.	PSK-Co-Located	Gol	IA	IA	IA	IA	IA

*Cache Server: If needed.

IA will be responsible for deploying and managing required all technical and non-technical manpower necessary for operations of PSKs, POPSKs, PSK-Co-Located, SOC, NOC, DC, DRC, CPPF, BRD.

Part III: Bidding Terms and Pre-Qualification Criteria

11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i) This Eoi is not an offer and is issued with no commitment. Ministry of External Affairs reserves the right to withdraw the Eoi and change or vary any part thereof at any stage. Ministry of External Affairs also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii) Ministry of External Affairs reserves the right to withdraw this Eoi if Ministry of External Affairs determines that such action is in the best interest of the Government of India.
- iii) Short-listed bidders would be issued formal tender enquiry/Request for Proposal inviting their technical and commercial bids at a later date.
- iv) Timing and sequence of events resulting from this Eoi shall ultimately be determined by Ministry of External Affairs.
- v) No oral conversations or agreements with any official, agent, or employee of Ministry of External Affairs shall affect or modify any terms of this Eoi and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Ministry of External Affairs shall be superseded by the definitive agreement that results from this Eoi process. Oral communications by Ministry to bidders shall not be considered binding on Ministry of External Affairs, nor shall any written materials provided by any person other than Ministry of External Affairs.
- vi) Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Ministry of External Affairs or any of their respective officials, agents, or employees arising out of, or relating to this Eoi or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vii) Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- viii) Each applicant shall submit only one Pre-qualification requirements proposal.
- ix) Proposals should reach the specified address not later than _____ 2018 by 1600 HRS and shall be valid for the next 3 months from the last date of submission of response.

12. RIGHTS TO THE CONTENT OF THE PROPOSAL

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the Pre-Qualification proposal will become the property of Ministry of External Affairs and will not be returned after opening of the pre-qualification proposals. Ministry of External Affairs is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. Ministry of External Affairs shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this Eoi, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. EVALUATION OF PRE QUALIFICATION PROPOSAL

The bidders' Pre-Qualification Proposal in the bid document will be evaluated as per the requirements specified in the EoI and adopting the pre-qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the pre-qualification criteria specified (e.g. detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

Bidders will not be allowed to bid as a Consortium. However, bidders may sub-contract non-core activities of the project (to be specified in detail in the RFP).

15. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

16. PRE-QUALIFICATION CRITERIA

The invitation for bids is open to all entities registered in India who fulfil prequalification criteria as specified below:

- i. The Bidder should be an Indian company registered under Indian Companies Act 1956 as amended in 2013. The company should be primarily providing IT/ICT operations in India for at least the last five financial years for the year ending 31st March 2018 as evidenced by the Certificate of Incorporation issued by the Registrar of Companies, India. Bidder shall submit relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company. The bidder will be a single legal entity.
- ii. The bidder should be a profitable Indian company for the last three years and must have an annual turnover of not less than INR 1000 Crores for each of the last three financial years ending 31st March 2018. This should be evidenced by certified financial statements of the last three financial years; 2015-2016, 2016-2017, 2017-2018 from Company Secretary.
- iii. The Bidder must have successfully executed three (3) 'Turnkey IT projects' (including both application software, hardware and Operations Support) during the last 3 years. The total contract value of the 3 said projects shall be INR 1000 Crores, but each of the project shall be of not less than INR 100 Crores. Out of the three 'Turnkey IT projects, one should be an eGovernance project. Bidder shall submit the Work Order issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects.
- iv. The Bidder must have successfully executed one
 - a. E-Governance Project during the last 3 years, worth a single contract value of at least INR 300 Crores. Bidder shall submit either of the Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope and successful completion of the projects.
- v. The Bidder must have at least 20000 full time IT professionals on its payroll.
- vi. The bidder should have been assessed and certified for SEI CMMi level 5.

Notes:

1. *'Turnkey IT Projects' relates to projects involving IT Application, IT Infrastructure, e-service development through portals and Operations & Maintenance Services on the application and infrastructure.*
2. *In case of bidders where the CMMi certification is under renewal, the bidders shall provide the details of the previous CMMi certification and the current assessment details for consideration in the Eol process.*
3. *In respect of the cited projects, the bidder should have been directly responsible for the implementation of the projects and not just a member of a consortium.*
4. *Only Project Citations completed / started in the last 3 financial years (2015-16, 2016-17, 2017-2018) will be considered for evaluation.*
5. *A bid may be rejected at prequalification stage itself and not considered for technical proposal evaluation if it fails to satisfy the prequalification criteria specified herein.*

17. RESPONSE REQUIREMENTS

- i) The Response to the Pre-Qualification Requirements shall be prepared in accordance with the requirements specified in this Eol and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
- ii) Proposals must be direct, concise, and complete. All information not directly relevant to this Eol should be omitted.
- iii) The Pre-Qualification Proposal shall be sealed and super scribed "Response to Pre-Qualification Requirements – Passport Seva Project Transition" on the top right hand corner and addressed to the address specified in this document.
- iv) The pre-qualification proposal should be submitted with three printed copies of the entire proposal, one marked ORIGINAL and the other Two as DUPLICATE and a soft copy on non-rewriteable compact discs (CDs) with all the contents of the pre-qualification proposal. The words "Response to Pre-Qualification Requirements – Passport Seva Project Transition" shall be written in indelible ink on the CD. The Hard Copy shall be signed by the authorized signatory on all the pages before being put along with the CD in the envelope and sealed.
- v) In case of discrepancies between the information in the printed version and the contents of the CDs, the printed version of the pre-qualification proposal will prevail and will be considered as the proposal for the purpose of evaluation.
- vi) The proposal should contain the copies of references and other documents as specified in the Eol.
- vii) A board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of Eol shall be included in this envelope.
- viii) Ministry of External Affairs will not accept delivery of proposal in any manner other than that specified in this Eol. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

18. PRE-QUALIFICATION REQUIREMENTS PROPOSAL

The Pre-Qualification Proposal should be submitted in the sealed envelope with the following details.

