



रेलटेल
RAILTEL

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड
(भारत सरकार का उपक्रम, रेल मंत्रालय)

सूचीबद्ध व्यावसायिक सहयोगियों या **OEM** या **OEM** द्वारा अधिकृत
भागीदार/वितरक में से भागीदार के चयन के लिए रुचि की अभिव्यक्ति

**“रेट्रो रिफ्लेक्टिव टेप मैनेजमेंट इन्फॉर्मेशन सिस्टम (MIS) और QR
आधारित फिटमेंट सर्टिफिकेट के डेवलपमेंट और इम्प्लीमेंटेशन के लिए
व्यावसायिक साझेदार का चयन।”**

**ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/मप्र यात्री परिवहन और इंफ्रास्ट्रक्चर/2025-
26/31 दिनांक: 16 मार्च 2026**

**प्लॉट नंबर 17, पहली मंजिल, रघुनाथ नगर, शाहपुरा पुलिस स्टेशन के पास,
भोपाल एमपी-462039**

“रुचि की अभिव्यक्ति (ईओआई) सूचना”
रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
प्लॉट नंबर 17, प्रथम तल,
रघुनाथ नगर, (शाहपुरा पुलिस स्टेशन के पास)
भोपाल एमपी - 462039

ईओआई नंबर: रेलटेल/डब्ल्यूआर/बीपीएल/मप्र यात्री परिवहन और इंफ्रास्ट्रक्चर/2025-26/31 दिनांक: 16 मार्च 2026

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, (जिसे आगे "रेलटेल" कहा जाएगा) “रेट्रो रिफ्लेक्टिव टेप मैनेजमेंट इन्फॉर्मेशन सिस्टम (MIS) और QR आधारित फिटमेंट सर्टिफिकेट के डेवलपमेंट और इम्प्लीमेंटेशन के लिए व्यावसायिक साझेदार के चयन।” के लिए रुचि की अभिव्यक्ति में भागीदारी हेतु दस्तावेज जारी कर रहा है।

जो की रेलटेल के सूचीबद्ध भागीदारों या ओईएम या ओईएम के अधिकृत भागीदार/वितरक के लिए वैध है।

विवरण निम्नानुसार है:

1	बोली दाताओं द्वारा ईओआई के विरुद्ध बोली प्रतिक्रिया पैकेट प्रस्तुत करने की अंतिम तिथि	20 मार्च 2026 को 16:00 बजे
2	ईओआई के बोली प्रतिक्रिया पैकेट का उद्घाटन	20 मार्च 2026 को 16:30 बजे
3	कार्य के दायरे के लिए प्रस्तुत की जाने वाली प्रतियों की संख्या	दो (Two) (i) Technical Proposal along with EMD submission proof (ii) Commercial proposal
4	ईएमडी राशि	Rs. 2,97,000/- (रुपये दो लाख सत्तानवे हज़ार)
5	टेंडर दस्तावेज राशि	Rs. 6,168/- (रुपये छ हजार एक सो अडसठ)

ईएमडी एवं टेंडर दस्तावेज राशि रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड के पक्ष में, जोकि ऑनलाइन बैंक ट्रांसफर के माध्यम से देय होगी।

Participant को प्रस्ताव के साथ ऑनलाइन भुगतान हस्तांतरण विवरण जैसे यूटीआर नंबर, तारीख और बैंक को साझा करना होगा।

रेलटेल बैंक विवरण:

यूनियन बैंक ऑफ इंडिया,

खाता संख्या - 317801010036605,

IFSC कोड - UBIN0531782,

शाखा का नाम – महालक्ष्मी मुंबई शाखा

योग्य व्यावसायिक सहयोगी/ओईएम/ओईएम के अधिकृत साझेदार या वितरक को ईओआई दस्तावेज से सम्बंधित सभी जानकारी निम्नलिखित नामित संपर्क व्यक्तियों के माध्यम से प्राप्त हो सकती है :

स्तर:1 : श्री आनन्द कुमार

पद: संयुक्त महाप्रबंधक/विपणन

ईमेल: anandnkn@railtelindia.com,

संपर्क: +91-[9004444107](tel:9004444107)

स्तर:2 : श्री पवन कुमार भार्गव

पद: अधिशासी निदेशक/क्षेत्रीय प्रबंधक /भोपाल

ईमेल: pavan@railtelindia.com

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at bpltooffice@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**
2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.**
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an **exclusive arrangement with empaneled business associate/OEMs/ authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking, they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization, once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a “Navratna” company under Ministry of Railways, Government of India. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel’s business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

- c) DATA CENTER** Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

- d) High-Definition Video Conference:** RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) Retail Services – Rail-Wire

Rail-Wire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up-to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

2. Project Background and Scope of Work

RailTel is floating EOI for “**Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates**” RailTel invites EOIs from RailTel’s Empaneled Partners/OEMs/authorized partner or distributor of OEMs for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empaneled partner/OEMs/authorized partner or distributor of OEMs is expected to have excellent execution capability and good understanding customer local environment.

