

**Selection of Technical Service Provider for
Operation & Maintenance, &
Change Management cum Enhancement of the Existing Odisha
Mineral Vehicle Tracking System (OMVTS)**

For



**Director of Mines, Odisha,
Steel & Mines Department, Government of Odisha**

(Tender No: 15/2021 Dated: 25th, November, 2021)

Under the Supervision and Control of



**ODISHA SPACE APPLICATIONS CENTRE
[DEPARTMENT OF SCIENCE & TECHNOLOGY, GOVT. OF ODISHA]
Plot no. 45/48 (Part), Jayadev Vihar, Near Gopabandhu Academy of Administration Unit-16,
Bhubaneswar- 751 023, Odisha
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Web site: <https://www.orsac.gov.in>**

23/11/21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

Brief Details and Schedule of Events:

Sl. No	Information	Dates & Details
1	Name of the Project	Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing OMVTS Software for Vehicle Tracking System for Mineral Transporting Vehicle
2	Tender Issuing Authority	Chief Executive, ORSAC, Bhubaneswar, Odisha
3	Publication of the Document	25-11-2021, 2021
4	Estimated Value of the Tender	Rs. 45.7 Lakh (Excluding GST)
5	Cost of TENDER (Non-refundable)	Rs.5,000/- in form of DD /from any Nationalized Bank in favour of <i>Odisha Space Applications Centre, Bhubaneswar</i> payable at Bhubaneswar
6	Earnest Money Deposit (EMD)	In the form of a Demand Draft, from any Nationalized Bank, for Rs. 4,00,000/- (Rupees Four Lakhs Only) , payable at Bhubaneswar in favour of " <i>Chief Executive, ORSAC, Odisha, Bhubaneswar</i> ", valid for 90 days from the date of submission of the bid
7	Address for Submission of Bid	Mr. P K Parida, Sr. Scientist, I/c OMVTS Project ORSAC, Plot No 45/46, Jayadev Vihar, Bhubaneswar, Odisha, Pin- 751023
8	Last date of receipt of Pre-Bid queries vide ORSAC email only	06-12-2021, 11.30 A.M
9	Pre-Bid Meeting through V.C only.	06-12-2021, 4.00 P.M. VC Link will be shared with the interested Vendors enquiring through ORSAC mail (orsac2012@gmail.com)
10	Pre-Bid compliance	07-12-2021, 04.30 P.M. Published through ORSAC Web-Site (Tender).
11	Last date of receiving of Bids	28-12-2021 before 16.30 Hrs. by Post/ Courier or in-Person
12	Opening of General Bid	11.30 Hrs., 29-12-2021
13	Opening Technical Bids of Qualified Bidders of General Bid Opening	
14	Presentation for Technically Qualified Bidders	29-12-2021, 12.30 Hrs. onwards.
15	Opening of Financial Bids and Declaration of Bidding Results	29-12-202, 16.30 Hrs.

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Disclaimer

All Information Contained in this Tender Document is only to be used in good faith. This is not an agreement and is not an offer or invitation to enter into an agreement of any kind with any party.

Though, adequate care has been taken for preparation of the Tender document, the interested firms shall satisfy themselves that the document is complete in all respect to carry out the intended works under the Tender. The information is not intended to be exhaustive and minutely detailed, however the work is to be carried out and completed as per the objectives and scope of the work and client's requirements. Interested Service provider are required to make their own enquires, wherever required.

Odisha Space Application Center (ORSAC) reserves the right to reject any or all of the proposals submitted against this Tender Document at any stage without assigning any reasons there off. ORSAC also reserves the right to change/modify/amend any or all of the provisions of this tender document. Such changes would be posted only in its website (www.orsac.gov.in). Prospective bidders are requested to visit the website frequently to keep information about the latest development on this Tender.

Neither ORSAC nor its Employees and Associates will have any liability towards any prospective respondent interested to apply or any other person under the law of contract, the principle of the restitution or unjust enrichment or otherwise for any loss , expense or damage which may raise from or be incurred or suffered in connection with anything contained in this tender document, any matter deemed to form part of this tender document, the award of this assignment, the information and any other information supplied by or on behalf of ORSAC or their employees and service provider or otherwise arising in any way from the selection process for the assignment.

ORSAC is the Nodal Agency on behalf of the Department of Steel & Mines, Govt. of Odisha in order to facilitate the Department of Steel & Mines, Govt. of Odisha for operation & maintenance of the Project. The Department of Steel & Mines, Govt. of Odisha is the sole owner of the Project and its output.

Information provided in this tender document as part of the tender document process in confidential to ORSAC and Department of Steel & Mines, Govt. of Odisha and all respondents and interested parties shall not use this tender for any other purpose, distributed to, or share with any other person or organization.

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CHAPTER-1

Terms of Reference

1. Background

Department of Steel & Mines ("Department") decided to introduce GPS Based vehicle tracking solution for mineral transporting vehicles for bringing efficiency to logistics. As a part of this, installation of GPS device in all trucks registered for transportation of minerals in the state was made mandatory.

Odisha Space Applications Centre (ORSAC) was designated as the nodal agency on behalf of Department of Steel & Mines for undertaking the technology procurement of the proposed vehicle tracking solution for mineral transport vehicles.

As a part of the primary implementation of the assignment, ORSAC on behalf of the Department carried out the process of empanelment of the GPS Device manufacturers complying with the common technology, technical specifications and protocols as laid out in the empanelment document and empaneled 9 GPS Device vendors. These GPS devices, as per the notification of the Department were allowed for fitment in the mineral and mining trucks.

In the next stage, ORSAC undertook the bid process management and selected the system integrator (SI) to design, develop, customize, implement & operate a real time "*Vehicle Tracking Solution for Mineral Transport Vehicles*" (**Project**) and also to integrate the system with the existing i3MS software and maintenance of the same. The broad scope of work of the existing SI involved the following:

- a) Design, Development, Customization, Installation, configuration and Documentation for the backend application software and mobile application for Tracking of Mineral carrying vehicles.
- b) Design, procurement and establishment of IT infrastructure for the Central Control Centre. Providing control center infrastructure at the premise provided by the Department, to monitor the movement of mineral transporting vehicles. Provide monitoring infrastructure at all the 14 mining circle offices.
- c) Provide the IT infrastructure and host the application and manage the same on Odisha State Data Center for the entire project duration along with the Disaster Recovery Centre (DRC).
- d) Integration with i3MS and provide configurable alerts to the i3MS system.
- e) Maintenance of the system during the entire contract period and handing over the source code of the application to ORSAC for maintenance and management of the application after the contract period.
- f) Design & Execution of Training to the stakeholders for successful implementation and operation.
- g) Manpower deployment at control center for the execution and implementation of the project.

The Project has been successfully implemented and is under Operations and Maintenance (O&M) phase. Since the O&M phase of the current SI is set to expire in due course of time, ORSAC hereby desires to select a Service Provider to undertake the Operation & Maintenance, Enhancement & Change Management of the existing OMVTS Application Software for Vehicle Tracking System for Mineral Transporting Vehicle Project for a period of 36 months from the date of issuance of LoI, but at the

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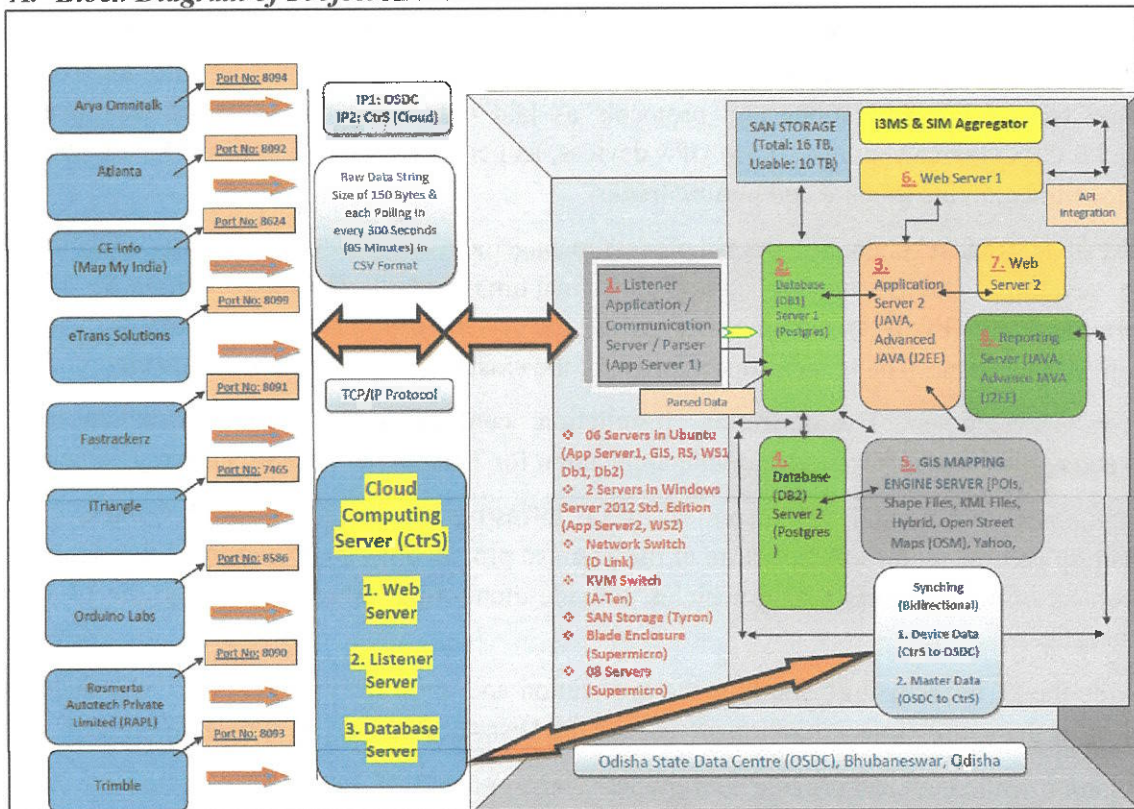


