DIRECTORATE OF MINES: ODISHA
BHUBANESWAR
★★★★★★★★★★★★

No. MXXXIII-(a)-88/16____୫୭୪____ / DM, Dt. __୭.୮୨.୧୪__

From

   Shri. U.C Jena
   Joint Director of Mines, Odisha,
   Bhubaneswar.

To

   The Head of Portal Group,
   IT Centre, Secretariat
   Odisha, Bhubaneswar

Sub: -Publication of RFP in the Odisha Govt. Portal www.odisha.gov.in

Sir,

   In inviting a reference to the subject cited above, I am directed to request you to publish the Request for Proposal "RFP" in the tender section of Odisha Government Portal i.e. www.odisha.gov.in

                                            Yours faithfully,
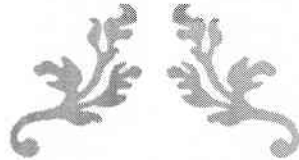
Encl: RFP document.

                                            JOINT DIRECTOR OF MINES,
                                            ODISHA

Memo No. ____୫୭୫____ / DM, dt. _୭-୨-୧୪_

   Copy along with the RFP document forwarded to the Principal Project Manager, PMU for uploading the Request for Proposal "RFP" in the Departmental website i.e. www.orissaminerals.gov.in.

                                            JOINT DIRECTOR OF MINES,
                                            ODISHA

(o/c)

SELECTION OF SOFTWARE DEVELOPMENT FIRM/ IMPLEMENTING AGENCY FOR ANNUAL MAINTENANCE (AMC), OPERATIONAL SUPPORT UNIT (OSU), ENHANCEMENT & IMPROVISATION AND DEPLOYMENT OF PROJECT ASSISTANTS FOR DIRECTORATE OF MINES, GOVERNMENT OF ODISHA

RFP. NO: 843, DATE.06/02/2018

KEY EVENTS

Sl. No.	Events	Date, Time
1.	Start date of issue / sale of RFP document	07.02.2018
2.	Submission of Queries via email	12.02.2018 by 5.00 PM
3.	Pre-Bid Conference	15.02.2018 at 04.00 PM
4.	Issue of Corrigendum, if any	16.02.2018
5.	Last date and time for Submission of Bid	23.02.2018 by 3:00 PM
6.	Opening of Pre-Qualification & Technical Bid	23.02.2018 at 05:00 PM
7.	Technical Presentation	26.02.2018 at 11:30 AM onwards
8.	Opening of Commercial bids	06.03.2018 at 11:30 AM

Table of Contents

1. Request for Proposal

Sealed tenders are invited from eligible, reputed, qualified Software Development Firms / Implementing Agency (IA) for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of **Project Assistants** at different Project Implementation Units (PIUs) in 14 mining circle offices as detailed out in the Terms of Reference under Section 7 of this RFP Document. The contract with the successful bidder will be valid for five years from its effective date which will be renewed year on year basis. Based on the performance of the Implementing Agency if needed Directorate of mines, Government of Odisha may also extend the contract for additional period on mutual consent. This invitation to bid is open to all Implementing Agencies meeting the minimum eligibility criteria as mentioned in Section 5.1 of this RFP Document.

2. Structure of the RFP

This Request for Proposal (RFP) document comprises of the following:

- Background Information regarding the Project and Client
- Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
    - i. General instructions for bidding process
    - ii. Bid evaluation process including the mode of submission.
- Criteria for Eligibility and Evaluation
- Scope of Work comprising of
    - i. Functional and Technical requirements
    - ii. Service levels for the implementation partner
    - iii. Payment Terms
- Formats for Bid Submission

The Implementing Agency is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the Software developer & Implementation partner of the Directorate of Mines for this project.

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned

in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

3. Background Information

The Department of Steel and Mines had led the major flagship program of the Government of Odisha in mining sector - Integrated Mines and Minerals Management system (i3MS) in 2010. The project was implemented by the Directorate of Mines with the aim of automating end-to-end Mineral administration through IT intervention.

Through this RFP, the Directorate of Mines, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from Software Development firms / Implementing Agency for providing Annual Maintenance (AMC), Operational Support Unit (OSU) on 24 X 7 basis for 365 days & Enhancement and Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle for performing the tasks as described in "Section 7 Terms of Reference" of this RFP.

3.1 About the Client

3.1.1 About the Department of Steel & Mines

The Steel and Mines Department is the administrative Department of the Directorate of Mines, the Directorate of Geology and Odisha Mining Corporation Ltd.

The department works for the development of the mineral resources of the State and is the authority for mines and minerals development and regulation. It also encourages and provides support for value addition and end use of minerals in the State. Thereby creating facilities for employment, Socio-economic development and fetching more revenue for the State.

The main functions and activities of the Department of Steel and Mines are:

- Systematic survey and assessment of the mineral deposits of the State
- Exploitation of the mineral deposits of the State
- Administration of mines and mineral concession
- Enforcement measures for prevention of illegal mining and smuggling of minerals
- Assessment and collection of mining revenue
- Study of the impact of mining operation on environment
- Formulation of appropriate environmental control measures

- Research and exploitation of areas and minerals for meeting the needs of mineral based industries in the State and Country.

3.1.2 About the Directorate of Mines

The Directorate of Mines, Odisha functions under the administrative control of Steel & Mines Department of Odisha. The major functions of the Directorate are:

- Administration of mines & minerals

- Processing of mineral concession applications

- Collection of mineral revenue

- Prevention & control of illegal mining & smuggling of minerals

- Enforcement of statutory provisions for exploration of minerals

- Peripheral development of mining areas

- Chemical analysis of ores & minerals etc.

The Directorate has it's headquarter at Bhubaneswar and carries out the administrative functions through 14 circle mining offices located in different parts of the State.

Organization Chart of the Directorate
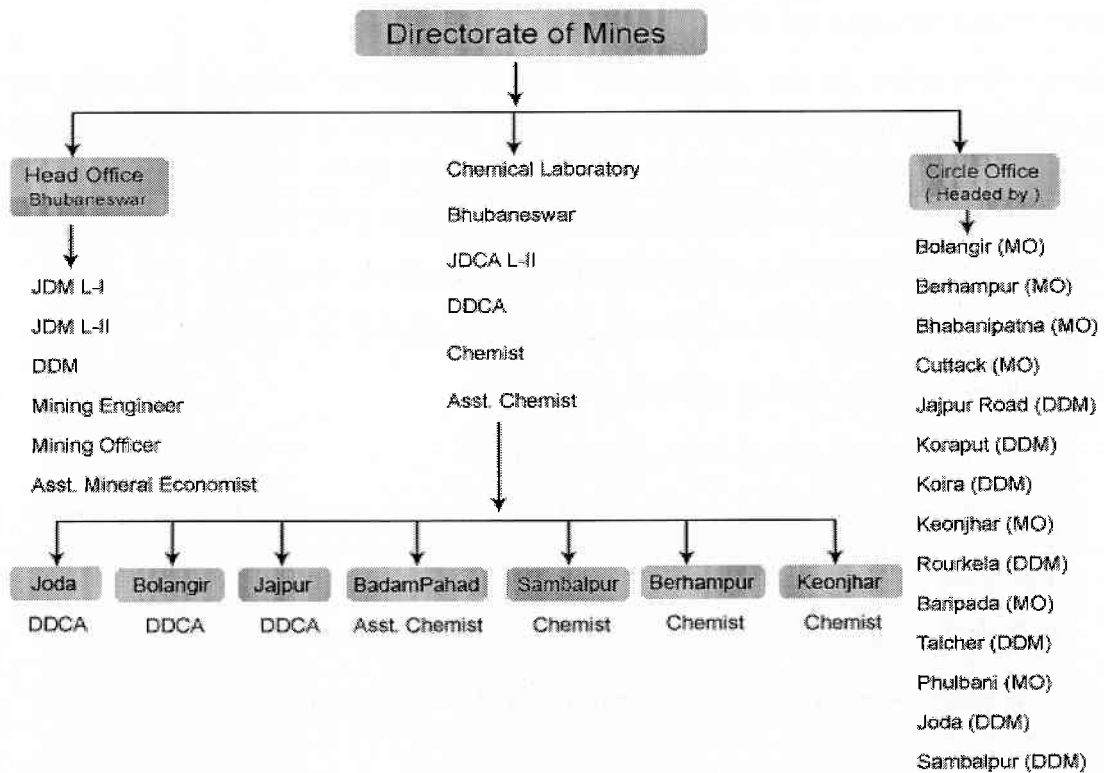
3.1.3   Project Management Committee

A Project Management Committee (PMC) has been constituted to oversee the smooth implementation of i3MS.

The committee holds the following mandate:

- Meeting on monthly basis and as often as required to submit the report to the steering committee & Government on the physical & financial progress of the project.

- Monitoring & evaluation of the software maintenance job, performance of the Project management and implementation Units on quarterly basis and as often as required.

- Development of additional software modules, software enhancement & extra effort to be put for the project would be examined & sent to steering committee for approval.

- This committee finalizes the new purchase, up gradation & maintenance of the computer servers, hardware, networking equipment's & IT accessories for Data Centre & PMU at Directorate. While doing so, guidelines of Finance Department are meticulously followed. On approval Director Mines takes necessary follow up action.

3.2   Existing Scenario

The Integrated Mines & Minerals Management System (i3MS) is a major flagship program of the Government of Odisha in mining sector which aims at inclusive end-to-end mineral administration in the state for major minerals. i3MS was conceptualized during the year 2010 with the endeavor of implementing holistic IT intervention in the mining sector in Odisha. It has been led by Department of Steel & Mines and implemented by Directorate of Mines. After its successful piloting during 2011-12 and recognized rollout, Government of Odisha decided to take it forward and consolidate its benefits over a five-year period.

The core functions of the State in mining are to facilitate and regulate exploration and mining activities of investors and entrepreneurs, provision of infrastructure and tax collection. Thus, the Government wished to have a system that would have an end to end accountability of the Mineral Ore Movement originating from the State of Odisha and Integrated Mines and Minerals Management System (i3MS) was taken up as a pilot phase of IT intervention under Steel and Mines department.

i3MS is a robust platform where all transactions of the Lessees & licensees are made online covering 603 Mines, 3500 traders and end users in Odisha. The project connects all stakeholders namely the Department of Steel & Mines, Directorate of Mines, 14 Mines Circle offices, Department of Commerce and Transport, Indian Railway, Ports, Mines Owners, Traders, Industrial

Units, NIC, Government Check Gates and Law Enforcement Agencies to mining administration framework. It allows online application and issuance of Mineral Due Clearance Certificate, Weigh Bridge Approval, Grant/ Renew of License, transit permit, updating of Vehicle Seizure and filing of Online Returns to Govt. of India etc.

3.2.1 Technology and Architecture used:

Currently, the i3MS Application is based on Microsoft .Net Framework 3.5. It is currently hosted on State Data Center and utilizes SQL Server 2012 as backend. Technology Stacks used in the i3MS application are detailed below:

Server Operating System	Windows 2012
Web Application Framework	ASP.NET 2.0
Software Framework	.Net Framework 3.5, ADO.NET
Database Server	SQL SERVER 2012
Programming Languages	VB.Net
Scripting Languages	AJAX, J-Query, JavaScript

3.2.2 Objectives

The objectives of the system include: -

- Enhancing productivity
- Efficient monitoring & control
- Effective information exchange
- Building a knowledge base, enabling a robust decision support system
- Effective decision making
- Effective prioritization of work
- Enabling policy based processing
- Efficient and transparent administration
- Ease of transferring data from remote locations without internet facility.
- Improving Royalty collection
- Issuing Bulk e-permits

- Auto checking of Mines statutory clearances & Curb loop holes of the system

- Generating MIS report on actual dispatch at any point of time from the system

4. Instructions to the Bidders

4.1   General

- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

- All information supplied by bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Directorate on the basis of this RFP.

- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Directorate. Any notification of preferred bidder status by the Directorate shall not give rise to any enforceable rights by the bidder. The Directorate may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Directorate without assigning any reason.

- This RFP supersedes and replaces any previous public documentation & communications, and bidders should place no reliance on such communications.

4.2   Compliant Proposals/ Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

- Failure to comply with the requirements set out in this RFP may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

    i. Include all documentation specified in this RFP;

    ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP

    iii. Comply with all requirements as set out within this RFP.

4.3   Consortium

Consortium/ Joint Venture are not allowed.