The scope of work is “Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates”. The above scope of work is indicative, and the detailed scope of work will be shared after the completion of the EOI process. (Refer Annexure-6)

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence, so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.

3. Response to EOI guidelines

3.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to bpltooffice@railtelindia.com.

3.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

3.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

3.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

3.5 Bidding Process

The bidding process as defined in para 9.

3.6 Bid Earnest Money (EMD)

- 3.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer.
- 3.6.2 Offers not accompanied with valid EOI Earnest Money Deposit and Tender Fee shall be summarily rejected.
- 3.6.3 EMD and Tender Fees will be deposited in the form of Online Bank Transfer.
- 3.6.4 The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.
- 3.6.5 **Return of EMD for unsuccessful Business Associates:** Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)
- 3.6.6 **Return of EMD for successful Business Associate:** Final Earnest Money Deposit if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of

RailTel's EMD / BG from the Customer and or on receipt of Security Deposit / Performance Bank Guarantee as applicable from Business Associate whichever is later.

- 3.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.7 Security Deposit / Performance Bank Guarantee (PBG)

- 3.7.1 In case the bid is successful, the PBG of requisite amount to the agreed scope of the work will have to be submitted to RailTel by selected partner. (of full amount / value as asked by end customer).

3.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

3.10 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

3.11 Period of Association/Validity of Agreement

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.

4. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S No.	Particulars	Criteria for Tender Package
1	Organizational Eligibility: The Bidder must be a company registered in India under the Companies Act, 1956 or 2013, and must have been registered for at least 5 years prior to the date the Request for Proposal (RFP) was issued.	1. Valid Empanelment letter issued by RailTel . 2. Certificate of Incorporation 3. GST Registration 4. PAN Card
2	Financial Turnover: Minimum average annual turnover of ₹35 Crore in last three financial years (FY 2022– 23, 2023–24, 2024-25).	Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI and extracts from the audited balance sheet and profit & loss for last three financial year.
3	Net worth: Bidder should have positive net worth in the last financial year.	Statutory Auditor Certificate
4	Software Capability: Experience in Development of software (Web/ Mobile App)	Work Order and completion certificate
5	Implementation plan and strategy	Detailed plan with milestones timeline complying end customer ask
6	Legal Standing: Must not be blacklisted or debarred by any Govt. body in the past 5 years.	Self-Declaration Letter as per Annexure -3

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
B)	Annexures	
1	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
2	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	Annexure-4	Format for Affidavit to be uploaded by BA along with the tender documents.
5	Annexure-5	Non-disclosure agreement with RailTel.
6	Annexure-6	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
7	Annexure-7	Power of Attorney or Board Resolution in favor of one of its employees who will sign the Bid Documents.
8	Annexure – 8	Compliance Sheet. (For Technical Specification Refer Tender Document and BoQ Refer Tender Document attached as Annexure-6)
9	Additional Documents to be Submitted	Technical Proposal with overview of the project with strength of the Partner. (Refer to Annexure -6).

5. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

6. Evaluation Criteria

- 6.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria above.
- 6.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 6.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.
- 6.4 RailTel also reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.

- 6.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

7. Payment terms

- 7.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 7.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8. SLA

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

9. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1: Format for COVERING LETTER
COVERING LETTER (To be on company letter head)

EoI Reference No: Date:

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking
Self-Certificate (To be on company letter head)

EoI Reference No: Date:

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as

required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.

- 6) We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 7) We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- 8) We hereby undertake to sign Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

Executive Director,
RailTel Corporation of India Ltd.
Plot No. 17, First Floor,
Raghunath Nagar,
Near Shahpura Thana,
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name, having its registered office at address hereby declares that that the Company has not been blacklisted/debarred by any Governmental / Non- Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-.
The paper has to be in the name of the BA) **

I..... (Name and designation) ** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s_(hereinafter called the BA) for the purpose of the EOI documents for the work of as per the EOI No.

_of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA) **_and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE
OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL AND SIGNATURE
OF THE BA

Place:
Dated:

****The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.**

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this “**Agreement**”) is made and entered into on this day of , 2024 (the “**Effective Date**”) at . By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as '**RailTel**'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

) (CIN:), a company duly incorporated under the provisions of Companies Act, having its registered office at

_, (hereinafter referred to as ' '), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and shall be individually referred to as “Party” and jointly as “Parties”

WHEREAS, RailTel and , each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the “**Information**”);

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for . WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the “**Disclosing Party**”) to the other Party (each Party, in such receiving capacity, the “**Receiving Party**”) subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

Permitted Use.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the “**Representatives**”) who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.

Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

Return or Destruction of Information.

All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

termination of this Agreement; expiration of this Agreement; or

Receiving Party's determination that it no longer has a need for such Information.

Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: Address: _

Phone:

Email.:

Attn: Address:

Phone:

Email:

Term, Termination and Survivability.

Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.

Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:

In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and not apply to any materials or information disclosed to it thereafter.

Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "**Final Agreement**"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

Settlement of Disputes:

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns. its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

agrees and acknowledges that , its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity. IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_: RailTel Corporation of India Limited:

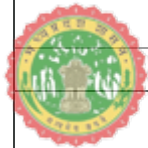
By_Name:

Title:

Witnesses

Annexure-6

Tender - “Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates for MPYPIL.”



Basic Details

Organisation Chain	Madhya Pradesh Yatri Parivahan and Infrastructure Ltd.		
Tender Reference Number	MPYPIL/RFP/2026/7		
Tender ID	2026_TMPYP_486961_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Item Rate
Tender Category	Services	No. of Covers	3
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Online	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Online Bankers	S.No	Bank Name
	1	INDUSIND BANK
	2	INDUSIND NEFT/RTGS

Cover Details, No. Of Covers - 3

Cover No	Cover	Document Type	Description
1	Fee	.pdf	Tender Document Fees and EMD Fees
2	PreQual/Technical	.pdf	Pre-Qualification Documents and Technical Qualification Documents
3	Finance	.xls	Financial Bid

Tender Fee Details, [Total Fee in ₹ * - 6,168]

Tender Fee in ₹	5,000		
Processing Fee in ₹ (18.00% GST Incl.)	1,168		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	2,97,000	EMD Exemption Allowed	No
EMD Fee Type	percentage	EMD Percentage	3.0%
EMD Payable To	Nil	EMD Payable At	Nil

Work /Item(s)

Title	RFP from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates				
Work Description	RFP from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates				
Pre Qualification Details	As per Pre-Qualification Criteria mentioned in the RFP				
Independent External Monitor/Remarks	NA				
Tender Value in ₹	99,00,000	Product Category	Info. Tech. Services	Sub category	Development and Implementation of MIS
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	NA
Location	Services	Pincode	462004	Pre Bid Meeting Place	Bhopal
Pre Bid Meeting Address	Transport Department Vallabh Bhawan 2 First Floor Bhopal Madhya Pradesh Pin 462004	Pre Bid Meeting Date	13-Mar-2026 03:00 PM	Bid Opening Place	Bhopal

Should Allow NDA Tender	No	Allow Preferential Bidder	No	
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Critical Dates			
Publish Date	06-Mar-2026 03:00 PM	Bid Opening Date	01-Apr-2026 05:00 PM
Document Download / Sale Start Date	06-Mar-2026 03:00 PM	Document Download / Sale End Date	30-Mar-2026 05:00 PM
Clarification Start Date	06-Mar-2026 03:00 PM	Clarification End Date	11-Mar-2026 05:00 PM
Bid Submission Start Date	23-Mar-2026 03:00 PM	Bid Submission End Date	30-Mar-2026 05:00 PM

Tender Documents					
NIT Document	S.No	Document Name	Description	Document Size (in KB)	
	1	Tendernotice_1.pdf	NIT	656.49	
Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	RFPRRTMIS.pdf	RFP Document	639.90
	2	BOQ	BOQ_572949.xls	BOQ	291.00

Tender Inviting Authority	
Name	Managing Director
Address	Transport Department Vallabh Bhawan 2 First Floor Bhopal Madhya Pradesh Pin 462004

MADHYA PRADESH YATRI PARIVAHAN AND INFRASTRUCTURE LIMITED

(Madhya Pradesh State Transport Department Undertaking)



Government of Madhya Pradesh

**Request for proposal from PSUs for Development
and Implementation of Retro Reflective Tapes
Management Information System (MIS) and QR
based Fitment Certificates**

RFP No: MPYPIL/RFP /2026/7

Tender ID- 2026_TMPYP_486961

Managing Director
Madhya Pradesh Yatri Parivahan and Infrastructure Ltd.

Email: md.mpypil@mp.gov.in

Website: www.transport.mp.gov.in

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Abbreviation

S.N.	Word	Abbreviation
1.	MPYPIL	Madhya Pradesh Yatri Parivahan & Infrastructure Limited
2.	MPTD	Transport Department, Madhya Pradesh
3.	PSU	Public Sector Undertaking
4.	EOI	Expression of Interest
5.	RFP	Request for Proposal
6.	HTTP	Hyper Text Transfer Protocol
7.	HTML	Hyper Text Markup Language
8.	SLA	Service Level Agreement
9.	QCBS	Quality cum Cost Based Selection
10.	CMVR	Central Motor Vehicle Rules
11.	PBG	Performance Bank Guarantee
12.	EMD	Ernest Money Deposit
13.	RRT	Retro Reflective Tape
14.	OEM	Original Equipment Manufacturer
15.	UAT	User Acceptance Testing
16.	STQC	Standardisation Testing and Quality Certification
17.	WCAG	Web Content Accessibility Guideline
18.	MIS	Management Information System
19.	GoMP	Government of Madhya Pradesh
20.	QR	Quick Response
21.	RTO	Regional Transport Office
22.	ATS	Automated Testing Station
23.	API	Application Programming Interface
24.	XML	Extensible Markup Language
25.	JSON	JavaScript Object Notation
26.	REST	Representational State Transfer
27.	SOAP	Simple Object Access Protocol
28.	GoI	Government of India
29.	GIGW	Guidelines for Indian Government Websites
30.	CERT-In	Indian Computer Emergency Response Team
31.	UI	User Interface
32.	SSL	Secure Sockets Layer
33.	TLS	Transport Layer Security
34.	HTTPS	Hyper Text Transfer Protocol Secure
35.	IP	Internet Protocol
36.	RBAC	Role-Based Access Control

