



**UJJAIN SMART CITY LIMITED (USCL)
MADHYA PRADESH**

**Request for Proposal
For Appointment of Agency for E-Challan Recovery under Integrated
Traffic Management System (ITMS)
at Ujjain Smart City Limited**

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Ujjain Smart City Limited

Mela Office, Kothi Road,

Ujjain, Madhya Pradesh – 456010

E-mail: ujjainmartcity@mpurban.gov.in;

Telephone: 0734-2525856

Website: <https://ujjainmartcity.com/en>

Request for Proposal (RFP)

For Appointment of Agency for E-Challan Recovery under Integrated Traffic Management System (ITMS) at Ujjain Smart City Limited

Ujjain Smart City Limited, Ujjain invites bid proposals from qualified, reputed and experienced company for **Appointment of Agency for E-Challan Recovery under Integrated Traffic Management System (ITMS)** at Ujjain Smart City Limited (USCL). The RFP document is available on the websites of the USCL (<https://ujjainsmartcity.com/>), and State e-Procurement Portal (www.mptenders.gov.in). Interested Bidders who qualify as per the criteria mentioned in the RFP document, may submit their bids through e – tendering latest by **22.07.2026 upto 05:00 PM** on e-Procurement Website (www.mptenders.gov.in). Bidders are required to pay requisite fee online on the e-Procurement Portal to purchase Tender Document.

**Chief Executive Officer
Ujjain Smart City Limited**

DISCLAIMER

All information contained in this Request for Proposal (RFP) is provided in good faith. This document is not an agreement and does not constitute an offer or invitation to enter into an agreement of any kind. Bidders must satisfy themselves that the document is complete in all respects. USCL reserves the right to modify, withdraw, or cancel the RFP at any stage without assigning any reason.

Table of Contents

Contents

1. Introduction	6
Time Schedule of Tender Events	6
2. Legal & Administrative Framework.....	7
3. Project Objectives	7
4. Scope of Work	7
4.1 Recovery Support Activities.....	7
4.2 Data Collection & Management	8
4.3 Tele-Calling Operations.....	8
4.4 Field Visit & On-Ground Recovery	8
4.5 Multi-Channel Recovery	8
4.6 Payment Handling.....	8
4.7 Reporting & Monitoring.....	9
Daily Reports	9
Weekly Reports	9
Monthly Reports.....	9
Dashboard Integration	9
4.8 Technology & Infrastructure Requirements	9
4.9 Compliance Requirements.....	9
4.10 Exit Management.....	10
5. Deliverables.....	10
6 KPI Matrix.....	10
7 Penalty & Liquidated Damages Structure	10
8. Manpower Deployment Plan (Minimum Requirements).....	10
8.1 Tele-Calling Team.....	11
8.2 Field Recovery Team.....	11
8.3 Project Management	11
8.4 Technical Support	11
9. Communication Templates.....	11
9.1 SMS Templates	11
9.2 WhatsApp Template	11
9.3 Tele-Calling Script	11
10. Eligibility Criteria	11

10.1 Mandatory Requirements12

10.2 Technical Capability12

11. Contract Period12

12. Payment Terms12

13. Instructions to Bidders.....12

14. Performance Security12

 14.1 Termination by Engineer in Charge13

 14.2 Payment upon Termination.....13

Annexure – B.....13

Procedure for participation in e-Tendering.....14

SECTION 517

 FORM OF AGREEMENT17

15. BOQ17

1. Introduction

Ujjain Smart City Limited (USCL) has implemented an Integrated Traffic Management System (ITMS) to improve traffic regulation, road safety, and enforcement across Ujjain city. The system includes ANPR cameras, red-light violation detection, speed enforcement, and other ITMS devices that automatically detect traffic violations and generate e-challans.

The ITMS is integrated with MP RTO and NIC VAHAN (All-India Vehicle Database), enabling challan generation for vehicles registered within Madhya Pradesh as well as other states.

While challan generation and SMS delivery are functioning effectively, the recovery rate remains low. As per the legal framework, enforcement authority remains with the Traffic Police / Transport Department, while USCL is authorized to appoint a **service provider** to support recovery operations through non-coercive, citizen-friendly methods.