4.4   Pre-Bid Meeting & Clarifications

4.4.1   Pre-bid Conference

- The Directorate shall hold a pre-bid meeting with the prospective bidders on **15.02.2018** at **04.00 PM** at the **Conference Hall, Directorate of Mines, Odisha, Bhubaneswar.**

- The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to **Shri. U.C. Jena, Joint Director of Mines via email (itpmu@orissaminerals.gov.in) on or before 12.02.2018 by 5.00 PM**

- The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference (s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1			
2			
3			

- The Directorate shall not be responsible for ensuring receipt of the bidders' queries. Any requests for clarifications post the indicated date and time will not be entertained by the Directorate.

4.4.2   Responses to Pre-Bid Queries and Issue of Corrigendum

- The Nodal Officer notified by the Directorate will endeavor to provide timely response to all queries. However, the Directorate neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Directorate undertake to answer all the queries that have been posed by the bidders.

- At any time prior to the last date for receipt of bids, Directorate may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.orissaminerals.gov.in

- Any such corrigendum shall be deemed to be incorporated into this RFP.

- In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Directorate may, at its discretion, extend the last date for the receipt of Proposals.

4.5 Key Requirements of the Bid

4.5.1 Right to Terminate the Process

- The Directorate may terminate the RFP process at any time and without assigning any reason. The Directorate makes no commitments, express or implied, that this process will result in a business transaction with anyone.

- This RFP does not constitute an offer by the Directorate. The bidder's participation in this process may result the Directorate selecting the bidder to engage towards execution of the contract.

4.5.2 RFP Document Fees

RFP document can be downloaded from www.orissaminerals.gov.in. The bidders are required to submit the document Fee of INR Rs. 5,000/- in shape of Demand Draft in favor of Director of Mines, Odisha payable at Bhubaneswar from any of the scheduled commercial banks along with the Technical Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.5.3 Earnest Money Deposit (EMD)

- Bidders shall submit, along with their Bids, EMD of Rupees 15,00,000/- (Rupees Fifteen Lakhs Only), in the shape of Demand Draft OR Bank Guarantee issued by any scheduled commercial bank in favor of Director of Mines, Odisha payable at Bhubaneswar, and should be valid for 180 days from the due date of submission of the tender / RFP. The EMD should be submitted with the Technical Proposal.

  Account Details for furnishing EMD is as below:

  <<Account Details required for BG>>

- EMD of all unsuccessful bidders would be refunded by Directorate within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

- The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

- The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

- The EMD may be forfeited:

    i.   If a bidder withdraws its bid during the period of bid validity.

    ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

    iii. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.

    iv. If a bidder does not cooperate in providing required clarifications during the evaluation process

4.5.4   Submission of Proposals

- The bidders should submit their responses as per the format given in this RFP in the following manner:

    i.   Technical Proposal (1 Original + 1 Copy in hard copy) in first envelope

    ii. Commercial Proposal (1 Original in hard copy) in second envelope

- The Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes super scribing "Technical Proposal" and "Commercial Proposal" respectively.

- Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal.

- The two envelopes containing Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked as "RESPONSE TO RFP FOR SELECTION OF SOFTWARE DEVELOPMENT FIRMS / IMPLEMENTING AGENCY (IA) FOR ANNUAL MAINTENANCE (AMC), OPERATIONAL SUPPORT UNIT (OSU), ENHANCEMENT & IMPROVISATION AND DEPLOYMENT OF PROJECT ASSISTANTS" - RFP Ref No - <<RFP Ref. No.>> with the wordings "DO NOT OPEN BEFORE <<Date of Opening>>".

- The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

- The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.

- All pages of the bid shall be initialed and stamped by the authorized person or persons who sign the bid.

- In case of any discrepancy observed by the Directorate in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

4.6   Preparation and Submission of Proposal

4.6.1   Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Directorate to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

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

4.6.2   Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

4.6.3   Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Directorate at the address specified below:

Addressed To	Shri U.C. Jena, Joint Director of Mines, Directorate of Mines, Odisha.
Telephone	0674-2393607
Fax Nos.	0674-2391684
Email id	itpmu@orissaminerals.gov.in
Last Date & Time of Submission	23.02.2018 by 03:00 PM

4.6.4 Late Bids
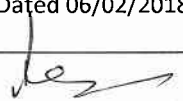
- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

- The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

- The Directorate 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. It is the responsibility of the bidder to ensure that its bid/proposal is received by the Directorate within the prescribed timeline.

- The Directorate reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.7   Evaluation Process

- The Directorate will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

- The Proposal Evaluation Committee constituted by the Directorate shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.

- The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

- The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.

- The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.7.1   Tender Opening

The Proposals submitted up to **23.02.2018 by 03.00 PM** will be opened on **23.02.2018 at 5.00 PM** on the same day by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

4.7.2   Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.
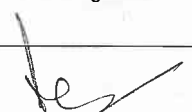
4.7.3   Tender Evaluation

- Initial Bid scrutiny will be held and bids shall be treated as nonresponsive if Proposals:

  i.   are not submitted as specified in the RFP document

  ii.   received without the Letter of Authorization

  iii. are found with suppression of details

  iv.   with incomplete information, subjective, conditional offers and partial offers submitted

  v.   submitted without the documents requested in the checklist

  vi.   have non-compliance of any of the clauses stipulated in the RFP

  vii. with lesser validity period

- All responsive Bids will be considered for further processing as below:

  i.   The Directorate will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in Section 5 of this RFP document. The decision of the Committee will be final in this regard.

5.   Criteria for Evaluation

Tenders for this contract will be assessed in accordance with Quality and Cost-based Selection (QCBS) system. All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of only those proposals that qualify all Prequalification criteria to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Proposal Evaluation Committee will examine and compare the technical aspect of the Proposals on the basis of information provided by the bidder, taking into account the following factors:

- Overall completeness and compliance with the requirement.

- Proposed solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP documents.

- Any other relevant factors, if any, listed in RFP document or the Directorate deems necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Bidders securing a minimum of 60% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

5.1 Prequalification Criteria (General Bid)

Keeping in view the complexity & volume of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Consortium is not allowed.

Sl#	Criteria	Basis of Evaluation	Documents Required
1.	Legal Entity	The bidder should be a company registered under the Indian Companies Act and must be in operation since last 10 years as on date of submission of Bid.	- Certificate of Incorporation - GST Registration Certificate - Copy of PAN - Work orders confirming 10 years of operation
2.	Turnover	The bidder must have average annual turnover of Rs. 15 Crores in last three financial years ending at 31/03/2017.	Extracts from the audited Balance Sheet and Profit & Loss **OR** Certificate from the statutory auditor
3.	Quality Certification	The bidder must have valid CMMi & ISO 9001:2015 Certificate as on date of submission of this RFP.	Copy of valid CMMi & ISO Certificate
4.	Technical Capability	The bidder should have experience in implementation of following number of project(s) having software development, implementation and its support services for any Department / Agency / PSU in any State or Central Government of India during last 5 years as on 31/01/2018. — One project value not less than 5 Crores **OR** — Two projects value not less than Rs. 3 Crores each **OR** — Three projects value not less than 2 Crores each	Copy of Work Order + Project fully / substantially completed certificate

Sl#	Criteria	Basis of Evaluation	Documents Required
5.	Resources	The bidder must have at least 100 full time employees in its payroll as on date of submission of bid.	Copy of the latest EPF deposit challan showing the number of subscribers
6.	Blacklisting/ Debarring	The bidder should not be blacklisted by any Department / Agency / PSU in any State or Central Government of India as on date of submission of bid	Self-declaration duly signed by authorized bid signatory
7.	Tender Fees & EMD	Tender Fee of Rs. 5,000/- and EMD of Rs. 15,00,000/- in favor of Directorate of Mines, payable at Bhubaneswar	- Tender Fee in shape of Bank Draft - EMD in shape of Bank Draft or Bank Guarantee
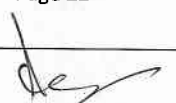
5.2   Technical Evaluation Criteria

Bids shall be evaluated by the Proposal evaluation committee based on the documents submitted as a part of technical bid. Technical bid shall contain all the documents and the proposal shall be evaluated based on the parameters and marks defined in the following table. Technical proposal of only those bidders who qualify the prequalification criteria will be evaluated. During evaluation of proposals, the Directorate, may, at its discretion, ask the bidders for clarification of their Technical Proposals. In case of any non-cooperation of the bidders in providing proper clarification or justification the proposal of the bidders shall be rejected.

Sl#	Criteria & basis of evaluation	Max. Mark	Documents Required
1.	The bidder must have average annual turnover of Rs. 15 Crores in last three financial years ending at 31/03/2017. – Rs. 15 to Rs. 20 Crores: 3 Marks – More than Rs. 20 Crores: 5 Marks	5	Copy of statutory auditor certificate
2.	The bidder must have valid CMMi Certificate as on date of submission of this RFP. – CMMi Level 3: 4 Marks – CMMi Level 5: 5 Marks – ISO 27001: 1 Mark	5	Copy of valid certificate
3.	The bidder must have at least 100 full time IT professionals involved in software development & implementation services in	5	Declaration from HR in company

Sl#	Criteria & basis of evaluation	Max. Mark	Documents Required
	its payroll as on date of submission of bid. — 100 to 150: 3 Marks — 151 to 200: 4 Marks — More than 200: 5 Marks		letter head
4.	The Bidder must have a registered office in Odisha and should be operational since last 5 years. — 5 Years to 7 Years: 3 Marks — More than 7 Years: 5 Marks	5	Certificate of Incorporation + Work order and ongoing project certificate
5.	The bidder should have experience in implementation of project(s) having software development, implementation & support for any Department / Agency / PSU in any **State or Central Government of India** during last 5 years as on 31/01/2018. — ≥ 2 Cr. & < 3 Cr.: 2 marks for each project — ≥ 3 Cr. & < 5 Cr.: 3 Marks for each Project — More than 5 Crore: 5 marks for each project [Maximum two projects will be submitted for consideration]	10	Copy of work order + on-going or completion certificate
6.	The bidder should have experience in implementation of project(s) having software development, implementation and its support services in **mining domain** with minimum order value of Rs. 3 Crore for any Department / Agency / PSU for any State or Central Government in India during last 7 years as on 31/01/2018. [2.5 marks will be awarded for each project]	5	Copy of work order + on-going or completion certificate
7.	The bidder should have experience in implementation of **Mobile App** project(s) with at least 10,000 installations for any Department / Agency / PSU for any State or Central Government in India during last 5 years as on 31/01/2018. [2.5 marks will be awarded for each project]	5	Copy of Work Order + Relevant documents establishing number of installations
8.	The bidder should have experience in implementation of projects	10	Copy of work

Sl#	Criteria & basis of evaluation	Max. Mark	Documents Required
	(Software Development, Implementation) having minimum three years continuous & support for any Department / Agency / PSU in **Government of Odisha** with minimum order value of INR 2 Crore lakhs during last five years as on 31/01/2018. *[5 marks will be awarded for each project]*		order + on-going or completion certificate
9.	**Proposed Team [Evaluation of Key Experts]**	20	CV of the resources
10.	**Project Manager** Master Degree & minimum 12 years of software design & development and management in mining domain with proficiency in Odia Language. – Experience 12-15 years : 2 mark – Experience > 15 years : 4 marks – Industry recognized or leading OEM certification in the technology/ platform: 1 Mark *[1 CV to be submitted for evaluation purpose]*	5	
11.	**Business Analyst** B. Tech Degree & minimum 10 years of experience in software design & development in mining domain with proficiency in Odia Language. – Experience 10-12 years : 1 Mark – Experience > 12 years : 2 marks *[1 CV to be submitted for evaluation purpose]*	2	
12.	**Senior Software Developer/ Solution Architect** B.E/B. Tech/MCA Degree & minimum 6 years of software development experience including 3 years of experience in mining domain. – Experience 6-8 year : 1 Mark – Experience > 8 year : 1.5 marks – Odia Language Proficiency: Read, Write, Speak: 0.5 Mark	8	

Sl#	Criteria & basis of evaluation	Max. Mark	Documents Required
	[4 CVs to be submitted for evaluation purpose]		
13.	**Security Administration/ Database Administration** Master Degree & minimum 8 years of relevant experience and OEM Certification — Experience 8-10 year : 1 Mark — Experience > 10 year : 2 marks — Odia Language Proficiency: Read, Write, Speak: 0.5 Mark *[2 CVs to be submitted for evaluation purpose]*	5	
14.	**Technical Proposal & Presentation** — Bidders understanding of the existing project and domain — Project Approach & Methodology — Comprehensiveness of the project plan — Exit Plan — Resource planning & distribution of roles & responsibilities — Risk Management & Mitigation Plan — Reporting mechanism	30	Technical Presentation to be held at Bhubaneswar

- All the bidders who secure a Technical Score of 60% or more will be declared as technically qualified.