Definitions

In this RFP, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them below:

1. **“MPYPIL”** refers to the Managing Director, Madhya Pradesh Yatri Parivahan and Infrastructure Limited, who shall act as the tendering authority responsible for overseeing all activities related to the tender, including its issuance, evaluation, and award etc.
2. **“MPTD”** refers to the Commissioner, Transport Department, Madhya Pradesh, who shall serve as the project implementation authority responsible for administering, supervising, and managing the project from the execution of the agreement with the Selected PSU/Bidder until the completion of the contract period.
3. **“Bid”** means the proposal submitted by the Bidder(s) in response to this RFP in accordance with the provisions hereof including technical proposal/technical bid and financial proposal/price bid along with all other documents forming part and in support thereof as specified in this RFP.
4. **“Bidder”** means any company who submits a Bid along with Tender Fees and Bid Security (EMD) as per the terms of this RFP within the stipulated time for submission of Bids.
5. **“Bid Process”** means the process of selection of the Successful Bidder through competitive bidding and includes submission of Bid, scrutiny, and evaluation of such Bids as per the provisions set forth in the RFP.
6. **“Selected Bidder or Selected PSU or Selected MIS Provider”** refers to the Public Sector Undertaking that achieves the highest overall score in the bid evaluation process. The project shall be awarded only to this highest-scoring bidder, and the awarded PSU will thereafter be called as the MIS Provider/ Selected PSU for the entire project.
7. **“Instructions to Bidders”** means the document which provides Bidders with all information needed to prepare their proposals.
8. **“Addendum / Corrigendum”** means the clarification issued against the bidder’s query placed before the authority in writing It may be released in form of addendum or corrigendum.
9. **“Performance Security”** shall mean the Security in the form of Bank Guarantee furnished by a successful Bidder for punctual and due performance of its duties as per terms and conditions of this RFP.
10. **“Completion Certificate / Go-Live Certificate”** means the certificate issued by the MPTD upon successful installation, demonstration and commissioning of all functionalities as specified in RFP.
11. **“Agreement”** refers to the Contract signed between the Selected Bidder and Nodal Authority i.e. MPTD.
12. **“Effective Date”** shall mean the Date of signing of Agreement between Selected Bidder and Authority.
13. **“LoI”** means the Letter of Intent being sent by the Authority to the bidders.
14. **“LOA”** means Letter of Award presented to the Selected Bidder by the Authority.

15. **“Downtime”** is the time for which the specified services / components are not available for use at specified functional, technical, and service standards. It is calculated for every SLA Period, which is being considered for evaluation of SLA performance.
16. **“Uptime”** is the time for which the specified services / components are available for use, at specified functional, technical, and service standards. It is calculated for every SLA period, which is being considered for evaluation of SLA performance.
17. **“Scheduled Maintenance Time”** is the time for which the specified services / components with specified technical and service standards are not available due to scheduled maintenance activity. Any planned application / server downtime shall not be included in the calculation of application / server availability. MPTD has liberty to decide the duration of such outage, on case-to-case basis. Scheduled Maintenance Time is calculated for each SLA period cycle, which is being considered for evaluation of SLA performance.
18. **“Information Security Breach”** means Any data leakage, information sharing other than concerned stakeholders, reports sharing without the consent of MPTD, any instance of hacking, information/data compromise etc.
19. **“Guidelines Breach”** means Non-compliance to guidelines shared by various government agencies such as complying with standards for website/mobile app development etc.
20. **“Resolution Time”** is the time elapsed from the moment incident is occurred / reported by any applicable mode of communication, to the time by which the incident is resolved completely.
21. **“Warranty Period”** means If any issues remain outstanding at the end of the contract period, the Selected PSU shall be required to still provide warranty until MPTD/MPYPIL is satisfied with the resolution of the issues.

Notice Inviting Tender (NIT)

Madhya Pradesh Yatri Parivahan and Infrastructure Ltd.

(State Transport Undertaking under Transport Department of Madhya Pradesh)

NOTICE FOR INVITING TENDER (NIT)

RFP No. MPYPIL/RFP/2026/7

Bhopal, Dated:06/03/2026

“Request for Proposal from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates.”