USCL now invites proposals from eligible and experienced agencies to provide end-to-end **Traffic e-Challan Recovery Support Services**, including tele-calling, field visits, digital reminders, and other approved methods to maximize recovery.

Time Schedule of Tender Events

S.No.	Particulars	Details
1	Name of Work and Site	Appointment of Agency for E-Challan Recovery under Integrated Traffic Management System (ITMS)
2	Cost of Tender Document / Bid submission Fee	Rs 12,500/-
3	Earnest Money Deposit (EMD) / Bid Security	Rs.1,00,000/- to be paid online
4	Purchase of Tender Date	30/06/2026
5	Pre-bid Meeting	08/07/2026 15:00 hrs.
6	Purchase of Tender End Date	22/07/2026 up to 17:00 hrs
7	Financial and Technical Bid Submission End Date (Online)	22/07/2026 up to 17:00 hrs
8	Technical Bid Submission End Date (Physical Only)	Not Applicable
9	Technical Bid opening	23/07/2026 up to 17:00 hrs
10	Financial Bid opening	To be notified
11	Validity period of Bids	120 Days after Last date of Submission
12	Mode of selection of Contractor	Open Tender by e-tendering mode. Lowest Quoting Bidder (L1 bidder) to be selected.

Note: In case of any mismatch in key dates, key dates showing on e-portal shall be final. For more details, please refer to e-procurement website: www.mptenders.gov.in. Corrigendum or amendments, if any, shall be uploaded on this website only.

2. Legal & Administrative Framework

This RFP is issued under the following administrative principles:

- Enforcement powers (penalty, compounding, legal action) remain with **Traffic Police / RTO**.
- USCL is responsible for operation and Maintenance of Integrated Traffic Management System (ITMS) across the Ujjain city in coordination with Traffic Police and RTO.
- USCL is intended to appoint a **service provider** for operational support in recovery of e-Challans.
- The selected agency will perform **non-coercive recovery support** only.
- All payments shall be made directly to **Traffic Police / RTO / USCL designated accounts**.
- The agency shall not exercise any statutory enforcement powers.

A tripartite understanding between **USCL – Traffic Police – Transport Department** governs the operational framework for recovery support.

3. Project Objectives

- Improve recovery of pending and future e-challans generated under ITMS.
- Provide structured, ethical, and citizen-friendly recovery support.
- Ensure recovery from violators residing in:
 - Ujjain district
 - Other districts of Madhya Pradesh
 - Other states across India
- Strengthen traffic rule compliance and enforcement ecosystem.
- Provide transparent reporting and MIS to USCL and Traffic Police.

4. Scope of Work

The selected agency shall provide **operational support** for e-challan recovery.

4.1 Recovery Support Activities

- Tele-calling violators using contact details from VAHAN database.
- Sending reminders through SMS/WhatsApp/email.
- Visiting violators at their registered address for recovery support.
- Coordinating with violators for digital or physical payment.
- Providing on-ground manpower for field recovery operations.
- Maintaining complete logs of calls, visits, and recovery attempts.
- Ensuring polite, lawful, and non-coercive communication.

4.2 Data Collection & Management

- Receive challan data from USCL in digital format.
- Maintain secure digital records with access control.
- Ensure compliance with IT Act, 2000 and data protection norms.
- Use data strictly for recovery support.
- Maintain audit logs of data access.

4.3 Tele-Calling Operations

- Establish a dedicated tele-calling unit with call recording.
- Minimum 3 call attempts per violator.
- Multi-language support (Hindi, English, local dialects).
- Maintain daily call logs.
- Provide payment links and guidance.

4.4 Field Visit & On-Ground Recovery

- Deploy field executives for physical visits.
- Use GPS-enabled smartphones for tracking.
- Maintain visit logs with date, time, GPS location, and interaction summary.
- Provide printed challan copies if required.
- Ensure professional behaviour and avoid coercive methods.

4.5 Multi-Channel Recovery

- SMS reminders
- WhatsApp messages
- Email reminders
- IVR calls
- Payment link sharing
- QR-code-based payment support

All communication templates must be approved by USCL.

