



**ODISHA STATE ROAD TRANSPORT CORPORATION,
BHUBANESWAR**

No. 9298 / MS - 971 / 2024

Date: 01/11/2024

Request For Proposal (RFP)

The Chairman-Cum-Managing Director, Odisha State Road Transport Corporation (OSRTC), Bhubaneswar has invited a Request for Proposal (RFP) For the Selection of Service Provider for Supplying NCMC Compliant Electronic Ticket Issuing Machines (ETIMs) & Automated Passenger Counting System (APCS) on a monthly rental basis to Odisha State Road Transport Corporation, Bhubaneswar through the e-tendering process.

The interested firms/ agencies should upload their proposals online bids on the Tender Odisha Portal may be obtained at: <https://tendersodisha.gov.in/nicgep/app> from Dt. 06.11.2024 to Dt 27.11.2024 up to 5:00 PM and the same will be opened on Dt. 29.11.2024 at 5:00 PM at OSRTC conference hall.

For any doubt, agencies/ firms may contact 0674-2530208 or 0674-2530649 to address the issue during office hours or by email at osrtc@nic.in or osrtccorp@gmail.com.

The details of the terms & conditions are available on the website www.osrtc.in, www.osrtc.org & <https://tendersodisha.gov.in/nicgep/app>

The Authority reserves the right to accept or reject any or all proposals without assigning any reason thereof.

By order of the Chairman-cum-Managing Director,


Additional Secretary (Operations)
OSRTC, Bhubaneswar



Odisha State Road Transport Corporation

Request for Proposal (RFP)

for

Selection of Service Provider for Supplying of NCMC Compliant Electronic Ticket Issuing Machines (ETIMs) & Automated Passenger Counting System (APCS) on monthly rental basis

[RFP No. 9298 Date: 06/11/2024]

Issued By

**Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Sachivalaya Marg, Unit-II Bhubaneswar-
751001, Odisha**

Disclaimer

The information contained in this Request for Proposal document ("RFP") or subsequently provided to the Bidders, whether verbally or in documentary or any other form by or on behalf of OSRTC or any of its employees or advisers, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by OSRTC to the prospective Bidders or any other person. The purpose of this RFP is to provide interested Bidders with information that maybe useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by OSRTC in relation to the Survey work. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for OSRTC, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Employer accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Employer, its employees and advisers make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

OSRTC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements contained in this RFP.

OSRTC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that OSRTC is bound to select a Survey Agency or to appoint the Selected Survey Agency for the Survey work and OSRTC reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by OSRTC, or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Bidder and OSRTC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

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1. Invitation for Proposal

Odisha State Road Transport Corporation (OSRTC) hereby invites the **proposal for the Selection of Service Provider for NCMC Compliant Electronic Ticket Issuing Machines (ETIMs) and Automated Passenger Counting Systems (APCS) for a period of 3 Years extendable up to further 1 year.** Bidder / Agencies are advised to study this document carefully before uploading their proposals in response to the RFP Notice. Uploading of the proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

The complete bidding document has been published on the Tender Odisha Portal and <https://osrtc.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process subject to the submission of the required tender/ bidding document fee and Earnest Bid Deposit (EMD). A two-stage of selection procedure shall be adopted as stipulated in this RFP.

- i. Bidder(s) (authorized signatory) shall upload their offer for Eligibility Criteria and financial proposal. Tender processing fees and Earnest Money Deposit (EMD) should be paid as per instructions provided in the bid document.
- ii. Bidder(s) are requested to upload the complete bid proposal, Tender fee and EMD, well in advance in time to avoid any other unforeseen problems.

2. Schedule Bidding Process

Sl. No.	Particulars	Details
1	Publication of RFP Notice	06/11/2024
2	Uploading of RFP document in tenderodisha Portal & OSRTC website	06/11/2024
3	Pre-Bid Meeting through VC	13/11/2024
3	Last date & time for Submission of Queries / Clarification	13/11/2024
4	Response to Queries / Clarification	15/11/2024
5	Last date for Proposal e-submission	27/11/2024 (05:00 PM)

Sl. No.	Particulars	Details
6	Website for submission of proposals	online bids on the Tender Odisha Portal may be obtained at: https://osrtc.org
7	Date and time for opening of technical bids	29/11/2024 (05:00 PM)
8	Date and time for opening of financial bids	- To be intimated -

3. Introduction

3.1. Background

As the State Government is working efficiently towards attaining various SDG Goals, public transport is one of the major SDG Goal as on date. Moreover, considering the present scenario of the State below are the major scope defined to comply the necessary SDG Goals. For better public convenience, OSRTC under the Commerce and Transport Department launched a new Scheme Gramanchal Paribahan Seva (GPS Erstwhile LAccMI) which aims to connect all Gram Panchayat with an integrated public transport system. OSRTC outlines the overall requirements for establishing efficient and safe public bus transportation services in the State of Odisha. OSRTC (the “**Tender Issuing Authority**” or “**TIA**”) is engaged in bus transportation operation in various routes and as part of this endeavor, the TIA has decided for “**Selection of Service Provider to supply NCMC Compliant Electronic Ticket Issuing Machines (ETIMs)) and Automated Passenger Counting System (APCS) on monthly rental basis for a period of 3 Years extendable further up to 1 year**” and has, therefore, decided to carry out the bidding process for selection of entities to whom the Project may be awarded.

- I. The Project requires providing services for the **TIA**. The service area shall be amended as per notifications pertaining to the expansion of OSRTC operations as and when applicable.
- II. The TIA intends to **select** Bidder(s) for awarding the Project through an open competitive bidding process in accordance with the procedure set out herein.

3.2. Objective

The objective for selecting a service provider to supply NCMC (National Common Mobility Card) compliant electronic ticket issuing machines and automated passenger counting system solution on a monthly rental basis for the GPS (Erstwhile LAccMI) fleet, which encompasses several key goals aimed at ensuring the successful implementation of the project and maximizing its benefits.

The following are the objectives for NCMC Compliant ETIMs:

1. **Compliance with NCMC Standards:** Ensure that the electronic ticket-issuing machines comply with the standards set by the National Common Mobility Card (NCMC) program established by the Ministry of Housing and Urban Affairs in India. This includes adherence to technical specifications, interoperability requirements, and compatibility with the NCMC ecosystem.
2. **Reliability and Durability:** Select a service provider that offers electronic ticket-issuing machines known for their reliability, durability, and robustness. The machines should be

capable of withstanding the rigors of daily operation in public transport environments, including high passenger volumes, varying weather conditions, and frequent use.

3. **Integration Capability:** Choose a service provider with proven experience in integrating electronic ticket issuing machines with existing fare collection systems, payment gateways, and back-end infrastructure used in India's public transport networks. Seamless integration is essential for interoperability and smooth operation across different modes of transport and transit agencies.
4. **User-Friendly Interface:** Prioritize electronic ticket issuing machines that feature intuitive user interfaces, easy navigation, and clear instructions for passengers and operators. The machines should be user-friendly and accessible to passengers of all demographics, including those with limited technological proficiency.
5. **Security and Fraud Prevention:** Ensure that the electronic ticket issuing machines incorporate robust security features and fraud prevention mechanisms to safeguard against unauthorized access, tampering, and fraudulent activities. This includes encryption of transaction data, secure authentication protocols, and tamper-evident seals.
6. **Scalability and Flexibility:** Select a service provider capable of offering scalable solutions that can accommodate the evolving needs and expansion plans of India's public transport systems. The electronic ticket issuing machines should be flexible enough to support future upgrades, enhancements, and additional functionalities.
7. **Cost-Effectiveness:** Evaluate the total cost of ownership, including upfront acquisition costs, ongoing maintenance expenses, and lifecycle costs associated with the electronic ticket issuing machines. Choose a service provider that offers cost-effective solutions without compromising on quality, reliability, or compliance with NCMC standards.
8. **Training and Support:** Ensure that the selected service provider offers comprehensive training programs and ongoing technical support services for operators, maintenance personnel, and other stakeholders involved in the deployment and operation of the electronic ticket issuing machines. Adequate training and support are essential for maximizing system uptime and efficiency.
9. **Local Support and Presence:** Give preference to service providers with a strong local presence, including regional offices, service centers, and support networks in India. Local support ensures prompt response to service requests, timely maintenance, and efficient resolution of issues, minimizing downtime and disruption to public transport services.
10. **Stakeholder Engagement and Collaboration:** Emphasize the importance of stakeholder engagement and collaboration throughout the selection process, involving relevant government agencies, transit authorities, technology partners, and end-users. Foster

partnerships that promote transparency, accountability, and mutual understanding of project objectives and requirements.

By aligning with these objectives, the selection of a service provider for NCMC compliant electronic ticket issuing machines for the GPS (Erstwhile LAccMI) fleets aims to facilitate seamless fare collection, enhance passenger convenience, and contribute to the modernization and integration of the country's public transport infrastructure.

Following are the objectives for APCS:

The objective of an automatic passenger counting system is to accurately and efficiently monitor the number of passengers boarding and disembarking from public transportation vehicles. By utilizing advanced sensor technologies such as infrared or video analytics, these systems provide real-time data regarding passenger flow, enabling transportation authorities and operators to optimize service planning, resource allocation, and scheduling. The primary goal is to enhance the overall passenger experience by improving service reliability, reducing overcrowding, and ensuring that transit resources are effectively utilized. Additionally, automatic passenger counting systems facilitate data-driven decision-making processes, enabling transportation stakeholders to make informed adjustments to routes, frequencies, and capacity management strategies to meet evolving passenger demands and enhance operational efficiency.

3.3. Brief Description of Bidding Process:

- 3.3.1. The TIA has adopted a three-stage Bidding Process (collectively referred to as the "Bidding Process") for selection of the Bidder for award of the Project. The selection process involves three stages, Eligibility Criteria of interested Bidders, Technical Qualification in accordance with the provisions of this RFP and Financial Bid. The TIA shall only open the financial bids of the Technically Qualified Bidder.
- 3.3.2. The Applicant shall pay to the TIA a non-refundable sum of **INR 10,000/-** (Rupees Ten Thousand only) + GST (18%), as 'Tender Processing Fee'.
- 3.3.3. The details of the Bid submission are mentioned in this RFP.
- 3.3.4. The validity of the Bid shall be as specified in this RFP.
- 3.3.5. In terms of the RFP, a Bidder will be required to deposit, along with the Bid, Tender Processing Fee & Earnest Money Deposit (EMD).

3.4. Pre-Bid Response:

- 3.4.1. Bidder requiring any clarification on the RFP may send in their queries to osrtc@nic.in on or before the date mentioned in the Schedule of Bidding Process specified as per the format provided in Annexure II: Request for Clarification. Bidder shall be required to upload the

queries in editable format preferably .doc and .xls both. OSRTC shall endeavor to respond to the queries within the period specified therein. All clarifications shall be published online on the Tender Odishaportal and www.osrtc.in.

3.4.2. OSRTC shall endeavor to respond to the questions raised or clarifications sought by the Bidder. However, OSRTC reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing should be taken or read as compelling or requiring OSRTC to respond to any question or to provide any clarification.

3.4.3. OSRTC may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidder. All clarifications and interpretations issued by OSRTC shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by OSRTC, or its employees or representatives shall not in any way or manner be binding on OSRTC.

4. Instruction to the bidder

4.1. General Terms of Bidding:

4.1.1. A Bidder is eligible to upload only one Bid for the Project as per the formats given in Annexures.

4.1.2. Bid documents are being provided only as preliminary reference documents by way of assistance to the Bidder who are expected to carry out their own surveys, investigations, and other detailed examinations before uploading their Bids. Nothing contained in the Bid documents shall be binding on the TIA nor confer any right on the Bidder, and the TIA shall have no liability whatsoever in relation to or arising out of any or all contents of the Bid documents.

4.1.3. Notwithstanding anything to the contrary contained in Bid documents, the detailed terms specified in the Contract Agreement shall have an overriding effect, provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Contract Agreement.

4.1.4. The Bidder shall deposit the Earnest Money Deposit (EMD) in accordance with the provisions.

4.1.5. The Bidder should upload a Power of Attorney as per the format as provided in this RFP for the signing of Bid, authorizing the signatory of the Bid.

4.1.6. The Bidding Documents including this RFP and all attached documents are and shall remain the property of TIA and are transmitted to the Bidder solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The TIA will not return any Bid, or any information provided along therewith.