Madhya Pradesh Yatri Parivahan and Infrastructure Ltd. (MPYPIL) invites proposals from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates

For detailed scope and other terms and conditions, please refer the RFP document available at <https://mptenders.gov.in>. Interested Bidders (PSUs) who qualify as per the criteria mentioned in the RFP document, may submit their proposals online through the <https://mptenders.gov.in> only latest by **30/03/2026 till 5:00 PM.**

Any updated, corrigendum, addendum etc. shall be made available only at the MP Tenders portal <https://mptenders.gov.in>

Managing Director
Madhya Pradesh Yatri Parivahan and Infrastructure
Ltd.

Guidelines for E-Tender

Instructions regarding e-tendering are as follows:

- i) For participation in e-tendering module for any department, it is mandatory for prospective bidders to get registration on website www.mptenders.gov.in by making online registration fees payment.
- ii) Tender documents can be purchased only online and downloaded from website www.mptenders.gov.in by making online payment for the tender documents fee.
- iii) Service and gateway charges shall be borne by the bidders.
- iv) Bids are required to be signed online using class – III Digital Signature Certificate, Bidders are advised to obtain the same at the earliest. For information regarding issue of Digital Signature Certificate, bidders may visit website www.mptenders.gov.in. Please note that it may take up to 7 to 10 working days for issue of Digital Signature Certificate. Department will not be responsible for any delays in issue of Digital Signature Certificate and in submission of bid thereof. Amendments to RFP, if any, would be published on website only, and not in newspaper.
- v) Bidder must positively complete online e-tendering procedure at www.mptenders.gov.in. Department shall not be responsible for any delay / difficulties /inaccessibility of the downloading facility from the website for any reason whatever.
- vi) For any type of clarification bidders can visit www.mptenders.gov.in and / or contact no. 0120-4001002 / 4001005, Mail id: support-eproc@nic.in Support timings: 24x7.
- vii) Any bidder submitting the tender by his Digital Signature Certificate should invariably upload the scanned copy of the Authority Letter/POA or Board Resolution which authorizes the signatory of the bid to make the proposal. This shall be up-loaded along with the Proposal online.

Key Information / Timelines

S. N	Description	Details
1.	RFP No.	MPYPIL/RFP /2026/7
2.	Name of the Project	Request for proposal from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates
3.	Tender Inviting Authority	Managing Director, Madhya Pradesh Yatri Parivahan and Infrastructure Ltd.
4.	Method of Selection	QCBS (70:30) 70% of technical score 30% of financial score
5.	Language of proposal	English
6.	Language of all Communication	English / Hindi
7.	Date of Issuance of RFP	06.03.2026
8.	Last date for Submission of Pre-Bid Queries in prescribed format as mentioned in RFP	11.03.2026 (Email ID- md.mypil@mp.gov.in)
9.	Bid Submission start date	23.03.2026 at 3:00 PM
10.	Last date of bid submission	30.03.2026 at 05:00 PM
11.	Date of opening of Technical Bids	01.04.2026 till 05:00 PM
12.	Date, time and venue of Pre-bid meeting	Date & Time - 13.03.2026 at 03:00 PM Venue – Offline – Transport Department, Vallabh Bhawan-II, First Floor, Bhopal Madhya Pradesh, Pin: 462004 Online - (online meeting link will be shared via email with those who request to join the Online Pre-bid Meeting)
13.	Date of Presentation	To be communicated to PSUs that qualify the Preliminary Scrutiny
14.	Date of opening of Financial Bids	Would be communicated to shortlisted bidders through email, who have qualified technical evaluation criteria.
15.	Place of Submission, Opening of Proposals	Online on https://mptenders.gov.in
16.	Websites for downloading RFP Document, Corrigendum's, Addendums etc.	https://mptenders.gov.in
17.	Address for Communication	Transport Department, Vallabh Bhawan-II, First Floor, Bhopal Madhya Pradesh, Pin: 474006, Phone: 0755-2708370 Email: md.mypil@mp.gov.in
18.	Bid Document Fee (Non-Refundable)	Rs. 5,000/- (Rupees Five Thousand only) plus applicable taxes in the form of Online Payment

S. N	Description	Details
19.	Earnest Money Deposit (EMD)	Rs. 2,70,000/- (Rupees Two Lakh Seventy Thousand only) To be paid online through e-procurement portal https://mptenders.gov.in
20.	Performance Bank Guarantee value	10% of overall contract value (in the form of Bank Guarantee as per RFP)
21.	Validity of Performance Bank Guarantee	90 days beyond the contract period
22.	Validity of Proposal	180 days from the last date of bid submission, same may be extended by MPYPIL by sending relevant communication to the bidders
23.	Currency	The currency for all prices should be expressed in Indian Rupee (INR)

Managing Director
Madhya Pradesh Yatri Parivahan and
Infrastructure Ltd.