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completion of each year the performance of the S.I will be reviewed by a Technical Committee comprising of members from ORSAC as well as other Technical Organizations like OCAC and STPI, based on the recommendation of the Technical Committee the AMC will be renewed at the same price that emerged through this tender. Further on a mutual agreement basis, the contract may be extended beyond 36 months on further annual contract basis.

Existing Vehicle Tracking Solution for Mineral Transporting Vehicle:

A. Block Diagram of Project Architecture



B. VTS System Modules

Modules of VTS System	
1	Dash Board
	Summary
	Vehicle Live Status
	Live Map
	Nonpolling
	All Devices
2	Installation Details
3	Route Deviation
4	Track on map
5	Master

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	Modules of VTS System
	Roles
	Role Master
	New Entry
	Menus
	Menu Creation
	New Entry
	Menu Assignment to role
	Menu Assignment detail
	New Entry
	Users
	User Details
	New Entry
6	Device
	Devices
	Devices
	New Entry
	Device Unassignment
	Device Master Entry
	SIMs
	SIM Creation
	New Entry
	SIM Assignment to device
	SIM Assign
	New Entry
7	Dealers
	Device Assignment to dealer
	New Entry
8	Customer
	Customers
	Customer Master
	New Entry
	Vehicles
	Vehicle Details
	New Entry
	Device Assignment to Customer
9	Report
	ETP Trip Details
	Mine Wise Truck Movement Report
	Installation Details
	Log Report
	Vehicle Summary

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Modules of VTS System	
	History Log Report
	Overspeed Report
	Dealer Wise device
	Mineral Wise Truck movement
	Geofence IN/OUT
10	Check Raw Data
11	Device Commands
12	Miss Mapped Data
13	Device Installation App
14	Live Status
15	Mines Dashboard
16	Tickets Dashboard
17	Logins Dashboard
18	ETP Live Status
19	User Management
20	System Management
21	Alert management:
	A. Alert master entry
	B. Alert configuration
	C. Alert analysis
	D. Alert delivery
22	Circle Wise ETP
23	Activate
24	I3ms Uploader
25	Update SIM Validity
26	Device Unassignment

User Profiles of the VTS System

- VTS Central Admin
- ORSAC / DoSM Admin
- VTU Vendors
- Vendor Dealers
- Mining Circle Admin

C. Mobile App & its functionalities

Home Page: This is the main home page of the mobile app having the following features: -

- Search and track vehicle using vehicle no. & IMEI No.
 - After entering vehicle No. 'OR' IMEI No. We track the vehicle and also see the detail information of vehicle.

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- Send SMS to the owner.
- Vendor Ratings & information.
- 2.4 Contact Detail (Service Center Detail)

Dashboard Screen (Admin Page): This is the main dashboard of the android mobile app having the following features: -

- Live data.
- See All Vendor.
- Download PDF file of vehicle detail data.
- See various time Slot data like data about live data 24 hrs, 48 hrs, 7 day & 15-day related details data.

Company detail: These features of the android mobile app having the following features: -

- Company detail.
- Search vehicle using ETP No.
- Tracking of vehicle
- View Vehicle details in Map View & List View.

D. Integration points with i3MS

- API to get status of ETP issued
- API to send device active status as per defined logic

E. Infrastructure Available (location wise)

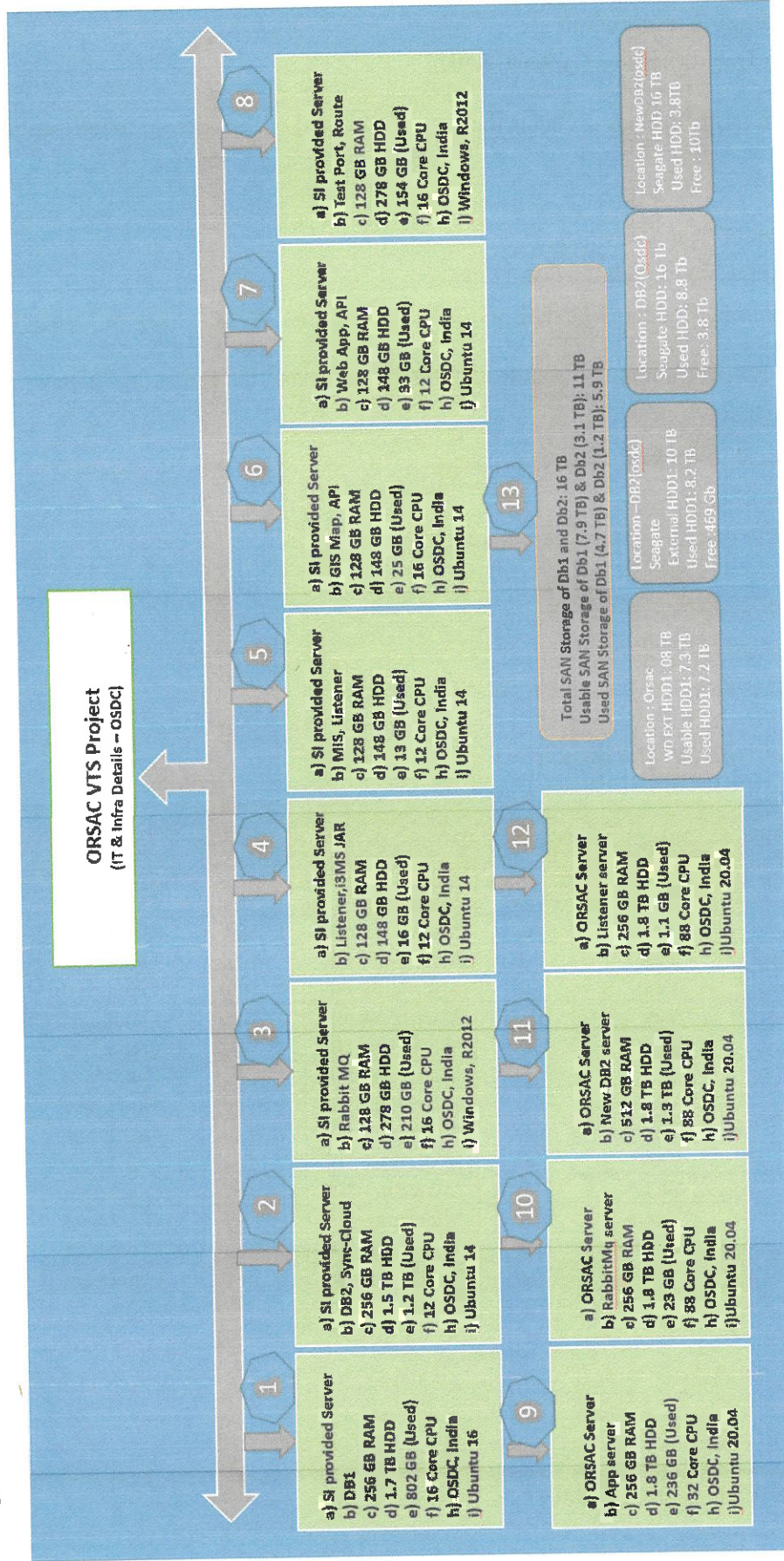
NO	Location	UPS	Desktop	TV	TFT Monitor	Antivirus	I/O, SMB Box, Faceplate
1	Baripada	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
2	Berhampur	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
3	Bhavanipatna	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
4	Bolangiri	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
5	Cuttack	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
6	joda	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
7	keonjhar	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
8	koira	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
9	Koraput	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
10	Phulbani	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
11	Rourkela	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
12	Sambalpur	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
13	Talcher	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes
14	Jajpur road	Yes	Yes	Micromax 50"	Yes	Quickheal	Yes