4.6 Payment Handling

- All payments must be made directly to designated government accounts.
- No unauthorized cash handling.
- If cash collection is permitted:
 - Agency must issue receipts.
 - Daily deposit into USCL/Traffic Police account.

- Cash handling indemnity must be provided.

4.7 Reporting & Monitoring

Daily Reports

- Challans assigned
- Calls made
- Visits conducted
- Payments received
- Recovery percentage

Weekly Reports

- Zone-wise recovery
- High-value violators
- Non-responsive violators

Monthly Reports

- Consolidated recovery summary
- Performance analysis
- Challenges & recommendations

Dashboard Integration

- API-based or manual integration with USCL ITMS dashboard (if required).

4.8 Technology & Infrastructure Requirements

- Secure CRM or recovery management software.
- Call center infrastructure with recording.
- GPS-enabled field staff tracking.
- Data encryption and secure storage.
- Backup and disaster recovery systems.
- Dedicated project manager.

4.9 Compliance Requirements

- No harassment or coercion of citizens.
- Staff must follow ethical guidelines.
- All operations must comply with:
 - IT Act, 2000
 - Data Protection Guidelines
 - Labour Laws
 - Local law enforcement norms

4.10 Exit Management

- Return all data to USCL.
- Revoke all system access.
- Submit final recovery report.
- Support transition to new agency.

5. Deliverables

- Daily challan recovery report.
- Daily call logs and visit logs.
- Monthly consolidated recovery report.
- MIS dashboards (Excel/PDF).
- Citizen interaction records.
- Recovery percentage improvement targets.

6 KPI Matrix

KPI Category	KPI Description	Minimum Target	Measurement Method
Recovery Performance	Monthly recovery percentage	To be mutually decided (e.g., 35–50%)	Verified payment reports
Tele-Calling	Call connection rate	≥ 40%	Call logs
Tele-Calling	Follow-up completion	≥ 90%	CRM reports
Field Visits	Visit completion rate	≥ 80%	GPS logs
Reporting	Reporting accuracy	100%	MIS audit
Citizen Handling	Complaint resolution time	≤ 48 hours	Grievance register
Data Security	Data breach incidents	0	Audit

7 Penalty & Liquidated Damages Structure

Issue	Penalty / LD	Conditions
Non-achievement of monthly recovery target	2% deduction from monthly payable amount	If recovery < agreed target (Minimum recovery target is 12 Lakh per month)
Failure to submit reports	₹1,000 per day	After 2 warnings
Misbehaviour with citizens	₹5,000 per incident + staff replacement	Verified complaint
Data breach or misuse	₹50,000 + contract termination	As per IT Act
False reporting	₹25,000 per incident	Verified by USCL
Absence of required manpower	₹1,000 per staff per day	If below minimum deployment
Delay in grievance resolution	₹500 per case per day	After 48 hours

8. Manpower Deployment Plan (Minimum Requirements)

The Agency shall deploy manpower in adequate numbers as required for the scope of work, and shall ensure full compliance with all applicable legal, statutory, and regulatory provisions governing manpower engagement, in accordance with prevailing industry standards and best practices.

8.1 Tele-Calling Team

- 1 Call Centre Supervisor
- 5 Tele-Callers
- Hindi, English, local dialects
- 9 AM – 7 PM operations

8.2 Field Recovery Team

- 1 Field Manager
- 10 Field Executives
- GPS-enabled smartphones
- Assigned zones within Ujjain & Another city

8.3 Project Management

- 1 Project Manager (Dedicated to USCL)
- Weekly review meetings

8.4 Technical Support

- 1 IT/CRM Administrator
- Data handling & reporting automation

9. Communication Templates

9.1 SMS Templates

Initial Reminder “Dear Vehicle Owner, your vehicle [NUMBER] has a pending traffic challan of ₹[AMOUNT] in Ujjain. Please pay at: [LINK]. – Ujjain Smart City / Traffic Police”

Final Reminder “FINAL NOTICE: Your challan for vehicle [NUMBER] is still unpaid. Immediate payment required. Pay now: [LINK]”

9.2 WhatsApp Template

“Namaste, Your vehicle [NUMBER] has a pending challan of ₹[AMOUNT] recorded under ITMS. Please pay using this link: [LINK]”

9.3 Tele-Calling Script

Opening: “Namaste, I am calling from Ujjain Smart City Limited regarding your pending traffic challan.”