4.1.7. A Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the TIA shall be entitled to forfeit and appropriate the EMD or Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the TIA and not by way of penalty for, inter alia, the time, cost and effort of the TIA, including consideration of such Bidder’s proposal (the “Damages”), without prejudice to any other right or remedy that may be available to the TIA under the Bidding Documents and/ or the Contract Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

- A. The Bidder, or Associate (or any constituent thereof) and any other Bidder, or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder or Associate, as the case may be) in the other Bidder or Associate, is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in sub-section (72) of section 2 of the Companies Act, 2013.
- B. For the purposes of indirect shareholding held through one or more intermediate persons shall be computed as follows: (a) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (b) subject always to sub-clause above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or a constituent of such Bidder is also a constituent of another Bidder.
- C. Such Bidder or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional Loan or subordinated debt from any other Bidder or Associate, or has provided any such subsidy, grant, concessional Loan or subordinated debt to any other Bidder or any Associate thereof; or

- D. Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- E. Such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- F. Such Bidder or any Associate thereof has participated as a consultant to the Authority in the preparation of any documents, design, or technical specifications of the Project.
- G. Explanation: Associate means, in relation to the Bidder a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.
- H. The TIA, its employee and advisors would treat the bids and supporting information uploaded by the bidder in a reciprocating confidentiality and would use it for the purpose of this or litigations, the TIA would do so, with an information to the Bidder and any expenses related to the same would be charged to the bidder.
- I. This RFP is not transferable. Any award of Project pursuant to this RFP shall be subject to the terms of Bidding Documents.

4.2. Acknowledgement by Bidder:

It shall be deemed that by uploading a Bid, the Bidder has:

- 4.2.1. Made a complete and careful examination of the Bidding Documents.
- 4.2.2. Received all relevant information requested from the TIA.
- 4.2.3. Accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the TIA relating to any of the matters referred to in above.
- 4.2.4. Satisfied itself about all matters, things and information including matters referred to in this clause hereinabove necessary and required for uploading an informed Bid, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations there under.
- 4.2.5. Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the Bidder referred to

in this clause hereinabove shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the TIA, or a ground for termination of the Contract Agreement by the Agency.

4.2.6. Acknowledged that it does not have a Conflict of Interest; and

4.2.7. Agreed to be bound by the undertakings provided by it under and in terms hereof.

4.3. Cost of Bidding:

4.3.1. Bidders are invited to examine all information relevant to the Project in greater detail and to carry out, at their cost, such studies as may be required for uploading their respective Bids for award of the Project including implementation of the Project.

4.3.2. The Bidder shall be responsible for all the costs associated with the preparation of their Bids and their participation in the Bidding Process. The TIA will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

4.4. Verification and Disqualification:

4.4.1. The TIA shall not be liable for any omission, mistake or error in proposals uploaded by the bidder. The TIA reserves the right to verify all statements, information and documents uploaded by the Bidder in response to the RFP or the Bidding Documents and the Bidder shall, when so required by the TIA, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, the TIA shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the TIA thereunder. TIA reserves the right to decide to ask for any clarification and decide to consider the same.

4.4.2. The TIA reserves the right to reject any Bid and forfeit the EMD if:

- A. At any time, a material misrepresentation is made or uncovered, or
- B. The Bidder does not provide, within the time specified by the TIA, the supplemental information sought by the TIA for evaluation of the Bid.
- C. Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Bids have been opened and the lowest Bidder gets disqualified/ rejected, then the TIA reserves the right to:
- D. Invite the remaining Bidder to upload their Bids in accordance with the conditions of this RFP.
- E. Take any such measure as may be deemed fit in the sole discretion of the TIA, including annulment of the Bidding Process In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre- qualification conditions have not been met by the Bidder,

or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Agency either by issue of the Letter of Award (LoA) or entering into of the Agreement, and if the Successful Bidder has already been issued the LoA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the TIA, without the TIA being liable in any manner whatsoever. In such an event, the TIA shall be entitled to forfeit and appropriate the EMD or Performance Bank Guarantee as Damages, without prejudice to any other right or remedy that may be available to the TIA under the Bidding Documents and/ or the Agreement, or otherwise.

4.5. Amendment of RFP:

- 4.5.1. At any time prior to the deadline for submission of Bids, the TIA may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of an Addendum or a Corrigendum. An addendum or a corrigendum thus issued will be a part of the RFP and shall be published online on the website Tender OdishaPortal <http://www.odisha.in>. TIA will assume no responsibility for receipt of the Addendum or Corrigendum.
- 4.5.2. To accord the Bidder a reasonable time for taking an Addendum into account, or for any other reason, the TIA may, at its own discretion, extend the Bid Due Date.

4.6. Proprietary data:

- 4.6.1. All documents and other information supplied by TIA or uploaded by a Bidder to TIA shall remain or become the property of TIA. Bidder(s) are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. TIA shall not return any Bid, or any information provided therewith.

4.7. Language, Format and Signing of Bid:

- 4.7.1. The Bid, as well as all correspondence and documents relating to the Bid, exchanged between TIA and the Bidder shall be written in English Language. Any printed literature furnished by the Bidder written in another language must be accompanied by a translation in the English Language duly authenticated by the Bidder, in which case, for purposes of interpretation of the Bid, the translation shall govern.
- 4.7.2. The Bidder shall provide all the information sought under this RFP. The TIA will evaluate only those Bids that are received Hard copy in the required formats and complete in all respects. The Eligibility criteria shall be uploaded as per the check list provided in Annexures.
- 4.7.3. The Financial bid is to be uploaded in the Tender Odishaportal as per the format given in

Annexure XV: Format for Financial Proposal, clearly indicating the bid amount in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of discrepancy in numeric and alphabetical manner, the lower of both shall be considered.

4.7.4. The Bid shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder having a Power of Attorney as per format Annexure V: Power of Attorney for signing of Bid, as applicable and duly authenticated by affixing a Common Seal who shall also initial each page in blue ink. All the alterations, omissions, additions, or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.

4.7.5. The Bidder shall furnish the required information in their Bid in the enclosed formats only as per the Annexures to the RFP. Any deviations with respect to this may make their Bid liable for rejection.

4.7.5.1. As part of Pre-Qualification, the following shall form part of the proposal (Envelope I):

- i. Tender Document Fee in the shape of Demand Draft from any Scheduled Commercial or Nationalized Bank
- ii. EMD* fee in the shape of Demand Draft from any Scheduled Commercial or Nationalized Bank
- iii. Annexure I: Covering letter.
- iv. Annexure III: Pre-Qualification Checklist and Supporting documents.
- v. Annexure IV: Details of Bidder
- vi. Annexure V: Power of Attorney
- vii. Annexure VI: Self-Declaration for Non-Blacklisting
- viii. Annexure VII: Declaration for Non-Performance
- ix. Annexure VIII: Technical Capacity of the Bidder
- x. Annexure IX: Technical Evaluation Checklist
- xi. Annexure X: Financial Capacity of the Bidder
- xii. Annexure XI: Format for proposed plan

4.7.5.2. The Financial Proposal shall be uploaded in formats provided in the following annexures (Envelope II):

- i. Annexure XII: Format for Financial Proposal

4.7.6. The Bidder shall upload online in Tender Odisha portal Eligibility Criteria and Financial Bid in the format specified in Annexures and in accordance with this RFP.

4.7.7. The Bidder shall upload Eligibility Criteria and Financial Bid in the format specified in Annexures and in accordance with this RFP. The Bidder shall upload the Eligibility criteria

and Financial Bid, Tender Processing fees, and EMD as per RFP.

- 4.7.8. Further, Bidders are required to upload all details only as per RFP document. In the event that any of the instructions mentioned herein have not been adhered to, the TIA reserves the right to reject the Bid.
- 4.7.9. Bids should be uploaded on or before time and the Due Date as specified in the RFP.
- 4.7.10. OSRTC may, in its sole discretion, extend the Bid Due Date by issuing a Corrigendum /Addendum.
- 4.7.11. OSRTC shall not be liable to pay any interest on the Earnest Money Deposit (EMD) so made and the same shall be interest free. EMD shall be non-transferable. Any Bid not accompanied by the Earnest Money Deposit (EMD) & Tender processing fee shall be rejected by OSRTC as non- responsive.
- 4.7.12. The Earnest Money Deposit (EMD) of unsuccessful Bidder will be returned by OSRTC, without any interest, within 60 days of the date of opening of the financial bid or when the Bidding process is cancelled or closed by OSRTC. The Bidder may, by specific instructions in writing to OSRTC, give the details for name and address of the person in whose favor the said demand draft shall be drawn up by OSRTC for refund, failing which it shall be drawn in the name of the Bidder.
- 4.7.13. The successful Bidder's Earnest Money Deposit (EMD) will be returned, without any interest, upon such Successful Bidder signing the Agreement and furnishing the Performance Bank Guarantee in accordance with the provisions thereof.
- 4.7.14. OSRTC shall be entitled to forfeit and appropriate the Earnest Money Deposit (EMD) as mutually agreed genuine pre-estimated compensation/ Damages to OSRTC in any of the events specified in. The Bidder, by uploading its Bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that OSRTC will not suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the Bid validity period. No relaxation of any kind on Earnest Money Deposit (EMD) shall be given to any Bidder.

4.8. Validity of Bid:

- 4.8.1. Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of the Financial Bid.
- 4.8.2. In exceptional circumstances, prior to expiry of the original bid validity period, OSRTC may request the bidder to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting his EMD. A bidder agreeing to the request will not be required or permitted

to modify his bid but will be required to extend the validity of his EMD for the period of the extension, and in compliance all respects.

4.9. Confidentiality:

Information relating to the examination, clarification, evaluation, and recommendation for the Bidder shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the TIA in relation to or matters arising out of or concerning the Bidding Process. The TIA will treat all information, uploaded as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The TIA may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the TIA.

4.10. Correspondence with Bidder:

OSRTC shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

4.11. Earnest Money Deposit (EMD):

- 4.11.1. The Bidder shall furnish as part of its Bid, Earnest Money Deposit (EMD) amount to the sum of **INR 30,00,000/- (Rupees Thirty Lakhs only)** in shape of Banker's cheque / demand draft / Bank Guarantee to be made from any Nationalized or Scheduled Commercial Bank in favor of Accounts Officer OSRTC, Bhubaneswar.
- 4.11.2. OSRTC shall not be liable to pay any interest on the Earnest Money Deposit (EMD) so made and the same shall be interest free. EMD shall be non-transferable. Any Bid not accompanied by the Earnest Money Deposit (EMD) & Tender processing fee shall be rejected by OSRTC as non-responsive*.
- 4.11.3. The Earnest Money Deposit (EMD) of unsuccessful Bidder will be returned by OSRTC, without any interest, within 60 days from the date of opening of the financial bid or when the Bidding process is cancelled by TIA. The Bidder may by specific instructions in writing to OSRTC give the details for name and address of the person in whose favor the said demand draft shall be drawn up by OSRTC for refund, failing which it shall be drawn in the name of the Bidder.
- 4.11.4. The successful Bidder's Earnest Money Deposit (EMD) will be returned, without any interest, upon such Successful Bidder signing the Agreement and furnishing the Performance Bank Guarantee in accordance with the provisions thereof.
- 4.11.5. OSRTC shall be entitled to forfeit and appropriate the Earnest Money Deposit (EMD) as

mutually agreed genuine pre-estimated compensation/ Damages to OSRTC in any of the events specified in. The Bidder, by uploading its Bid pursuant to this RFP, shall be deemed to have acknowledged and confirmed that OSRTC will not suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the Bid validity period. No relaxation of any kind on Earnest Money Deposit (EMD) shall be given to any Bidder.

4.11.6. The Earnest Money Deposit (EMD) shall be forfeited and appropriated by OSRTC as mutually agreed genuine pre-estimated compensation and Damages payable to OSRTC for, inter alia, time, cost, and effort of OSRTC without prejudice to any other right or remedy that may be available to OSRTC hereunder or otherwise, under the following conditions:

4.11.6.1. If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice as specified in this RFP.

4.11.6.2. If a Bidder withdraws its Bid during the period of Bid validity as specified in this RFP and as extended by the Bidder from time to time.

4.11.6.3. In the case of successful Bidder, fails within the specified time limit:

- i. To sign the Agreement and/or
- ii. To furnish the Performance Bank Guarantee within the period prescribed in the Contract Agreement; or
- iii. In case the successful Bidder, having signed the Agreement, commits any breach thereof prior to furnishing the Performance Bank Guarantee.