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F. Infrastructure Architecture with Configurations

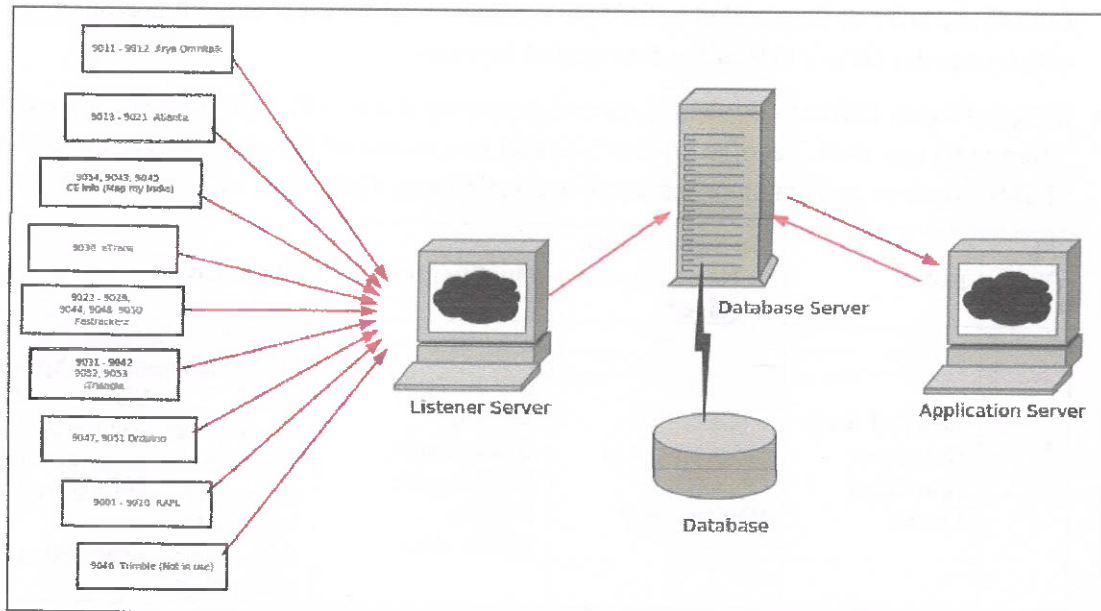


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G. Infrastructure at SDC & Central Control Centre

Sl. No.	Item Description	Quantity
1	Blade Enclosure	1
2	SAN (1 TB) – TYRONE- OPSLOG D2-QIT 316D	1
3	Network Rack (MTS)	1
4	Server Rack for Blade Chassis	1
5	Router (TP-Link-ER-S1200)	1
6	Firewall (Gajshield -15NU)	1
7	EPABX-MATRIX 100 Lines	1
8	UPS (EATON 19E – 30 KVA)	1
9	Desktop (Intel Core i3, 4GB RAM, 500GB HDD, 18.5” TFT Display)	5
10	Network Switch (D-Link DGS-1210-28p)	1
11	2X2 Video Wall with Mounting Kit (Samsung 55”)	1
12	MFP Printer (Ricoh-SP111 SU)	2
13	KVM Switch + TFT Display for Server Management	1

H. Network Diagram



I. VTS Application Solution Stack

- Java Version :- jdk 1.8.0_231
- IDE :- Spring Tool Suite, Apache Netbeans IDE 12.0
- Database :- PostgreSQL 9.3
- RabbitMQ :- RabbitMQ Server 3.8.14
- ER Lang OTP Version :- Erlang otp 23.3(11.2)
- Application Server :- Apache tomcat 8.5
- PostgreSQL GUI :- DBeaver 21.1.4

J. Mobile Application - Android & iOS

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CHAPTER-II

2. Scope of Work:

The present scope of work of the O&M for the system is to take over the existing OMVTS and Mobile Applications, on 'as is where is' basis and to maintain, enhance the performance, migration of all Application modules to Java and Linux OS environment and execution of periodic change requests. The broad scope of work under the Operation & Management (O&M) of the project is enumerated as under:

- A. All relevant works covered in the Scope of Work in the Original RFP of OMVTS published in 2016 and all Govt's Rules and Instructions and ORSAC's instructions issued to the SI who executed OMVTS till date. (As In Annexure-1).
- B. All Works in conformance to Govt Acts and Rules related to Vehicle Tracking / Mineral Vehicle Tracking.
- C. Coordinate with all Empaneled GPS-VTU vendors of ORSAC for smooth operation of OMVTS which uses the GPS-VTUs of the Empaneled Vendors.
- D. Setup a Project Office in Bhubaneswar and deploying the core IT Development and maintenance Team and Help Desk Team in ORSAC; within one month of the award of the work order. Core IT Development and maintenance Team and Help Desk Team shall include the followings:

Sl. No	Role	On Site / Off site & No of persons required	Qualification	Experience
1	Java full Stack Developer cum Team Leader	1 (One) No. – Fully on-site at ORSAC, Bhubaneswar	BE/ B. Tech/ MCA or equivalent in IT/Computer Science (Preferable)	5+ years' experience in Java and J2EE technologies, Spring, JPA, REST, JSON, RESTful Webservices using Spring Boot. Experience in using JMS and messaging tools/software like RabbitMQ. Data Management experience on PostgreSQL
2	UI/UX Developer and Designer on Java	1 (One) No. – Fully on-site at ORSAC, Bhubaneswar	BE/ B.Tech / MCA or equivalent in IT/Computer Science (Preferable)	3+ years of experience in Web Application and Mobile Application on Java platform for UI/UX design solutions through wireframes visual and graphic designs, flow diagrams, storyboards, site maps and prototypes. Sound knowledge of Java Scripts, CSS, HTML 5
3	Database Developer cum Administrator	1 (One) No. – Fully on-site at ORSAC, Bhubaneswar	BE/ B.Tech / MCA or equivalent in IT/Computer Science (Preferable)	5+ years' of experience on PostgreSQL & Post-GIS under Linux environment.
4	Help Desk Operators	2 (Two) Nos. - Fully on-site at ORSAC, Bhubaneswar	Graduate preferably in Science (PCM) / Engineering Graduates with	Good communication skills & well conversant in support operations.



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			good communication skills	
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- E. All the above resources of the SI will be evaluated and approved by ORSAC before deployment in ORSAC.
- F. Maintenance of existing software. Mobile apps, seamless integration with i3MS, VAHAN, Odisha Road Portals, 4kGeo, OSDI etc. as per the requirements of Govt & ORSAC.
- G. Planning and scheduling periodic maintenance of the existing System and Application software, and Database (Entire Application Stack).
- H. Enhancement of existing OMVTS software with the project resources deployed at ORSAC as per the requirements of Govt and ORSAC.
- I. Migration to Linux Server Platform of all Application Modules.
- J. Management of Cloud Services provided by ORSAC.
- K. Provide regular & refresher training to Department staffs at the Head Quarter and Department staffs at the circle offices
- L. Operation of helpdesk
- M. Handling complains & resolution raised through WA user groups
- N. Exclusions:
 - I. Major changes impacting the overall architecture and functionalities, which can't be handled by the project resource team.
 - II. Such major changes under exclusions, will be discussed mutually and will go through ORSAC standard change request process effort estimation.
 - III. Supply of Hardware, Proprietary System Software and SMS Gateways.

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CHAPTER-III

All Deliverables shall be strictly as per the Logic and Rationale of the Scope of the Works; as defined in the Chapter-II

3. DEFINITIONS:

In this document, the following terms shall have following respective meanings: -

- A. "Department" means Department of Steel and Mines, Govt. of Odisha is the sole owner of the Project and the deliverables.
- B. "ORSAC" means Odisha Space Applications Centre, Bhubaneswar
- C. "Acceptance" means Odisha Space Applications Centre, Bhubaneswar written certification that the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.
- D. "Acceptance Test Documents" means a mutually agreed document which defines procedures for testing the functionalities of the enhancements of the VTS and Mobile Application, against requirements laid down in the agreement. It should define tests to be carried out, test equipment and expected test results.
- E. "Contract Agreement" means the Agreement to be signed by the Service Provider and ORSAC.
- F. "Authorized Representative" shall mean any person/agency authorized by either of the parties.
- G. "Service Provider" means any firm or company offering the solution(s), service(s) and/ or materials asked for in the tender.
- H. "Contract" is used synonymously with agreement.
- I. "Documentary evidence" means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.
- J. "Gov. /GoO/Government/Govt. of Odisha" shall mean Government of Odisha.
- K. "SP" Shall mean Service Provider who will be selected through this TENDER.
- L. "Law" shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.
- M. "LoI" means Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful bidder.
- N. "OEM" means Original Equipment Manufacturer company, that is incorporated in India, who has management control over the VTS Application, Mobile Application, Quality Assurance, inputs marketing and warranty services of the resultant products of at least one development facility where the development of the system or related modules, as required for the ORSAC is carried out.
- O. "Party" shall mean ORSAC or service provider individually and "Parties" shall mean ORSAC, Service Provider collectively.