- The bidder with highest technical bid (H1) will be awarded 100% score.

- Technical Scores for other than H1 bidders will be evaluated using the following formula:

- Technical Score of a Bidder (Tn) = {(Technical Bid score of the Bidder/ Technical Bid Score of H1) X 100}% (Adjusted to two decimal places)

- The commercial bids of only the technically qualified bidders will be opened for further processing.

5.3 Evaluation of Financial Bid

- The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidders' representatives

- The bidder with lowest financial bid (L1) will be awarded 100% score.

- Financial Scores for other than L1 bidders will be evaluated using the following formula:

- Financial Score of a Bidder (Fn) = {(Financial Bid of L1/Financial Bid of the Bidder) X **100**} % (Adjusted to two decimal places)

- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

- The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.

- Rectification of Errors:

- Arithmetical errors will be rectified on the following basis:

    i.   If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

    ii. If there is a discrepancy between the rates in words and figures, the rate in words will govern.

    iii. If the bidder does not accept the correction of errors, his bid will be rejected.

5.4   Combined Evaluation of Technical & Financial Bid

- The technical and financial scores secured by each bidder will be added using weightage of 80% (Technical) and 20% (Financial) respectively to compute a Composite Bid Score.

    $$Bn = 0.80 * Tn + 0.20 * Fn$$

    Where

    Bn = overall score of bidder

    Tn = Technical score of the bidder (out of maximum of 100 marks)

    Fn = Normalized financial score of the bidder

- The bidder securing the highest Composite Bid Score will be adjudicated as the Most Responsive Bidder for award of the Project.

Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (80% of B)	Weighted Financial Score (20% of C)	Composite Score (F=D+E)

A	B	C	D	E	F

5.5   Special Conditions for Evaluation

The successful bidder shall be the agency securing the highest composite score in column 'F' above. However, in the event of two or more bidders securing exactly the same composite score, then Tendering Authority reserves the right to declare the bidder whose technical score is highest among the bidders as the successful bidder.

In case the successful bidder fails to sign the contract and furnish requisite Performance Bank Guarantee in the stipulated time, the Directorate may award the contract to the next most responsive bidder and so on. In such a case, the Directorate shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

6.   Appointment of Implementing Agency or Software Development Firm

6.1   Award Criteria

The Directorate of Mines will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

6.2   Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The Directorate of Mines reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement 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 such action.

6.3   Purchaser's Procurement Rights

Without incurring any liability, whatsoever to the affected bidder or bidders, the Purchaser reserves the right to:

- Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.

- Change any of the scheduled dates stated in this tender.

- Reject proposals that fail to meet the tender requirements.

- Should the Purchaser be unsuccessful in negotiating a contract with the selected bidder, the Purchaser will begin contract negotiations with the next most responsive bidder in order to serve the best interest.

- Make typographical correction or correct computational errors to proposals
- Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, the Directorate will notify the successful bidder in writing or by email, that its proposal has been accepted. In case the tendering process/ public procurement process has not been completed within the stipulated period, the Directorate may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the Directorate will notify each unsuccessful bidder and return their EMD.

6.5 Contract Finalization and Award

The Directorate of Mines shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked the most responsive bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

6.6 Performance Guarantee

The Directorate will require the Implementing Agency to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 5% of the quoted project cost excluding taxes. The Performance Guarantee shall be renewed annually. The Implementing Agency shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion or extension of the project duration.

In case the Implementing Agency fails to submit performance guarantee within the time stipulated, the Directorate at its discretion may cancel the order placed on the Implementing Agency without giving any notice. Directorate shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or Directorate incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6.7 Signing of Contract

After the Directorate notifies the successful bidder that its proposal has been accepted, the Directorate shall enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

6.8   Failure to Agree with the Terms and Conditions of the RFP

Failure of the Implementing Agency to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Directorate may award the contract to the next most responsive bidder or call for new proposals from the interested bidders. In such a case, the Directorate shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

7.   Terms of Reference

7.1   Scope of Work

The Directorate of Mines has envisaged the following requirements as below
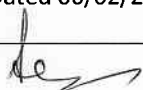
- Continuation of Annual Maintenance (AMC), Operational Support Unit (OSU) & Enhancement and Improvisation services of the existing i3MS project.
- Change Request Management
- Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circles.

The Implementing Agency will be responsible for smooth transitioning of the entire suite of applications, infrastructure, and services under i3MS from the current operator ensuring business continuity and performance. The Implementing Agency shall ensure continuity of the existing i3MS project through provision of the following service:

- Annual Maintenance of the already developed software and to be developed software
- To address all the operational issues performed by the users such as Lease holders, Government Users, Licensees etc.
- Identified Enhancements and Improvisations to the System
- Change Request (CR) Management for incorporation of any identified changes/ modifications in the functionality or modules
- Deployment of Project Assistants in different Project Implementation Unit (PIU)

Bidder shall deploy adequate manpower having required expertise for smooth management and operation of the entire application and deployment of resources at PIU.

The team is expected to address all user level queries, fixing bugs, change configuration, customizations, patch updates, upgrades, security, integration, report generation as part of the scope. The application technical support shall cover 24x7 support to be provided through Phone, Email or Onsite visit depending on the criticality and nature of the problem. The Implementing Agency needs to utilize its own development center & office in Bhubaneswar for the entire

contract duration. Considering the nature of the project, it is expected to have regular monthly/quarterly review meetings for smooth operation of the project. Hence, the bidder will be responsible for provisioning of a meeting room with adequate IT infrastructure for smooth conduction of meeting in Bhubaneswar for 10-15 persons. The scope of work to be covered under broad areas is as follows.

7.1.1 Annual Maintenance Contract (AMC)

All the existing software modules upgraded/ customized and new modules to be developed under this project in the near future shall be a part of AMC. The Implementing Agency will deploy a dedicated technical team to perform the annual maintenance work in all the working days. The necessary computing & civil infrastructure for the AMC team shall be arranged by the Implementing Agency in their office premises in Bhubaneswar city without any additional cost to the Directorate. The broad deliverables under the annual maintenance contract of the i3MS should be as follows:

- **Adaptive Maintenance**: Modification of the system to cope with changes in the software environment.

- **Perfective Maintenance**: Tuning of the system to improve performance.

- **Corrective Maintenance**: Diagnosing and fixing errors, possibly ones found by users after implementation

- **Preventive Maintenance**: Detect and correct latent faults in software solutions after implementation before user department finds the same

- **Source Code**: Maintaining the updated version of all source code of the application software in a source code repository and handover the source codes as and when required by the Directorate.

- **Enhancements & Defect Fixes**: Implementing Agency shall perform minor changes (changes in the front end application/ GUI etc.), bug fixes, error resolutions and minor enhancements that are incidental to proper and complete working of the application.

- **Deployment/Re-Deployment of Application**: Deployment of the i3MS Application solution and re-deployment in case of any upgrades to the underlying hardware or operating System and carry out any necessary testing.

- Any changes to the application code that may be required because of patches to licensed software being used (if any)

- Centralized version and configuration control of the application.

- Carry out the configuration of new stakeholders as required by Directorate.

- Ensure efficient and smooth functioning of all the modules mentioned above.
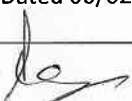
- Maintain the secrecy of data and not to act in any manner whatsoever that would jeopardize the interest of the Directorate.

- Performing Database tuning to optimize the performance to ensure higher throughput.

7.1.2 Operational Support Unit (OSU)

The Operational Support Unit (OSU) shall function on 24X7X365 basis in three shifts with the schedule as morning shift (06:00 AM to 02:00 PM), afternoon shift (02:00 PM to 10:00 PM) & night shift (10:00 PM to 06:00 AM). Provision of requisite space, computing infrastructure, license software, connectivity etc. to accommodate the OSU resources shall be provided by bidder at its own cost. Implementing Agency will be responsible for provisioning of vehicles/ pick and drop facilities for resources working in night shifts. OSU's functions shall cover the following:

7.1.2.1 Application Support

- The Implementing Agency shall take up and resume the current activities of the existing OSU Team without delay.

  i. On an average 15-20 emails and more than 30 telephonic calls are escalated daily to the OSU team for provision of support to the different stakeholders in 24 X 7 service basis

  ii. The OSU currently addresses more than 50 calls daily regarding the issues of the truck owners / transporters after GPS installation in 40,000 - 45,000 trucks.

  iii. The OSU handles the issues of despatch from 371 weighbridges of 146 Lessees that have been installed with Transit Pass desktop software to generate e-Transit Pass.

- This is only an indicative list and bidder shall be responsible for providing all required support in case of any increase in numbers during the implementation period.In addition, the bidder shall also undertake the following activities as envisaged under the scope of this project:

  i. Address the issues of the truck owners/ transporters who will be newly registered in the system and whose carriers will be installed with the GPS System.

  ii. In addition to the Lessee Weighbridges, the OSU shall handle the issues of 720 Licensees' Weighbridges after installation of Transit Pass desktop software.

- The Implementing Agency will also be responsible for troubleshooting problems with web services, applications software, and overall aspects of a server environment.

- The services shall include administrative support for user registration, creating and maintaining user profiles, granting user access and authorization, providing ongoing user

password support, announcing and providing networking services for users and providing administrative support related to the Application System.

- The eco-system of mineral seller to transporter to Mineral user is very time sensitive. Therefore the issues raised by the stakeholders need immediate attention. Hence, bidder should ensure immediate mobilization of the OSU team for resolving the issues raised by the stakeholders.

- The OSU team shall prepare and finalize the training & handholding plans in coordination with the Directorate. The OSU Team shall conduct Trainings and workshops for the PIU team in accordance with the training plan.

- The OSU Team may require travelling within the state to resolve any issues related to the desktop applications at the user's site.

- Implementation of desktop applications at Lessee's site shall also be done by the OSU Team

- The OSU team will be responsible for resolving any technical issues arising in the integrated system. They will communicate with the Treasury, Railway and Port department to ensure successful resolution of the issues pertaining to external systems integrated with i3MS.

- The procedures followed by the technical personnel of OSU Team for resolving issues should be thoroughly tested by a testing team and subsequently audited by the respective Project leads and Project Manager before the changes are incorporated in the live system. The detailed documents of each issue shall be maintained for audit purpose.

7.1.2.2 Database Support

The Implementing Agency shall perform Database Administration activities

- The Implementing Agency shall install, manage, maintain and support the database solutions and configurations.

- The database is currently configured in cluster mode. The bidder shall be responsible for cluster management

- The Implementing Agency shall execute the below activities in this segments.

   i.   Data Set placement

   ii.   Database performance monitoring and Testing

   iii. Data backup - Regular backup of databases

   iv.   Data recovery - Database recovery when required, weekly database recovery checks

    v.   Data Security

    vi.   Integrity maintenance

- User account management, database problem resolution
- Provide integration and user support on all supported servers, data storage systems, etc.
- Installation and Re-installation of the Database in the event of system crash/failures
- Efficient and 24x7 management of Applications and Databases hosted at DC
- Updating the patches and hot packs
- Coordinating with the OEMs/ Vendors for any type of support-service for the Database.
- Perform Database Log Analysis

7.1.2.3 IT Infrastructure Support

The Implementing Agency shall be responsible for:

- Providing 24X7 support on the IT Infrastructure
- Installation, integration and commissioning of any new servers & software licenses purchased for i3MS projects
- Installation, integration and commissioning of networking equipment, system software, application software, etc. time-to-time during the contract period.
- Management of existing Web Server, Application Server, Portal Server, Database server & Middleware
- Hardening servers in line with security policies (ISO 27001:2013 information security control).
- Coordinating with the SDC/ DR/ STPI to ensure continued operations of IT Infrastructure. It will be the responsibility of the SDC/ STPI to make necessary repairs to the infrastructure.
- Coordinating with the DC Team to ensure that all individual data center components (hardware, software, interface, middleware, network and storage) configured with or added to the environment, work together cohesively to achieve the intended results and meet customer requirements.
- Regular analysis of events and logs generated in all the sub-systems including but not limited to servers, operating systems, security devices, etc. to identify vulnerabilities. Necessary action shall be taken by the Implementing Agency in accordance with the results of the log analysis. Suitable mechanism has to be maintained for security and forensic related logs or as per requirement of IT act and that of other government regulations issued from time to time.