5. Evaluation of Bids

5.1. Bid Evaluation Committee

- 5.1.1. OSRTC shall constitute a Bid Evaluation Committee to evaluate the responses of the bidder(s).
- 5.1.2. The Bid Evaluation Committee shall evaluate the responses to the RFP (Eligibility Criteria) and all supporting documents/ documentary evidence. Inability to upload requisite supporting documents/ documentary evidence may lead to rejection.
- 5.1.3. The decision of the Bid 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.
- 5.1.4. The Bid Evaluation Committee may ask for meetings with the bidder to seek clarifications on their proposals. The bidder shall upload requisite supporting documents/ certificates on the credentials. The committee may visit the bidder's client site to validate the credentials/ citations claimed by the bidder.
- 5.1.5. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- 5.1.6. The Bid Evaluation Committee would submit its decision to OSRTC whose decision would be final and binding upon the bidder.
- 5.1.7. In case of a single bid, OSRTC reserves the right to accept or reject the bid on recommendations of Bid Evaluation Committee at its discretion.
- 5.1.8. The Bid Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof.
- 5.1.9. The Bid Evaluation Committee reserves the right to reject any or all proposals deviates the basis of any deviations.

5.2. Overall Evaluation Process

- 5.2.1. The evaluation of the Bids shall be done in 3 Steps where the Bidder shall be first evaluated against the Eligibility Criteria mentioned in Clause 5.3.
- 5.2.2. Only those bidders who meet the Eligibility Criteria shall be considered for further evaluation of the technical bid.
- 5.2.3. Only those bidders who qualify the technical qualification Criteria shall be considered for further evaluation of the financial bid

- 5.2.4. To facilitate the evaluation of the Bid, OSRTC may at its sole discretion, seek clarifications from any Bidder regarding its Bid. Such clarifications shall be provided by the Bidder within the time specified by OSRTC for this purpose and all clarifications shall be in writing.
- 5.2.5. If any Bidder does not provide clarifications sought as above, within the prescribed time, its Bid shall be liable to be rejected. In case the Bid is not rejected, OSRTC may proceed to evaluate the Bid by construing the required clarification to the best of its understanding and the Bidder shall be barred from subsequently questioning such interpretation by OSRTC.
- 5.2.6. Any information contained in the Bid shall not in any way be construed as binding on OSRTC, its agents, successors, or assigns, but shall be binding against the Bidder if the Project is subsequently awarded to it under the Bidding Process based on such information.
- 5.2.7. OSRTC reserves the right not to proceed with the Bidding Process at any time without notice or liability and to reject any Bid without assigning any reasons.

5.3. Eligibility criteria

- 5.3.1. Before opening and evaluation of the financial bid, bidder's eligibility would be evaluated to assess their compliance to the following eligibility criteria. Bidders failing to meet these criteria or not uploading requisite proof for supporting eligibility criteria are liable to be rejected at the preliminary level. The bidder shall fulfill all the following eligibility criteria independently, as on date of submission of bid.

SI No.	Type	Specific Requirement	Supporting Documents
1	Tender Document fees	Tender fee in the shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of OSRTC, Bhubaneswar	E-Payment / Demand Draft
2	EMD	EMD in the shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of OSRTC, Bhubaneswar.	E-Payment /Demand Draft/Bank Guarantee (Original BG to be submitted) MSMEs with an Udyog Aadhar Memorandum for the goods or services are exempt from paying EMD.

SI No.	Type	Specific Requirement	Supporting Documents
			(The PBG should be verified from the Bhubaneswar local branch of the concerned Bank)
3	Legal Entity	<p>The bidder or consortium member should be a company registered under the Companies Act, 2013 or the Companies Act, 1956</p> <p>(OR)</p> <p>A Limited Liability Partnership (LLP) registered under the LLP Act, 2008</p> <p>(OR)</p> <p>A Partnership Firm formed under the Partnership Act 1932</p> <p>(A maximum of 3 companies including the bidder are allowed in case of Consortium)</p>	Copy of Certificate of Incorporation/ Registration /Partnership deed signed by Authorized Signatory of the Bidder, Copy of PAN/ TIN/ TAN, Copy of GST Registration
4	Financial Form Capacity/ Turnover	<p>The bidder shall have an Average Annual Turnover of a minimum INR 25 Crores, from the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24).</p> <p>(Cumulative in case of consortium)</p>	<p>Audited Balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years. Certificate duly signed by Statutory Auditor of the Bidder for total turnover.</p> <p>Annual turnover criteria shall be relaxed in favour of OSMEs by 90% (ref: 3 (MSME Department Notification No. 566/MSME dated 24.01.2024)</p>
5	Financial Form	The Bidder should have a net worth amounting to Rs.5 Crore for the last three (3)	Certificate from the Statutory Auditor clearly

SI No.	Type	Specific Requirement	Supporting Documents
	Capacity / Turnover	financial years (FY 21-22, FY 22-23, FY 23-24). (Cumulative in case of consortium)	stating Positive Net worth as defined in this RFP in the stipulated format under this RFP
6	Blacklisting	The Bidder or all members of consortium should not be debarred /blacklisted by any State Government/ Central Government /PSU Organization in India for Unsatisfactory performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission of bid.	A self-certified letter signed by the Authorized Signatory of the Bidder.
7	Non-Performance Declaration	A Bidder or all members of consortium should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder.	A self-certified letter signed by the Authorized Signatory of the Bidder in letterhead.
8	Technical capability	The bidder must have successfully completed at least one APCS / IoT device-based / ETIMs e-Governance project for not less than 1 Cr for any Government Department / Government Agency / PSU / Large Private entity in India during last 3 years as on 31st March 2024. The project should include supply & installation or operations and maintenance of APCS /ETIMs / IoT devices.	Work Order and Project completion / Go-live certificate

SI No.	Type	Specific Requirement	Supporting Documents
9	OEM / Authorized partner	The bidder shall be manufacturer of ETIM / POS and APCS devices or Manufacturer's authorized dealer / distributor. If bidder is not OEM, Manufacturer's Authorization Form (MAF) should be produced specific to this Bid. If the OEM is the bidder, no MAF shall be issued.	Manufacturer's Authorization Form / OEM Certificate
10	Quality Certifications	ISO 9001:2008/ ISO 9001:2015/ISO 27001 (related to IT services)	Copy of certificate

Additional Terms and Conditions

- Bidder to submit Bid Specific authorization with OEM contact details (name, mail id & phone no) of the Signatory within Digital Signature, subject to revalidation from local OEM representative.
- Datasheet and Certifications to be provided along with bid and warranty / configuration should be visible on (public domain) online Portal.
- Bidder should have a registered office in the state Odisha (Necessary GSTIN along with latest GSTR3B to be submitted) of consignee location for faster and better service support, documentary proof to be uploaded along with the bid or the bidder shall undertake to establish a service center in Odisha within 15 days of award of bid.
- Declaration with document proof for support/ Service center in Odisha from OEM letter head.
- Compliance statement of the product offer to be submitted on OEM Letter head.

Note: Any entity which has been barred or disqualified either by any State Government in India (SG) or any Union Territory Administration in India (UT) or Government of India (Gol), or any of the agencies of SG/UT/Gol from participating in any project (BOT or otherwise) and the bar subsists as on the date of Bid submission, would be disqualified. It is mandatory to upload the specified documents in support of the above Pre- Qualification criteria and the company /firm / agency shall be disqualified should it fail to provide any of the specified documents.

OSRTC may seek clarifications from the bidder on the eligibility criteria on the uploaded documents,

however no additional document can be produced by bidder as eligibility criteria except the documents uploaded in bid. Any of the clarifications by the bidder on the documents uploaded against eligibility criteria should not have any financial implications.

5.4. Selection Procedure

5.4.1. The **Least Cost Based Selection Method (LCBS)** will be followed during the overall selection process. Only the bidders fulfilling the Eligibility Criteria are allowed to participate in this tender. “Financial Bid” shall be kept preserved for opening as per date to be intimated by the TIA.

5.4.2. OSRTC may select multiple bidders for early completion of the project.

5.5. Evaluation of technical bid

5.5.1. Bidders who meet the eligibility requirements would be considered as qualified to move to the next stage of technical evaluations. The Product offered should meet all the technical and functional specifications given in this RFP. Non-compliance with any of the technical and functional specifications will attract rejection of the proposal.

5.5.2. Technical Mark (TM) will be given based on the evaluation of the Technical Bid and based on the presentation delivered by the eligible bidder as per the Evaluation Criteria mentioned in the RFP. The presentation date will be communicated.

5.5.3. An actual technical mark below 70 shall disqualify the bid as technically non-responsive. A financial bid of only technically responsive bidders shall be opened.

5.5.4. The bidder has to give a demo of the product quoted by them for examination if required by the Technical Committee.

5.6. Technical evaluation criteria:

S.No.	Evaluation Criterion	Max Score	Documents Required
TQ1	Number of years of commencement of operations. <ul style="list-style-type: none"> • 3 year – 3 marks • 3 years to 5 years – 4 marks • More than 5 years – 5 marks 	5	Incorporation Certificate / Registration Certificate commencement proof
TQ2	The bidder or any member of consortium should have ISO 9001:2015, ISO/IEC/20000, ISO 27001, CMMI Level 3 and CMMI Level 5.	5	All Certificates needs to be submitted with Bid.

S.No.	Evaluation Criterion	Max Score	Documents Required
	<i>1 Mark for each valid certificate (Max. 5 Marks)</i>		
TQ3	<p>The bidders/any member of consortium should have experience in AFCS or implementing an Open Network for digital Commerce seller for bus ticketing (intercity or intra city) mobile app-based ticketing solution for public /govt. entities/SPVs/STUs/ Large Private entities (India or Abroad) for public bus system in last three years from the last date of submission.</p> <p><i>5 Marks for each project (Max. 15 Marks)</i></p>	15	Work Order and Go-Live certificate
TQ4	<p>The bidders/any member of consortium should have experience in Automated passenger Counting System (APCS) along with Dashboards and MIS for transport system and mobile app for public/govt. entities/SPVs/STUs / Large Private entities (India or Abroad) for public bus system in last three years from the last date of submission.</p> <p><i>5 Marks for each project (Max. 15 Marks)</i></p>	15	Work Order and Go-Live certificate.
TQ5	<p>The bidder should have implemented successfully IOT based e-Governance solution / digital projects for any Government Department / Government Agency / PSU / Large private entity in India during the last 3 years from the date of submission. The project should include supply and installation or operations and maintenance of IOT devices.</p> <p><i>5 Marks for each project (Max. 10 Marks)</i></p>	10	Work Order and Go-Live certificate.
TQ6	<p>Presentation (Date to be communicated later) – maximum 20 minutes slot will be given to each bidder.</p>	30	Technical presentation, Live demo

S.No.	Evaluation Criterion	Max Score	Documents Required
	(Proposed Solution and its components with Prototype design. Live demonstration of fuel monitoring solution)		
TQ7	Work plan, approach & methodology for completing the work. - Technologies used, - Risks and Mitigation Plan - Training Methodology and plan time frame. - Operation and maintenance road map. - Clear and unambiguous narration of exit - Challenges likely to be encountered	20	Technical proposal and Presentation

The bidder has to give a demonstration of the integration of the quoted components with OSRTC's ITMS platform for examination, if required by the Technical Committee.

5.7. Selection of Bidder:

Technical mark below 75 shall disqualify the proposal as technically non-responsive. Financial Bid format shall be issued to technically responsive Bidders/Agencies only.

The Bidders/Agencies whose Proposal is adjudged as responsive in terms of RFP shall be declared as the selected Bidders/Agencies to whom commercial format shall be shared for final bidding process.

5.8. Evaluation of Financial Bid:

The bidder should necessarily give the financial details in the **Format for Financial Proposal** of this RFP. All the financial details should be given in the prescribed format only and in accordance with the details and terms and conditions as mentioned in this RFP (hence the bidder is expected to understand the RFP in all respects). In case the selected bidder does not quote for or provision for any other expenses required to meet the requirements of the RFP, he shall be solely responsible for those and would be required to provide them, without any additional cost to TIA.

- The Lowest bidder (L1) against the RFP and upon successful completion of negotiations, if required, shall be considered for issue of Letter of Award (LoA). The selected agency shall be required to send its acceptance of LoA within 07(seven) days of issue of LoA.
- The bidder should also provide the detailed break-up of the Tax/ Charges which bidder would be uploading to Government against every transaction separately with Financial Proposal.

- The Financial Proposal shall not contain any technical information.
- The technical proposal should not contain any financial information, if found some shall be considered as rejected.