Bidders are requested to submit their responses for the Pre-Qualification Requirements in Six (6) parts, clearly labelled according to the following categories:

1. Part I – Covering Letter, Processing Fee, and Board Resolution
 - a. Covering Letter from the Bidder as per the format provided in Annexure – Form I
 - b. A non-refundable processing fee for INR 25,000 (Rupees Twenty Five Thousand only) in the form of a Demand Draft or a Pay Order drawn in favour of designated office/officer specified at Section 6 of this document, payable at New Delhi has to be submitted along with the Eol Response. Bids received without or with inadequate Eol processing fees shall be liable to get rejected.
 - c. Board resolution authorizing the Bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of Eol
2. Part II – Details of the Organization
 - a. This part must include a general background of the respondent organization (limited to 500 words) along with other details of the organization as per the format provided in the Eol (Annexure – Form II). Enclose the mandatory supporting documents listed in format.
 - b. The bidder must also provide the financial details of the organization as per format provided in the Eol (Annexure – Form III). Enclose the mandatory supporting documents listed in format.
3. Part III – Relevant Project Experience of Turnkey IT Projects
 - a. Respondents must provide details (client organization, nature / scope of the project, project value) of Turnkey IT project experience as per the format provided in the Eol (Annexure – Form IV). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.
4. Part IV – Relevant e-Governance Project Experience
 - a. Respondents must provide details (client organization, nature / scope of the project, project value) of an e-Governance project experience as per the format provided in the Eol (Annexure – Form V). The projects mentioned here should match with the projects quoted by the respondent in order to satisfy the qualification requirements. Enclose the mandatory supporting documents listed in format.
5. Part V – Proof of Fulltime IT Professionals in the Bidder’s Organization
 - a. The bidder must enclose certified copy by Statutory Auditor or Company Secretary of the bidder’s organization with the number of full time IT professionals in the bidder’s organization.
6. Part VI – Proof of Certification
 - a. Assessment and Certification of the required certification (CMMi Level 5).(Annexure – Form VI)

Part IV: Annexure – Response Formats

19. FORM I: COVERING LETTER

(Company letterhead)

[Date]

To

Dear Sir,

Ref: Expression of Interest Notice for Selection of Implementation Agency for “Transition of Passport Seva Project from existing Implementation Agency”

Having examined the Expression of Interest (EoI), the receipt of which is hereby duly acknowledged, we, the undersigned, intend to submit a Pre-qualification requirements proposal in response to the Expression of Interest (EoI) for Selection of Implementation Agency for this Project.

We attach hereto the response as required by the EoI, which constitutes our proposal.

Primary and Secondary contacts for our company are:

	Primary Contact	Secondary Contact
Name:		
Title:		
Company Name:		
Address:		
Phone:		
Mobile:		
Fax:		
E-mail:		

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to the Ministry of External Affairs, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for providing Implementation Agency Services on this Project.

We agree for unconditional acceptance of all the terms and conditions set out in the EoI document.

20. FORM II: GENERAL DETAILS OF THE ORGANIZATION

Details of the Organization	
Name of organization	
Nature of the legal status in India	
Legal status reference details	
Nature of business in India	
Date of Incorporation	
Date of Commencement of Business	
Address of the Headquarters	
Address of the Registered Office in India	
Other Relevant Information	
Mandatory Supporting Documents:	
a) Certificate of Incorporation from Registrar Of Companies(ROC)	
b) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company	

21. FORM III: FINANCIAL DETAILS OF THE ORGANIZATION

Financial Information			
	FY 2015-16	FY 2016-17	FY 2017-18
Revenue (in INR crores)			
Profit Before Tax (in INR crores)			
Revenue from IT services and system integration services (in INR crores)			
Other Relevant Information			
Mandatory Supporting Documents:			
<ul style="list-style-type: none"> a. Auditor Certified financial statements for the last three financial years; 2015-16, 2016-17, 2017-18 (Please include only the sections on P&L, revenue and the assets, not the entire balance sheet.) b. Certification by the company auditors supporting the revenue break-up for IT Services and System Integration Services 			

22. FORM IV: TURNKEY IT PROJECT EXPERIENCE

IT Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Current Status	
Project Details	
Description of the project	
Geographical Scope	
Outcomes of the Project	
Scope of Work	
Business Processes	
Applications	
Technologies Used	
Infrastructure	
Operations & Services	
Number of Locations / Sites	
e-Service delivery (portals), concurrent users and transaction volumes	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the Bidder	
Other Relevant Information	
Mandatory Supporting Documents: a) Letter from the client duly indicating the salient points like cost, period, scope of services like software , hardware, networking, O&M etc and successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

23. FORM V: E-GOVERNANCE PROJECT EXPERIENCE

e-Governance Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Current Status	
Project Details	
Description of the project	
Geographical Scope	
Outcomes of the Project	
Scope of Work	
Business Processes	
Applications	
Technologies Used	
Infrastructure	
Operations & Services	
Number of Locations / Sites	
e-Service delivery (portals), concurrent users and transaction volumes	
Other Details	
Total Duration of the project (no. of months, start date, completion date)	
Total cost of the project	
Total cost of the services provided by the Bidder	
Other Relevant Information	
Mandatory Supporting Documents: a) Work Order OR Agreements OR Completion Certificate issued by client duly indicating the salient points like cost, period, scope of services like software , hardware, networking, O&M etc. and successful completion of the projects	
Project Capability Demonstration	
Complete details of the scope of the project shall be provided to indicate the relevance to the pre-qualification criterion (which is part of minimum qualification criteria).	

24. FORM VI: DETAILS OF CMMI CERTIFICATION

CMMi Assessment Details	
Level of CMMi Assessment	
Date of Assessment	
Validity of the Assessment	
Name of the Assessing company and their contact details	
Units / Locations Assessed	
Mandatory Supporting Documents	
Proof of Certification	

In case of bidders where the CMMi certification is under renewal, the bidders shall provide the details of the previous CMMi certification and the current assessment details for consideration in the EoI process

25. GENERAL CHECK-LIST FOR SUBMISSION

1. Bid Fee
2. Covering Letter
3. Details on General information about the Organization
4. Details on Financial Health of the Organization
5. Details on the Past Projects
6. CMMi Certification details

ANNEXURE A : DETAILS OF PSK'S & OTHER FACILITIES

1. Operation control

- One Network Operations Centre with 50 seats for observation , operations
- One Data Centre
- One Disaster Recovery Centre
- One Security operations center
- One Central Passport Printing Facility where 25 seats with facility to print and dispatch passports in bulk

In the proposed system all of the above mentioned facilities shall be owned, manned and managed by the Implementation Agency while space shall be identified and facilitated by the Government of India.