- **Remote Access Service**

    i.   Implementing Agency shall be responsible for installation, management, operation and support of the server hardware and software that enable secure Remote access to all the authorized systems.

    ii. The necessary protocol of DC must be followed by the bidder.

    iii. Activities shall include installation, testing, configuration and provision of technical support.

- **DNS Manageability**

    i.   The Implementing Agency shall manage the DNS and Active directory activities for this application.

- **Asset & License Management Services**

    i.   The Implementing Agency shall keep all the records of the IT Assets installed at the DCs for this project.

    ii. All the installation and configuration reports should be maintained.

    iii. The Implementing Agency shall keep the list of software licenses used in the project.

    iv. Implementing Agency shall identify and report the license compliance issues, perform license audits and reconcile number of licenses to the number of installs.

The Implementing Agency shall ensure that the activities related to all above process are maintained and should share the same with Directorate on periodic basis.

7.1.3   Enhancement and Improvisation

7.1.3.1 Application Up-gradation

i3MS project has been successfully running since 2010. Currently the i3MS Application has 15 major modules and 34 sub-modules. All these modules & sub modules are interconnected and also integrated to various secondary systems like Indian Railways, Ports and Treasury etc.

Currently the system is based on Microsoft .Net Framework 3.5 with ASP.net hosted on State Data Center. The architecture is a three-tier architecture where the database is managed and maintained in the Windows 2012 Enterprise Database Server, the Business Logic is deployed and managed in the SQL Application Server 2012 Enterprise Edition and the IIS 8.0 is the web server required for interacting with the Database server and the Application server.

The Implementing Agency shall up-grade/customize the existing modules of i3MS application. Technology Stacks envisaged to be used in the up-graded/ customized i3MS application are detailed below:

Server Operating System	Windows 2016
Web Application Framework	ASP.NET 2.0
Software Framework	.Net Framework 4.5, ADO.NET
Database Server	SQL SERVER 2016
Scripting Languages	AJAX, J-Query
Web Technologies	HTML-5

The modules applicable for up-gradation/ customization are listed below:

Table 1: List of Existing Modules

Sl. No.	Module Name	Sub Module Name
1	Mines and Licensee Profile	
2	Mineral Due Clearance Certificate(MDCC)	New Applicant Registration
		For Mines
		For Licensee
3	Grant of New / Renewal of Licensee	New License
		Renewal of License
4	Permit Management System	Form-J for Non-Coal
		Form-J for Coal
		Form-J for Bauxite
		Form-H for Non-Coal
		Form-H for Coal
		Tag Transporter
		DO Details Management
		Allow Permit Despatch

Sl. No.	Module Name	Sub Module Name
		Allow DO Despatch
		Manage WB User
		Tag Vehicles
		Record Internal Rail / Non e-Pass Despatch
		Advance Register
5	Weigh Bridge Approval	For Mines
		For Licensee
6	Truck Registration	Inside State
		Outside State
7	Transporter Registration	New Transporter
		Renewal of Transporter
8	Vehicle Seizure List	
9	MPR Form-A	
10	OMPTS Monthly Returns	Form-E
		Form-F
11	Demand Assessment	Assessment for Non-Coal Royalty
		Assessment for Coal Royalty
		Assessment for DMF
		Assessment for NMET
12	MCDR Returns	Form-F
		Form-G
		Form-L
		Form-M
13	Transit Pass	e-Pass for Lessee & Dealer (Non-Coal)
		e-Pass for Lessee & Dealer (Coal)
		e-Pass for Check Gate

SI. No.	Module Name	Sub Module Name
14	Small Consumer Registration	
15	Steel Plant MOU	
16	ePSquad - Mobile Application for en-route Transit pass verification	
17	NMS – Mobile Application for National Mineral Statistics	

Detailed functional scope for each module is elaborated under Annexure-I.

7.1.3.2 New Development

Along with the up-gradation of the above modules, the Implementing Agency shall also be responsible for new development of the modules as indicated below:

SI. No.	Modules
1.	Audit Compliance
2.	Case Management
3.	Appeal and Revision Management
4.	Inspection Management

Detailed functional scope for each module is elaborated under Annexure-I.

The following activities have also been envisaged to be implemented as New Development scope:

- The Railway Integration has been successfully done for the Iron Ore. Bidder shall take up integration for other minerals like Chromite, Coal and Manganese etc. The Railway Integration procedure is different for various minerals which may lead to major changes in the software.

- The Port module, that captures the Export details of the minerals, should be implemented for all the ports.

- The Transit Pass software for Licensee shall be developed and implemented.

7.1.3.3 Integration Requirement

Currently, the existing i3MS application is integrated with the external systems mentioned below. The successful bidder needs to seamlessly integrate the up-graded application with these systems to ensure successful implementation of the project:

- **SMS Gateway** – An SMS gateway (adopted by State Govt.) for the mines needs to be integrated by Implementing Agency to send SMS on every transaction and to make queries from a central database through SMS requests. Moreover, it is also assumed that internet connectivity may be difficult in remote locations where mining activity is carried out; hence, the application should facilitate transactions to take place through SMS.

- **Email Gateway** – The system should be integrated with eMail Server (to be provided by Customer) to facilitate alerts and notification through e-mail.

- **Online Payment/ Department of Trade and Industry (DTI)** – The system should facilitate payment of all mining dues such as Royalty, Rents, Taxes and application fees online.

- **Commercial Tax Department** – The application is currently integrated with the Commercial Tax department to verify the TIN numbers submitted by the lessees and licensees. However, post introduction of **GST**, the upgraded system should be integrated with the Goods and Services Taxes.

- **Regional Transport Office (RTO)** – The application should be integrated with the RTO to validate the authenticity of Mineral Carrying Vehicles in terms of their Road Tax validity, Permit Validity, Fitness Validity and any violation committed.

- **Freight Operations Information System (FOIS/ Railway)/ Port** – The system should be integrated with Railway (FOIS) and Port to capture daily mineral received, Dispatch (export), shipping/ transport details, and current mineral stock data on the basis of IEC Code/Exporter Name.

- **Vehicle Tracking System** – Currently the Vehicle Tracking System is implemented through Odisha Space Applications Centre (ORSAC). The successful bidder should integrate the application with the Vehicle Tracking system to facilitate effective monitoring of mineral transportation.

Additionally, the system should also be seamlessly integrated with the newly identified systems detailed below:

- **Mining Tenement System** – Government of India is developing a system called Mining Tenement System. The i3MS will be integrated with MTS for seamless both way exchange of data.

- **MoEF & CTO** – The i3MS will be integrated with the software already used by Ministry of Environment & Forest and State Pollution Control Board for the data exchange of statutory documents like Forest Clearance, Environment Clearance & Consent to Operate.

- **GST** – Now with the introduction of GST, the same will also be integrated with i3MS.

7.1.4   Change Request Management

Any requirement beyond the scope mentioned for AMC, OSU, Enhancement & Improvisation services will be treated as Change Request. The basic functionalities of the Change Request tasks are as follows:

- Functional changes in the application

- Development of new modules/Form/Report in the existing Software

- Changes in the workflow or Core application framework

- Integration with any new system

The process to address the change request is as follows:

- **Documenting change request requirement**– The details of scope of change will be analyzed and documented. The Implementing Agency will submit the effort and timeline for incorporation of changes in the application.

- **Approval or disapproval of the change request** – The Project Management Committee constituted by the Directorate will discuss with the Implementing Agency and approve or disapprove the change request submitted by the selected bidder.

- **Implementation of the change Request** – After the final decision is taken Implementing Agency shall start the process of incorporation of changes in the application. The change will be implemented in accordance to the agreed cost, effort, and schedule.

- **Validating CR implementation** – The end user group/PMC will review the changes incorporated in the application and confirm on the same.

- **CR Cost Request** – The change request cost shall be calculated based on the man month rate finalized in the tendering process. The bidder needs to quote the man-month rate for Change Request component in the financial bid format. After receiving confirmation from the end user group/PMC the Implementing Agency shall raise the invoice.

Given below is a draft format for change request requirement submission.

SL	CR No.	Module/ Screen	Description in detail	Request by	Request Date	Approved by	Approved Date	Target Date	Remarks (if any)
1									
2									
3									

SL	CR No.	Module/ Screen	Description in detail	Request by	Request Date	Approved by	Approved Date	Target Date	Remarks (if any)
4									
5									

7.1.5   Project Implementation Unit (PIU)

In order to ensure effective operation, maintenance and usage of the application, at the circle/ district offices of the Directorate of Mines, the Implementing Agency shall engage resources at 14 circle/ district offices.   The Directorate will provide required space, infrastructure civil infrastructure (as per standard), electricity, computer, internet, LAN etc. for the functioning of PIU at their cost. The professionals proposed by the bidder should be full time employees & in the pay roll of the bidder.

Broad Scope of the PIU shall include:

- Giving necessary IT support to the DDM/MO on day-to-day basis

- Help to Generate different types of reports from the software & appraising the DDM/MO

- Liaison with the team of State IT PMU to rectify any operational issues at the circle office

- Imparting training on i3MS to staff of the circle/ district office and other users of i3MS within the area of the circle/ district office

- Updating the DDM/MO, if any modification or additional of modules are incorporated in the future.

- Handholding field functionaries for smooth implementation of the systems in day-to-day activities.

- Providing assistance and technical support to lessee/dealer/industries for efficient use of i3MS.

- Proactively reporting operational issues and ensuring timely redressal of the same.

- Ensuring rollout of new system releases at the district / circle level

- Looking after IT assets of the department at district / circle level

- Coordinating with service provider/OEM to ensure maximum up-time of IT infrastructure

- Understanding enhancement requirement from the end user & communicating to headquarter

- Ensuring that all statutory reports are populated properly at the respective circle level

- Providing periodical training to the users at district / circle level on application software / new releases / modification / addition of modules

The PIU resources shall be deployed at the following locations for the entire contract duration.
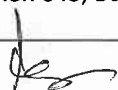
Sl#	Criteria for Evaluation	Required Number
1.	Rourkela	3
2.	Koira	3
3.	Keonjhar	2
4.	Sambalpur	3
5.	Bhawanipatna	1
6.	Baripada	1
7.	Cuttack	1
8.	Jajpur Road	3
9.	Koraput	1
10.	Berhampur	1
11.	Talcher	3
12.	Bolangir	1
13.	Joda	3
14.	Phulbani	1
	TOTAL	**27**

7.1.6 Exit Plan

The selected Implementing Agency will provide systematic exit plan and conduct proper knowledge transfer process to handover operations to the Directorate at least six months before project closure. IT resource persons of the Directorate will work closely with resource persons of Implementing Agency at test environment and production data center during knowledge transfer phase. The Implementing Agency will ensure capacity building of the IT resource persons of the Directorate on maintenance of software and maintenance of data center. The bidder is also required to suggest an exit plan as part of its technical proposal and present the same during Technical Presentation for evaluation purpose.

7.1.7 Deployment of Experts

For smooth execution of the project, the bidder will be required to deploy resources consisting of following skill sets.
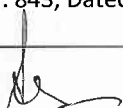
Sl #	Skill	No of resource	Criteria
Key Resources			
1	Project Manager	1	Master Degree & minimum 12 years of software design & development and management in mining domain with proficiency in Odia Language.
2	Business Analyst	1	B. Tech Degree & minimum 10 years of experience in software design & development in mining domain with proficiency in Odia Language.
3	Senior Software Developer/ Solution Architect/	12	B.E/B. Tech/MCA Degree & minimum 6 years of software development experience including 3 years of experience in mining domain.
4	Security Administration/ Database Administration	2	Master Degree & minimum 8 years of relevant experience and OEM Certification
Other Resources			
5	UI Design Lead/ Mobile Apps Developer/ Quality Expert / Software Developer	9	B.E/B. Tech/MCA having minimum 3 years of relevant experience.
6	Network Administrator/ Server Administrator/ System Administrator	5	MCA/MBA having minimum 5 years of relevant experience, OEM Certification
7	Project Assistants	27	Graduation having minimum 5 years of Software Implementation Support / IT Project Support experience.