The holding or acquisition of equity or control, as above, shall include direct or indirect holding/ acquisition, including by transfer, of the direct or indirect legal or beneficial ownership or control, by persons acting for themselves or in concert and in determining such holding or acquisition, OSRTC shall be guided by the principles, precedents and definitions contained in the Securities and Exchange Board of India (Substantial Acquisition of Shares and Take-overs) Regulations, 1997, or any substitute thereof, as in force on the date of such acquisition. The Bidder shall promptly inform OSRTC of any change in the shareholding, as above, and failure to do so shall render the Bidder liable for disqualification from the Bidding Process.

5.9. Selection of Bidder:

- 5.9.1. After selection, a Letter of Award (LoA) shall be issued, in duplicate, by OSRTC to the Successful Bidder and the Successful Bidder shall, within 7 (seven) days of the receipt of the LoA, the bidders shall have to sign and return the duplicate copy of the LoA in acknowledgement thereof. In the event the duplicate copy of the LoA, duly signed by the Successful Bidder is not received by the stipulated date, OSRTC may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by OSRTC on account of failure of the Successful Bidder to acknowledge the LoA.
- 5.9.2. After acknowledgement of the LoA as aforesaid by the Successful Bidder, the Contract Agreement shall be executed between TIA and the Successful Bidder within 30 days from the date of issue of LoA. The Date of execution of the Contract Agreement between TIA and Successful Bidder shall be identified as Commercial Operation Date (COD).
- 5.9.3. The Successful Bidder shall not be entitled to seek any deviation, modification, or amendment to the Contract Agreement.

5.10. Contacts during Bid Evaluation:

Bids shall be deemed to be under consideration immediately after they are opened and until such time as OSRTC makes official intimation of award/ rejection to the Bidder. While the Bids are under consideration, Bidder and/ or their representatives or other interested parties are advised to refrain from contacting by any means, OSRTC and/ or their employees/ representatives on matters related to the Bids under consideration.

5.11. Signing of Contract:

The Agreement will be signed as per RFP, after the selection of Successful Bidder. TIA shall have the right to annul the award in case there is a delay of more than 30 days in the signing of the Agreement from the date of issue of LoA by TIA, for reasons attributable to the selected bidder.

5.12. Failure to agree with the Terms & Conditions of this RFP:

Failure of the successful bidder to agree with the terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event TIA may call for new proposals and appropriate the Performance Bank Guarantee or EMD paid by the selected bidder.

5.13. Performance Bank Guarantee:

- Performance Bank Guarantee is governed for supplies and services as follows:
 - The bidder shall carry out the services in conformity with the requirements of this RFP, generally accepted professional and technical norms relevant to such projects and to the satisfaction of TIA.
 - The Earnest Money Deposited at the time of bid submission would be given back to the selected bidder on payment of Performance Bank Guarantee.
- The selected bidder shall furnish Performance Bank Guarantee as follows:
 - After acknowledgment of the work order as aforesaid by the selected firm, the selected agency must submit performance security in the form of account payee demand draft/ banker's cheque from a scheduled commercial/ nationalized bank of India in favor of Odisha State Road Transport Corporation payable at Bhubaneswar. The amount of the performance security shall be **5% of the Total Contract Value**.
 - The Performance Bank Guarantee should have been issued by a Scheduled Nationalized Bank or Commercial Bank in India. For the avoidance of doubt, Scheduled Bank shall mean a bank as defined under Section 2(e) of the Reserve Bank of India Act, 1934.
 - The Performance Bank Guarantee should be furnished within 15 Business Days from the date of issue of Letter of Award (LoA).
 - The Performance Bank Guarantee may be discharged/ returned by TIA upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract for the entire project duration. However, no interest shall be payable on the Performance Bank Guarantee.
 - OSRTC shall also be entitled to make recoveries from the Performance Bank Guarantee on the following grounds:

- i. Any amount imposed as a fine by OSRTC for irregularities Committed by the successful bidder.
 - ii. Any amount which OSRTC becomes liable to the Government/Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.
 - iii. Any payment/fine made under the order/judgment of any court/consumer forum or law enforcement agency or any person working on his behalf.
 - iv. Any other outstanding amount.
- o Once the amount under this clause is debited, the bidder shall reimburse the Performance Bank Guarantee to the extent the amount is debited within 15 days of such debit by TIA failing which it will be treated as a breach of agreement and may lead to termination of agreement with forfeiture of all amounts including interest-free Performance Bank Guarantee in favor of TIA.

5.14. Execution of Agreement:

After acknowledgment of the Work order as aforesaid by the selected firm, it shall execute the Contract Agreement within the period of 7 days from the date of issuance of Work order. The selected Agency shall also deposit the performance security before the execution of the contract agreement. The successful bidder shall not be entitled to seek any deviation in the Agreement.

5.15. Commencement of Agreement:

The selected Agency shall commence the assignment within 7 days from the date of signing of the Agreement. If the bidder fails to commence the assignment as specified herein, OSRTC may, unless it consents to extension of time thereof may forfeit the Performance Security and appropriate the same by OSRTC.

5.16. Proprietary Data:

All documents and other information provided by OSRTC or Uploaded by the bidder to OSRTC shall remain or become the property of OSRTC. The bidders are to treat all information as strictly confidential. OSRTC will not return any Proposal, or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the Consultant to OSRTC in relation to the Consultancy shall be the property of OSRTC.

6. Scope of Project

6.1. Objective

- 6.1.1. The Purchaser envisages strengthening their GPS (Erstwhile LAccMI) bus service, promoting organized public transport, reducing the use of private vehicles, and structuring an integrated transport system that offers better safety, quality, security, and reliability for users of public transport corridors.
- 6.1.2. The Purchaser plans to implement a modern, comprehensive, NCMC-compliant digital tickets system and automated passenger counting system (APCS) using IT applications to achieve the following key objectives:
- A. Provide ease and benefits to users by providing reliable services leading to an increase in ridership and adoption of public transport.
 - B. Enhance digital ticket options for passengers; and
 - C. Enable the Purchaser to constantly benchmark operations and maintain service quality of bus operations.
- 6.1.3. The Selected Bidder shall be responsible for the design, development/procurement, integration with applications/servers/database or any other platform, implementation, operations, transportation and logistical support and maintenance of the NCMC Compliant Digital Tickets Solution and Automatic Passenger Counting System (APCS) as per the Scope of Work outlined herein.
- 6.1.4. The entire GPS (Erstwhile LAccMI) fleet is segmented into 5 clusters. The detailed bifurcation of clusters is mentioned below.

Cluster No.	Dist. Name	Total Buses
Cluster-I	Koraput	62
	Malkangiri	36
	Rayagada	52
	Nabarangpur	49
	Kalahandi	63
	Gajapati	36
Sub Total (C-I)		298
Cluster-II	Ganjam	152
	Kandhamal	67
	Puri	54
	Khurdha	28
	Nayagarh	38
Sub Total (C-II)		339
Cluster-III	Mayurbhanj	134
	Cuttack	61

Cluster No.	Dist. Name	Total Buses
	Jajpur	49
	Kendrapada	46
	Dhenkanal	62
	Bhadark	32
	Balasore	59
	Jagatsinghpur	51
Sub Total (C-III)		494
Cluster-IV	Deogarh	21
	Angul	32
	Keonjhar	91
	Sundergarh	85
Sub Total (C-IV)		229
Cluster-V	Bolangir	58
	Bargarh	72
	Subarnapur	27
	Sambalpur	42
	Jharsuguda	18
	Nuapada	34
	Boudh	12
Sub Total (C-V)		263
Jagannath Express		122
TOTAL		1745

Note: The purchaser shall share the detailed bus operation plan with the selected bidder.

7. Overview of Scope of Work for NCMC-Compliant ETIM

The selected bidder is expected to carry out all activities covering Supply including delivery, installation of software and documentation, Testing, and Quality Inspection in coordination with OSRTC and other stakeholders of the project.

S.No	Particulars	Description
1	Hardware Components	
1.1	Electronic Ticket Issuing Machines (ETIM)	ETIMs increase transparency in ticket reports and enable real-time flow of tickets and revenue information. They also form the enabling infrastructure for digital tickets, daily and general passes, mobile tickets and passes, NCMC ((Debit, credit and Prepaid) acceptance and other digital ticket initiatives. The Selected Bidder must supply hardware and required device-level software applications.

S.No	Particulars	Description
2	Software Components	
2.1	Integration with Automated Fare Collection System (AFCS)	<p>The AFCS is the core Platform that enables all forms of tickets, daily and monthly passes including cash and digital tickets, and records daily ticket and pass transactions.</p> <p>The Selected Bidder must integrate with all necessary hardware and software applications of the Existing Integrated Transport Management System (ITMS) Platform of the purchaser following NCMC specification.</p>
2.2	Integration with Mobile App with Mobile Tickets and Mobile Passes Platform	<p>Mobile tickets and mobile passes offer a new digital form of purchasing tickets. Regular passengers are also saved the time and hassle involved in purchasing physical monthly passes. NCMC should be default option for pass issuance.</p> <p>The Selected Bidder must integrate with all necessary hardware and software applications of Existing mobile app along with a provision for mobile tickets & passes (Daily and monthly) Platform with necessary software applications, payment gateway integration, etc.</p>
2.3	Smart Cards platforms	<p>Smart cards eliminate cash transactions and thus cash leakage and cash handling costs are reduced as well. They also significantly increase the speed and convenience of payments. Daily and monthly passes shall also be issued by the bidder at no extra cost to the Purchaser.</p> <p>The Selected Bidder must have provision for integration of necessary software applications to enable payments via NCMCs or Closed-loop transit cards for Purchaser.</p>
2.4	Hosting of Applications	<p>The applications will be hosted in Odisha State Data Center (OSDC) which offers flexibility and scalability in terms of computing and storage requirements.</p> <p>The Selected Bidder must fill the request form by Odisha State Data Center (OSDC), OCAC, Govt. of Odisha to set up and host the Platform and software applications in OSDC.</p>

S.No	Particulars	Description
3	Other Services	
3.1	Manpower Support	The Selected Bidder shall provide all necessary manpower for technical support for all hardware and software deployed.
3.2	Training	The Selected Bidder shall provide training to Purchaser's employees
3.3	Data SIMs for ETIMs	The Selected Bidder shall be responsible for providing SIM cards and internet connectivity for the smooth functioning of ETIMs
3.4	Maintenance	The Selected Bidder shall be responsible for the maintenance of all hardware and software components during the Term
3.5	Integration with existing ITMS Platform	The Selected Bidder shall be responsible for integrating with the existing ITMS platform of the Purchaser
3.6	Procurement and distribution of Smart Cards	OSRTC shall be responsible for the procurement and distribution management of Smart Cards

7.1. Electronic Ticket Issuing Machine (ETIMs)

7.1.1. Scope

- I. Supply of NCMC Compliant Electronic Ticketing Machines (functional) on a rent basis along with design, development, implementation, and maintenance of these machines for 3 Years extendable up to additional 2 Years.
- II. Integration and customization of the ETM software, and MIS reports with existing & futuristic setup of the OSRTC during the whole contract period.
- III. Bidder is fully responsible for seamless data transfer in real-time to the back-end central server through the Communication network also on the client end (depot). In the case of Audit of ETM machines at the client end/depot, the mechanism for the transfer of data through BAFO cables (USB) and also by Bluetooth and Wi-Fi.
- IV. A preventive maintenance schedule shall also be maintained for all ETM machines and to be

shared with OSRTC from time to time.

- V. The bidder will be responsible for providing the communication platform for the ETM machine operation on routes during the whole contract period.
- VI. The bidder will also be responsible for the security for data generated through ETM machine and the successful transfer of data to the central server of OSRTC.
- VII. The System should be robust and stable and should be able to withstand high stress/load / sudden spurts of high traffic etc without any change in the system performance. The bidder should adopt appropriate architecture, technology, etc. to ensure the same.
- VIII. Supply, and maintain ETIMs with covers, chargers, and sufficient spare batteries for all of buses operated by the Purchaser or operated under the Purchaser’s brand name for the entire Term of the Project, at the agreed quantities as described in the Bill of Materials in this RFP.
- IX. Deploy and maintain device level software applications and integrate with the AFCS to enable issuance and validation of tickets and passes by the conductor against payment of cash, smart cards, and / or mobile tickets and passes.
- X. The ETIM hardware must be compatible with NCMC. The device access should be based on OTP authentication by the conductor.
- XI. Provide training to relevant bus crew and Purchaser’s staff on correct usage of ETIMs.
- XII. Provide maintenance and repair or replacement of ETIMs for manufacturing faults or faults arising from normal wear and tear during the Term of the Project.
- XIII. Meet the SLA defined herein to ensure smooth and trouble-free operations of ETIMs.