2. Co-located PSKs

In the PSK's that are listed below as Co-Located, the Space has been provided by the Government of India (Ministry of External Affairs). Cost on space towards ownership or rentals are not being borne by the Implementation Agency. However Cost is borne by the Implementation agency towards all other components including Network, IT & Non-IT infrastructure, Civil construction, Lighting, Front-end Activities (Customer Service executives), communications, Local Servers, Storages, Administration support, Network & Application Support

S.No	State	RPO	PSK
1	DL	Delhi	Delhi
2	GA	Panaji	Panaji
3	JK	Jammu	Jammu
4	JK	Srinagar	Srinagar
5	OR	Bhubaneshwar	Bhubaneshwar

3. Independent PSKs

In the PSK's that are listed below all costs are borne by the Implementation Agency including cost towards renting/ownership of space towards ownership, towards all other components including Network, IT & Non-IT infrastructure, Civil construction, Lighting, Front-end Activities (Customer Service executives), communications, Local Servers, Storages, Administration support, Network & Application Support

S.No	State	RPO	PSK
1.	AP	Hyderabad	Vijayawada
2.	AP	Hyderabad	Tirupathi
3.	AP	Vishakhapatnam	Vishakhapatnam
4.	AS	Guwahati	Guwahati
5.	BR	Patna	Patna
6.	DL	Delhi	Delhi 2 (Shalimar)
7.	DL	Delhi	Delhi 3 (Gurgaon)
8.	DL	Delhi	Delhi 1 (Herald House)

S.No	State	RPO	PSK
9.	GJ	Ahmedabad	Ahmedabad 1
10.	GJ	Ahmedabad	Ahmedabad 2
11.	GJ	Ahmedabad	Baroda
12.	GJ	Ahmedabad	Rajkot
13.	GJ	Surat	Surat
14.	KA	Bangalore	Bangalore 1 (Lalbagh)
15.	KA	Bangalore	Bangalore 2 (Sai Arcade)
16.	KA	Bangalore	Hubli
17.	KA	Bangalore	Mangalore
18.	KL	Cochin	Cochin
19.	KL	Cochin	Alappuzha
20.	KL	Cochin	Kottayam
21.	KL	Cochin	Ernakulum (Rural) Aluva
22.	KL	Cochin	Thrissur
23.	KL	Kozhikode	Kozhikode 1 (Koyenco)
24.	KL	Kozhikode	Kozhikode 2 (Vatakara)
25.	KL	Kozhikode	Kannur 2 (Payyanoor)
26.	KL	Kozhikode	Kannur 1
27.	KL	Malappuram	Mallapuram
28.	KL	Thiruvananthapuram	Thiruvananthapuram
29.	KL	Thiruvananthapuram	Thiruvananthapuram Rural
30.	KL	Thiruvananthapuram	Kollam
31.	MH	Thane	Thane
32.	MH	Mumbai	Mumbai 1 (Raheja TIPCO)
33.	MH	Mumbai	Mumbai 2 (Great Oasis)
34.	MH	Mumbai	Mumbai 3 (S Mumbai)
35.	MH	Nagpur	Nagpur
36.	MH	Pune	Pune
37.	MH	Thane	Nashik
38.	MH	Mumbai	Sholapur
39.	MP	Bhopal	Indore
40.	PB	Amritsar	Amritsar
41.	PB	Jalandhar	Jalandhar 1
42.	PB	Jalandhar	Jalandhar 2 (Aman's)
43.	PB	Jalandhar	Hoshiarpur
44.	PB	Chandigarh	Chandigarh
45.	PB	Chandigarh	Ambala
46.	PB	Chandigarh	Ludhiana
47.	RJ	Jaipur	Jaipur

S.No	State	RPO	PSK
48.	RJ	Jaipur	Sikar
49.	RJ	Jaipur	Jodhpur
50.	TL	Hyderabad	Hyderabad 1 (Gowra)
51.	TL	Hyderabad	Hyderabad 2 (ATC)
52.	TL	Hyderabad	Hyderabad 3
53.	TL	Hyderabad	Nizamabad
54.	TN	Chennai	Chennai 1 (Bharani)
55.	TN	Chennai	Chennai 2 (Navin)
56.	TN	Chennai	Chennai 3 (Tambaram)
57.	TN	Coimbatore	Coimbatore
58.	TN	Madurai	Madurai
59.	TN	Madurai	Tirunelveli
60.	TN	Tiruchirappalli	Tiruchirappalli 1
61.	TN	Tiruchirappalli	Thanjavur
62.	UP	Bareilly	Bareilly
63.	UP	Ghaziabad	Ghaziabad
64.	UP	Lucknow	Varanasi
65.	UP	Lucknow	Lucknow
66.	UP	Lucknow	Gorakhpur
67.	UP	Lucknow	Kanpur
68.	WB	Kolkata	Kolkata
69.	WB	Kolkata	Berhampur
70.	CG	Raipur	Raipur
71.	JH	Ranchi	Ranchi
72.	HP	Shimla	Shimla
73.	UK	Dehradun	Dehradun

Annexure B –PSK status in terms of No of counters.