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- P. "Rates/Prices" means prices of supply of equipment and services quoted by the Service Provider in the Commercial Bid submitted by him and/or mentioned in the Contract
- Q. "TENDER" means Request for Proposal which is the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them
- R. "Services" means the work to be performed by the Service Provider pursuant to this Contract, as detailed in the Scope of Work
- S. "Site" shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement
- T. "Tenderer" shall mean the authority issuing this Request for Proposal and the authority under whom the proposed Application is to be implemented, operated, managed etc. and this authority shall be the Odisha Space Applications Centre (ORSAC).
- U. "Incidental services" shall mean for the purpose of the project activities which have dependencies on the activities mentioned in the scope of work for the service provider, for example coordination with different stakeholders, logistic support as required for installation and commissioning etc.

Clarifications & Amendments:

Amendment of TENDER document: -

At any time prior to the deadline (or as extended by ORSAC) for submission of bids, ORSAC, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidders may modify the TENDER document by issuing amendment(s).

In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, ORSAC, at its discretion, may extend the deadline for the submission of bids.

PREPARATION OF TENDER DOCUMENT:

Cost incurred for preparation of tender document: - Service Provider shall bear all costs associated with the preparation and submission of the tender including surveys and ORSAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

Language of proposal: - The proposal prepared by the service provider, as well as all correspondence and documents relating to the tender exchanged between the service provider and ORSAC shall be in English. Information supplied in other language shall be rejected.

Bid currency: - Prices for services offered shall be quoted in Indian National Rupees (INR) only.

Correction of errors: - The person signing the bid must initial erasures or other corrections. The Service provider further agrees that in the event of any obvious errors, ORSAC reserves the right to waive such errors in its sole discretion. However, ORSAC has no obligation under any circumstances to waive such errors.

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Proposal validity:

1. The bid shall remain valid for 180 days from the actual date of Financial Bid Opening. The Bidding Service Provider should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances, ORSAC may solicit service provider's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by mail. Bid Security/EMD shall also be suitably extended. A service provider granting the request is neither required nor permitted to modify the bid.

Lack of information to bidder: -The bidder shall be deemed to have carefully examined TENDER document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill his obligation under the tender.

DOCUMENT COMPRISING THE BIDDER'S PROPOSAL:

A. TECHNICAL PROPOSAL:

The technical proposal of the bidder (WITH PROPER PAGE NUMBER) shall contain detailed description on the approach and methodology on the system developments to achieve the desired objectives as specified in this document wherein the bidder shall describe in detail, the required services and articulate the operations and management of the existing application software as specified in this tender document. The technical proposal shall also include the following: -

1. Detailed Operations & Management Plan, Approach & Methodology
2. Project governance structure describing project management processes, methodologies and procedures, risk and issue management, escalation mechanism, including team structure, capability and resource deployment plan.
3. Detailed quality assurance processes, procedures, formal review to be adopted.
4. Proposed solution addressing scalability, availability, performance, security & manageability.
5. Strategy for executing Annual Maintenance.
6. Approach for business continuity & disaster recovery.
7. Bidder's experience provided in the format specified.
8. Proposed solution on monitoring resource utilization in real time.
9. Proposed solution on automated configuration management with effective build and release process.
10. Proposed Strategy defining incidence response.

B. COMMERCIAL PROPOSAL:

Unless expressly indicated, bidder shall not include any technical information regarding the services in the commercial proposal. Prices shall be quoted entirely in Indian Rupees (INR) and must be arrived at after including all expenses, rates, and taxes.

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The commercial Proposal must include the total price for all services scoped in the Proposal. To be deemed responsive to this Tender Document, bidders must complete in detail all the Commercial Proposal Forms provided in this document.

Bidders are suggested not to use --'To Be Determined' or similar annotations in the cells for cost estimates. It is suggested that the bidders need to specify prices for all categories.

TENDER DOCUMENT COST:

Non-refundable bank demand draft of Rs. 5,000/- (Rs. Five Thousand only) is to be submitted along with the bid towards the cost of the tender paper. The demand draft is to be drawn in favor of *Odisha Space Applications Centre*, payable at Bhubaneswar, Odisha, from any scheduled commercial bank. Bids received without full TENDER Document fees shall be summarily rejected.

BID SECURITY/EMD:

- a) All proposals submitted in response to the TENDER document must be accompanied by an Earnest Money Deposit (EMD) of Rs.4,00,000 (Rs Four Lakh Only) in the form of a Bank Demand Draft drawn in favor of Odisha Space Applications Centre, payable at Bhubaneswar, Odisha from any scheduled commercial bank. Bids submitted without EMD will be rejected.
- b) EMD of all unsuccessful bidders would be refunded by ORSAC within 90 DAYS of the bidder being notified as being unsuccessful.
- c) The EMD, for the amount mentioned above, of bidder would be returned upon submission of Performance Bank Guarantee in the form of a Bank Draft issued by a Nationalized bank @ 10 % of the Contract Value.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidder without any accrued interest on it.
- e) The Performance Bank Guarantee is also interest free and will be returned after the expiry of the contract period.
- f) No payments shall be released to Bidder without furnishing the Performance Bank Guarantee.

POWER OF ATTORNEY FOR SIGNING OF DOCUMENTS:

The bidder must submit a power of attorney *duly signed by a notary public* confirming the authority of the authorized representative of the bidder to sign and act in all matters concerning the offer.

BID SUBMISSION:

Organizations conversant with the subject and having necessary infrastructure and resources including local mobilization may submit their proposal with credentials for evaluation. The envelop super-scribed as "*Proposal for Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Vehicle Tracking System for Mineral Transporting Vehicle*".

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ADDRESS FOR COMMUNICATION

The detail address for communication with ORSAC for this project is as follows:

Mr. PK Parida, Sr. Scientist-D,

Odisha Space Applications Centre (ORSAC)

Dept. of Science and Technology, Govt. of Odisha, Plot No. - 45/48,

Jayadev Vihar, Near GAA, Unit-16, Bhubaneswar-751023, Odisha

Phone: +91-674-2303625

Email: orsac2012@gmail.com / orsac.od@nic.in

LATE BID:

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned to the bidder, unopened.
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c) ORSAC shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

MODIFICATION AND WITHDRAWAL OF BID

Bids once submitted cannot be modified in any circumstances. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security/EMD and /or any other action as per law.

RIGHT TO ACCEPT AND REJECT ANY OR ALL BIDS:

ORSAC reserves the right to accept or reject any proposal and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the ORSAC action. Incomplete bid will be straightaway rejected by ORSAC

BID OPENING AND EVALUATION PROCESS:

The Bids submitted up to last date will be opened at ORSAC by the Chief Executive, ORSAC or any other officer(s) authorized by ORSAC, in the presence of such of those bidders or their representatives who may choose to be present at the time of opening. The representatives of the service provide rare advised to carry a letter of authority from the bidding firms for attending the Bid opening.

ELIGIBILITY CRITERIA of SERVICE PROVIDERS (SPs) FOR BIDDING:

The General and Technical Eligibility Criteria of the Bidders for bidding is strictly as under:

A. General and Technical Eligibility Criteria:

Sl. No.	General and Technical Eligibility Criteria	Necessary Documentary Proofs
1	The bidder should be empaneled as Tier-1 vendor under the Odisha IT Dept's Notification No-550, Dtd. 03-02-2020.	Certificate of IT Dept empanelment

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Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

Sl. No.	General and Technical Eligibility Criteria	Necessary Documentary Proofs
	OR A. The Bidder should be a company registered under Indian Company Act -1956 and engaged in IT / GIS / GPS-GIS Business for last 5 years and having an annual average turnover of Rs. 15.00 Crores from IT / GIS / GPS-GIS in last 5 years. B. And the bidder should have a Registered IT / GIS / GPS-GIS Business Presence with a valid business office in Odisha since last three years.	All necessary Credentials are to be provided
2	The bidder should have the expertise in GPS-GIS based Vehicle Tracking Project Implementation business in India, for at least 5 (Five) years or the bidder who is empaneled as Tier-1 vendor under the Odisha IT Dept's Notification No-550 , Dtd. 03-02-2020 may enter into a collaborative agreement with an established GPS-VTS Solution SI , who is having an experience and expertise in implementing a minimum 2000 numbers of heavy commercial goods or passenger carriers heavy vehicles, like Trucks and Buses, using GPS based Vehicle Tracking System (VTS) , for "A Single Organization (Govt Dept / PSUs) on an unique / single GPS-VTS Platform" , on a platform similar / analogous to ORSAC's OMVTS specification (Available in ORSAC web-Site) , and the VTS solution must be live and operational as on date and is to be checked and visualized by the technical committee.	A. Copy of the work orders with respect to the date of submission of bid. B. In case of collaboration, the lead bidder shall submit a valid agreement admissible as per law.