The Purchaser shall provide at no cost to the Selected Bidder space along with electricity for discharging its obligations to charge ETIMs and spare batteries.

7.1.2. Functional Requirements

S.No.	Description
	Issuance And Validation of Tickets, Passes, And Other Travel Plans
1	The ETMs must facilitate the issuance and / or validation of tickets, passes, and other travel plans via the following fare media:
	a) Cash tickets;
	b) NFC-based smart cards;
	c) Mobile app; and

S.No.	Description
	d) Other media as may be developed from time to time and mutually agreed between the Parties.
2	The printed travel receipts issued shall comply with the requirements of the Purchaser, and as may vary from time to time.
3	The conductor shall be able to manually adjust the current origin location.
4	The ETM must have the ability to add a configurable fine (either optional or mandatory for use by the conductor) to a ticket or any travel receipt.
5	The ETM must be able to record and print various types of tickets and travel receipts – general ticket, group ticket (adult + child + concession), other concession tickets, differential fare ticket, various schemes tickets, luggage ticket, package ticket etc.
6	Types of fares and tickets should be able to be created centrally and updated to ETM devices via OTA updates.
7	The ETMs should be able to issue refunds of fare in case of change in service type or full/partial cancellation of service or face value revision.
8	The ability to view the details of any ticket issued by the conductor.
9	Record the details of passengers travelling on a valid ticket from whom fare is not collected by the conductor, such as mobile ticket holders, pre-paid smart card pass holders, monthly / quarterly pass holding passengers, employee duty pass holders, etc.
10	Tickets and passenger information should be encrypted and relayed in real-time to the AFCS without data loss, and also available in batches for reconciliation and settlement as per operational cycles, e.g. for each trip, for each shift, at the end of each day, etc.
11	In the case of loss of data connection, transactions must be stored locally and then transmitted to the AFCS upon re-establishment of the data network.
12	All tickets functions must work in offline mode in the case of loss of data connection and then be settled by batch mode as required.
13	Tickets shall be available in Hindi/English for printing.
14	The user interface shall allow an experienced conductor to issue a ticket in less than 4 (four) seconds.
15	At the end of each trip, the ETM should be able to print a trip summary report.
16	The ETM should have the capability to update fare rules, fare tables etc. dynamically via OTA updates.

S.No.	Description
17	The ETM must be able to validate all forms of pre-purchased tickets, passes, or other travel plans (mobile tickets or passes, smart card tickets or passes, paper-based tickets) in both online and offline mode. These tickets could be single journey, return and / or monthly passes, or other multi-journey tickets.
18	The ETM shall be compatible with National Common Mobility Cards ('NCMC').
	Access To ETM
1	The conductor should be able to login to the ETM via a combination of username + password (ID + PIN), or via any other secure means
2	Other roles may be required to login to the device based on varying operational needs
	Data Stored and Transmission
1	The ETM shall store all required transaction data on-board, including:
	a) Date and time of transaction
	b) Device ID
	c) Employee ID of conductor
	d) Ticket serial number
	e) Ticket origin
	f) Ticket destination
	g) Transaction Value
	h) Trip code
	i) Smart card serial number (if applicable)
	j) Transmission status (i.e. successfully or not successfully transmitted to AFCS)
	k) Vehicle number
	l) Any additional data that may be deemed necessary to the transaction
2	The ETM shall have sufficient memory to store a minimum of one week's worth of transaction records apart from other mandatory software/ firmware etc.
3	Only successfully transmitted transaction data records shall be overwritten by new transaction data records.

S.No.	Description
4	ETMs shall be connected to the AFCS through mobile network data connection, and have the capability to transmit real-time ticket transactions, battery status, count of tickets, etc. to the AFCS.
Smart Card and Mobile App Usage With ETM	
1	The ETM shall have a trip validation functionality whereby when a smart card is brought in proximity to the reader or when a QR code is scanned with the ETM's camera, the ticket details necessary for the conductor to verify are displayed on the ETM's display.
2	Upon successful completion of any transaction with a smart card or mobile app, the ETM shall indicate successful completion via its display and optionally a distinct audio message as well.
3	The ETM device shall have balance check functionality whereby the prepaid wallet balance available on a smart card, any outstanding trip details, and status of the smart card are displayed on the ETM display.
Performance Requirements	
1	The ETMs should be able to perform without any material degradation of performance over time.
2	The ETMs should have an accuracy of 99% for every transaction, and any MIS reports generated through the ETM.
3	The time taken to print a ticket through the ETM after data entry should not exceed 2(two) seconds per transaction.
4	The Selected Bidder shall ensure availability and uptime of ETMs and any related software Platform as per SLA mentioned.
5	The ETMs must be rugged enough to withstand the harsh public transport environment and be dust and water resistant.
6	The ETMs must have multiple means of transferring data to the cloud in case of lack of mobile network data connectivity such that there is no loss of data for the Purchaser.
7	The ETMs should have an integrated display that can be easily read under all conditions of ambient light throughout the day and night.

7.1.3. Technical Specifications

S.No.	Parameters	Description
1	Operating System	Android 7 or Higher

S.No.	Parameters	Description
2	Processor	Application CPU : Quad-core Cortex -A53 1.3G Security CPU: Cortex M3
3	Memory	1GB RAM + 8GB ROM
4	Display	5" inch TFT Touch Screen
5	Display Resolution	1280*720 pixels resolution
6	Printer	2 Inch Thermal Printer – Easy Loading Mechanism
7	Camera	5M Rear Camera with Flash 0.3M Front Camera
8	Card Slot	1 x SIM + 2 x SAM Card slots, 2 x SIM + 1 x SAM Card Slots
10	Card Readers	Magnetic Card Reader, Smart Card Reader, Contactless Card Reader
11	NFC Card	Support ISO/IEC14443 Type A&B, Mifare 1
12	Password Keyboard	Built-in password keyboard (Virtual); Support DES, 3 DES, RSA, SHA - 256 and AES; Algorithm
14	Key	1 x ON/OFF , Touch Screen Keys , 2 x Volume, Physical Key (optional)
15	Communication	4G / 3G / 2G / Bluetooth Version 4.2, Wi-Fi
16	Peripheral Ports	1 xType-C,1 x Micro-SD slot up to 32G, 1 x Magnetic attract head
17	Audio	1 x Speaker, 1 x Microphone, 1 x Headphone Jack Connector 3mm
18	GPS	In-built
19	Battery	Lithium Battery, 7.4V 3000 mAH, 22Wh – 24Wh
20	Power Adapter	Input 100 V to 260 Volts, Output 5 V/2 Amp
21	Audio	1 x Speaker, 1 x Microphone, 1 x Headphone Jack
22	Dimension and Weight	Max . L x W x H(mm): 205 x 80 x 70 Weight(g): 415 or lesser
23	Certificate	PCI PTS 5.x, EMV L1 & L2, EMV Contactless L1, MasterCard Pay pass, Visa payWave, Discover D-PAS, AMEX Express Pay, MasterCard TQM, RuPay. IP54

S.No.	Parameters	Description
24	OEM Criteria	The proposed OEM should have experience in dealing with Government bodies with at least 2 entities - Work Order/MoU/Satisfactory Certificate/Completion Certificate

8. Overview of Scope of Work for Automated Passenger Counting System (APCS)

The purchaser envisages attaining the following objectives through the APCS.

- A. **Accurate Passenger Data:** The primary objective of an APC system is to accurately count the number of passengers boarding and alighting public transportation vehicles. This data provides crucial insights into passenger demand patterns, allowing operators to optimize routes, schedules, and resource allocation accordingly.
- B. **Real-Time Monitoring:** The system aims to provide real-time monitoring of passenger occupancy levels on vehicles. By continuously updating passenger counts, operators can make informed decisions to manage capacity, prevent overcrowding, and ensure passenger safety and comfort.
- C. **Operational Efficiency:** APC systems streamline the process of collecting passenger data, reducing reliance on manual methods such as ticket validation or manual headcounts. This automation improves operational efficiency, reduces labor costs, and minimizes the potential for human error in data collection.
- D. **Resource Optimization:** By accurately tracking passenger demand, APC systems enable operators to optimize resource allocation, such as deploying additional vehicles during peak periods or adjusting service frequencies based on passenger volumes. This ensures that transportation resources are utilized efficiently to meet demand without unnecessary expenditure.
- E. **Service Planning and Improvement:** The data collected by APC systems facilitates evidence-based service planning and improvement initiatives. Operators can analyze passenger flow patterns, identify high-demand routes or time slots, and prioritize investments in infrastructure, equipment, or service enhancements to better serve passengers' needs.
- F. **Revenue Management:** APC systems play a crucial role in revenue management by correlating passenger counts with fare revenue data. This enables operators to validate fare revenue against passenger volumes, detect fare evasion, and identify opportunities for revenue optimization through fare policy adjustments or targeted marketing initiatives.
- G. **Passenger Experience Enhancement:** By providing accurate and reliable passenger count data, APC systems contribute to enhancing the overall passenger experience. Operators can use this

data to communicate real-time occupancy levels to passengers, improve service reliability, reduce waiting times, and enhance customer satisfaction.

- H. Compliance and Reporting: APC systems help operators comply with regulatory requirements related to passenger data collection and reporting. They facilitate the generation of comprehensive reports on passenger counts, occupancy levels, and service performance metrics, which can be used for regulatory compliance, performance monitoring, and stakeholder reporting purposes.
- I. Integration with Intelligent Transportation Systems (ITS): APC systems should be integrated with other ITS components, such as GPS tracking systems, traffic management systems, and passenger information systems. This integration enables seamless data exchange and interoperability, supporting a holistic approach to transportation management and optimization.
- J. Adaptability and Scalability: APC systems should be designed to be adaptable and scalable to accommodate evolving transportation needs and technologies. They should be capable of integrating with emerging technologies such as smart cards, mobile ticketing, or contactless payment systems, ensuring future-proofing and long-term sustainability.
- K. Components required:

S.No	Particulars	Description
1	Hardware Components	
1.1	Automatic passenger counting sensor / camera	<p>These should include infrared sensors, stereoscopic cameras, or video analytics systems strategically placed within the vehicle to accurately detect and count passengers as they board and disembark.</p> <p>The Selected Bidder must supply hardware on monthly rental basis and required device level software applications.</p>
1.2	Data Processing Unit	<p>This component processes the data collected by the sensors in real-time, applying algorithms to accurately count passengers and differentiate between various types of movement within the vehicle.</p> <p>The Selected Bidder must supply hardware on monthly rental basis and required device level software applications.</p>

S.No	Particulars	Description
2	Software Components	
2.1	Communication System	<p>The system should include communication modules to transmit passenger count data in real-time to a centralized server or command & control centre. This enables authorities to access up-to-date information about passenger loads across their network.</p> <p>The Selected Bidder must enable robust communication system to integrate with the existing ITMS platform.</p>
2.2	Centralized Management Software	<p>A centralized software platform that allows purchaser and operators to monitor passenger counts, analyse trends, and generate reports. It provides insights into passenger demand patterns, enabling informed decision-making regarding service planning and resource allocation.</p> <p>The Selected Bidder must integrate with all necessary hardware and software applications of Existing ITMS platform.</p>
2.3	Integration with Fare Collection Systems and existing Integrated Transport Management System (ITMS)	<p>Integration with fare collection systems and existing Integrated Transport Management System (ITMS) allows for correlation of passenger counts with revenue data, enabling more accurate revenue management and fare policy decisions.</p> <p>The Selected Bidder must integrate the solution with existing ITMS platform.</p>
3	Other Services	
3.1	Manpower Support	The Selected Bidder shall provide all necessary manpower for technical support for all hardware and software deployed.
3.2	Training	The Selected Bidder shall provide training to Purchaser's employees

S.No	Particulars	Description
3.3	Data Analytics / Video Analytics and Reporting Tools	<p>These tools enable transportation authorities to analyse historical passenger data, identify trends, and optimize service planning and resource allocation based on passenger demand patterns.</p> <p>The Selected Bidder shall be responsible for providing SIM cards and internet connectivity for smooth functioning of ETIMs</p>
3.4	Maintenance	The Selected Bidder shall be responsible for the maintenance of all hardware and software components during the Contract period of 3 Years extendable upto additional 2 Years.