No.	RPO	PSK	CSE	VO	GO	Area	Floors
1	RPO Ahmedabad	PSK Mithakali Ahmedabad	15	6	3	9232	2
2	RPO Ahmedabad	PSK Vijay Cross Road Ahmedabad	16	5	4	8702	1
3	RPO Ahmedabad	PSK Vadodara	15	5	3	7188	1
4	RPO Ahmedabad	PSK Rajkot	12	4	2	6375	1
5	RPO Amritsar	PSK Amritsar	17	5	4	8572	2
6	RPO Bareilly	PSK Bareilly	13	5	3	6788	1
7	RPO Bengaluru	PSK Bengaluru, Lalbagh	40	12	9	18000	1
8	RPO Bengaluru	PSK Bengaluru, Sai Arcade	23	5	5	8000	1
9	RPO Bengaluru	PSK Mangaluru	11	3	4	9000	
10	RPO Bengaluru	PSK Hubballi-Dharwad	12	2	2	6500	
11	RPO Bhopal	PSK Bhopal	20	8	4	8812	1
12	RPO Bhubaneswar	PSK Bhubaneswar	10	3	2	7044	4
13	RPO Chandigarh	PSK Chandigarh	28	10	7	15000	1
14	RPO Chandigarh	PSK Ambala	14	5	3	6500	1
15	RPO Chandigarh	PSK Ludhiana	21	7	3	8000	1
16	RPO Chennai	PSK Saligramam	32	12	7	20000	1
17	RPO Chennai	PSK Aminjikarai	16	5	5	7548	
18	RPO Chennai	PSK Tambaram	14	4	3	8000	1
19	RPO Cochin	PSK Alappuzha	8	2	2	9000	2
20	RPO Cochin	PSK Tripunithura, Cochin	10	3	3	8466	
21	RPO Cochin	PSK Aluva	9	3	2	7004	
22	RPO Cochin	PSK Kottayam	8	2	2	8400	
23	RPO Cochin	PSK Thrissur	17	7	5	10400	
24	RPO Coimbatore	PSK Coimbatore	12	5	2	8000	1
25	RPO Dehradun	PSK Dehradun	9	4	2	5234	
26	RPO Delhi	PSK Herald House - ITO	31	12	9	23500	2
27	RPO Delhi	PSK Shalimar Place	14	5	3	7000	2
28	RPO Delhi	PSK Gurgaon	12	6	3	7535	2
29	RPO Delhi	PSK R K Puram	8	3	3	5317	1
30	RPO Ghaziabad	PSK Ghaziabad	22	10	6	11166	1
31	RPO Goa	PSK Panaji	7	4	2	5277	3
32	RPO Guwahati	PSK Guwahati	11	7	2	10223	2
33	RPO Hyderabad	PSK Begumpet	24	8	4	16500	1
34	RPO Hyderabad	PSK Ameerpet	19	7	3	9146	2
35	RPO Hyderabad	PSK Toli Chowki	14	6	4	9986	1
36	RPO Hyderabad	PSK Vijayawada	11	3	2	12000	1
37	RPO Hyderabad	PSK Nizamabad	8	3	2	6917	1
38	RPO Hyderabad	PSK Tirupathi	14	5	4	7000	1
39	RPO Jaipur	PSK Jaipur	13	6	3	11000	1

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No.	RPO	PSK	CSE	VO	GO	Area	Floors
40	RPO Jaipur	PSK Jodhpur	8	2	2	7000	2
41	RPO Jaipur	PSK Sikar	11	4	3	8000	2
42	RPO Jalandhar	PSK Hoshiarpur	10	4	3	6500	2
43	RPO Jalandhar	PSK Jalandhar-1	11	4	3	6475	2
44	RPO Jalandhar	PSK Jalandhar-2	11	4	3	6790	2
45	RPO Jammu	PSK Jammu	6	2	2	3129	1
46	RPO Kolkata	PSK Kolkata	43	14	8	12500	1
47	RPO Kolkata	PSK Behrampur	15	7	3	7930	1
48	RPO Kozhikode	PSK Kozhikode	10	3	4	8020	1
49	RPO Kozhikode	PSK Vadakara, Kozhikode	7	3	3	6220	1
50	RPO Kozhikode	PSK Kannur	10	4	2	8400	2
51	RPO Kozhikode	PSK Payyanur, Kannur	9	4	3	7100	1
52	RPO Lucknow	PSK Lucknow	19	9	6	9055	1
53	RPO Lucknow	PSK Varanasi	18	8	5	8752	2
54	RPO Lucknow	PSK Kanpur	10	6	3	7037	2
55	RPO Lucknow	PSK Gorakhpur	20	8	6	9645	1
56	RPO Madurai	PSK Madurai	17	6	4		1
57	RPO Madurai	PSK Tirunelveli	13	4	2		1
58	RPO Malappuram	PSK Malappuram	24	8	7	12889	1
59	RPO Mumbai	PSK Malad	21	10	4	10710	1
60	RPO Mumbai	PSK Andheri	12	8	4	7870	1
61	RPO Mumbai	PSK Lower Parel	20	10	5	11800	1
62	RPO Nagpur	PSK Nagpur	15	6	3	8045	2
63	RPO Patna	PSK Patna	31	14	9	14169	2
64	RPO Pune	PSK Pune	34	10	9	11391	1
65	RPO Raipur	PSK Raipur	6	3	1	4386	1
66	RPO Ranchi	PSK Ranchi	11	5	3	5300	1
67	RPO Shimla	PSK Shimla	6	2	1	4066	2
68	RPO Srinagar	PSK Srinagar	8	2	2	2984	1
69	RPO Surat	PSK Surat	17	7	4	9322	1
70	RPO Thane	PSK Nashik	10	2	2	6300	1
71	RPO Trichy	PSK Trichy	10	4	4		1
72	RPO Trichy	PSK Thanjavur	15	6	4		1
73	RPO Trivandrum	PSK Kollam	11	5	4	10500	1
74	RPO Trivandrum	PSK Vazhuthacaud, Trivandrum	8	3	3	7600	1
75	RPO Trivandrum	PSK Neyyattinkara, Trivandrum	2	1	1	5980	1
76	RPO Visakhapatnam	PSK 2, Passport Office Visakhapatnam	10	4	3	8466	1
77	RPO Visakhapatnam	PSK Vijaywada	7	2	1		1
78	RPO Visakhapatnam	PSK Visakhapatnam	11	5	3		1