EVALUATION OF TECHNICAL BID:

The Evaluation Committee will check the submission as per the criteria. Those are selected after the check shall be called for a Technical Presentation. The committee will evaluate the technical bids as per the "Tech Score Criteria" mentioned in the following table. The technical presentation will be of approximately 30-45 minutes of duration. Evaluation of the technical presentation shall be conducted by the technical evaluation committee and shall be based on the past experience of the bidder in execution of similar projects, live demonstration of similar project executed in the past, proposed approach & methodology for the assignment.

ORSAC may also seek written clarifications from the bidder soon after the bids submitted by them, during the evaluation process. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties, if any, arising out of the evaluation of the bid documents.

Technical Score Criteria:

Sl. No.	Tech Score Criteria of the Bidder / Bidder with its Collaborator.	Tech Scores to be Awarded (Total 100 Marks)
1	Bidder should have a Minimum Average Annual Turnover from Indian IT/GIS Business of Rs. 15.00 Crores during the last 5 financial years (FY 2016-17, 2017-18, 2018-19, 2019 – 20 & 2020-21).	A. Rs. 15.00 to 25.00 Crores = 5 Marks B. Rs. 25.00+ to Rs 35.00 Crores = 7.5 Marks

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	(Turnover must be excluding sales / reselling / distribution of IT HW & Proprietary SW / IT Manpower Supply service) Note: It is to be assessed from IT Returns & Statutory Auditor Certificates.	C. Rs. 35.00+ Crores or above =10 Marks
2	VTS Solution running live by the lead bidder or its GPS-VTS collaborator, for “A Single Organization (Govt Dept / PSUs) on a unique / single GPS-VTS Platform” implemented on: A. 2000-3000 Heavy Vehicles = 5 Marks B. 3001-4000 Heavy Vehicles = 10 C. 4001-5000 Heavy Vehicles = 15 D. 5001-10000 Heavy Vehicles = 20 Marks E. 10000-20000 or More Heavy Vehicles = 25 Marks	Maximum 25 Marks as per submitted credentials and workorders.
3	Experience in Enterprise class Web-GIS / Locational Service based Project for Govt Departments and PSUs with minimum project work order cost of Rs. 50.00 Lakhs. (Mark for each active and live project = @ 3 Marks per Project)	Maximum 15 Marks
4	Experience in Enterprise class Web based e-Governance Project for Govt Departments and PSUs with minimum project work order cost of Rs. 50.00 Lakhs. (Mark for each active and live project = @ 2 Marks per Project)	Maximum 10 Marks
5	Experience in enterprise class iOS & Android Mobile application and having live Applications in Google Play Store or Apple’s App Store. (2 mark per Active and Live Mobile App Developed and available in Google Play Store or Apple’s App Store)	Maximum 10 Marks
6	Bidder should be employing minimum 20 Numbers of IT professionals on its regular payroll (Necessary proof of PF / ESI / Other Statutory returns to be submitted).	A. 20-40 Professionals =2 Marks B. 41-60 = 3 Marks C. More than 60 = 5 Marks
7	Technical Presentation, specifically covering the aspect of: A. Understanding of the Fundamentals of the Domain based VTS System by the Firm: The VTU HW & Server-side integration with Open-Source Technology. B. Exposure in similar IT & VTS projects C. Evaluation of Past works. D. Firm’s Techno Managerial Strength E. Projects experience in Odisha	25 Marks. It is to be awarded by Technical Evaluation Committee members and it will be the arithmetic average of all marks awarded by the Tech Committee members.

The bidder scoring a minimum of 60 marks out of 100 in the Technical Bid Evaluation process, shall only be declared as the Technically Qualified Bidders. The Financial bids shall be opened only for the Technically Qualified Bidders.



A. EVALUATION OF PRICE BID.

The price bids shall be opened only for the Technically Qualified Bidders **who secure minimum Tech Score of 60 out of 100**. The date, time and venue of the opening of the bids shall be communicated to the technically qualified bidders in advance. The Authorized representative of the Technically Qualified bidders may be present during the price bid opening process. The price bid will be scrutinized for their conformity to the specified formats and signature. The price bids not in specified scrutiny and evaluation of the price bids shall conducted as follows.

In the event of difference between the price mentioned in figures and words, the price in words shall be considered valid and binding. The evaluation of the Financial Bids will be based on the combined **Quality and Cost Based Selection (QCBS) Method and Mini-Max Commercial Bid Criteria, applicable for each component of the Bid Items.**

Scrutiny and evaluation of the price bids shall be conducted based only on the following criteria.

1. The Estimated annual cost of this work excluding GST is **Rs. 45.7 Lakh** (Rupees Forty-Five lakhs Seventy Thousand) only. (**E = Rs. 45.7 Lakhs**)
2. Only the total quoted price in the bid, which is without tax, submitted by the bidders shall be considered for evaluation. There shall be no-component –wise evaluation of the Bids.
3. No Bids above 10% of the estimated cost shall be considered and shall be summarily rejected towards financial evaluation, as a principal of budgetary constraint.
4. If a technically qualified bid is quoted with a price below 10% of the estimated cost and to consider it for financial evaluation, it must accompany **an additional Performance Bank Guarantee** of equivalent amount i.e. (PBG) of the shortfall amount (Apart from the contact value Bank Guarantee), issued from a Bhubaneswar Branch of a Nationalized Bank in Favor of CE, ORSAC Odisha. valid for 3 years and shall be claimed by CE, ORSAC as an unconditional forfeiture to ORSAC , if the Bidder fails to execute the project as per terms and condition of the agreement of execution of the work.
5. So, a PBG for 36 months for an amount equals to: $Rs. (0.9E-QP)$ shall be accompanied in the financial bid, If the QP goes below 0.9 E and if the bids need be considered for commercial evaluation. Where “E” is the estimated cost as provided in this tender and “QP” is the price quoted by the bidder.
6. Abnormally low quote (Quote less than 20% of the estimated cost) shall be treated as unviable from quality and feasibility consideration and shall be summarily rejected.
7. In the event of difference between the price mentioned in the figures and words, the price in words shall be valid and binding
8. Arithmetical errors will be rectified on the following basis, if there are discrepancies between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected, If the bidder does not accept the

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correction of the errors, its tender will be rejected

9. Totalling of the item itemized price quoted will be done if not carried out. Total price will be treated as bid price.
10. Any Discrepancy relating to prices quoted in the offer across different sections of the bid, only price quotes given / filled in the prescribed format of the TENDER shall prevail.
11. No conditional or fractional bids or bids based on assurances shall be allowed in evaluation.

Scores of the Commercial Evaluation would be weighed prorata on a scale of 100. The Bidder with the lowest commercial quote shall be awarded 100 marks. The marks obtained by the bidders in the Financial Bid evaluation shall be considered as Financial Score (FS). The Financial Score of the other Technically Qualified Bidders shall be computed as per the following formula:

$$FS = 100 \times (F_{min} / F_b)$$

Where:

FS = Financial Score for the bidder under consideration

F_{min} = minimum price quoted by any bidder

F_b = price quoted by the bidder

The Technical Score (TS) and the Financial Score (FS) secured by each bidder shall be subjected to the Technical Weightage $WT = 0.70$ (the weight given to the technical proposal) and Financial Weightage $WF = 0.30$ (the weight given to the financial proposal).

The Combined Technical and Financial Score (S) for the bidder (s) shall be computed as per the following formula.

$$S = (TS \times 0.7) + (FS \times 0.3)$$

Tie Breaking strategy to be adopted, in case of a tie, as follows:

The bidder who has executed maximum numbers of similar kind of VTS Applications and which are live and verifiable, shall be the winner of the bid in the tie, and shall be chosen for awarding the work.

FORFEITURE OF BID SECURITY:

The Bid security may be forfeited either in full or in part, at the discretion of ORSAC, on account of one or more of the following reasons:

- a) The bidder withdraws his bid during the period of Bid validity specified by him on the Bid Letter Form.
- b) The bidder fails to co-operate in the Bid evaluation process.
- c) If the bid or its submission is not in conformity with the instruction mentioned herein.
- d) If the bidder violates any of the provisions of the terms and conditions of the tender.
- e) If the bidder is non-responsive or does not provide appropriate response to any clarification sought by the ORSAC within the stipulated time during bid evaluation.
- f) In the case of a successful bidder fails to



- (a) accept award of work,
 - (b) sign the Contract Agreement with ORSAC, after acceptance of communication on placement of award,
 - (c) furnish performance security.
- g) The bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of ORSAC in timely finalization of this tender.
- h) The decision of ORSAC regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. Default in any such a case may involve black-listing of the bidders by ORSAC.