8.1. Functional Requirements

S.No	Requirements	Description
1.	Passenger Detection	<ul style="list-style-type: none"> The system should accurately detect and differentiate passengers from other objects or background elements. It should detect passengers entering and exiting the vehicle through designated entry/exit points.
2.	Passenger Tracking	<ul style="list-style-type: none"> The system should track the movement of passengers within the vehicle, including their boarding and alighting activities. It should differentiate between individual passengers to ensure accurate counting and classification.
3.	Passenger Counting	<ul style="list-style-type: none"> The system should automatically count passengers as they board and alight from the vehicle. It should provide real-time passenger count updates to operators and passengers.
4.	Accuracy and Reliability	<ul style="list-style-type: none"> The system should achieve high levels of accuracy and reliability in passenger counting, minimizing errors and discrepancies.

S.No	Requirements	Description
		<ul style="list-style-type: none"> It should be robust and resilient to variations in lighting conditions, passenger density, and environmental factors.
5.	Real-Time Monitoring	<ul style="list-style-type: none"> The system should provide real-time monitoring of passenger occupancy levels within the vehicle. It should alert operators or control center staff of capacity constraints or overcrowding situations in real-time.
6.	Integration with ITMS	<ul style="list-style-type: none"> The system should integrate with onboard vehicle systems, such as door control systems, to synchronize passenger counting events. It should interface with existing vehicle infrastructure to facilitate seamless data exchange and interoperability.
7.	Data Analysis and Reporting	<ul style="list-style-type: none"> The system should analyse passenger count data to generate insights into passenger flow patterns, trends, and occupancy levels. It should provide comprehensive reporting capabilities, including historical data analysis and trend visualization.
8.	Data Security and Privacy	<ul style="list-style-type: none"> The system should adhere to data security and privacy regulations to protect passenger information. It should employ encryption, access controls, and anonymization techniques to safeguard sensitive data.
9.	Scalability and Flexibility	<ul style="list-style-type: none"> The system should be scalable to accommodate varying vehicle types, fleet sizes, and operational requirements. It should be flexible to adapt to evolving technology standards and integration protocols.
10	Fault Tolerance and Redundancy	<ul style="list-style-type: none"> The system should incorporate fault tolerance mechanisms to mitigate sensor failures or malfunctions. It should have redundant sensor configurations or backup systems to ensure uninterrupted passenger counting operations.

S.No	Requirements	Description
11	Maintenance and Support	<ul style="list-style-type: none"> The system should include provisions for ongoing maintenance, software updates, and technical support. It should have a helpdesk or support ticketing system to address user queries and resolve technical issues promptly.

8.2. Technical Specifications

S.No	Particulars	Description
1.	Image Sensor	1/2.8" CMOS / Progressive Scan
2.	Min. Resolution	1920 × 1080 or above
3.	Min. Illumination	Color: 0.01 Lux B/W: 0.001 Lux Or above
4.	Shutter Speed	1/3 s to 1/100, 000 s
5.	Day &Night	IR cut filter , Auto ICR
6.	IR Range	Up to 10m IR range or above
7.	Focal length	4 mm fixed
8.	Digital Noise Reduction	3D DNR
9.	Wide Dynamic Range	100 db WDR
10.	Streams	Support upto two stream or above
11.	Video Compression	H.265+, H.264+, H.265, H.264
12.	Video Bit rate	512Kbps to 16Mbps
13.	General	Proposed Product should not be white labelled and Third-party assembly.
14.	General	OEM should have own manufacturing facility in INDIA. OEM having production and brand via joint venture / third party factory tie-up or contractual manufacturing will not be considered.
16.	Analytics	People Counting for people entering and exiting separately with real time statistics , should be able to filter the person on the basis of height.

S.No	Particulars	Description
17.	Image Enhancement	HLC, BLC, defog
18.	Image Settings	Brightness, contrast, saturation, white balance, AGC and sharpness can be adjusted via browser and client
19.	Protocols	N1 / ONVIF / RTMP / FTP / RTSP
20.	Integration	ONVIF (PROFILE S, PROFILE G)
21.	Local Storage	up to 256 GB SD Card
22.	RS-485	1 channel
23.	Simultaneous Live View	Up to 16 channels
25.	Alarm IO	2 inputs, 2 output
26.	Operating Conditions	-30°C to 75° C (-22°F to 167°F). Humidity 95% or less (non-condensing)
27.	Power Supply	DC 9 V to 18 V, PoE (802.3af, 36 V to 57 V)
28.	Protection Level	IP66 , IK08
29.	Material	Metal
30.	Certification	BIS / CE / FCC Quoted models should have BIS certificate in same brand / OEM name supplying Devices.
31.	Country of Origin	Country of Origin should be mentioned on Product Datasheet & not belongs to Land Border Country
32.	Online Dedicated Support Center	OEM should have online-dedicated support center available during working hours and a fully equipped repair and maintenance office in India.
33.	Presence	OEM should have direct presence in India. It should be registered and existence in India for at least 3 Year prior to RFP date.
34.	OEM Certifications	OEM should have be ISO 9001:2015, ISO 14001:2015, ISO 45001, ISO 27001 & CMMI Level V certificate for information security of data and manufacturing process.
35.	Undertaking	Camera / Sensor OEM should not have been detected/reported any vulnerability in India or Globally, before tender submission.

S.No	Particulars	Description
		OEM should give the undertaking in their letterhead that they never been reported/rejected by any Cert-in empaneled labs like STQC.

8.3. Roles and Responsibilities

Odisha State Road Transport Corporation (OSRTC): OSRTC shall

- 8.3.1. Conduct Pre-Delivery/Post-delivery Inspection.
- 8.3.2. Provide details with respect to the delivery destination at each nodal/district center, like Location address, contact person / district nodal officer's name, and contact number of the Concerned OSRTC representative.
- 8.3.3. Nominate an officer to co-ordinate with selected bidder for successful execution of the project.
- 8.3.4. Intimate regarding the details of concerned location and persons where the laptops will be delivered.
- 8.3.5. Authorize the concerned person of respective location to sign on the Delivery Challan.

8.4. Project timeline

S.N	Particulars	Timeline
1	Acceptance of order and execution of Agreement	T
2	Submission of Functional Requirements Specifications ('FRS') document	T+30
3	Approval of FRS by the Purchaser	T+35
4	Submission of System Requirements Specifications ('SRS') document	T+45
5	Approval of SRS by the Purchaser	T+50
6	Initial roll-out: Implementation of full solution in 1 (one) depot on all routes	T+60
7	Full Solution Implementation along with User Acceptance Test (UAT)	T+90
8	Route and bus stop data digitization	
9	AFCS–setup and integration of all route and fare information	
10	ETIMs – deployment of ETIMs in all depots	
11	Integration with Mobile app – final testing of mobile tickets, mobile passes, live tracking and live arrival times.	
12	Training – Functional training to crew and depot staff	
13	Final demo of all technology – including smart cards and mobile tickets	
14	Successful testing of all hardware components / equipment / devices /software applications etc. required for the system to the satisfaction of Transport	

8.5. Bill of Materials:

- 8.5.1. The quantities indicated herein are as per the deployment requirement. The Selected Bidder shall be required to maintain additional inventory as per their own assessment for testing, as spares, as back-up, and for other requirements.
- 8.5.2. The quantities of certain items are linked to the number of buses operated by the Purchaser. As the operating bus fleet expands, the Selected Bidder shall be required to increase the quantities as described herein.
- 8.5.3. The quantities mentioned herein are indicative and not exhaustive. The Selected Bidder is expected to perform an independent assessment of the Requirements.
- 8.5.4. The total requirement of ETIMs mentioned below are not inclusive of validators that may be required to be fitted on the buses. ETIMs may be used as validators in buses.
- 8.5.5. The indicative Bill of Materials for the Project is listed below:

S.N	Item	Quantity	Unit
Hardware Components			
1	ETIMs with Charger and Cover (Requirement of 1.5 ETIMs per bus)	2618	Nos.
2	Additional battery chargers and paper rolls	As may be required	Nos.
3	Automated Passenger Counting System devices with VMS and AI platform + accessories	1750	Nos
Other Services			
3	Manpower for technical support and integration activities	As may be required	Nos.
4	Data SIMs for ETIMs and data processing units along with recurring monthly charges	2618	Nos.
<i>The purchaser reserves the right to increase / decrease the quantity up to 25% at its sole discretion at any time during the project</i>			

9. Commercial Terms

9.1. Commercial Model for ETIM

- 9.1.1. The Purchaser shall pay the Selected Bidder on the basis of a fixed '**Per ETIM Quote**' and '**Per APCS Device Quote**' amount per one month.
- 9.1.2. Irrespective of the channel used (whether in-bus via an ETIM, or on mobile app, or smart card, on any other channel) and irrespective of the mode of payment (whether paid for in cash, via online payment, via smart card, or any other means). Customer should not be charged over and above the ticket fare, irrespective of the channel used (whether in-bus via

an ETIM, or on mobile app, or smart card, on any other channel) and irrespective of the mode of payment (whether paid for in cash, via online payment, via smart card, or any other means).

- 9.1.3. GST and any other taxes applicable on the amounts above shall be payable extra as per applicable laws of India.

9.2. Calculation of Fees Due to Selected Bidder

- 9.2.1. The 'Monthly Fees' due to the Selected Bidder shall be calculated on a monthly basis as:

Monthly Fees = [(Per ETIM Quote X Actual ETIMs issued during the month) + (Per APCS Device Quote X Total devices installed or functioning during the month)]

Where:

Per ETIM Quote = the '**Per ETIM Quote**' quoted by the Selected Bidder in their Financial Bid

Per APCS Quote = the '**Per APCS Device Quote**' quoted by the Selected Bidder in their Financial Bid

- 9.2.2. The 'ETIMs issued' shall be calculated as:

ETIMs issued = No. of operational ETIMs + Spare ETIMs

- 9.2.3. The 'Total devices installed / functioning' shall be calculated as:

Total devices installed / functioning = No. of operational APCS Devices during the month.

10. Payment and Settlement Terms

- 10.1.1. The Selected Bidder shall raise the monthly invoice to the Purchaser after reconciliation of data and shall submit a monthly summary statement of Digital Payments collected during the month along with the invoice.

- 10.1.2. The Purchaser shall make the payment for the due amount for the undisputed invoice, after adjustments for any applicable penalties, within 10 (ten) days from the receipt of the invoice. Invoices shall be accurate, and the Purchaser reserves the right to adjust (if any) to the subsequent invoice payments to correct inaccuracies (if any).

- 10.1.3. The Purchaser shall not make any payment towards manufacturing issues / non-functional ETIMs / APCS Devices.

- 10.1.4. The Purchaser shall assess and check for the recoveries from respective depots / officials only for physically damaged / stolen ETIMs / APCS devices.

- 10.1.5. The Purchaser shall also be entitled to make recoveries from the Selected Bidder's invoiced amounts due, the PBG, or from any other amount due to the Selected Bidder, the equivalent

value of any payment made to the Selected Bidder due to inadvertence, error, collusion, misconception, or misstatement. (The PBG should be verified from the Bhubaneswar local branch of the concerned Bank)

10.1.6. Payment shall be made in Indian Rupees only.

10.1.7. All payments from the Purchaser to the Selected Bidder shall be subject to tax deductions as per applicable laws of India.

11. Service Level Agreement:

11.1.1. SLA defines the terms of the successful bidder's responsibility in ensuring the performance of the hardware, software & all other accessories supplied as per the Scope of Work as specified in the RFP document based on the agreed Performance Indicators.

11.1.2. The Bidder shall provide comprehensive, end-to-end service including supply, warranty and replacement of the defective Laptops/Laptop components in case of physical damage until handed over to OSRTC. No reason shall be entertained (unless those mentioned in Force Majeure) in case of un-availability of any service given in the Scope of Work in this RFP and the appropriate penalty shall be levied.

11.1.3. The selected bidder and OSRTC shall regularly review the performance of the services being provided by the selected bidder and the effectiveness of this SLA.

11.1.4. The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following tables are applicable for the entire duration of the Contract /Project, failing which the selected bidder(s) is liable to be penalized:

I. Implementation Penalty Amount:

The Selected Bidder shall be penalized the 'Implementation Penalty Amount' as defined below for each full calendar week of delay beyond the Go Live date, except under Force Majeure conditions.

Implementation Penalty Amount = **₹50,000** (Rupees Fifty Thousand Only)

The cumulative maximum Implementation Penalty Amount levied on the Selected Bidder shall be limited to 10 (ten) full calendar weeks.

II. Calculation of SLA for ETIMs:

The Selected Bidder shall adhere to the SLA defined below for each component.

The Selected Bidder shall be penalized the 'SLA Penalty Amount' defined below for failing to meet SLA.