CVs of key experts will be evaluated as per the technical evaluation criteria mentioned in the RFP. The bidder is required to mention the roles & responsibilities of resource as per the skillset defined in its technical proposal for evaluation purpose. Directorate of Mines

7.2   Technical Requirements

The Solution so envisaged by the Implementing Agency should be able to provide real time information to the identified and authorized stakeholders. All the components & sub-components of the solution and the respective should at least comply with the published e-Governance standards, frameworks, policies and guidelines available on http://egovstandards.gov.in (updated from time-to-time). The system should meet the following technical requirements:

- The system shall be scalable to accommodate new users and data volume.
- The end user interface shall be browser independent and compatible to all the latest versions of popular browsers like Mozilla Firefox, Internet Explorer, Google Chrome etc. and Operating Systems like Windows, Mac OS & Linux.
- The system shall have scalable architecture to support clustering and High Availability at each layer i.e., Web Server, Application Server and Database with fault tolerance & load balancing
- The system shall support the Digital Certificates as per IT Act of India, 2000
- The system shall support e-mail, SMS and online payment integration
- The system shall support Alert Mechanisms (Reminders, Notifications), Escalation Mechanisms (Flexible routing of files, Calling back the files by the superior)
- The application should allow offline data entry at locations where internet connectivity is not established and once internet connectivity is established the data to be updated seamlessly in real time.
- **Compliance with industry standards:** Solution shall be compliant with industry standards (their latest stable versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing.
- **User Interface:** The application's UI should be based on HTML5 standard and should be compatible with all devices like Desktop, Smartphone and tablet etc. The application interface should be responsive.
- **Error Handling:** Ensure applications execute proper error handling so that errors will not provide detailed system information, deny service, impair security mechanisms, or crash the system.
- **Rich User experience:** The solution shall have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to- day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.
- **Security:** Application shall support both HTTP and HTTPS (SSL certificate shall be provided by the Directorate).
- **Performance Requirements:** The incremental users / module shall be ascertained by the Implementing Agency during implementation.
  i. The application software should be designed to cater to load without any degradation of performance as explained above
  ii. The database schema and design should be capable of handling current and future loads

    iii.   System should be upwardly scalable in the event of increased usage of the system or new business requirements

    iv.   The Implementing Agency shall provide comprehensive report every month on the performance of the server side infrastructure

    v.   Authority may with prior notice audit such measurements to their satisfaction

7.3 Payment Terms

- Cost of Project Implementation Unit, Annual Maintenance Contract, Operational Support Unit and Enhancement & Improvisation services will be paid monthly

- The bidder will raise Monthly Invoice to the Directorate along with the Monthly Progress Report (MPR) and the payments shall be done within 7 days from the receipt of the Invoice.

- The bidder/Implementing Agency shall raise claims under the Change Request activities as per actual consumption of service duly approved by the Directorate.

- Taxes will be paid extra as per the rate prevalent at the time of billing

7.4 Performance Measurements & Penalty

The Implementing Agency is expected to meet the service levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of unjustified delay on any or all such Service Levels, the authority reserves the rights to levy penalties on the Implementing Agency as per the following table.

7.4.1 Commencement of Work & Resource Engagement

Measurement	Definition	Target	Penalty
Team mobilization and commencement of work	Engagement of OSU, AMC & Enhancement & Upgradation	Within 15 days from the date of issuance of work order	– Rs 2000 per resource per week
Team mobilization and commencement of work	Engagement of resources for PIU	Within 30 days from the date of issuance of work order	– Rs 1000 per resource per week

7.4.2 Support under OSU & AMC

Resolution Time	"Resolution Time", means time taken by the Implementing Agency to troubleshoot and fix the bugs/ defect from the time the call has been recorded by the team till the delivery of the solution to the Directorate for UAT and subsequently updates the status of the call in the Help Desk system. It is based on Monthly measurement level. *It is based on Monthly measurement level.*	Critical	At least 99% calls to be resolved within 2 working days	-
			>= 97% to < 99% calls be resolved within 2 working days	3
			>= 95% to < 97% calls to be resolved within 2 working days	4
			< 95% calls to be resolved within 2 working days	5
		High	At least 99% calls to be resolved within 3working days	-
			>= 97% to < 99% calls be resolved within 3 working days	3
			>= 95% to < 97% calls to be resolved within 3 working days	4
			< 95% calls to be resolved within 3 working days	5
		Medium	At least 99% calls to be resolved within 4 working days	-
			>= 97% to < 99% calls be resolved within 4 working days	3
			>= 95% to < 97% calls to be resolved within 4 working days	4
			< 95% calls to be resolved within 4 working days	5
		Low	At least 99% calls to be resolved within one business week	-
			>= 97% to < 99% calls be resolved within one business week	3
			>= 95% to < 97% calls to be resolved within one business week	4

			< 95% calls to be resolved within one business week	5

** Notes:

a. Non-working days = All Saturdays, Sundays and Public Holidays

b. 24*7*365 means three shifts of 8 hours every day (including 30 minutes break), for all seven days of the week, without any Non-working days

c. Bugs/ Defects: This would include Software Application related problems/defects as reported by the users to the Selected Bidder.

d. Severity for Bugs / Defects	The severity of a bugs / defects would be based on the business impact of the problem.
Critical	Showstoppers involving major functional failure in the application. There are no usable workarounds available to troubleshoot the problem. Affects majority of the users (more than 25%).
High	Users face severe functional restrictions in the application irrespective of the cause. Workarounds are time consuming. Affects majority of the users (more than 25%).
Medium	Moderate functional restrictions in the application irrespective of the cause. Has a convenient and readily available workaround. Affects a few users. (5%-10%)
Low	Requiring cosmetic functional changes. Does not require any workaround. It may include user query / suggestions but has no business impact.

A maximum level of performance penalties is established and described below. The framework for performance penalties as a result of not meeting the service level targets are detailed below. Performance penalties shall be levied for not meeting each of the severity levels of performance as per the following table:

Severity Level	Penalty as a percentage of monthly payments applicable
5	1.0%
4	0.5%
3	0.4%

2	0.3%
1	0.2%

Maximum Penalty applicable for any month should not exceed 3% of the 'applicable fees' for the respective month.

7.4.3 Resource Replacement

- Replacement of resources shall generally not be allowed. The replacement of resource by the bidder shall be allowed only in the case, where the currently deployed resource(s) leaves the organization by submitting his/her resignation. In such cases bidder needs to take prior approval from the Directorate before providing replacement.
- The replaced resource will be accepted by directorate only if he/she meets the minimum qualification and experience criterion as mentioned in this RFP and is found suitable to their satisfaction. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the directorate.
- In case of failure to meet the requirement (which includes efficiency, cooperation, discipline and performance) directorate may ask bidder to replace the resource.
- Bidder is not allowed to replace those resources whose profile has been submitted at the time of bidding process along the bid documents, with in the first one year from the date of signing of the contract. Further in un-avoidable circumstances where bidder is not able to retain the resources quoted in the bid, then the directorate reserves the right to impose the penalty as mentioned below:

  i. Within First 6 Months: - INR 1,00,000 (Rupees One Lakh) per resource per month during the period of non-availability.

  ii. From 6 months to 1 Year: - INR 50,000 (Rupees Fifty Thousand) per resource per month during the period of non-availability.

  iii. A penalty of INR 2,00,000 (Two Lakhs) per resource will be levied if a resource that has not resigned and is removed/shifted from the project by the bidder.

8. Formats for Submission of Proposal

8.1 Technical Bid Cover Letter

To

Director of Mines
Government of Odisha
Bhubaneswar

Subject: Proposal for the RFP for selection of software development firms/ Implementing agencies for annual maintenance (AMC), operational support unit (OSU), enhancement & improvisation and deployment of project assistants in 14 mining circle offices

Reference No.: <<RFP No. >>

Dear Sir/Madam,

We, the undersigned, offer to provide Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS).

We are hereby submitting our Proposal, which includes the Technical Proposal and the Commercial Proposal sealed in separate envelopes.

We hereby declare that all the information and statements made in this Technical Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in the RFP Document.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days from the date of submission of bid as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

8.2   Self-Declaration: Not Blacklisted (in company letterhead)

To

Director of Mines
Government of Odisha
Bhubaneswar

In response to the RFP No. <<RFP No.>>, for RFP titled "Selection of Software Development firms / Implementing Agency for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS)", as an owner/ partner/ Director of (organization name)_____, I/ We hereby declare that presently our Company/ firm is not under declaration of ineligibility for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

Thanking you,

Name of the Bidder: ....

Authorized Signatory: ....

Signature:

Seal:

Date:

Place:

8.3   Bidder's Authorization Certificate

(Company letter head)

To

Director of Mines
Government of Odisha
Bhubaneswar

Subject: Proposal for the RFP for Selection of Software Development firms/ Implementing Agency   for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services   and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS)

Reference No.: <<RFP No.>>

Sir,

<Name>, , <Designation> is hereby authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing the above said Bid. S/He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

8.4   Acceptance of Terms & Conditions/Clauses

To

Director of Mines
Government of Odisha
Bhubaneswar

Sir,

I have carefully and thoroughly gone through the Terms & Conditions contained in the RFP Document [<<RFP No.>>] regarding Selection of Software Development Firms/ Implementing Agencies for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS).

I declare that all the provisions/clauses of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Thanking you,

Name of the Bidder: ....
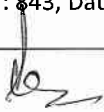
Authorized Signatory: ....

Signature:

Seal:

Date:

Place:

8.5   Format for fairness of documents

(Company letterhead)

To

Director of Mines
Government of Odisha
Bhubaneswar

Sir

In response to the RFP No. <<RFP No.>> titled "Selection of Software Development firms / Implementing Agency for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS)", as an owner/ partner/ Director of.......................... ....
.... , I/ We hereby declare that any documents or information submitted under this bid is without any doubt, true and fair, to the best of my/our knowledge.

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

Thanking you,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

8.6   Financial Bid Letter <Location, Date>

To

Director of Mines
Government of Odisha
Bhubaneswar

Subject: Proposal for the RFP for Selection of Software Development Firms / Implementing Agency   for providing Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS)

Reference No.: <<RFP No. >>

Dear Sir/Madam,

We, the undersigned, offer to provide Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS.

Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

1. PRICE AND VALIDITY
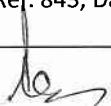
All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 5 years from the date of opening of the Bid.

We hereby confirm that our prices do not include any taxes and duties.

We understand that the actual payment would be made as per the existing tax rates during the time of invoicing.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified.

5. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

8.7   Performance Security

To

Director of Mines
Government of Odisha
Bhubaneswar

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and Deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS) for the Directorate of Mines, Odisha (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification. This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

8.9   Draft Contract

THIS CONTRACT AGREEMENT is made at [insert: location] on the [insert: ordinal] day of [insert: month], [insert: year].

BETWEEN

The Directorate of Mines, Odisha (hereinafter called the "Directorate") with its office at Heads of Building, Bhubaneswar, Dist.: Khurda represented through its Director of Mines (party of the First Part)

And

[Insert: name of IA], a corporation incorporated under the Companies Act, 1956 and having its principal place of business at [insert: address of IA] (hereinafter called "the IA" who is the successful Bidder, which expression unless repugnant to the context or meaning thereof, be deemed to mean and include its beneficiaries, successors, administrators and permitted assigns).

The Directorate and ………… are referred hereinafter individually as "**Party**" and collectively as "**Parties**".

WHEREAS the Directorate desires to engage the Implementing Agency to provide Annual Maintenance (AMC), Operational Support Unit (OSU), Enhancement & Improvisation services and deployment of Project Assistants at different Project Implementation Units (PIUs) in 14 mining circle offices for Integrated Mines and Minerals Management System (i3MS) for 5 Years ", and the Implementing Agency has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW, IT IS HEREBY AGREED by and between the parties as follows:

1. **Scope of Agreement:**

   As per Section 7 of RFP document; to be included as Annexure – I

2. **Payment Terms:**

   As per Section 7.3 of RFP document; to be included as Annexure – II

3. **Term of Contract**

   The contract with the successful bidder will be valid for five years from its effective date which will be renewed year on year basis. Based on the performance of the Implementing Agency if needed Directorate of mines, Government of Odisha may also extend the contract for additional period on mutual consent

4. Termination

a. Normal termination of the contract would happen at the end of the tenure.

b. Pre-mature termination of the contract would happen in case of insolvency of bidder or due to conditions of material breach.

5. Effects of Termination

a. In the event of a pre-mature termination of this agreement by the Directorate, the Parties shall mutually agree upon a transition plan. The bidder shall agree to extend full cooperation in supporting the transition process.

b. The compensation payable to bidder will be decided in accordance the transition plan and as per the payment terms of the RFP.