1 Introduction

As per the order in writ petition no. 295/2012 filed in Hon. Supreme court, New Delhi, a Supreme Court Committee on Road Safety has been formed to reduce the number of accidents on road in India. This committee has issued instructions to reduce the number of road accidents and deaths by 10% per year. Many road accidents that take place at night are because of vehicles that halt on road and because of low visibility, other vehicles end up crashing into them. So, it is important to install approved Reflective tapes and Rear Marking plates, and Central government has revised rule 104, 104A to 104E of CMVR 1989 to this effect.

Government of Madhya Pradesh (GoMP) has taken cognizance of the fact that in absence of a proper framework for tracking retro reflective tapes and Rear Marking plates available for sale in the State, the market will be flooded with sub-standard and duplicate reflective products. Moreover, these fake products will then be sold to customers at inflated and unregulated prices. To ensure that the safety of road users is not compromised due to the sale of poor quality/fake reflective products, GoMP intends to eliminate sale of such products in the state. To achieve this GoMP will empanel original equipment manufacturers with reflective products with reputed certifications to setup fitment centres across the state. Only these authorized fitment centres will be allowed to sell and install AIS-089 and AIS-090 compliant reflective products and issue QR enabled certificates to the vehicle owners thereby verifying product quality and standard of fitment. Submission of these QR enabled certificates will be made mandatory for applying for fitness of vehicles. To implement this plan, the office of Commissioner, Transport Department, Madhya Pradesh Issued **“EOI for Empanelment of Manufactures of Reflective Tapes and Rear Marking Plates”**. on **08-10-2025** to facilitate generation and distribution of QR Codes and manage the objectives.

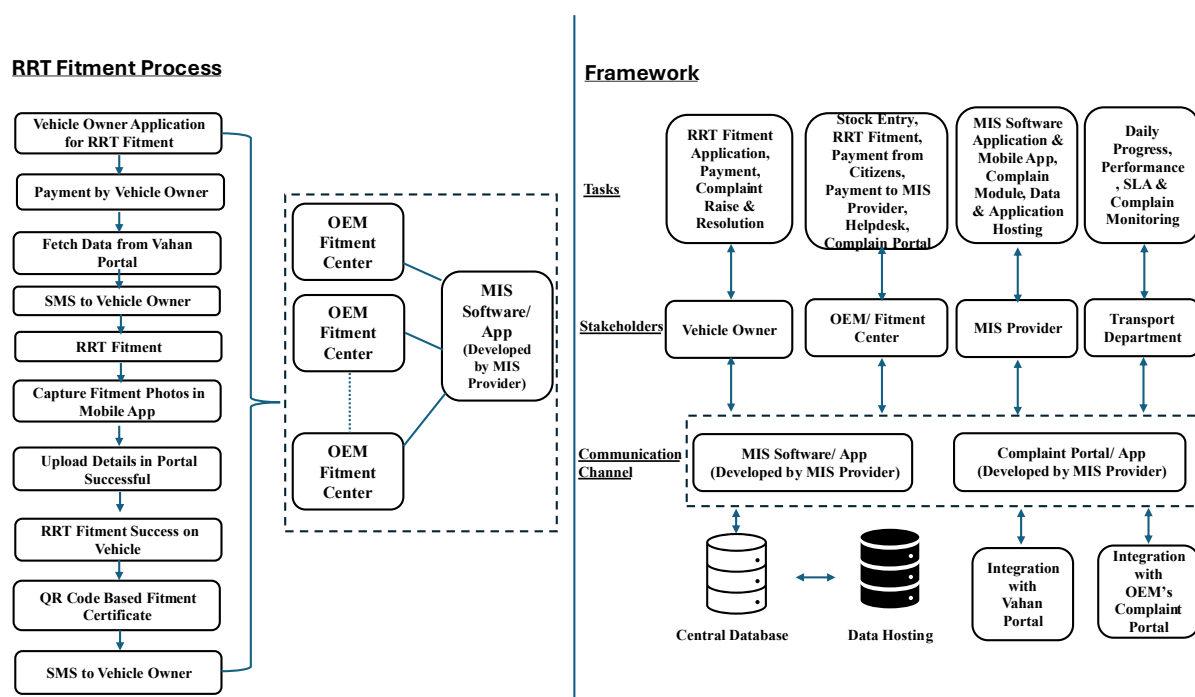
“Madhya Pradesh Yatri Parivahan and Infrastructure Ltd. Invites proposal from PSUs for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates for Empanelled Manufactures”. The last date of submission of Proposals is 30/03/2026.

2 Objective of the Project

- To implement a transparent and efficient system for managing reflective tapes affixed to vehicles.
- To develop a centralized digital platform for real-time data management, monitoring, certification and inventory management.
- To generate secure QR code-based stickers for each vehicle reflecting vehicle and certification data.
- To integrate with the **VAHAN 4.0** portal for syncing vehicle fitness and reflector data.
- To onboard all stakeholders including tape manufacturers, dealers, fitters, and transport officials onto one platform.
- To provide an online complain redressal system for efficient grievance redressal.