Annexure C -POPSK List

S.No.	Locations	Passport Office	State/UT
1	Anand	Ahmedabad	Gujarat
2	Bharuch	Ahmedabad	Gujarat
3	Bhavnagar	Ahmedabad	Gujarat
4	Bhuj	Ahmedabad	Gujarat
5	Dahod	Ahmedabad	Gujarat
6	Jamnagar	Ahmedabad	Gujarat
7	Junagadh	Ahmedabad	Gujarat
8	Kheda	Ahmedabad	Gujarat
9	Mehsana	Ahmedabad	Gujarat
10	Palanpur	Ahmedabad	Gujarat
11	Porbandar	Ahmedabad	Gujarat
12	Veraval(in lieu of Diu)	Ahmedabad	Gujarat
13	Tarn Taran	Amritsar	Punjab
14	Bijnaur	Bareilly	Uttar Pradesh
15	Moradabad	Bareilly	Uttar Pradesh
16	Pilibhit	Bareilly	Uttar Pradesh
17	Rampur	Bareilly	Uttar Pradesh
18	Belagavi	Bengaluru	Karnataka
19	Bellary	Bengaluru	Karnataka
20	Bidar	Bengaluru	Karnataka
21	Devangere	Bengaluru	Karnataka
22	Gadag	Bengaluru	Karnataka
23	Hassan	Bengaluru	Karnataka
24	Mysuru	Bengaluru	Karnataka
25	Raichur	Bengaluru	Karnataka
26	Shivamogga	Bengaluru	Karnataka
27	Tumakuru	Bengaluru	Karnataka
28	Udupi	Bengaluru	Karnataka
29	Vijayapura	Bengaluru	Karnataka
30	Balaghat	Bhopal	Madhya Pradesh
31	Betul	Bhopal	Madhya Pradesh
32	Chhindwara	Bhopal	Madhya Pradesh
33	Damoh	Bhopal	Madhya Pradesh
34	Dewas	Bhopal	Madhya Pradesh
35	Gwalior	Bhopal	Madhya Pradesh
36	Hoshangabad	Bhopal	Madhya Pradesh
37	Jabalpur	Bhopal	Madhya Pradesh
38	Khajuraho	Bhopal	Madhya Pradesh
39	Ratlam	Bhopal	Madhya Pradesh

S.No.	Locations	Passport Office	State/UT
40	Rewa	Bhopal	Madhya Pradesh
41	Sagar	Bhopal	Madhya Pradesh
42	Satna	Bhopal	Madhya Pradesh
43	Sehore	Bhopal	Madhya Pradesh
44	Shivni	Bhopal	Madhya Pradesh
45	Shivpuri	Bhopal	Madhya Pradesh
46	Sidhi	Bhopal	Madhya Pradesh
47	Ujjain	Bhopal	Madhya Pradesh
48	Vidisha	Bhopal	Madhya Pradesh
49	Balasore	Bhubaneshwar	Odisha
50	Baripada	Bhubaneshwar	Odisha
51	Berhampur (Ganjam)	Bhubaneshwar	Odisha
52	Bhawanipatna (Kalahandi)	Bhubaneshwar	Odisha
53	Koraput	Bhubaneshwar	Odisha
54	Rourkela	Bhubaneshwar	Odisha
55	Sambalpur	Bhubaneshwar	Odisha
56	Bhiwani	Chandigarh	Haryana
57	Hisar	Chandigarh	Haryana
58	Kaithal	Chandigarh	Haryana
59	Karnal	Chandigarh	Haryana
60	Panipat	Chandigarh	Haryana
61	Yamunanagar	Chandigarh	Haryana
62	Bathinda	Chandigarh	Punjab
63	Patiala	Chandigarh	Punjab
64	Sangrur	Chandigarh	Punjab
65	Cuddalore	Chennai	Tamil Nadu
66	Kallakurichi	Chennai	Tamil Nadu
67	Tiruvanamalai	Chennai	Tamil Nadu
68	Vellore	Chennai	Tamil Nadu
69	Viluppuram	Chennai	Tamil Nadu
70	Chengannur	Cochin	Kerala
71	Kattappana (Idukki)	Cochin	Kerala
72	Palakkad	Cochin	Kerala
73	Kavaratti	Cochin	Lakshadweep
74	Rasipuram	Coimbatore	Tamil Nadu
75	Salem	Coimbatore	Tamil Nadu
76	Tiruppur	Coimbatore	Tamil Nadu
77	Almora	Dehradun	Uttarakhand
78	Kathgodam (Haldwani)	Dehradun	Uttarakhand
79	Nainital	Dehradun	Uttarakhand
80	Srinagar	Dehradun	Uttarakhand

S.No.	Locations	Passport Office	State/UT
81	Pithoragarh	Dehradun	Uttarakhand
82	Roorkee	Dehradun	Uttarakhand
83	Rudrapur	Dehradun	Uttarakhand
84	Janak Puri	Delhi	Delhi
85	Krishna Nagar	Delhi	Delhi
86	Lodhi Road	Delhi	Delhi
87	Nehru Place	Delhi	Delhi
88	North West Delhi	Delhi	Delhi
89	Patparganj	Delhi	Delhi
90	Saket	Delhi	Delhi
91	Yamuna Vihar	Delhi	Delhi
92	Faridabad	Delhi	Haryana
93	Narnaul	Delhi	Haryana
94	Rohtak	Delhi	Haryana
95	Sonipat	Delhi	Haryana
96	Agra	Ghaziabad	Uttar Pradesh
97	Aligarh	Ghaziabad	Uttar Pradesh
98	GautamBudh Nagar	Ghaziabad	Uttar Pradesh
99	Mathura	Ghaziabad	Uttar Pradesh
100	Meerut	Ghaziabad	Uttar Pradesh
101	Saharanpur	Ghaziabad	Uttar Pradesh
102	Changlang	Guwahati	Arunachal Pradesh
103	Tirap	Guwahati	Arunachal Pradesh
104	Barpeta	Guwahati	Assam
105	Dhubri	Guwahati	Assam
106	Dibrugarh	Guwahati	Assam
107	Goalpara	Guwahati	Assam
108	Kaliabor	Guwahati	Assam
109	Karbi Anglong	Guwahati	Assam
110	Kokrajhar	Guwahati	Assam
111	Mangaldoi	Guwahati	Assam
112	Nawgong	Guwahati	Assam
113	North Lakhimpur	Guwahati	Assam
114	Silchar	Guwahati	Assam
115	Sonitpur	Guwahati	Assam
116	Tinsukia	Guwahati	Assam
117	Baghmara	Guwahati	Meghalaya
118	Tura	Guwahati	Meghalaya
119	Adilabad	Hyderabad	Telangana
120	Khammam	Hyderabad	Telangana
121	Medak	Hyderabad	Telangana