The cumulative maximum SLA Penalty Amount levied on the Selected Bidder in any given calendar month shall be limited to 2.5% (two-point five percent) of the Monthly Invoice

Amount. SLA calculations shall always exclude:

- Scheduled Maintenance Time.
- Any time period when Force Majeure conditions are in effect; and
- Any impact due to a failure on the part of the Purchaser to meet their obligations.

Definition	'Availability of ETIM' means that the ETIM is able to perform intended functions or the ETIM is issued in time	
SLA	The cumulative average Availability of ETIMs for all ETIMs should be at least 99% (ninety nine percent) in a calendar month.	
SLA Measurement	Availability of ETIMs = (Working ETIM Days / Total ETIM Days) x 100% Where: Working ETIM Days = Daily functional ETIM count x days of operation in the month. Total ETIM Days = Total ETIM count x days of operation in the month.	
SLA Penalty Amount	99% or more:	0 (Zero)
	98% to 98.99%:	0.5% (Zero-point five percent) of the Monthly Invoice Amount
	97% to 97.99%:	1.5% (One-point five percent) of the Monthly Invoice Amount
	Less than 97%:	2.5% (Two-point five percent) of the Monthly Invoice Amount
Critical SLA	95%	

III. Calculation of SLA for ETIMs:

SI No	Service	Minimum SLA/ Uptime required	Penalty
1	Entire APCS system implementation	Within the prescribed timeline.	Penalty of 1% of contract value for each week delay, with maximum limit being 10% of total contract amount
2	Application availability	>=99%	No deduction
		97% to 99%	2% penalty on the monthly charges
		95% to 97%	5% penalty on the monthly charges

SI No	Service	Minimum SLA/ Uptime required	Penalty
		93% to 95%	8% penalty on the monthly charges
		91% to 93%	10% penalty on the monthly charges
		<91%	Not acceptable. OSRTC may terminate the contract.
3	Hardware repair & replacement	Should be repaired or replaced within 24-48 hrs. from the time of logging the complaint	No deduction
		48 hrs. to 72 hrs	0.5% penalty on the monthly charges
		72 hrs. to 96 hrs	2% penalty on the monthly charges
		96 hrs. to 120 hrs	4% penalty on the monthly charges
		120 hrs. to 144 hrs.	6% penalty on the monthly charges
		144 hrs. to 168 hrs.	8% penalty on the monthly charges
		168 hrs. to 192 hrs.	10% penalty on the monthly charges
		192 hrs. to 216 hrs.	20% PBG deduction
		216 hrs. to 240 hrs.	50% PBG deduction
		>240 hrs.	Not acceptable. OSRTC may terminate the contract.
4	Training	100%	Training to be provided to OSRTC as per finalized schedules. Noncompletion of training within specified time frame will leads to a penalty of Rs.500/- per person/Week

11.2. Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or OSRTC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.
- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The bidder or OSRTC shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity and confidentiality survive termination of the contract.

11.3. Failure to agree with Terms and Conditions of the RFP

- Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event OSRTC shall invoke the EMD/PBG of the selected bidder and may award the contract to the next best value bidder (L2) or call for new proposals from the interested bidders.

Annexures

Annexure-I: Covering letter (On the letterhead of applicant)

To

Date

The General Manager (Admin)
Odisha State Road Transport Corporation
Paribahan Bhawan, Sachivalaya Marg, Unit-II
Bhubaneswar- 751001, Odisha

Ref: **“Selection of service provider for supplying NCMC Compliant Ticket Issuing Machines (ETIMs) and Automated Passenger Counting System (APCS)”**

Sir,

Being duly authorized to represent and act on behalf of.....(hereinafter referred to as “the Applicant”) and having reviewed and fully understood all the Proposal requirements and information provided and collected, the undersigned hereby uploads the Proposal on behalf of.....(*Name of Applicant*) for the captioned Project with the details as per the requirements of the RFP, for your evaluation. We confirm that our Proposal is valid for a period of 180 days from the last date of submission of proposal.

We also hereby agree and undertake as follows:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects and we agree to the terms and conditions of the Request for Proposal.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other applicant or other person(s) and not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours Faithfully,

(Name of Applicant)

**Duly signed by the Authorised Signatory of the Applicant
(Name, Title and Address of the Authorised Signatory)**

Annexure-II: Request for clarification

The bidder requiring specific points of clarification may communicate with OSRTC during the specified period using the following format:

Bidder's Request for Clarification				
<<Name of Organization uploading query/ request for clarification>>				
<<Full address of the Organization including e-mail, phone and fax for all points of contact>>				
Sl. No	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response (space to be left blank by the Bidder)
1				
2				
3				

Annexure-III: Eligibility Criteria Checklist document

SI No.	Type	Specific Requirement	Supporting Documents	Page No.
1	Tender Document fees	Tender fee in the shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of OSRTC, Bhubaneswar	E-Payment / Demand Draft	
2	EMD	EMD in the shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favor of OSRTC, Bhubaneswar.	E-Payment /Demand Draft/Bank Guarantee MSMEs with an Udyog Aadhar Memorandum for the goods or services are exempt from paying EMD. (The PBG should be verified from the Bhubaneswar local branch of the concerned Bank)	
3	Legal Entity	The bidder or consortium member should be a company registered under the Companies Act, 2013 or the Companies Act, 1956 (OR) A Limited Liability Partnership (LLP) registered under the LLP Act, 2008 (OR)	Copy of Certificate of Incorporation/ Registration /Partnership deed signed by Authorized Signatory of the Bidder, Copy of PAN/ TIN/ TAN, Copy of GST Registration	

SI No.	Type	Specific Requirement	Supporting Documents	Page No.
		A Partnership Firm formed under the Partnership Act 1932 (A maximum of 3 companies including the bidder are allowed in case of Consortium)		
4	Financial Form Capacity/ Turnover	The bidder shall have an Average Annual Turnover of a minimum INR 25 Crores , from the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24). (Cumulative in case of consortium)	Audited Balance Sheet and Profit & Loss account statement of the bidder for each of the last 3 audited financial years. Certificate duly signed by Statutory Auditor of the Bidder for total turnover. Annual turnover criteria shall be relaxed in favour of OSMEs by 90% (<i>ref: 3 (MSME Department Notification No. 566/MSME dated 24.01.2024)</i>)	
5	Financial Form Capacity / Turnover	The Bidder or all members of the consortium should have a minimum net worth amounting to Rs.5 Crore for the last three (3) financial years (FY 21-22, FY 22-23, FY 23-24).	Certificate from the Statutory Auditor clearly stating Positive Net worth as defined in this RFP in the stipulated format under this RFP	

SI No.	Type	Specific Requirement	Supporting Documents	Page No.
6	Blacklisting	The Bidder or all members of consortium should not be debarred /blacklisted by any State Government/ Central Government /PSU Organization in India for Unsatisfactory performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission of bid.	A self-certified letter signed by the Authorized Signatory of the Bidder.	
7	Non-Performance Declaration	A Bidder or all members of consortium should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder.	A self-certified letter signed by the Authorized Signatory of the Bidder in letterhead.	

SI No.	Type	Specific Requirement	Supporting Documents	Page No.
8	Technical capability	The bidder must have successfully completed at least one APCS / IoT device-based / ETIMs e-Governance project for not less than 1 Cr for any Government Department / Government Agency / PSU / Large Private entity in India during last 3 years as on 31st March 2024. The project should include supply & installation or operations and maintenance of APCS /ETIMs / IoT devices.	Work Order and Project completion / Go-live certificate	
9	OEM / Authorized partner	The bidder shall be manufacturer of ETIM / POS and APCS devices or Manufacturer's authorized dealer / distributor. If bidder is not OEM, Manufacturer's Authorization Form (MAF) should be produced specific to this Bid. If the OEM is the bidder, no MAF shall be issued.	Manufacturer's Authorization Form / OEM Certificate	
10	Quality Certifications	ISO 9001:2008/ ISO 9001:2015/ISO 27001 (related to IT services)	Copy of certificate	

Annexure-IV: Details of bidder

1. Name
2. Country of incorporation
3. Address of the corporate headquarters and its branch office(s), if any, in India
4. Date of incorporation and / or commencement of business
5. Brief description of the Company including details of its main lines of business and proposed role and responsibilities in this Project.
6. Details of individual(s) who will serve as the point of contact/ communication.
[Name, Designation, Company, Address, Telephone Number, E-Mail Address, Fax Number]
7. Particulars of the Authorized Signatory of the Bidder
[Name, Designation, Company, Address, Telephone Number, E-Mail Address, Fax Number]

A statement by the Bidder disclosing material non-performance or contractual non-compliance in past projects, contractual disputes and litigation/ arbitration in the recent past (Attach extra sheets, if necessary)

Annexure-V: Power of Attorney (on stamp paper of Rs. 50 denomination)

Know all men by these presents, we(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint, and authorize Mr./ Ms. (name), son/daughter/wife of and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for pre- qualification and submission of our Tender **for Selection of service provider for NCMC Compliant Ticket Issuing Machines (ETIMs)** including but not limited to signing and submission of all Bids, and other documents and writings, participate in Pre- bid and other conferences and providing information/ responses to OSRTC, representing us in all matters before OSRTC, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our Tender, and generally dealing with OSRTC in all matters in connection with or relating to or arising out of our Tender for the said Project and/ or upon award thereof to us and/or till the entering into of the Contract Agreement with OSRTC.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [_____], THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [____] DAY OF [____], 202_.

For

(Signature, name, designation, and address) Witnesses

- 1.
- 2.

(Notarized)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
2. Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

Annexure-VI: Non-blacklisting declaration

{On Company's Letterhead}

Format of self-certificate stating that the Entity/Promoter/s / Director/s of Entity are not blacklisted.

Anti-Blacklisting Certificate

M/s.....(Name of the bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not barred by State Government / any other Government entity or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in Project/s as on the(Last date of submission of bid).

We further confirm that we are aware that our application for the '**Selection of service provider for Supplying NCMC Compliant Ticket Issuing Machines (ETIMs) Automated Passenger Counting System (APCS)**' would be liable for rejection in case any material misrepresentation is made or discovered regarding the requirements of this RFP at any stage of the bidding process or thereafter during the agreement period. Dated this Day of 20.....

Name of the bidder

Signature of the authorised person

Name of the authorised person

Annexure-VII: Self-declaration for Non-performance

I/ We hereby declare that my / our firm M/S.....have successfully executed the work order assigned by the State Government / any other Government entity or any state government or central government / department / Local Government / agency in India. There is no remark of non- performance or non-compliance in any of our past projects, or any contractual dispute / litigation / arbitration in the recent past. Dated this Day of 20.....

Name of the bidder

Signature of the authorised person

Name of the authorised person

Annexure VIII: Technical capacity of the Bidder

S.No.	Client Name	Year	Total No. of Equipment provided to the client	Work Order / Client Certificate

Date:

Annexure IX: Technical Evaluation Checklist

S.No.	Evaluation Criterion	Max Score	Documents Required	Page No.
TQ1	<p>Number of years of commencement of operations.</p> <ul style="list-style-type: none"> • 3 year – 3 marks • 3 years to 5 years – 4 marks • More than 5 years – 5 marks 	5	Incorporation Certificate / Registration Certificate commencement proof	
TQ2	<p>The bidder or any member of consortium should have ISO 9001:2015, ISO/IEC/20000, ISO 27001, CMMI Level 3 and CMMI Level 5.</p> <p><i>1 Mark for each valid certificate (Max. 5 Marks)</i></p>	5	All Certificates needs to be submitted with Bid.	
TQ3	<p>The bidders/any member of consortium should have experience in AFCS or implementing an Open Network for digital Commerce seller for bus ticketing (intercity or intra city) mobile app-based ticketing solution for public /govt. entities/SPVs/STUs/ Large Private entities (India or Abroad) for public bus system in last three years from the last date of submission.</p> <p><i>5 Marks for each project (Max. 15 Marks)</i></p>	15	Work Order and Go-Live certificate	
TQ4	<p>The bidders/any member of consortium should have experience in Automated passenger Counting System (APCS) along with</p>	15	Work Order and Go-Live certificate.	