DISQUALIFICATION:

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this Tender Document as under:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal.
2. The bidder qualifies the proposal with his own conditions.
3. Proposal received in incomplete form.
4. Proposal received after due date and time.
5. Proposal not accompanied by all the requisite documents.
6. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.
7. Bids not submitted with required certification.
8. Commercial proposal enclosed with the same envelope as technical proposal.
9. Bidder trying to influence the proposal evaluation process by unlawful, corrupt or fraudulent means at any point of time during the bid process.
10. In case any one party submits multiple proposals, the bids are likely to be disqualified, unless additional bids are withdrawn upon notice immediately.
11. Any deviations between technical and commercial proposals shall make the proposal as being unresponsive and may lead to disqualification of the proposal.

Bidders may specifically note that, while evaluating the proposals, if it comes to ORSAC's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal, then the bidders so involved are liable to be disqualified for this contract as well as prohibited from participation in any of the tenders floated by ORSAC in future.

AWARD OF CONTRACT:

ORSAC will award the Contract to the successful bidder having the best proposal with respect to the above-mentioned evaluation criteria.

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1. ORSAC will notify the successful bidder in writing for finalizing the contract conditions. The successful bidder will be asked to sign the Contract Agreement within 10 days of the notification. After signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties. If ORSAC is unable to finalize a service agreement with the bidder ranked first, it may proceed to the next ranked bidder with a due negotiation, but it is the sole discretion of the ORSAC only. However, ORSAC has no obligation under any circumstances to move to the next bidder.
2. Prior to the expiry of the validity period, ORSAC will issue LoI (Letter of Intent) to the successful bidder confirming the acceptance of proposal. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, ORSAC will promptly notify each unsuccessful bidder and return their Bid Security. LoI issued by ORSAC shall be treated as the provisional work order.
3. On issuance of the Letter of Intent (LoI) by ORSAC, the bidder has to confirm its acceptance within seven days of its issuance and signing of agreement within 15 days of notification, failing which the ORSAC reserves the right to take appropriate disciplinary actions including forfeiture of EMD.
4. ORSAC may also like to reduce or increase the quantity of any item in the Scope of Work defined in the TENDER. Accordingly, total contract value may change on the basis of the rates defined in the financial proposal.

TERMS AND CONDITIONS OF SERVICE DELIVERY, MANPOWER DEPLOYMENT AND PAYMENTS:

Payments to the Service Provider shall be released as per the following Terms and Conditions:

1. In general, all payments shall be made on a pro-rata Quarterly Basis in commensurable with the Tangible and Verifiable Deliverables as per the Scope of the Work.
2. No advance shall be paid to the Technical Service Provider for the execution of the work.
3. Payments will be released against the OGSTN Enabled Invoice Submitted by the Service Provider.
4. All change requests under this project within the contract period satisfying the objects and reason of this TENDER, shall be treated as the scope of works and deliverables, and these are to be delivered by the Service Provider at no extra cost beyond the contract value.
5. Change requests which are absolutely beyond the scope of this TENDER shall be evaluated and estimated by the Technical Committee of ORSAC and will be paid as extra cost beyond the contract value.
6. Deployed technical manpower resources shall be thoroughly evaluated by ORSAC for their Qualification, Experience, Domain Knowledge and Skill-sets and only when the deployed resources are declared suitable by ORSAC, they shall be deployed by the Service Provider.
7. Deployed manpower must be regularly paid every month by the Service Provider as per the mutual agreed terms and condition between the deployed manpower and Service Provider.



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8. Deployed Manpower should not be changed frequently and normally the minimum period of working for any technical manpower resource at ORDSAC should not be less than Six month.
9. There shall be proportional deduction of payments towards undue absence and nonperformance of the deployed manpower resources.
10. Deployed manpower resources must abide by all the workplace discipline and rules of ORSAC.
11. In exigencies, the Deployed Technical Manpower Resources shall render required and unconstrained Technical Services at no extra cost to ORSAC, as per the requirements of ORSAC.
12. Technical Partner should not submit any interim bills or Invoices for payments.
13. Fines to the Tune of Rs. 5,000/ per day may be charged towards late delivery of the assigned works with respect to timeline and late delivery shall not be justified by the Service Provider on flimsy grounds. Decision of ORSAC in this regard shall be final.
14. If necessary ORSAC may increase or decrease the number of Technical Manpower Resources deployed for this project and accordingly payments shall be made on a pro-rata basis with respect to technical manpower deployment cost component of the contract value.
15. ORSAC will be free to engage the OMVTS manpower engaged by Technical Partner in other project works of ORSAC if necessary and no extra cost shall be paid by ORSAC for this to Technical Partner.
16. Engaged Technical resources shall not be used for any other purpose / works by the Technical partner.

1. ROLES & RESPONSIBILITY

ORSAC Responsibility	Technical Service provider's Responsibility
Provide overall policy directives, guidance and business process details for project related activities	Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle
Provide Source Codes reference over ORSAC's GitLab for the existing Vehicle Tracking System and Mobile Applications to the Service Provider for service, support & enhancement.	Maintenance of Software Codes for VTS Application and Mobile Applications and undertake enhancements and modifications as per directions of ORSAC or Department from time to time. Maintaining all updated codes in Github
Allocate a nodal officer as single point of contact and escalation levels	Co-ordination with ORSAC team for update of versions in ORSAC Google Play Store & Apple App Store for Mobile application
Provide officers details and projects for mapping	Follow-up with the Department Nodal officers for different service-related information. Attending periodic review meetings called by

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	Department of Steel and Mines and presenting updates
Assist developer during development on domain information	Allocate project co-ordinator and other software team members as per Scope of Work in Chapter-II for complete project operations and management
Acceptance certificate from Department	Maintenance and Management of all IT and Non-IT infrastructure at Department's premises, Odisha State Data Centre, Cloud Servers and Circle Offices
Provide infrastructure for training	Maintain and adhere to the periodic maintenance schedule and ensure system uptime of 99% excluding maintenance down time.

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CHAPTER-IV

GF-1: SERVICE PROVIDER'S PROFILE:

Sl. No	Required Details of the Service Provider	Service Provider Response
1.	Name of the company/Firm	
2.	Company/Firm registered office address Telephone number Fax number e-mail	
3.	Correspondence/ contact address	
4.	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5.	Is the company/firm a registered company/firm? If yes, submit documentary proof. Year and place of the establishment of the company	
6.	Former name of the company/firm, if any.	
7.	Is the company/firm? - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a company or corporation? - a member of a group of companies (if yes, give name and address, and description of other companies)? - a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project?	
8.	Is the company/firm registered with sales tax department? If yes, submit valid sales tax clearance certificate.	
9.	Is the company/firm registered for Goods & Service Tax (GST)? If yes, submit valid GST registration certificate.	
10.	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11.	Number of years in the relevant field	
12.	Is the company/firm registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)	
13.	How many years have your organization been in business under your present name? What were your fields when you established your organization?	

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Sl. No	Required Details of the Service Provider	Service Provider Response
	When did you add new fields (if any)?	
14.	What type best describes your company/firm? (Documentary proof to be submitted) - Manufacturer - Supplier - System Integrator - Consulting Firm - Implementation Agency (Pl. specify details) - Software Development - Total Implementation Agency (Design, Supply, Integration, etc.)	
15.	Please give details with contact no. of staff those will be involved in this project.	
16.	Number of offices / project locations in - India: - Odisha:	
17.	List the major projects of ORSACs with whom your organization has been/ is currently associated.	
18.	What is the total year of experience of handling Government projects?	
19.	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
20.	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Name of the Authorized signatory:

Company Seal: -

Signature

16/23-11-21



GF-2: SERVICE PROVIDER'S UNDERTAKING STATEMENT:

Selection of Service Provider for the project titled (Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle)" (TENDER No. -----)

We, M/s hereby confirm that we have read and understood the entire Tender Document and accordingly submitted our tender as follows:

- 1. Commercial Proposal (Format of Tender, Schedule of Prices) in hard copy.
- 2. -Ditto- digital word/excel format – Total Pages
- 3. Technical Proposal consisting of the following documents in digital pdf format and hard copy:
 - a. Total pages
 - b. Total pages
 - c. Total pages
 - d. Total pages
 - e. Total pages
 - f. Total pages

4. We understand that the entire tender document and the technical and commercial proposal including tender circulars and addenda shall form part of the Contract Document and we undertake to sign and stamp each and every page of these documents if our offer is accepted.

Signed by duly authorized signatory:..... On behalf of M/s.....