6. Scope of Work and Deliverables

This will be in conformity with the terms of reference specified in the RFP document and shall include the submissions made by the bidder in their proposal and work plans, further refined during the negotiations. Deliverables and milestones shall be established with a process of formal acceptance or measurable criteria.

7. Norms Governing Service Delivery

a. Provide necessary performance guarantees on signing of the agreement;

b. Shall deliver the services in a professional manner commensurate with accepted industry practices and/or technical standards which are generally expected of such an engagement;

c. Bidders shall establish a formal team structure with a named Project Manager who will serve as single point of contact and staff with competent resources to provide effective and expert service delivery, in tune to the requirements;

d. The cost of travel & accommodation during visit to various places of Odisha for various works like system study, training etc. should be borne by the bidder.

8. Fees and Payments

a. The total fees payable to the bidder shall be exclusive of all taxes / levies. Rate of taxes will be applicable as per the rate prevailing at the time of submission of Bill.

b. Payments for additional services in case of change in scope will also be specified.

c. In case of a bona fide dispute regarding any invoice, the Directorate shall be entitled to delay or withhold payment of the invoice or part of it, limited to the extent of the disputed amount.

9. Audit

a. The software and documents prepared for this project are subject to audit. The bidder should help the Directorate during preparation of compliances of audit without any additional cost.

b. Software including source code, licenses (if any) and all technical documents/manuals shall be in favor of the Directorate and shall be submitted to the Directorate before final payment or on demand.

c. All records pertaining to this work shall be made available to the Directorate and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

10. Confidentiality

Bidder and its agents shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to Directorate/Departmental data, wherever applicable. If required, the bidder will sign a Non-Disclosure Agreement (NDA) with Directorate/ other stakeholders of project.

11. Force Majeure

Neither Party to this agreement shall be liable to the other for delay or default in performance of its obligations or any loss or damage which may be suffered by the other directly due to a Force Majeure event provided that the affected Party notifies the other Party of such event and its likely effects and duration as soon as possible and takes all reasonable steps to mitigate the losses/disruption.

12. Dispute Resolution

a. Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavors. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed for such purpose and abide by the decisions thereon.

b. On non-settlement of the dispute, same shall be referred to the Principal Secretary to Government, Department, Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

c. Such arbitration shall be held in Bhubaneswar, Odisha. Each party to the contract shall appoint/ nominate one Arbitrator each, the two Arbitrators so appointed/ nominated

by the Parties herein shall together choose the third Arbitrator, who shall be the Presiding Arbitrator of the Tribunal. The consortium of the three Arbitrators shall form the Arbitral Tribunal. The Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties. The fees of the arbitrator, costs and other expenses incidental to the arbitration proceedings shall be borne equally by the parties.

13. Governing Law and Jurisdiction

This agreement and all questions of its interpretation shall be construed in accordance with the Laws of India in the High Court at Cuttack having jurisdiction. Suites, if any arising out of the contract/ agreement shall be filed by either party in a court of Law to which the Jurisdiction of the High Court of Odisha extends.

14. Intellectual Property Rights

The ownership of source code of all applications developed/customized for the i3MS, Server OS, System Tools and RDBMS license belongs to the Directorate. In the event of termination of contract, during the contractual period, Implementing Agency shall submit source code of all applications newly developed to the Directorate. The source code and the intellectual property rights concerning the Project shall vest with the Directorate.

15. Penalty

The penalties will be applicable as per the RFP.

IN WITNESS WHEREOF the parties hereto have signed this Agreement on the [insert: ordinal] day of [insert: month], [insert: year] herein above written.

For The Directorate of Mines		For ....
_____ Signature: Name: Designation :		_____ Signature: Name: Designation :
WITNESS-1		**WITNESS-2**

Signature:		Signature:
Name: _____		Name: _____
Address:		Address:

8.10   Commercial Bid Format

SI #	Description	No. of Resource [A]	Man-month rate in Rs. [B]	Engagement Period in months [C]	Total Cost [AxBxC]
A. Annual Maintenance, Operational Support, Enhancement & Improvisation and Deployment of Project Assistants					
a.	Project Manager	1		12	
b.	Business Analyst	1		12	
c.	Security Administration/ Database Administration	2		12	
d.	Senior Software Developer/ Solution Architect	12		12	
e.	UI Design Lead/ Mobile Apps Developer/ Quality Expert / Software Developer	9		12	
f.	Network Administrator/ Server Administrator/ System Administrator	5		12	
g.	Project Assistants	27		12	
	Sub Total of A: Annual Maintenance, Operational Support, Enhancement & Improvisation and Deployment of Project Assistants				

SI #	Description	Man-month rate in Rs. [B]	Engagement Period in months [C]	Total Cost [BxC]
B. Cost of Change Request				
i.	Cost for 500 man month (to be paid in actual)		500	
	Sub Total of B: Change Request			
	Grand Total (A+B)			

– Rate quoted are exclusive of taxes.

– Taxes & duties will be paid extra at the prevailing rate during billing

_____

Authorized Signatory

(With Seal)

(Name & Contact Details)"

Annexure I: Functional Requirement Specification

The indicative functional requirement specification for both the existing and new module is given in the RFP to give a better understanding to the bidders about the existing application and the new modules to be developed. However the Implementing Agency is required to conduct a detailed study and ensure smooth operation and maintenance of the system.

Existing Application Up-gradation:

The existing technology shall be upgraded as per the requirement mentioned under section. This is an indicative requirement and the Implementing Agency shall carry out a detailed system study to have a detailed understanding of the system and ensure smooth operation, maintenance and enhancement of the application.

Module - 1	Lessee and Licensee Profile
SI. No.	**Functional Requirement**
1.	The web based integrated mines and mineral management system should provide information of different Mining Districts operating in the State.
2.	Information about the Lessee/Licensee licenses with statutory validity, Lease period, Regulatory Acts & Rules should be available online to the registered members.
3.	The system should provide unique login credentials to the users
4.	The system should enable the users to enter basic information such as application number, application date, e-mail ID, mining name, contact number, company name, mine address etc. and submit the same online.
5.	The system should enable the users to choose from a pre-defined list, the type of mineral available in the mining area
6.	The system should enable the users to select the relevant circle and district mining office, district and block for each mine.
7.	The system should also enable the users to enter details of Government forest area and private forest area. The system should automatically calculate the total forest area based on the available details.
8.	Lessees should be facilitated to log in to the system to add/ update the following statutory clearances: • Pollution clearance

Module - 1	Lessee and Licensee Profile
Sl. No.	**Functional Requirement**
	• Environmental clearance • Forest clearance • IBM details • Land schedule and lease boundary • Recommendation letter for mines survey grant and execution • Mining Plan/ Plan modification • Mining Plan Scheme/Scheme Modification • Surface Right Grant • Lease Deed
9.	System should be capable of authenticating the IBM number assigned to the lessee/ licensee by integrating with the Mining Tenement System.
10.	System should incorporate the Latitude & Longitude of all dealer and lessees into the database for analysis over Google maps.
11.	The Proposed system should generate the following MIS reports of RP/PL/ML/RML: ▪ Report on Details of Mining Lease & Expired of Mining Leases ▪ Report on List of mines, operational/non-operation in different district ▪ Report on Mining Plan and year wise approved quantity permitted for production ▪ Report on Renewal of Mining Plan, Leases with or without any forest land etc. ▪ Report on Quantity of Mineral Transported by Railway & by Road

Module - 2	Mineral Due Clearance Certificate (MDCC)
Sl. No.	**Functional Requirement**
1.	The system should facilitate the users to apply for the Mineral Due Clearance Certificate.

Module - 2	Mineral Due Clearance Certificate (MDCC)
Sl. No.	**Functional Requirement**
2.	System should generate notifications to remind users of the due date of submissions.
3.	User should be able to apply for new MDCC as well as for renewal of MDCC
4.	A workflow based program should be integrated along with all transactions and static database to derive at any arrear due against any lessee/ licensee.
5.	System should enable the users to update the following documents online: • IT Returns, • GST Clearances, • Board of Resolution, • Royalty clearances etc.
6.	Authorities should be facilitated to log in to the system and view the clearances and statuses/ validity.
7.	The system should facilitate authorities to update details of the physical verification done by them to check the authenticity of information provided in the application prior to its approval/ rejection.
8.	Audit trail of all activity should be built for regular auditing by Third party auditor, Accountant General and Mining officials.
9.	Provision should be there for issuance/grant of MDCC to the applicant on approval from Director of Mines after clearances are verified at various levels. System should be capable of generating the Mineral Due Clearance Certificate with validity tenure.
10.	System should be capable of automatically stopping all activity of the Lessee/ Licensee if the renewal does not happen
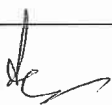
Module – 3	Grant of New / Renewal of Licensee
Sl. No.	**Functional Requirement**
1.	The system should provide unique login details to the users

Module – 3	Grant of New / Renewal of Licensee
Sl. No.	**Functional Requirement**
2.	System should facilitate the licensees to apply for new/ renewal of Trading License as per Form – A of the OMPTS, 2007 rule.
3.	Licensees should be facilitated to log in to the system to add/ update the following statutory clearances: • IT clearance • Pollution Control Board Clearance • GST clearance • Mineral Due Clearance Certificate (MDCC) • Licensee IBM details
4.	The system should be integrated to enable online payment of applicable dues such as: • Royalty • Surface Rent • Dead Rent • DMF Fees • Application fees • Any other fees/ dues as applicable
5.	System should have a workflow based approval process to forward the application to the DMO/AMO for approval
6.	Upon initial verification and approval by the DMO/ AMO, system should generate Acknowledgement of receipt of application in as per Form – B of the OMPTS, 2007 rule.
7.	The system should be capable of maintaining a register for Trading Licenses in Form-C for the Director/ Competent Authority.
8.	After initial approval, system should facilitate authorized Dealing Assistants to update physical verification reports in the system.
9.	System should have facility for the DMO/ AMO to make modifications in the application

Module – 3	Grant of New / Renewal of Licensee
Sl. No.	**Functional Requirement**
10.	DMO/ AMO should be capable of issuing Terms and Conditions for acceptance by the applicant
11.	Upon acceptance of T&C by the applicant, system should facilitate the DMO/ AMO to give final approval to the application
12.	Upon final approval, system should generate the Grant of registration in Form – D.
13.	System should also facilitate the licensees to apply for surrender of trading licenses.

Module – 4	Permit Management System
Sl. No.	**Functional Requirement**
1.	The system should enable the users (lessee/ licensee) to login to the system using their unique credentials to apply for request of Permit
2.	System should facilitate Lessees to apply for mineral Permit as per FORM - J
3.	System should facilitate Licensees to apply for the permit in the format prescribed in Form – H and Lessees to apply for Transit Permit as per FORM - L of the OMPTS rules.
4.	System should capture the following details: • DMO Name • Transported From • Validity (30 days by default) • Name of mineral, nature of mineral, grade range, actual grade, query no., stack no. • Length, breadth and height in case not exempted from stacking and sampling • Conversion Factor • Qty. in MT • Mineral Size

Module – 4	Permit Management System
Sl. No.	**Functional Requirement**
	• Export Type • Consignee details • End user details • Transport mode and details etc.
5.	Lessees should have the provision to upload the Chemical Report as per Form - K
6.	The application should send external mail & SMS to concerned officer regarding new request
7.	The system should have a work flow based automated system for approval. System should enable the authorities to view the details and documentations submitted along with the application and accordingly approve/ reject the application.
8.	The system should facilitate authorities to update details of the physical verification done by them to check the authenticity of information provided in the application prior to its approval/ rejection.
9.	System should be able to calculate the due amount against the permit request and notify users regarding the same
10.	The system should be integrated to enable online payment of advance royalty
11.	Upon successful payment of dues, system should notify the authority for approval of permit request
12.	The system should generate a unique permit no. for each request after issuance of the Transit Permit.
13.	System should allow Lessee/ Licensee to download & take a printout copy of Transit Permit from system through login authentication
14.	System should issue the form of permit for the licensee/other than mine owner as per Form – I of the OMPTS rules
15.	System should issue the form of permit for the licensee/other than mine owner as per Form – I of the OMPTS rules