S.No.	Locations	Passport Office	State/UT
122	Mehbubnagar	Hyderabad	Telangana
123	Nalgonda	Hyderabad	Telangana
124	Siddipet	Hyderabad	Telangana
125	Warangal	Hyderabad	Telangana
126	Zahirabad	Hyderabad	Telangana
127	Ajmer	Jaipur	Rajasthan
128	Alwar	Jaipur	Rajasthan
129	Banswada	Jaipur	Rajasthan
130	Barmer	Jaipur	Rajasthan
131	Bharatpur	Jaipur	Rajasthan
132	Bhilwara	Jaipur	Rajasthan
133	Bikaner	Jaipur	Rajasthan
134	Chittorgarh	Jaipur	Rajasthan
135	Churu	Jaipur	Rajasthan
136	Dausa	Jaipur	Rajasthan
137	Dungarpur	Jaipur	Rajasthan
138	Hanumangarh	Jaipur	Rajasthan
139	Jaisalmer	Jaipur	Rajasthan
140	Jhalawar	Jaipur	Rajasthan
141	Jhunjhunu	Jaipur	Rajasthan
142	Karauli-Dhaulpur	Jaipur	Rajasthan
143	Kota	Jaipur	Rajasthan
144	Kotputli	Jaipur	Rajasthan
145	Nagaur	Jaipur	Rajasthan
146	Pali	Jaipur	Rajasthan
147	Sriganganagar	Jaipur	Rajasthan
148	Tonk-Sawai Madhopur	Jaipur	Rajasthan
149	Pathankot	Jalandhar	Punjab
150	Moga	Jalandhar	Punjab
151	SBS Nagar (Nawan Shahr)	Jalandhar	Punjab
152	Phagwara	Jalandhar	Punjab
153	Kathua	Jammu	Jammu & Kashmir
154	Rajouri	Jammu	Jammu & Kashmir
155	Udhampur	Jammu	Jammu & Kashmir
156	Asansol	Kolkata	West Bengal
157	Balurghat	Kolkata	West Bengal
158	Bardhaman	Kolkata	West Bengal
159	Barrackpore	Kolkata	West Bengal
160	Birbhum	Kolkata	West Bengal
161	Chinsurah	Kolkata	West Bengal
162	Darjeeling	Kolkata	West Bengal

S.No.	Locations	Passport Office	State/UT
163	Diamond Harbour	Kolkata	West Bengal
164	Malda	Kolkata	West Bengal
165	Medinipur	Kolkata	West Bengal
166	Nadia (Krishnanagar)	Kolkata	West Bengal
167	North Kolkata (Beadon Street)	Kolkata	West Bengal
168	Raiganj	Kolkata	West Bengal
169	Kasargod	Kozhikode	Kerala
170	Allahabad	Lucknow	Uttar Pradesh
171	Amethi	Lucknow	Uttar Pradesh
172	Ayodhya/ Faizabad	Lucknow	Uttar Pradesh
173	Azamgarh	Lucknow	Uttar Pradesh
174	Bahraich	Lucknow	Uttar Pradesh
175	Ballia	Lucknow	Uttar Pradesh
176	Balrampur	Lucknow	Uttar Pradesh
177	Barabanki	Lucknow	Uttar Pradesh
178	Basti	Lucknow	Uttar Pradesh
179	Deoria	Lucknow	Uttar Pradesh
180	Farrukhabad	Lucknow	Uttar Pradesh
181	Ghazipur	Lucknow	Uttar Pradesh
182	Gonda	Lucknow	Uttar Pradesh
183	Jaunpur	Lucknow	Uttar Pradesh
184	Jhansi	Lucknow	Uttar Pradesh
185	Kushi Nagar	Lucknow	Uttar Pradesh
186	Maharajganj	Lucknow	Uttar Pradesh
187	Mau	Lucknow	Uttar Pradesh
188	Chunar	Lucknow	Uttar Pradesh
189	Misrikh	Lucknow	Uttar Pradesh
190	Pratapgarh	Lucknow	Uttar Pradesh
191	Raebareli	Lucknow	Uttar Pradesh
192	Sitapur	Lucknow	Uttar Pradesh
193	Sultanpur	Lucknow	Uttar Pradesh
194	Unnao	Lucknow	Uttar Pradesh
195	Dindigul	Madurai	Tamil Nadu
196	Kanyakumari (Nagarcoil)	Madurai	Tamil Nadu
197	Ramanathapuram	Madurai	Tamil Nadu
198	Devakottai	Madurai	Tamil Nadu
199	Virudhunagar	Madurai	Tamil Nadu
200	Silvasa	Mumbai	Dadar & Nagar Haveli
201	Daman	Mumbai	Daman
202	Aurangabad	Mumbai	Maharashtra

S.No.	Locations	Passport Office	State/UT
203	Dombivali	Mumbai	Maharashtra
204	Ghatkopar(Vikroli)	Mumbai	Maharashtra
205	Jalgaon	Mumbai	Maharashtra
206	Mumbai North Central	Mumbai	Maharashtra
207	Mumbai South Central	Mumbai	Maharashtra
208	Navi Mumbai	Mumbai	Maharashtra
209	Panvel	Mumbai	Maharashtra
210	Sindhudurg	Mumbai	Maharashtra
211	Akola	Nagpur	Maharashtra
212	Amravati	Nagpur	Maharashtra
213	Chandrapur	Nagpur	Maharashtra
214	Wardha	Nagpur	Maharashtra
215	South Goa	Panaji	Goa
216	Begusarai	Patna	Bihar
217	Bettiah	Patna	Bihar
218	Bhagalpur	Patna	Bihar
219	Buxar	Patna	Bihar
220	Chhapra	Patna	Bihar
221	East Champaran	Patna	Bihar
222	Gaya	Patna	Bihar
223	Gopalganj	Patna	Bihar
224	Madhubani	Patna	Bihar
225	Munger	Patna	Bihar
226	Muzaffarpur	Patna	Bihar
227	Nalanda	Patna	Bihar
228	Navada	Patna	Bihar
229	Purnea	Patna	Bihar
230	Samastipur	Patna	Bihar
231	Sheohar	Patna	Bihar
232	Sitamarhi	Patna	Bihar
233	Siwan	Patna	Bihar
234	Supaul	Patna	Bihar
235	Ahmednagar	Pune	Maharashtra
236	Baramati	Pune	Maharashtra
237	Beed	Pune	Maharashtra
238	Jalna	Pune	Maharashtra
239	Kolhapur	Pune	Maharashtra
240	Latur	Pune	Maharashtra
241	Madha	Pune	Maharashtra
242	Nanded (N)	Pune	Maharashtra
243	Pandharpur	Pune	Maharashtra