Verification: “May I confirm if I am speaking with the owner of vehicle [NUMBER]?” Explanation: “A challan of ₹[AMOUNT] was issued for a traffic violation detected by ITMS cameras.” Action: “You can pay instantly using this link: [LINK].” Closure: “Thank you for your cooperation.”

10. Eligibility Criteria

10.1 Mandatory Requirements

- Registered company/firm/agency in India.
- Minimum 3 years of experience in recovery, field collection, enforcement, or similar services.
- Experience with government/PSU/ULB projects preferred.
- Average annual turnover of ₹50 lakh in last 3 financial years.
- GST registration and PAN.
- No blacklisting in last three years.

10.2 Technical Capability

- Ability to deploy field staff across Ujjain and nearby districts.
- Call centre/tele-calling facility with recording.
- IT infrastructure for secure data handling.
- The bidder must have minimum three years of experience in undertaking recovery-related assignments, such as traffic challan recovery, loan recovery, credit card recovery, debt recovery, or recovery of other outstanding dues/funds.

11. Contract Period

- Initial contract: 3 years.
- Extendable up to 1 + 1 year based on satisfactory performance

12. Payment Terms

- Payment based on actual recovery.
- Agency will receive a fixed percentage (%as quoted in financial bid) of recovered amount.
- No payment will be made to the contractor by USCL up to recovery of Rs. Six Lakh per month. If recovery amount less than Rs. Six Lakh per month then the equivalent amount will be recovered from the contractor.
- All taxes and duties shall be borne by the contractor including GST as applicable (No taxes and duties pay by USCL to Contractor)
- Payments released monthly after verification.
- No advance payment.

13. Instructions to Bidders

- Submit Technical and Financial Proposals.
- Upload via e-tender portal.
- Late submissions not accepted.
- USCL reserves the right to accept or reject proposals.

14. Performance Security

The Contractor shall have to submit performance security and additional performance security, if any, as specified in Bid data sheet at the time of signing of the contract. The contractor shall have to ensure that such performance security and Additional performance, if any, security remains valid for the period as specified in the Contract data. The performance security and additional performance security shall be refunded on completion of work+3months.

14.1 Termination by Engineer in Charge

- 1 If the contractor fails to carry out any obligation under the Contract, the Engineer in charge may by notice require the Contractor to make good the failure and to remedy it within a specified reasonable time.
- 2 The Engineer in charge shall be entitled to terminate the contract if the Contractor
 - a. Abandons the works or otherwise plainly demonstrates the intention not to continue performance of his obligations under the contract;
 - b. the Contractor is declared as bankrupt or goes into liquidation other than for approved reconstruction or amalgamation;
 - c. without reasonable excuse fails to comply with the notice to correct a particular defect within a reasonable period of time;
 - d. the Contractor does not maintain a valid instrument of financial Security, as prescribed;
 - e. the Contractor has delayed the completion of the Works by such duration for which the maximum amount of liquidated damages is recoverable;
 - f. If the Contractor fails to deploy machinery and equipment or personnel or set up a field laboratory as specified in the Contract Data.
 - g. if the Contractor, in judgmental of the engineer in charge has engaged in corrupt or fraudulent practices in competing for or in executing the contract;
 - h. Any other fundamental breaches as specified in the Contract Data.
- 3 In any of these events or circumstances, the engineer in charge may, upon giving 14 days' notice to the contractor, terminate the contract and expel the Contractor from the site. However, in the case of sub paragraph (b) or (g) of clause .2, the Engineer in charge may terminate the contract immediately.
- 4 Notwithstanding the above, the Engineer in charge may terminate the contract for convenience by giving notice to the contractor.