Company Stamp

Signature

Handwritten signature and date: 23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

GF-3: CERTIFICATE OF COMPLIANCE (NO CONFLICT OF INTEREST)

Firm's Name...

Address:.....

.....

.....

.....

We hereby certify and confirm that the entity named above, including all members, partners and persons associated with it shall not have any corporate, commercial or other links, relationship or agreements with any of the entities who will be entrusted with Service Provider for the project titled "Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle" under the scope of this Tender.

(Authorized signatory): Name:

Designation:

Signed this day of 20

For the entity

Seal

Handwritten signature and date: 23-9-21



GF-4: CONFIDENTIALITY/ NON-DISCLOSURE UNDERTAKING

This Confidentiality Undertaking (this “Undertaking”) is made by [] a corporate entity registered under the laws of [], whose address is [] (hereinafter referred to as the “Recipient”).

WHEREAS, the Recipient is entrusted to Service Provider for the project titled “Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle”

WHEREAS, ORSAC has agreed to make available to the Recipient certain information to enable the “Recipient” to carry out the required services;

NOW, THEREFORE, the Recipient undertakes the following:

1. The above preamble shall form an integral part of this Undertaking.
2. For the purpose of this Undertaking the term “Confidential Information” shall mean any and all information, data or records of ORSAC or entrusted to ORSAC by any third party presented, given, sent or delivered to the Recipient whether in print, text, writing, via computer diskettes, compact disks, computer files of all kinds, or through any other audiovisual, tangible or intangible medium whatsoever, and designated in writing by ORSAC or its affiliates or Employers or which, under the circumstances surrounding disclosure, ought to be treated as confidential and shall include but shall not be to, any and all information, data, records, statements, processes, formulae, techniques, financial, technical, operational, commercial, staff, management, sales strategies, desires, goals or expansions and other information, data and expertise of whatever kind of ORSAC, including all lists of potential or existing Employers or customers, organizational information, contracts or agreements, proprietary business or management methods, marketing data, fee schedules, know-how, designs, concepts, techniques, inventions and ideas, business plans, computer software and programs, database technologies, systems, structures and architectures, research projects or trade secrets of ORSAC or its affiliates or Employers and shall include all computer files, documents, data and analyses prepared by ORSAC or its agents or its affiliates or Employers, which contain or are based upon Confidential Information. Confidential Information shall also include any information which can be obtained by examination testing or analysis of any such hardware, any component or part thereof, and software or material samples, provided or given access to the Recipient by ORSAC.
3. The obligation to maintain the confidentiality of Confidential Information shall continue to apply for five years after signature of this Undertaking. However, the said obligation does not apply to Confidential Information:
 - i. If the Confidential Information is generally available in the public domain (unless available as a result of breach of this Undertaking);
 - ii. If the Confidential Information is lawfully in the Recipient’s possession (as evidenced by the Recipient’s written records) and was not acquired directly or indirectly from ORSAC;
 - iii. If the disclosure of Confidential Information is required by any applicable law or by any supervisory or regulatory body to whose rules the Recipient is subject, or with whose rules it is necessary for the Recipient to comply.
4. If any proceedings are commenced or action taken which could result in it becoming compelled to

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disclose Confidential Information, the Recipient will, to the extent that it is lawfully able, immediately notify ORSAC of such proceedings or action in writing and will take all available steps to resist or avoid such proceeding or action, including all steps that may reasonably be requested by ORSAC and keep ORSAC fully and promptly informed of all matters and developments relating thereto. If the Recipient is obliged to disclose Confidential Information to any third party, the Recipient will disclose only the minimum amount of information consistent with satisfying its obligation. Furthermore, the Recipient will give prior written notice of the information it proposes to disclose, the notice containing a copy of the proposed disclosure, and will give ORSAC an opportunity to discuss the relevant notice prior to any disclosure.

5. The Recipient will immediately upon receipt of a written demand from ORSAC:

- i. Return to ORSAC all Confidential Information (and all and any copies thereof or of any part thereof);
- ii. Expunge all Confidential Information from any computer or other similar device and all documents, forms, diskettes, compact discs, computer files or other tangible or intangible item containing Confidential Information together with all relevant samples and models which it has in its possession into which it was entered by it or on its behalf or by its advisers or representatives or on their behalf; and

6. The Recipient hereby expressly, unconditionally and irrevocably agrees that it shall:

- i. Hold ORSAC's Confidential Information in strict confidence to itself and restrict access to such Confidential Information to only its employees who need to know it and shall further ensure that any such employees are bound by the obligations of confidentiality as stated in this Undertaking, and to hold all Confidential Information of ORSAC in strict confidence
- ii. Treat such Confidential Information with at least the same care and precaution that the Recipient affords to its most confidential, valuable, and secret information
- iii. Not use, exploits, access or benefit from such Confidential Information for any reason or purpose whatsoever
- iv. Not use such Confidential Information in any way detrimental to ORSAC (it being acknowledged that any use or exploitation by the Recipient of the Confidential Information for any purpose whatsoever other than its own internal and non-commercial use, will be deemed detrimental to ORSAC)
- v. Not to copy, keep, preserve, store or retain in any medium whatsoever any Confidential Information of ORSAC for any reason whatsoever, to that effect, the Recipient hereby expressly undertakes that it shall immediately upon the request of ORSAC, destroy any and all of the Confidential Information of ORSAC, which the Recipient has received from ORSAC
- vi. Release such Confidential Information to a concerned "Recipient Representative" requiring such information only after advance written notification to ORSAC stating the name, address, telephone number and relationship to the Recipient of such Recipient Representative, and notifying such Recipient Representative to whom any disclosure of the Confidential Information is made that the disclosure is made in confidence, that the Confidential Information must be kept in strict confidence by the Recipient Representative and that the Confidential Information as well as the Recipient Representative is subject to the terms of this Undertaking



- vii. Not to release, circulate, publish, expose, distribute, reveal, issue or disclose such Confidential Information through any medium or means whatsoever to any other person, persons, entity or entities without the prior express and explicit written consent of ORSAC, in which event the Recipient shall require such person or entity to enter into a confidentiality agreement acceptable to ORSAC
 - viii. Take all reasonable steps to protect the Confidential Information from unauthorized access, production, publication, distribution, circulation, exposure, copying or disclosure by any party, in any manner, any means and any medium whatsoever
 - ix. Comply with any and all instructions that ORSAC may issue in relation to the manner through which the Recipient may utilize the Confidential Information for the purposes of this article
 - x. Notify ORSAC immediately upon discovery of any unauthorized use or disclosure of Confidential Information, or any other breach of this Undertaking by the Recipient, and will cooperate with ORSAC in every way to help in regain possession of the Confidential Information and prevent any further unauthorized use of such.
7. The Recipient hereby expressly and unconditionally agrees that any and all of the terms, conditions and provisions contained within this Undertaking relating to the Confidential Information are of the essence, reasonable and necessary in order to protect ORSAC's business, reputation, best interests and goodwill. To that effect, the Recipient hereby expressly and unconditionally declares, understands and accepts that should the Recipient breach any of the term's conditions and/or provisions of this Undertaking, ORSAC shall suffer grave loss, damage and lost profits to its businesses, reputation, best interests and goodwill.
8. The recipient acknowledges and agrees that damages would not be an adequate remedy for any breach of this undertaking and that either party shall be entitled to the remedies of injunction, specific performance and other equitable relief for any threatened or actual breach of any such undertaking.
9. The Recipient hereby expressly and unconditionally understands and accepts that nothing in this Undertaking is intended to grant the Recipient any form of right, title or interest in or to any of the Confidential Information of ORSAC whatsoever, or to any invention, trade secret or intellectual property based thereon. By disclosing, presenting or providing Confidential Information to the Recipient, the Recipient fully and unconditionally understands and accepts that ORSAC does not grant any express or implied right interest or title to the Recipient or the Recipient Representative to any Confidential Information.

This Undertaking shall be governed by and construed in accordance with the laws of Republic of India. Any dispute arising out of or in connection with this Undertaking shall be referred to the Hon'ble High court of Odisha.

..... Signed by authorized signatory of
M/s (The Service Provider)


23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

GF-5: PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No. Date: To,
The Chief Executive
Odisha Space Applications Centre, Government of Odisha,
Dear Sir / Madam,

WHEREAS(Name of The Service Provider) herein after called "the Service Provider" has undertaken, in pursuance of Contract, dated.....2021 (hereinafter referred to as "the Contract") to Service Provider for the project titled "Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle"

AND WHEREAS it has been stipulated in the said Contract that the Implementation Partner shall furnish a Bank Guarantee ("the Guarantee") from a nationalized bank for the sum specified therein as security for the project/performance of proposed solution as per the agreement.