S.No.	Locations	Passport Office	State/UT
244	Pimpri Chinchwad	Pune	Maharashtra
245	Sangli	Pune	Maharashtra
246	Satara	Pune	Maharashtra
247	Bilaspur	Raipur	Chattisgarh
248	Durg	Raipur	Chattisgarh
249	Rajnandgaon	Raipur	Chattisgarh
250	Surguja	Raipur	Chattisgarh
251	Bokaro	Ranchi	Jharkhand
252	Chatra	Ranchi	Jharkhand
253	Deoghar	Ranchi	Jharkhand
254	Dhanbad	Ranchi	Jharkhand
255	Dumka	Ranchi	Jharkhand
256	Giridih	Ranchi	Jharkhand
257	Hazaribagh	Ranchi	Jharkhand
258	Jamshedpur	Ranchi	Jharkhand
259	Lohardaga	Ranchi	Jharkhand
260	Medininagar	Ranchi	Jharkhand
261	Hamirpur	Shimla	Himachal Pradesh
262	Kangra	Shimla	Himachal Pradesh
263	Kullu	Shimla	Himachal Pradesh
264	Mandi	Shimla	Himachal Pradesh
265	Palampur	Shimla	Himachal Pradesh
266	Una	Shimla	Himachal Pradesh
267	Anantnag	Srinagar	Jammu & Kashmir
268	Baramulla	Srinagar	Jammu & Kashmir
269	Leh	Srinagar	Jammu & Kashmir
270	Navsari	Surat	Gujarat
271	Valsad	Surat	Gujarat
272	Karaikal	Tiruchirapalli	Tamil Nadu
273	Perambalur	Tiruchirapalli	Tamil Nadu
274	Pudukkottai	Tiruchirapalli	Tamil Nadu
275	Pathanamthitta	Trivandrum	Kerala
276	Anantpur	Vijayawada	Andhra Pradesh
277	Chitoor	Vijayawada	Andhra Pradesh
278	Guntur	Vijayawada	Andhra Pradesh
279	Krishna	Vijayawada	Andhra Pradesh
280	Ongole	Vijayawada	Andhra Pradesh
281	Kadappa	Vijayawada	Andhra Pradesh
282	Kurnool	Vijayawada	Andhra Pradesh
283	Nellore	Vijayawada	Andhra Pradesh
284	Amalapuram	Vishakhapatnam	Andhra Pradesh

S.No.	Locations	Passport Office	State/UT
285	Eluru	Vishakhapatnam	Andhra Pradesh
286	Kakinada	Vishakhapatnam	Andhra Pradesh
287	Rajamundry	Vishakhapatnam	Andhra Pradesh
288	Srikakulam	Vishakhapatnam	Andhra Pradesh
289	Vizianagaram	Vishakhapatnam	Andhra Pradesh

Annexure D – SLA's in the present Passport Seva System

SLA No	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
		Metric	Score	Metric	Score	Metric	Score	Metric	
I. Efficiency Parameters (Baseline Score = 45)									
IA. External Efficiency (Baseline Score = 30)									
1	Average Time Spent by citizen (walk-in) at PFC during Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 99% or more of the citizens being within 45 minutes]	<45 minutes	8	>=45 minutes	4	<30 minutes	12	>60 minutes	1. Average for a quarter for each PFC 2. Measured from the time a token is issued to the time full set of services are completed 3. PH for this metric will be a span of 2 hours to be identified by SP in consultation with MEA at the beginning of every year
2	Average Time Spent by citizen (online) at PFC during Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 99% or more of the citizens being within 25 minutes]	<25 minutes	4	>=25 minutes	2	<18 minutes	6	>35 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. PH for this metric will be a span of 2 hours to be identified

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									by SP in consultation with MEA at the beginning of every year
3	Average Time spent by citizen (walk-in) at PFC during Non-Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 95% or more of the citizens being within 30 minutes and the Time Spent by 4% or less of the citizens being within 45 minutes]	<30 minutes	7	>=30 minutes	3			>45 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. NPH for this metric will be all those hours not identified as PH
4	Average Time spent by citizen (online) at PFC during Non-Peak Hours (Wait time + Service Time) [Average must be achieved with the Time Spent by 95% or more of the citizens being within 18 minutes and the Time Spent by 4% or less of the citizens being within 25 minutes]	<18 minutes	3	>=18 minutes	2			>25 minutes	1. Average for a quarter for each PFC. 2. Measured from the time a token is issued to the time full set of services are completed 3. NPH for this metric will be all those hours not identified as PH

5	<p>Average Turnaround time of passport application related requests-response cycle (except transactions involving document upload) including initial page loading during application process on Portal</p> <p>[Average must be achieved with maximum turnaround time for 90% or more of the sample cases being within 5 seconds, and maximum turnaround time for 9% or less of the sample cases being within 8 seconds]</p>	<5 seconds	4	>=5 seconds	2	<2 seconds	5	>8 seconds	<p>1. End-user measurement system (automated measurement as part of SLA tool) will be adopted and frequency of measurement shall be 4 test transactions per hour during 6 AM to 11 PM and 1 transaction per hour during 11 PM to 6 AM.</p> <p>2. Measured as the elapsed time between the action link/button being clicked and its response appearing on portal.</p> <p>3. Measured over a leased circuit or equivalent of 64kb/s.</p> <p>4. Test data to be identified distinctly and path taken by test data to be similar to real transaction.</p> <p>5. Cache to be cleared before measuring</p> <p>6. DNS servers should simulate access by end user and not answered locally</p>
6	Average Turnaround time for transactions involving	<45 seconds	4	>=45 seconds	2	<30 seconds	5	>60 seconds	1. End-user measurement system (automated measurement as part of SLA

	document upload on Portal								<p>tool) will be adopted and frequency of measurement shall be 1 test transaction per hour during 6 AM to 11 PM.</p> <p>2. Measured as the elapsed time between the action link/button being clicked and its response appearing on portal.</p> <p>3. Measured over a leased circuit or equivalent of 64kb/s with attachments of 300 Kb for each test case.</p> <p>4. Test data to be identified distinctly and path taken by test data to be similar to real transaction.</p> <p>5. DNS servers should simulate access by end user and not answered locally</p>
IB. Internal Efficiency (Baseline Score = 15)									
7	Average request-response cycle time at PFC/ PBO for workflow interaction	<3 seconds	7	>=3 seconds	3			>6 seconds	<p>1. Average of all cycles invoked for passport application in a quarter will be computed for measuring compliance.</p> <p>2. Measured as the elapsed time between the time an</p>