3 Scope of Work

3.1 Indicative Process Flow



3.2 General Requirements of the Project

Sr.	Minimum Functional Requirement
Development & Deployment	
1.	The selected PSU will be responsible for end-to-end development and deployment of MIS console, QR-Code generation, Mobile & Web based application on the State Data Centre, or any reputed Data Centre duly empanelled with MEITY, Gov. of India or approved by the MPTD.
2.	All necessary Software, Licenses, SMS Cost etc. necessary for smooth development and subsequent operation of entire platform will be provided by the selected PSU.

Sr.	Minimum Functional Requirement
3.	Selected PSU shall also provide necessary training to officials of MPTD in all district offices and will ensure smooth timely rollout of updates in future.
4.	The PSU will ensure strict compliance with all applicable IT and data security laws and transport rules and regulations.
5.	The Selected PSU shall implement any change requests or updates issued by MPTD, and no additional cost shall be payable for such developments.
Login and Access Control	
6.	The MIS/ Software Application console should have separate role-based user onboardings/ logins for MPTD (Admin) and for empaneled Manufactures and dealers of reflective products with customization as decided by the MPTD.
7.	The application should have proper features for authentication and access control and should maintain detailed logs of these activities.
8.	The application should be available both in Web & Mobile based forms. The Application should be Secure, scalable and user-friendly.
QR Code Generation	
9.	The QR code affixed to the Retro Reflective Tape Fitment Certificate must have security features to guarantee its authenticity and trackability in case of misuse: i) State code: The state code embedded in the QR code ensures that it is generated for and used in the same state. This helps in regional tracking and verification. ii) Manufacturer code: The Manufacturer code within the QR code verifies that it is affixed to a reflector of the same Manufacturer for which is empaneled with the MPTD. iii) Fitment Center Code iv) Month & Year of QR Code Generation and next inspection: This element allows tracking of when the QR code was generated and when the next inspection needs to be conducted. This chronological information aids in monitoring and accountability, helping to detect any irregularities. v) Provision for Verification of Genuine QR Code. vi) Vehicle Registration Details (Reg. No., Name of Owner, Contact No, Validity etc.) as per VAHAN Portal.
Inventory Management & certificate Generation	
10.	The application should have a robust inventory management system where the manufacturer is able to allocate the supply of reflective products to dealers and monitors its consumption/sales in the State.
11.	The MIS Provider (PSU) will receive an API from the OEM containing complete details of each Retro-Reflective Tape QR code. This information will be automatically integrated into the PSU's software application through the API, ensuring accurate data transfer and eliminating discrepancies during verification at the Fitment Center.
12.	The system should ensure generation of QR code-based fitment certificate and use AI to assess the quantity of reflective products used and debit the same from stock of dealer on every fitment.
13.	The application should facilitate tracking of entire lifecycle of tape from manufacture to dealer till fitment.

Sr.	Minimum Functional Requirement
14.	The software application shall maintain a comprehensive repository and complete historical records of all vehicles on which RRT Fitment has been carried out. The system must be capable of securely storing and retrieving vehicle information details, including photographs captured after RRT Fitment process, date and time of fitment, vehicle registration number, vehicle category/type, contact number, address, and any other relevant data. This historical record will support verification, validation, audit, and compliance requirements as mandated by the department.
15.	• The MIS Provider shall develop a mechanism through which the vehicle owner can pay the required charges, RRT Charges, Service Charges, and QR Code Charges, directly to the OEM via various online (Internet Banking, Debit/ Credit etc.), offline payment methods. Additionally, the MIS Provider must create a digital wallet system within the software application, which the OEM will be responsible for maintaining and periodically recharging. The Wallet recharge facility shall be possible via online (Internet Banking, Debit/ Credit etc.) & offline payment methods. • For each QR-based Fitment Certificate issued to a vehicle owner, the applicable QR Code cost (as quoted during the bidding process) will be deducted from the OEM's wallet. The deducted amount will then be automatically transferred to the MIS Provider's account daily. • If a QR code becomes unreadable, contains no information, or displays incorrect information due to a software glitch, the application must regenerate a new QR code at no additional cost. • However, if the incorrect QR code is generated because the OEM provided wrong data, then the cost of regenerating the QR code shall be borne by the OEM, and the QR regeneration charges will also be credited to the MIS Provider.
16.	Once the Fitment Certificate is generated in the software application, an SMS notification with the Link to download the Fitment Certificate must be sent to the vehicle owner.
17.	The MIS portal shall provide an online facility via which the Vehicle owner can download the previously generated Fitment certificate free of cost, until certificate's validity.
Fitment Application at Fitness Center	
18.	The software application shall provide a facility for capturing new fitment application details for vehicles arriving at the designated fitment centers for RRT Fitment. The system must record all required information and documents submitted by the vehicle owner. After verification of the details, the authorized/approved RRT shall be affixed to the vehicle by the fitment center. Upon completion of the fitment, the system shall generate a QR-based Fitment Certificate, which will be issued to the vehicle owner for use in the subsequent vehicle fitness process.
Fitment Application from Remote	
19.	The software application should provide an online facility for vehicle owners to submit their RRT Fitment Application remotely. Through the system, the vehicle owner should be able to select a preferred fitment center and choose a convenient time slot. Based on the selected time slot, the vehicle owner can visit the chosen fitment center for the installation of the retro-reflective tape on the vehicle. After the fitment is completed, the fitment center should issue a Fitment Certificate, which the vehicle owner can use for the subsequent vehicle fitness process.