WHEREAS we..... ("The Bank", which expression shall be deemed to include it successors and permitted assigns) have agreed to give Odisha Space Applications Centre (ORSAC) the Guarantee.

THEREFORE, the Bank hereby agrees and affirms as follows:

- 1. The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Implementation Partner to ORSAC under the terms of their Agreement dated _ _ _ on account of full or partial non- implementation and/ or delayed and/ or defective implementation. Provided, however, that the maximum liability of the Bank towards ORSAC under this
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from ORSAC stating full or partial non-implementation and/ or delayed and/ or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to ORSAC any and all sums demanded by ORSAC under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from ORSAC to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:
.....
.....
.....
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 27 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.
4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:



- i) any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
- ii) any breach or non-compliance by the Service Provider with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Implementation Guarantee shall not, under any circumstances exceed Partner and the Bank.

The BANK also agrees that ORSAC at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against Implementation Partner and not withstanding any security or other guarantee that ORSAC may have in relation to the Service Provider's liabilities.

1. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of ORSAC or any other indulgence shown by ORSAC or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

2. This Guarantee shall be governed by the laws of India and only under the Appellate Jurisdiction of Hon'ble High court of Odisha, in the adjudication of any dispute which may arise hereunder.

Dated this the Day of2021

Witness

(Signature)

(Signature)

(Name)

Official Stamp of Bank

(Name)

(Official Address)

Designation with bank Stamp

Plus Attorney as per Power of

Attorney No:

Dated:

Dated:

hes
23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

F-6: FORMAT OF AGREEMENT (SHALL BE SIGNED AFTER AWARD OF THE CONTRACT)

THIS AGREEMENT made on the day of20__ BETWEEN;

1. ORSAC (hereinafter referred to as the “ORSAC”), having address at..... represented by the (Which expression shall, unless repugnant to the context meaning thereof, include his successors, assignees) who is duly authorized by ORSAC to execute this agreement of the FIRST PART

2. M/s..... whose registered office is at and are duly registered as Implementation Firm under the laws of Republic of India hereinafter referred to as “Service Provider (SP)” (which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the SECOND PART.

WHEREAS the ORSAC is desirous that the agreement be rendered in accordance with the Conditions of this Agreement as contained herein and the SP is willing and capable to render the said Services and has submitted an offer and the ORSAC has accepted the same for the following:

Services: Service Provider for the project titled ‘Operation & Maintenance of the Vehicle Tracking System for Mineral Transporting Vehicle’.

NOW THESE PRESENT WITNESSES and it is hereby agreed and declared by and between the parties hereto as follows:

- In this Agreement the words and expressions shall have the same meanings as are respectively assigned to them in the Instruction to Service Providers & Tender Forms, Special Conditions of Contract and General Conditions of Contract hereinafter referred to.
- The following documents shall be deemed to form and be read and construed as part of them Agreement viz:
 - a) The Tender Document issued by ORSAC
 - b) The said Offer
 - c) Conditions of the Contract
 - d) The Appendices
 - e) Letter of Acceptance/Award
 - f) All pre-tender circulars & addenda issued during the tendering stage
 - g) All post-tender clarifications, confirmations and correspondence (letters, faxes, emails) and minutes of meetings, in consideration of the payment to be made by the ORSAC to the SP as hereinafter mentioned, the SP hereby covenants with the ORSAC to perform the Services in conformity in all respects with the provisions of this Agreement.
- The ORSAC hereby covenants to pay the SP in consideration of the above Services the remuneration at the times and in the manner prescribed by this Agreement.
- The Contract Sum for the Project has been agreed between the ORSAC and SP to be INR..... The same amount shall be the value for the purpose of furnishing Professional Indemnity Insurance by the SP.

23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

IN WITNESS whereof the parties hereto have hereunder set their respective hands and seals on the day and year first above written.

Signed by a duly authorized signatory for and on behalf of the ORSAC

M/s.....

Signature
(Name & Designation)

Chief Executive, ORSAC

(Name & Designation)

Witness

Witness

Signature

Signature

Handwritten signature
23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

TECHNICAL BID FORMATS

TF-1: TECHNICAL BID LETTER

To,
The Chief Executive
Odisha Space Applications Centre, Government of Odisha,
Reference. TENDER No. -----
Letter no. Dated.....

- Sir,
1. We hereby offer to provide the Services at the prices and rates mentioned in the Financial Bid
 2. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
 3. We enclose herewith the complete Technical Bid as required by you. This includes:
 - i) This Bid Letter
 - ii) Bid Particulars
 - iii) Documents in support of Technical Bid Evaluation Criteria

We agree to abide by our offer for a period of 30 days from the actual date of opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this _____ Day of _____ 2021 (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Service Provider

Witness Signature:

Witness Name:

Witness Address

Handwritten signature and date: 22-11-21



TF-2: PAST EXPERIENCE IN LAST 5 YEARS

(A) DEVELOPMENT & IMPLEMENTATION OR OPERATION & MANAGEMENT OF SIMILAR KIND OF VTS APPLICATIONS IN MINING SECTOR

Sl.	Client	Project	Value	Project Start & End Date	Number of Vehicles Tracked in the Project	Refer Supporting Document

(B) DEVELOPMENT OF WEB APPLICATION AS PER SCOPE (IN PAST 5 YEARS)

Sl.	Client	Project	Value	Project Start & End Date	Refer Supporting Document

(C) DEVELOPMENT OF MOBILE APPLICATION (IN PAST 5 YEARS)

Sl.	Client	Project	Value	Project Start & End Date	Refer Supporting Document

Handwritten:
11/10
23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

TF-5: DETAILS OF RELEVANT PAST EXPERIENCE IN EXECUTION OF SIMILAR PROJECTS

Format for Relevant experience

Sl. No.	Item	Details	
General Information			
1.	Name of Project		
2.	Customer Name		
3.	Name, address and contact details of customer		
4.	Project Start Date		
5.	Project End Date		
Compliance Confirmation:			
6.	Nature (Govt. / Govt. undertaking, PSU etc.)	Supporting document provided	[Mention the document from which it is evident, like Work order, certificate etc. at Page: _ (on which page of bid the document is provided)]
7.	Nature of project (IT/ IT enabled service etc.)	Supporting document provided	[Mention the document from which it is evident, like Work order, certificate etc. at Page: _ (on which page of bid the document is provided)]
A.	Implementation of the same proposed Products and Technologies	Yes/No	
B.	Application Development	Yes/No	
C.	Implementation	Yes/No	
D.	Operation	Yes/No	
E.	Maintenance and Support	Yes/No	


23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

8.	Project Location (India or elsewhere)		Supporting document provided	[Mention the document from which it is evident, like Work order, certificate etc. at Page: _ (on which page of bid the document is provided)]
9.	Value of Project		Supporting document provided	[Mention the document from which it is evident, like Work order, certificate etc. at Page: _ (on which page of bid the document is provided)]
10.	Current project status (Completed/ Implemented & currently under maintenance/ Under implementation)		Supporting document provided	[Mention the document from which it is evident, like Work order, certificate etc. at Page: _ (on which page of bid the document is provided)]

Signature


23-11-21



Selection of Service Provider for Operation & Maintenance, Enhancement & Change Management of the Existing Odisha Mineral Vehicle Tracking System (OMVTS)

FINANCIAL BID FORMATS

CF-1: COMMERCIAL BID LETTER

To,
The Chief Executive
Odisha Space Applications Centre
Government of Odisha

Ref. TENDER No.:

Sir,

1. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid in **CF2**
2. We enclose herewith the complete Commercial Bid as required by you. This includes:
 - i) Commercial Bid Letter (CF-1)
 - ii) Commercial Bid (CF-2)

We agree to abide by our offer for a period of 180 days from the actual date of opening of the Technical Bid and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood fully the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions of this RFP .

Herewith we confirm to undertake the work as per the TENDER documents without any objection in time.

Dated this Day of..... 2021

(Signature)

(In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company)

Seal/Stamp of Service Provider

Handwritten signature and date: 23/11/21



CF-2: FORMAT FOR COMMERCIAL BID

Sl. No.	Component	Quoted Price Excluding GST and other Taxes (INR)
1	Quoted Price per year towards Annual Maintenance, Change Management and Enhancement of ORSAC's Existing OMVTS Application, as per the objective and scope of the work of this Tender No-....., Dtd. of ORSAC.	
2	Quoted Price Excluding GST and other Taxes (in Words):	

Note: Taxes will be paid as per Government Norms.

We accepted to develop all Deliverables as per this Tender document.

Signature

Seal of the company

Thanking you,

Name of the Technical Service provider: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

**With Best Wishes
End of the RFP**

[Handwritten Signature]
23-11-2024

**CHIEF EXECUTIVE
ODISHA SPACE APPLICATIONS CENTRE (ORSAC)**

[Handwritten Signature]
23-11-21