Module – 5	Weigh Bridge Registration and Approval
	Every Lessee is bound to install Weigh Bridge inside their lease hold area in order to dispatch the minerals. Lessee must get weigh bridge certificate issued from the DDM of the concerned circle. Lessee must apply for weigh bridge certification. This application is forwarded to DDM who in turn forwards it to SIM / MI to do physical verification. Based on SIM / MI feedback, DDM approves the application.
Sl. No.	**Functional Requirement**
1.	The system should have provision for Lessee to apply for the Weigh bridge certificate.
2.	Applicant should be facilitated to enter the following details: • Circle name • Weigh bridge name if available in I3MS • Purpose of weigh-bridge. • W/B Supervisor Name. • Weigh Bridge type • Make, Model, Modem Baud Rate, Data bit, Stop Bit in case of Electronic W/B • String Read From Hyper terminal, in case of Electronic W/B • Land Specification details and Site Plan. • Availability of Internet, Alternate Power backup, Computer at Weighbridge with Original OS, Laser Printer and Internet
3.	Applicant should be able to upload necessary documents for approval
4.	System should forward the online request to the concerned Senior Inspector of Mines (SIM) for field verification and submission of verification report.
5.	System should facilitate Senior Inspector of Mines (SIM) to submit verification report online for next level of approval after physical verification of the weigh bridge site.
6.	System should enable the Deputy Director of Mines (DDM) – Head Quarter (HQ) to go through the details of verification report submitted by SIM and to recommend it to the Director of Mines for Final Approval by forwarding the request.
7.	The system should provide option for DDM to take action on each application. • Option to provide remarks

Module – 5	Weigh Bridge Registration and Approval
	• Option to either Object, Reject, Forward and Pullback the application
8.	The system should provide option for Director to take action on each application. • Option to provide remarks • Option to either Object, Reject, Forward and Pullback the application

Module - 6	Mineral Carrier Registration
	All modes of conveyance or facility by which mineral is transported from one place to another, whether mechanically driven or otherwise should be registered. Unregistered carriers should not be allowed to take load from any mines lease area or any storage premises.
Sl. No.	**Functional Requirement**
1.	The system should have provision for vehicle owners to apply for registration of the mineral carriers.
2.	The owners should be provided with unique login ID and password to access the system. Notifications should be shared through mail/ SMS.
3.	Provision should be made for applicants to submit necessary details and documentations regarding the carriers to be registered.
4.	For vehicles inside the state of Odisha, the details should be shared with the RTO for verification.
5.	For vehicles outside the state of Odisha, the details should be shared with the State Transport Authority (STA) for verification.
6.	The system should facilitate online payment of dues upon successful verification of vehicle details by the RTO/ STA
7.	Upon successful payment of dues, the application along with the payment details and verification details should be forwarded to the identified authorities for final approval.
8.	The system should be capable of generating carrier registration certificates

Module - 6	Mineral Carrier Registration
9.	System should have provision for applicants to login to the system to check the status of their applications.
10.	System should have provision for suspension of registration of Carriers. System should also provision authorities to revoke such suspension.

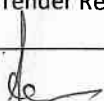| Module – 7	**Transporter Registration** All Transport companies engaged in mineral transportation should be registered with the State mining office.
Sl. No.	**Functional Requirement**
1.	The system should have provision for Transporters to apply for own registration as well as mineral carriers owned by them. System should also have provision for registered transporters to apply for renewal of registration.
2.	The transporters should be provided with unique login ID and password to access the system. Notifications should be shared through mail/ SMS.
3.	Provision should be made for applicants to submit necessary details and documentations regarding the carriers to be registered.
4.	For vehicles inside the state of Odisha, the details should be shared with the RTO for verification.
5.	For vehicles outside the state of Odisha, the details should be shared with the State Transport Authority (STA) for verification.
6.	The system should facilitate online payment of dues upon successful verification of vehicle details by the RTO/ STA
7.	Upon successful payment of dues, the application along with the payment details and verification details should be forwarded to the identified authorities for final approval.
8.	The system should be capable of generating transporter and carrier registration certificates
9.	System should have provision for applicants to login to the system to check the status of their applications.

Module – 7	**Transporter Registration** All Transport companies engaged in mineral transportation should be registered with the State mining office.
Sl. No.	**Functional Requirement**
10.	System should have provision for suspension of registration of Transporters. System should also provision authorities to revoke such suspension.
11.	Provision should also be there for transporters to apply for duplicate certificate of registration
12.	Transporters should be allowed to make necessary payments as applicable and upon approval from authorities; the duplicate registration certificates may be downloaded.
13.	System should be capable of generating the following reports: • Report on circle wise application status • Report on circle wise duplicate certificate issued • Report on circle wise Certificate suspended, cancelled

Module – 8	**Vehicle Seizure List**
	As per OMPTS, 2007 rule, "If the Officer in-charge of check post or weighbridge or any other authorized Officer has reasons to believe that the mineral is not covered by the transit pass/permit or the transportation is without a valid permit/ pass, such Officer shall detain the vehicle. Then the Officer in-charge .of check post or weighbridge or any other authorized Officer shall seize the mineral(s), vehicle(s), tool(s), equipment(s) or any other thing(s) used in transport of minerals. The seized mineral(s), vehicle(s), tool(s), equipment(s) or any other thing(s) shall be liable to be confiscated by an order of the court competent to take cognizance of the offence and shall be disposed of in accordance with the direction of the court." In compliance with the same, the Vehicle Seizure List should be prepared online and published to maintain transparency.
Sl. No.	**Functional Requirement**

Module – 8	Vehicle Seizure List
1.	The system should have provision for enforcement squad/ authorities to login to the system and update details of the vehicles seized for various reasons such as illegal transportation of minerals, non-compliance to statutory requirements etc. across the state.
2.	System should have provision for comparing the Seizure database with new vehicle registration request to help authorities in easier decision making for approval
3.	Seizure details such as date, reason, mineral types, vehicle details etc. should be captured in the system.
4.	The list of this vehicle should also be uploaded for public for any objections.
5.	System should provision for management of vehicle status by updating compounding details, which should be free from any legal actions
6.	The new system should also have provision for capturing seizure details of seized mineral(s), tool(s), equipment(s) etc.
7.	System should be capable of maintaining Seizure List as per Form - N
8.	System should be capable of maintaining Register of Compounding of Offences as per Form - O

Module – 9	Monthly Production Report
Sl. No.	**Functional Requirement**
1.	The system should have provision for lessees to create the mineral profiles of the mines leased by them.
2.	System should have provision for facilitating lessees add and view daily transactions pertaining to the minerals
3.	The system should also facilitate the Licensees to add the mineral stock held by them.
4.	Licensees should have the provision to add, edit and view details of daily mineral receipt, dispatch and consumption.
5.	The system should be capable of generating the monthly production report for each mine based on the daily transaction details
6.	System should facilitate the authorities/ DDM to login to the system to view the monthly production report

Module – 9	Monthly Production Report
Sl. No.	**Functional Requirement**
7.	System should facilitate the authorities to approve/ reject the MPR submitted by the mines.
8.	System should enable the lessees/ licensees to view the status of the MPR.
9.	In case the MPR is rejected, lessee/ licensee should be able to edit the report and submit the same for approval again.
10.	Notification should be sent to the users regarding the MPR status

Module - 10	OMPTS Monthly Returns
Sl. No.	**Functional Requirement**
1.	System should facilitate the licensees to fill and save the daily account of procurement and transportation of mineral in accordance with Form 'E' of the OMPTS rule and subsequent amendments
2.	System should also facilitate the licensees to fill and save the account of minerals fed to plant and their recovery daily in accordance with Form 'F' of the OMPTS rule and subsequent amendments
3.	Provision should be there for viewing, editing and deleting the information filled in the prescribed forms
4.	System should be capable of generating monthly reports based on the daily returns filed by the licensees
5.	The returns filled by the lease should be cross linked with all transactions in various modules and should automatically raise alert indicators to the Mining department.
6.	System should facilitate submission of the returns Form to the Deputy Director Mines for verification
7.	System should facilitate the DDM to login to the system to view the submitted returns form
8.	System should facilitate the DDM to approve/ reject the returns form submitted by the mines.
9.	System should enable the licensees to view the status of the MPR.

Module - 10	OMPTS Monthly Returns
Sl. No.	**Functional Requirement**
10.	In case the MPR is rejected, licensee should be able to edit the report and submit the same for approval again.

Module – 11	Demand Assessment
Sl. No.	**Functional Requirement**
1.	The system should provision the Deputy Director Mines to enter the opening balance before starting assessment against a Lessee.
2.	System should allow viewing and editing of the opening balance entered by the DDM before starting assessment against a Lessee.
3.	System should also allow the DDM to view the assessment details of a lessee for a particular month and year before taking assessment
4.	System should facilitate DDM to view the assessment details like Royalty paid, carry forward amount and royalty calculated on dispatch, Latest IBM published rate etc.
5.	System should facilitate DDM to enter Arrears Adjustment/Audit Objection (if any) and his remark in the specified fields and approve the same for assessment.
6.	System should be capable of adjusting arrear amount against the available advance royalty.
7.	In addition to royalty, system should also facilitate demand assessment for DMF and NMET dues
8.	In case of pending arrears, system should be capable of notifying the users
9.	Online payment facility should be available for payment of arrear dues.
10.	System should disallow all transactions until payment of arrears thus assessed.

Module – 12	MCDR Returns
Sl. No.	**Functional Requirement**
1.	System should facilitate the lessees to fill and save the monthly and annual returns in Form 'F' and Form 'G' of the MCDR rules, 2017 respectively.
2.	System should facilitate the licensees to fill and save the monthly and annual returns in Form 'L' and Form 'M' of the MCDR rules, 2017 respectively.
3.	Provision should be there for viewing, editing and deleting the information filled in all parts of the prescribed forms
4.	The returns filled by the lease should be cross linked with all transactions in various modules and should automatically raise alert indicators to the Mining department.
5.	System should facilitate the DDM to view and approve the returns filed through a automated workflow based approval system.
6.	System should facilitate submission of the MCDR returns to the Mining field office and a copy of the same to the Indian Bureau of Mines (IBM)

Transit Pass

Online Issuance of Transit Pass should be done to each mineral carrying vehicle direct to the destination on the basis of permitted quantity for dispatch. After issuance of e-Pass at the mineral dispatch point, dispatch data would be available immediately at the central repository system for further use. This system should reside at the approved mineral weighbridge and should have capability to operate on an offline mode as well.

In the Desktop version (offline mode), the Transit Pass should be generated from the local system after installing the software application in the local machine at the Dispatch point. The application software for Transit Pass should be available for download from the mines manager login at the portal. The desktop application should be able to synchronize the Permit & Truck details in regular interval through internet. The Transit Pass generated using the desktop version should be synchronized periodically to the central database. Minerals should only be allowed to be dispatched after the Transit Pass generated offline are synchronized with the central server through SMS.

System should allow the Lessee/Licensee to generate Transit Pass in the offline mode for only 4 hours. The Lessee/Licensee should have to sync the data to the central server within 4 hours by logging into the portal. In case there is a need to increase this grace period of 4 hours, system should allow the Department authority to do so on his/her discretion.

Weighbridges should be integrated to ensure that the weight of the mineral is captured automatically without human intervention. Transit Pass system should have facility to cross check Transit Pass authenticity at any place. The system should support mobile technology to cross check the authenticity of Transit Pass for mineral carrying vehicles and the consignment at each level i.e. at the mineral check gate, en route checking by mining squad or by district administration etc.