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									<p>action link/button is clicked and the time its response appears.</p> <p>3. SLA measuring tool will capture the time taken data for all the clients across all the transactions for measuring this metric.</p>
8	Average response time at PFC/ PBO for interaction involving document download from Central Server	<4 seconds	8	>=4 seconds	4			>6 seconds	<p>1. Average of all cycles invoked for downloading an application and its attachments in a quarter will be computed for measuring compliance.</p> <p>2. Measured as the elapsed time between the time a request is submitted and the time the documents appear.</p> <p>3. SLA measuring tool will capture the time taken data for all the clients across all the transactions for measuring this metric.</p>
SLA No	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
		Metric	Score	Metric	Score	Metric	Score	Metric	

II. Effectiveness Parameters (Baseline Score = 35)									
IIA. External Effectiveness (Baseline Score = 14)									
9	Availability of ALL Services over Internet	>99.9%	5	<=99.9%	2			<99%	<p>1. The statistics from EMS, analysis of event log shall be used to determine availability of online services over the Internet (For this purpose the number of connection failures for the sessions initiated by the internal users shall also be considered).</p> <p>2. SP shall ensure that all such errors are logged and such logs should be accessible for Review/report through EMS.</p> <p>3. End-to-end loop back mechanism must be established for checking the availability of services.</p> <p>4. Even one service being not available will mean no service being available.</p>
10	Answering of call within 3 rings by the Call Centre	>99.9% of all the calls	2	<=99.9%	1			<95%	Statistics from call logging and tracing system to be set up by SP

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11	Resolution/ closure of a service call by the Call Centre	<2 minutes	2	>=2 minutes	1			>5 minutes	<ol style="list-style-type: none"> 1. Records and logs maintained by SP 2. PMU to check the above records every quarter 3. PMU to conduct random surveys of citizen each quarter
12	Quality (error-free) Passport services, to the extent of SP's responsibility	100%	5	<100%	0			<99.999%	Citizen Feedback Survey by 3 rd Party
II B Internal Effectiveness (Baseline Score = 9)									
13	Availability of ALL Services at ALL PFCs/ PBOs	>99.9%	5	<=99.9%	2			<99%	<ol style="list-style-type: none"> 1. The statistics from EMS, analysis of event log shall be used to determine availability of online services over the Internet (For this purpose the number of connection failures for the sessions initiated by the internal users shall also be considered). 2. SP shall ensure that all such errors are logged and such logs should be accessible for Review/report through EMS. 3. End-to-end loop back mechanism must be established

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									for checking the availability of services. 4. Even one service being not available will mean no service being available.
14	Submission of CCN to PMU/MEA, from the time of request for enhancement/change	<15 days	1	>=15 days	0			>21 days	Records maintained by MEA/CPV/PMU
15	Timeliness of implementation of Change from the date of approval of CCN/non-CCN, within the agreed time	100%	1	<100%	0			<95%	Records maintained by MEA/CPV/PMU
16	Employee satisfaction with SP's services (PFC & PBO)	>80%	2	<=80%	1				Employee Survey by PMU
II C Technical Effectiveness (Baseline Score = 12)									
17	Availability of Passport System at each location (PFC & PBO)	>99.9%	5	<=99.9%	2			<99%	Measured from the logs generated by EMS Server.
18	Availability of ALL systems at DC & DRC	>99.9%	5	<=99.9%	-3			<99%	Measured from the logs generated by EMS Server.
19	Availability of Security Solution at DC and DRC	100%	2	<100%	-2			<99.999%	Measured using EMS. (24x7x365 days).

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SLA No	SLA Parameter	Baseline Metrics		Lower Performance		Higher Performance		Breach	Method of Measurement
		Metric	Score	Metric	Score	Metric	Score	Metric	
III. Customer-friendliness Parameters (Baseline Score = 20)									
IIIA Environmental Parameters (Baseline Score = 10)									
20	Cleanliness Index (rating) of PFCs	100%	3	<100%	2			<90%	Inspections by PMU
21	Operating the Air conditioners during business hours	>99%	2	<=99%	1			<80%	1. Log of Power consumption 2. Except for power outage hours
22	Wearing of Uniform by the SP personnel at PFCs	100%	1	<100%	0				Inspections by PMU
23	Comfort, convenience and overall experience (including Ambience and Amenities) at PFC	90%	4	<=90%	2				Citizen Feedback Survey by 3 rd Party
IIIB Customer Relations (Baseline Score = 10)									

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24	Courtesy to citizens	90%	3	<=90%	1				Citizen Feedback Survey by 3 rd Party
25	Guidance & help to citizens	90%	3	<=90%	1				Citizen Feedback Survey by 3 rd Party
26	Professionalism/ Relevant Knowledge/ Communication Skills of agents at PFC	100%	2	<100%	1			<90%	Inspection by PMU
27	Exception-handling capability	100%	2	<100%	1			<90%	Inspection by PMU

Evaluation Method

S.No	Description	Max. Marks	Qualifier	Remarks
1	Payment of Processing Fee	-	-	Qualifier
2	Relevant Project Experience on turnkey (IT) Projects (3)	30 Marks	30	
3	Project experience in e-Governance Project	30 Marks	30	
4	20,000 IT Professionals i. Less than 20000 : 0 Marks ii. 20001 -25000 IT professionals : 15 iii. 25001-30000 IT Professionals : 20 iv. Above 30000 IT professionals : 25	25 Marks	15	
5	CMMi Certification Level 5	15 marks	15	
	TOTAL	100 marks	90	

Qualifying marks: 90 marks