S.No.	Evaluation Criterion	Max Score	Documents Required	Page No.
	<p>Dashboards and MIS for transport system and mobile app for public/govt. entities/SPVs/STUs / Large Private entities (India or Abroad) for public bus system in last three years from the last date of submission.</p> <p><i>5 Marks for each project (Max. 15 Marks)</i></p>			
TQ5	<p>The bidder should have implemented successfully IOT based e-Governance solution / digital projects for any Government Department / Government Agency / PSU / Large private entity in India during the last 3 years from the date of submission. The project should include supply and installation or operations and maintenance of IOT devices.</p> <p><i>5 Marks for each project (Max. 10 Marks)</i></p>	10	Work Order and Go-Live certificate.	
TQ6	<p>Presentation (Date to be communicated later) – maximum 20 minutes slot will be given to each bidder.</p> <p>(Proposed Solution and its components with Prototype design. Live demonstration of fuel monitoring solution)</p>	30	Technical presentation, Live demo	

S.No.	Evaluation Criterion	Max Score	Documents Required	Page No.
TQ7	Work plan, approach & methodology for completing the work. - Technologies used, - Risks and Mitigation Plan - Training Methodology and plan time frame. - Operation and maintenance road map. - Clear and unambiguous narration of exit - Challenges likely to be encountered	20	Technical proposal and Presentation	

Annexure-X: Financial capacity of the bidder

Format for CA Certificate

(The format should be certified by Chartered Accountant)

Sl. No.	Financial Year	Average Annual Turnover (INR Crores)	Net worth (in INR Crores)
1	2021-22		
2	2022-23		
3	2023-24		
Average			

Name of Bidder's Bankers:

Address of Bidder's Bankers:

Instructions

1. The Bidder should provide details of its own Financial Capacity specified in the RFP.
2. The Bidder shall attach copies of the balance sheets, financial statements and Annual Reports for 3 (three) years preceding the Bid Due Date. The financial statements shall:
 - a) Reflect the financial situation and turnover of the Bidder.
 - b) Be audited by a statutory auditor.
 - c) Be complete, including all notes to the financial statements; and
 - d) Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).
3. Net Worth shall mean (Subscribed and Paid-up Equity + Reserves) less (Revaluation reserves + miscellaneous expenditure not written off + reserves not available for distribution to equity shareholders).
4. The Bidder shall also provide the name and address of the Bankers to the Bidder.
5. The Bidder shall provide an Auditor's Certificate specifying the Net Worth of the Bidder and also specifying the methodology adopted for calculating such Net Worth in accordance with the RFP document.

- The Bidder shall also provide an Auditor's certificate specifying the annual turnover of the Bidder
Dated this _____ day of 202_.

Name of CA

Signature of certifying CA

Annexure-XI: Format for proposed plan

Technical approach, methodology and work plan are key components of the Technical Proposal. At a minimum you are suggested to provide the sections:

1	<p>Approach and Methodology to perform the work in this assignment which highlights Understanding of the objectives of the assignment: The extent to which the Systems Implementer’s approach and work plan respond to the objectives indicated in the Statement/Scope of Work</p> <p>Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Terms of Reference</p>
2	<p>Solution Proposed : Qualitative assessment based on Demonstration of understanding of the OSRTC’s requirements through providing:</p> <ul style="list-style-type: none"> - Technologies used, - Risks and Mitigation Plan - Training Methodology and plan time frame - Operation and Maintenance Road map. - Clear and unambiguous narration of exit. - Challenges likely to be encountered
3	Work plan and manpower deployment plan

Any other pertinent section which helps strengthen technical responsiveness can be added.

Proposed work-plan.

No	Activity	Calendar Weeks							
		1	2	3	4	5	6	7	n
1									
2									
3									
4									
5									
n									

Annexure-XII: Format for Financial proposal

To

Date: _____

The General Manager (Admin.)
Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha

Ref: "Selection of service provider for NCMC Compliant Ticket Issuing Machines (ETIMs) and Automated Passenger Counting System (APCS)"

We, the undersigned, offer to provide the services as mentioned in the Scope of Work of the RFP. Our financial quote is as given below,

Particular	Amounts in Figures (In Rupees)	GST Amount in Figures (In Rupees)	Gross Amount in Figures (In Rupees)
Per ETIM per month quote including all accessories			
Per APCS Device per month quote including all accessories			
Total Amount			

Our Financial Proposal shall be binding upon us for the assignment and this proposal would be valid up to the duration of the project from the last date of submission of the proposal.

This Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (Name of Applicant)

Duly signed by the Authorized Signatory of the Applicant

(Name, Title, and Address of the Authorized Signatory)

Annexure XIII: Format for EMD fee in the shape of a Bank Guarantee from any Scheduled Commercial or Nationalized Bank.

To

**The General Manager (Admin.)
Odisha State Road Transport Corporation,
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha**

In accordance with the provisions of the RFP document , _____ (Name and Address of the Bidder) here by deposits with the _____ (name of the purchaser).

We the _____(Bank or Financial Institution) agree that the Bidder shall have right to demand, not exceeding, full or part of the amount of _____ (amount of guarantee) _____(in words) .

It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs. xxxxxxxxxx/-(in words) as Earnest Money Deposit.

M/s. _____ (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish EMD in respect of the said sum of Rs. xxxxxxxxxx/-(in words) without any demur, merely on a demand in writing from the Authority stating that the amount claimed is due and payable by the Bidder. Any such demand made by the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. We, the Bank, further undertake to pay to the Authority any money so demanded notwithstanding any dispute raised by the Bidder in any manner whatsoever and our liability under these presents is absolute, unconditional, unequivocal and irrevocable.

We, the Bank, further agree that the Guarantee contained herein shall remain in full force and effect during the period that will be taken for the EMD of the said agreement.

This EMD is valid for a period of _____(Duration in days (months) in figures and words) from the date of bidding. (The initial period for which this EMD will be valid must be for at least days/months longer than the anticipated expiry date of the Bus Bidder RFP(as the case may be) as stated in the 'RFP'. We undertake not to revoke this EMD during its currency without the written consent of the Authority.

The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the

Bank or of the Bidder.

We, the Bank, undertake not to revoke this EMD except with the previous consent of the Authority in writing. This EMD shall be valid up to ----- and we undertake to renew/extend this EMD from time to time till the completion of Bidding process by the Bidder of its obligations under the Contract and/or as demanded by the Authority.

The expressions “the Authority”, “the Bank” and “the Bidder” hereinbefore used shall include their respective successors and assignees.

In witness whereof I/We of the Bank have signed and sealed this EMD on the ----- day of 20 ----- being herewith duly authorized.

For and on behalf of the -----Bank

Signature of authorized Bank official

Name : -----

Designation : -----

Stamp/Seal of the Bank : -----

Signed, sealed and delivered For

and on behalf of the Bank

by the above named -----

in the presence of : ----

Witness 1.

Signature

Name

Address

Witness 2.

Signature

Name

Address

Annexure XIV: Consortium Agreement format

Note: To be executed on non-judicial stamp paper of appropriate value, to be purchased in the name of executants' companies or as required by the jurisdiction in which executed.

This AGREEMENT (hereinafter referred to as 'Consortium Agreement') executed on this day of Two Thousand

By:

M/sa Company incorporated under the laws of.....and having its registered office at..... (Hereinafter referred to as the 'Lead Bidder' which expression shall include its successors);

And

M/s a Company incorporated under the laws of and having its registered office at (hereinafter referred to as the 'Second Bidder' which expression shall include its successors);And

The Lead Bidder, the Second Bidder, and the Third Bidder shall collectively hereinafter be referred to as the 'Consortium Members' for the purpose of submitting a proposal (hereinafter referred to as 'Bid') for the workof 'Selection of Service Provider for NCMC Compliant electronic ticket issuing machine (ETIMs) for OSRTC' (hereinafter referred to as 'Project') of OSRTC (hereinafter referred to as the'Purchaser') in response to Request For Proposal document Tender number dated (hereinafter referred to as 'Tender') for the purposes of submitting the Bid and entering into an agreement in case of award for the work of the Project.

WHEREAS the Purchaser has invited bids vide the Tender;

ANDWHEREAS as per the Tender, consortium bids will also be considered by the Purchaser provided they meet the specific requirements in that regard.

AND WHEREAS the Bid is being submitted to the Purchaser vide proposal dated.....based on the Consortium Agreement and the Bid with its forms and submission documents, in accordance with the requirement of Tender terms, have been signed by all the parties and submitted to the Purchaser;

AND WHEREAS the Tender stipulates that a consortium of maximum 2 (three) companies, meeting the requirements stipulated in the Tender may submit a Bid signed by Lead Bidder so as to legally bind all the Consortium Members to the Purchaser and the duly signed Consortium Agreement shall be attached to the Bid.

NOW THEREFORE, in consideration of the mutual covenants herein and other valuable consideration the receipt and sufficiency of which is hereby acknowledged, we agree as follows:

1. We, the Consortium Members, hereby confirm that the name and style of the consortium shall be..... (herein referred to as 'Consortium').
2. That the above-named Lead Bidder shall act as Lead Bidder for self, and for and on behalf of the above named Second Bidder, and further declare and confirm that we shall jointly and severally be bound unto the Purchaser for the successful performance of the obligations under the Tender and resulting contract agreement(s) submitted / executed by the Lead Bidder in the event of our selection for Project. Further, the Lead Bidder is authorized to incur liabilities and receive instructions for and on behalf of any or all Consortium Members.
3. The composition or the constitution of the consortium shall not be altered without the prior consent of the Purchaser.
4. The roles and responsibilities of the Consortium Members for execution of various components/activities of the Project shall be as under:

S.No	Project Components / Activities	Roles and Responsibilities of Lead Bidder	Roles and Responsibilities of Second Bidder
1.			
2.			
3.			
4.			
5.			

5. It is agreed that the Lead Bidder shall be liable for the entire scope of work and risks involved thereof. It is also agreed that all Consortium Members shall be held equally responsible along with the Lead Bidder for the obligations under the Tender, Project, and the Consortium Agreement, as per the scope of work, roles, and responsibility agreed in the Consortium Agreement.
6. For the purpose of this Consortium Agreement, the Tender and the implementation of the Project, the Lead Bidder shall be the single point of contact for the Purchaser, shall have the overall responsibility of the management of the Project and shall have single point responsibility for ensuring that all Consortium Members are complying with the terms and conditions set out in the contract with the Purchaser and the Tender.
7. If the Purchaser suffers any loss or damage on account of any breach in the stipulation of the Agreements to be entered into by the Consortium Members, upon its selection pursuant to Tender (herein referred to as the 'Agreements') or any shortfall in the performance of the transaction or in meeting the performances guaranteed as per the Tender and the Agreements, the Consortium Members hereby jointly and severally undertake to promptly make good such loss or damages caused to the Purchaser on its demand without any demur or contest. The Purchaser shall have the right to proceed against any of the Consortium

Members and it shall neither be necessary nor obligatory on the part of the Purchaser to proceed against the Lead Bidder before proceeding against or dealing with the other Consortium Member.

8. The financial liability of the Consortium Members to the Purchaser, with respect to any of the claims arising out of the performance or non-performance of obligations under the Tender and the Agreements shall not be limited so as to restrict or limit the liabilities of any of the Consortium Members.
9. It is expressly agreed by the Consortium Members that all the due payments shall be made by the Purchaser to Lead Bidder only.
10. This Consortium Agreement shall be construed and interpreted in accordance with the laws of India and the Courts of Delhi shall have the exclusive jurisdiction in all matters arising there under.
11. It is also hereby agreed that Lead Bidder shall, on behalf of the Consortium Members, submit the Bid and performance security as specified by the Purchaser in the Tender.
12. It is further agreed that this Consortium Agreement shall be irrevocable and shall continue to be enforceable till the same is discharged by the Purchaser.
13. This Consortium Agreement shall come into force as of the date of signing and shall continue in full force and effect until the complete discharge of all obligations, concerning the carrying out of the Project, which have been taken on by the parties under the Agreements, Tender, and under this Consortium Agreement.
14. Any other terms and conditions agreed between the Consortium Members shall not be in contradiction to the Tender and above-mentioned terms and conditions.

IN WITNESS WHEREOF, the Consortium Members have through their authorized representatives executed these presents and affixed common seal of their companies, on the day, month and year first mentioned above.

<p>Common Seal of has been affixed in my / our Lead Bidder presence pursuant to Board of Director's resolution dated</p> <p>1) Witness</p> <p>2) Witness</p>	<p>For and on behalf of M/s</p> <p>(Lead Bidder)</p> <p>(Signature of authorized representative and seal)</p> <p>Name:</p> <p>Designation:</p>
--	--

<p>Common Seal of has been affixed in my / our Lead Bidder presence pursuant to Board of Director's resolution dated</p> <p>1) Witness</p> <p>2) Witness</p>	<p>For and on behalf of M/s</p> <p>(Second Bidder)</p> <p>(Signature of authorized representative and seal)</p> <p>Name:</p> <p>Designation:</p>
--	--

END OF DOCUMENT