Transit Pass for Licensee/other than Mine Owners is issued as per **FORM – G.**

Transit Pass for Lessees is issued as per **FORM – M.**

Module – 13	Transit Pass
	Transit Pass for Lessee & Licensee (Non-Coal)
Sl. No.	**Functional Requirement**
1.	System should allow the Lessees/ Licensees to apply for creation of user ID and Password for the weigh bridge operator
2.	The system should allow the users to assign transporters to the Transit Pass and the transporters to assign vehicles.
3.	System should allow the weigh bridge operator to apply for Transit Pass for transferring minerals only after the generation of Transit Permit.
4.	System should have provision for generating the Transit Pass based on the registered consignee, Truck & Transporter
5.	System should facilitate the authorities to view the submitted Transit Pass requests and provide their approval.
6.	System should be capable of generating the transit pass upon approval from the authorities
7.	System should facilitate the lessees/ licensees to generate the trip sheets based on the approved Transit Pass
8.	System should update the registers and inventory levels upon scanning of trip sheets at the dispatch gate
9.	Notification regarding the details of the scanned trip sheets should be sent to the in-

Module – 13	Transit Pass

	Transit Pass for Lessee & Licensee (Non-Coal)
Sl. No.	**Functional Requirement**
	transit, flying squad / mining officer to enable them to verify Trip sheet details and consignment using hand-held devices
10.	System to facilitate consignees to update receipt details of minerals in the online Live system upon receiving the Transit Pass

	Transit Pass for Lessee & Licensee (Coal)
Sl. No.	**Functional Requirement**
1.	The system should allow the user at the Lessee's head office to upload the new/ canceled/ modified Road Delivery Order (RDO) details in excel format
2.	The system should allow the user at the Lessee's Project office to dispatch the Delivery Order (DO) number as well as the Transit permit No.
3.	Upon receipt of DO no. and permit no., the Weighbridge operator should be able to enter the information required for generating the Transit Pass
4.	The system should allow the users to assign transporters to the Transit Pass and the transporters to assign vehicles.
5.	System should facilitate the authorities to view the submitted Transit Pass requests and provide their approval.
6.	System should be capable of generating the transit pass upon approval from the authorities
7.	System should facilitate the lessees/ licensees to generate the trip sheets based on the approved Transit Pass
8.	System should update the registers and inventory levels upon scanning of trip sheets at the dispatch gate
9.	Notification regarding the details of the scanned trip sheets should be sent to the in-transit, flying squad / mining officer to enable them to verify Trip sheet details and consignment using hand-held devices
10.	System to facilitate consignees to update receipt details of minerals in the online Live system upon receiving the Transit Pass

	Transit Pass for Check gate
Sl. No.	**Functional Requirement**
1.	All the vehicles registered for transporting minerals should carry the valid Transit Pass generated at the dispatch point.
2.	System deployed at the check gates should enable the operators to validate the authenticity of the Transit Pass available with the truck drivers
3.	Upon successful match of the Transit Pass details available in the system and submitted by the driver, the system should update the information in the system.
4.	The Transit Pass generated by the system should have the following features for authentication: – Unique Barcode – Unique Quick Response (QR) code – Watermark

Module - 14	Small Consumer Registration
Sl. No.	**Functional Requirement**
1.	The system should facilitate registration of small consumers
2.	System should allow small consumers to register themselves on the system by filling the prescribed forms.
3.	The system should have a work flow based automated system for approval of submitted applications
4.	After initial approval, system should forward application for physical verification
5.	System should allow authorities to submit physical verification reports regarding the application
6.	System should allow final approving authorities to view the application as well as the physical verification reports to provide final approval

7.	System should facilitate verifying officer/ competent authority to make modifications in the application details
8.	Authorities should be capable of issuing Terms and Conditions for acceptance by the applicant
9.	Upon acceptance of T&C by the applicant, system should facilitate the authorities to give final approval to the application
10.	System should have provision for revival of rejected application for small consumer registration
11.	System should have provision for cancellation of existing registrations
12.	System should be capable of maintaining a register of application for grant of certificate of registration in Form- 2 of existing application
13.	System should have provision for generating objection Application Status for Small Consumer Registration
14.	System should also facilitate verification and generation of Monthly Return for Small Consumer Registration

Module - 15	Steel Plant MOU
Sl. No.	**Functional Requirement**
1.	In adherence to the notification released by the Dept. of Steel and Mines on the 17th of September, 2014, the system should have provision for Long term Linkage of Iron, Chrome Ore and other minerals to the Memorandum of Understanding (MoU) signed Steel Plant Companies of Odisha through M/s Odisha Mining Corporation Ltd.
2.	System should have facility to store the soft copy of the MoUs signed
3.	System should facilitate the Steel Plant Companies to file and submit their monthly production reports
4.	System should facilitate the Steel Plant Companies to file and submit their monthly financial reports

5.	System should facilitate the Steel Plant Companies to make modifications to the monthly production and financial reports submitted by them

Module – 16	**Mobile Application – ePSquad**
Sl. No.	**Functional Requirement**
6.	The ePSquad mobile application shall be used by the enforcement squads to verify e-Pass details.
7.	Application should have provision for being activated only for mobile numbers registered in i3MS application.
8.	User authentication/ verification should be facilitated through generation of a 4 digit one-time pin for the registered mobile numbers.
9.	The mobile application should be able to verify the Transit pass furnished by the mineral carriers.
10.	The mobile application should verify the transit pass by reading the data encrypted in the 2d and 3d barcode through the inbuilt barcode reader
11.	Provision should also be there to get transit pass details by entering Pass number
12.	The mobile application should be capable of verifying the existence of pass number in steel and mines database and returning the associated vehicle number.
13.	The mobile app should allow the squad to check the pass details like Consigner info, Consignee info and Vehicle details etc. by clicking on the View Details button.
14.	Upon authenticating the details of the transit pass, the squad should be able to allow or reject the transit pass.
15.	For rejected transit passes, provision should be available for the squad member to submit the details like vehicle number, driver name and description of suspicious activity with photo attachment of the seized consignment.
16.	Mobile application should be capable of sending each and every action taken by authority to Director of Mines and IT-PMU as mails and reports.

17.	In case of absence of network connectivity, the mobile application should be able to work in offline mode.
18.	The following functionality should be available in offline mode: • Download e-pass • Draft Box • Send Suspicious Report
19.	The application should be capable of downloading and storing pass details of previous 2 days in the application for offline verification.
20.	Seizure details/ Suspicious activities reports should be stored in the application draft box during unavailability of internet connection.
21.	Automated synching of offline data should be facilitated upon availability of internet connection

Module – 17	Mobile Application – National Mineral Statistics
Sl. No.	**Functional Requirement**
1.	The mobile application should facilitate stakeholders like lessees and authorities to register.
2.	Upon successful registration unique user credentials should be generated by the app after due verification through a one-time pin.
3.	The application should have provision of a dynamic workflow based system for approval of registration applications
4.	The application should be seamlessly integrated with the i3MS application for fetching the following data: • Daily Production • Plant Feed • Recovery • Despatch
5.	The mobile application should be capable of generating Monthly Return Reports for the perusal of registered authorities

	The mobile application should make available through the following information:
6.	• Lease wise or Mineral wise admissible, production and dispatch figures • Nature wise, grade wise production and dispatch • Month wise production and dispatch • Day wise production • Party wise dispatch • Sale value of the mineral sold to the particular party

New Development

The indicative functional requirement specification for development of the new modules is given below. However, Implementing Agency shall carry out a detailed systems study and refine the functional specifications to formulate the Software Requirements Specifications document and take approval from the department prior to initiating the development.

Module - 1	Audit Compliance
Sl. No.	**Functional Requirement**
1	System should capture details of 'audit para' raised by the accounts official upon auditing of various activities and expenses made by the Directorate.
2	System should automatically send the various audit para to appropriate authorities in the Directorate for compliance.
3	System should facilitate authorities to submit their compliances against the audit para raised.
4	System should effectively track the compliance status of various audit Para raised for head office and unit offices of the Directorate
5	A roles and rights based access system should enable the Directorate users to submit their compliances against the audit para and the authorized officials to monitor their compliance status
6	System should archive and store all the audit paras and their compliances for future reference.
7	This system should also facilitate recording of parliament questions.

Module - 1	Audit Compliance
Sl. No.	**Functional Requirement**
8	System should facilitate the concerned authorities to enter the answers against the questions.
9	System should effectively track and monitor the status of such parliament questions
10	System should archive and store all the parliament questions and their answers for future reference.

Module – 2	Case Management
Sl. No.	**Functional Requirement**
1.	System should facilitate creation of master database of all cases (Both pending & closed cases) & empanelled advocates.
2.	System should facilitate linking of project, branches & user with case master.
3.	System should have provision for registering new cases.
4.	System should facilitate categorization of cases as per the nature.
5.	System should have provision to forward the cases to empanelled advocate.
6.	System should have provision for uploading case related document.
7.	System should facilitate creation of Para-wise-comment (PWC) by those who are tagged to that particular case and sending it to legal section of the Directorate.
8.	System should facilitate consolidation of all the PWC and sending it to the respective empaneled advocate.
9.	System should facilitate preparation of counter affidavit by empaneled advocate on basis of PWC collected.
10.	System should have provision for updating case status through the module.
11.	System should facilitate monitoring of the case result.

Module – 2	Case Management
Sl. No.	**Functional Requirement**
12.	System should have provision of advance search option to track the case details. Search option should have provision to search any case by name/ case number/ year etc.
13.	System should have provision to check the status of particular case of the Directorate in court.
14.	System should facilitate integration with payment gateway to make case related payments.

Module – 3	Appeal & Revision Management
Sl. No.	**Functional Requirement**
1.	System should facilitate any person aggrieved by the order of the Competent Authority to file an appeal in Form P of the OMPTS rules, 2017.
2.	System should allow filing of appeal only within sixty (60) days from the date of receipt of the relevant order
3.	System should have a workflow based escalation matrix so that the appeal is submitted to the Director of Mines if the order is passed by the Deputy Director of Mines/ Mining Officer and to the Government in the Department of Steel and Mines, if the order is passed by the Director of Mines
4.	System should be integrated with online payment gateways for payment of requisite application fees
5.	System should enable the applicants to make modifications in the appeal
6.	System should notify the applicant regarding status of appeal and schedule of hearing.
7.	The system should facilitate the appellate authority to dispose of the appeal within a period of two months from the date of its filing.
8.	The system should facilitate the appellate authority to revise orders passed by the

Module – 3	Appeal & Revision Management
Sl. No.	**Functional Requirement**
	competent authority.
9.	All activities should be timeline based. System should generate alerts for any delay beyond the stipulated time period for each activity.
10.	The system should provide the Directorate quick access to case-level details and a big-picture perspective on trends, caseloads and other productivity metrics
11.	The system should facilitate the Directorate to reduce excessive caseloads, reduce the time taken to resolve an appeal and hence providing faster solution with proper flow of monitoring mechanism.
Appeal for Seized Materials	
12.	System should facilitate authorities to publish notice regarding disposal of confiscated the mineral (s), tool(s), machinery(s) etc. to interested parties, before conducting a public auctioning for the same.
13.	System should also have provisions for users interested in such property, seized by the authorities for illegal mining, to prefer an appeal to the court to which orders so made are appealable.

Module - 4	**Inspection Management** For administrative purposes, authorities may conduct surprise inspection in any of the leased mining areas.
Sl. No.	**Functional Requirement**
1.	System should have the capability of capturing details of such inspections
2.	System should enable the field officers to enter details of the mines inspected
3.	System should enable the field officers to enter details of the storage areas/ processing units inspected
4.	System should enable the field officers to enter schedule (date and time) of the inspection
5.	System should enable the field officers to enter details of the authorities involved in

Module - 4	**Inspection Management** **For administrative purposes, authorities may conduct surprise inspection in any of the leased mining areas.**
Sl. No.	**Functional Requirement**
	such inspection
6.	System should enable the field officers to enter their observations/ reports regarding the inspection
7.	System should enable the field officers to enter details of the tools, machineries, material etc. if seized during such inspection.
8.	It should be seamlessly integrated with the "Vehicle Seizure List" module to avoid duplication of record.

Annexure II – Existing Hardware Infrastructure and Architecture

Sl. No	Model	Purpose	Processor	RAM	HDD
HP Blade Chassis1 (Model - c3000)					
1	HP BL460C G7	Mirror DB Server	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
2	HP BL460C G7	Staging DB Server	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
3	HP BL460C G7	Web Server1(LB)	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
4	HP BL460C G7	Web Server2(LB)	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
5	HP BL460C G7	Document Server1(LB)	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
6	HP BL460C G7	Staging Web Server	Xeon 2.13 GHZ (Quad Core 2CPU)	64GB	300GB
7	HP BL460C G9	Web Services 1 (LB)	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
8	HP BL460C G9	Backup Server	Xeon 2.13 GHZ (Quad Core 2CPU)	128GB	300GB
HP Blade Chassis2 (Model - c3000)					
9	HP BL460C G9	Document Server2(LB)	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
10	HP BL460C G9	SAP Server1	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
11	HP BL460C G9	SAP Server2	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
12	HP BL460C G9	Web Services 2 (LB)	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
13	HP BL460C G9	Web Server3(LB)	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
14	HP BL460C G9	Web Server4(LB)	Xeon 2.40 GHZ (Octa Core 2CPU)	128GB	300GB
15	HP BL460C G9	DB Server1(Active/Passive)	Xeon 2.30 GHZ (Hexa Core 2CPU)	256GB	300GB
16	HP BL460C G9	DB Server2(Active/Passive)	Xeon 2.30 GHZ (Hexa Core 2CPU)	256GB	300GB

Annexure III – Existing Hardware Infrastructure and Architecture