14.2 Payment upon Termination

- 1 If the contract is terminated under clause 3, the Engineer shall issue a certificate for value of the work accepted on final measurements, less advance payments and penalty as indicated in the Contract Data. The amount so arrived at shall be determined by the Engineer-in-charge and shall be final and binding on both the parties.
- 2 Payment on termination under clause 4 above, the Engineer shall issue a certificate for the value of the work done, the reasonable cost of removal of Equipment, repatriation of the contractor's personnel employed solely on the works, and the contractor's costs of protecting and securing the works and less advance payments received up to the date of the certificate, less other recoveries due in terms of the contract and less taxes due to be deducted at source as per applicable law.
- 3 If the total amount due to the Employer exceeds any payment due to the Contractor, the difference shall be recovered as per clause above.

Annexure – B

(See clause 3 of Section 1-NIT)

|| AFFIDAVIT ||
(To be contained in
Envelope A

(On Non-Judicial stamp of Rs. 100)

1

I/We _____ who is / are
_____ (status in the firm / company) and competent for submission of
the
affidavit on behalf of M/S _____ (contractor) do solemnly affirm an oath and state that :
I/We am / are fully satisfied for the correctness of the certificates/ records submitted in support of the
following information in bid documents which are being submitted in response to notice inviting e-tender
No. _____ for _____ (name of work) dated _____ issued by the
_____ (name of the Department).

I/We am/ are fully responsible for the correctness of following self- certified information / digitally signed
documents and certificates.

1. That the self – certified information given in the bid document is fully true and authentic.

2. That :

1. Term deposit receipt deposited as earnest money, demand draft for cost of bid document and other
relevant documents provided by the Bank are authentic.

2 1.

Information regarding financial qualification and annual turnover submitted online is correct.

2. Information regarding various technical qualifications submitted online is correct.

3. No. close relative of the undersigned and our firm/company is working in the department.

Or

Following close relatives are working in the department:

Name _____ - Post _____ present Posting _____

Signature with seal of the Deponent (bidder)

I/We, _____ above deponent do hereby certify that the facts mentioned in above paras 1
to 4 are correct to the best of my knowledge and belief. . In the event of any information is to be found to
be incorrect / untrue or found violated, then without giving any prior notice, our bid shall be liable for
rejection or termination of contract, with prejudice to any other rights of Remedy including the forfeiture
of the bid security / Performance security.

Verified today _____ (dated) at _____ (place).

Signature with seal of the Deponent (bidder)

The original copy of

Affidavit

will have to be submitted by the successful

bidder

at the time of

signing

of contract

Procedure for participation in e-Tendering

Procedure for participation in e-Tendering

1. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnTrustline/SafeScript/TCS.
2. Bidder then logs into the portal giving user id / password chosen during enrolment.
3. The e-token that is registered should be used by the bidder and should not be misused by others.
4. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
5. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
6. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
7. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
8. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
9. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
10. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
11. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids
12. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
13. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

14. It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
15. In case of Offline payments, the details of the Earnest Money Deposit (EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
16. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
17. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
18. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected
22. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
23. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
25. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).

**SECTION 5
FORM OF AGREEMENT**

This agreement, made on the day of _____ between (name and address of Employer) (hereinafter called "the Employer) and _____ (name and address of contractor) hereinafter called "the Contractor" of the other part.

Whereas the Employer is desirous that the Contractor execute _____(name and identification number of Contract) (hereinafter called "the Works") and the Employer has accepted the Bid by the Contractor for the execution and completion of such Works and the remedying of any defects therein, at a cost of Rs. _____

NOW THIS AGREEMENT WITNESSED as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred' to and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Works and the remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
4. The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.
 - i. Letter of Acceptance
 - ii. Contractor's Bid
 - iii. Condition of Contract: General and Special
 - iv. Contract Data
 - v. Bid Data
 - vi. Drawings
 - vii. Bill of Quantities and
 - viii. Any other documents listed in the Contract Data as forming part of the Contract.

In witnessed whereof the parties there to have caused this Agreement to be executed the day and year first before written. The Common Seal of _____ was hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said _____ in the presence of:

Binding Signature of Employer

Binding Signature of Contractor

15. BOQ

Tender No.: USCL/438

S.No.	Description	Unit	Qty	Quoted Rate (in % of Recovery Amt.)
1	E-Challan Recovery Collection Service Charges (Commission Basis)	Percentage (%)	1	

END OF DOCUMENT