Sr.	Minimum Functional Requirement
Reports	
20.	The application should feature a highly customizable real time dashboard and report generation module, which the department or the manufactures or every dealer shall use to analyze the process of the installation & Stock of reflective products.
21.	The PSU shall obtain the prescribed format from the Authority and generate the report accordingly. The generated reports should be easily exportable in all commonly used formats.
Integration with VAHAN Portal	
22.	The system should integrate with the VAHAN Portal API to automatically capture vehicle details as required.
23.	The system should provide secured real time APIs to the VAHAN system, so that the fitment status is uploaded there and can be made use of by Automated Testing Stations (ATS) and RTO offices at the time of vehicle fitness.
24.	At the time of generation of Fitment certificate, the application should insist on OTP to be sent on registered Mobile Number of vehicle owner.
Technical support and Helpdesk	
25.	Selected PSU will ensure 24x7 technical support and maintain a central helpdesk in premises provided by MPTD along with all necessary equipment, furniture, peripherals and adequate and trained Manpower.
Complaint portal	
26.	Selected PSU shall develop the module to enable the Vehicle owner/Manufacturer /Dealers to lodge complaints relating to the services provided.
27.	The Selected PSU will also get the API from the OEMs to get all the Complain status logged & resolved at OEMs End (Complaints from OEMs Complain Portal)
28.	The link for such module shall be provided to the transport department for display on its website
29.	The MIS reports regarding the status of pending complaints shall be given to the MPTD regularly as per the provisions of SLA.
Manpower	
30.	For Efficient operation of the system Selected PSU will provide Software & Hardware as per specification & quantity required for the Development of the Software Application & Helpdesk with the manpower as mentioned in Annexure -11 of this document.

3.3 Technical Requirements of the Project

S.N.	Minimum Requirement
Platform, Hosting & Architecture	
1.	The software application will be developed on the latest stable CMS or enterprise framework (such as Drupal, Joomla, SharePoint, Liferay, Tomcat, JBoss, or WebSphere) and deployed through a complete turnkey hosting, commissioning, and O&M setup managed by the PSU.
2.	It will operate on a cloud-based, scalable architecture incorporating load balancing,

S.N.	Minimum Requirement
	failover, and redundancy, and will follow a modular, microservices-friendly design that is fully ready for containerization.
3.	The system will integrate seamlessly with external platforms through APIs and data exchange mechanisms such as XML/JSON, REST, and SOAP, while all data will be stored using secure standard formats supported by regular backup and archival processes.
Security Requirements	
4.	The system will fully comply with GoI/ GoMP security guidelines and GIGW standards and will undergo annual security audits conducted by CERT-In or STQC-approved agencies.
5.	All communication will be secured using SSL/TLS with mandatory HTTPS redirection, and the application will strictly avoid hardcoded IPs or passwords while enforcing role-based access control (RBAC) across the UI, backend, and APIs.
6.	Comprehensive audit logs will record all actions and access attempts, and the platform will remain protected through adherence to secure coding practices, timely vulnerability remediation, and prompt application of security patches.
Standards & Protocol Support	
7.	Support for major protocols: HTTP/HTTPS, SSL, XML, HTML5, REST, SOAP.
8.	Compliance with WCAG 2.0 AA, W3C, mobile governance & e-Governance standards.
9.	Support for formats: PDF, Office, XML, CSV, MHTML, images, podcasts.
10.	Interoperability with AD/LDAP for authentication.
11.	IPv6 compliance and cloud-ready design.
Performance & Optimization	
12.	The application will be fully browser and device-independent with a responsive design that works seamlessly across mobiles and tablets and will leverage asynchronous programming techniques such as lazy loading and code splitting for faster performance.
13.	It will incorporate efficient caching mechanisms at the browser, server, and distributed levels (e.g., Redis or Memcached), supported by an optimized database using indexing, query optimization, and connection pooling.
14.	Comprehensive monitoring tools will track system uptime, performance, errors, user engagement, and web performance insights, while analytics dashboards and MIS reports will provide actionable operational intelligence.
Logging, Monitoring & Analytics	
15.	Centralized logging for activities, errors, and security events.
16.	Tools for: ○ Search analytics ○ Performance monitoring
17.	MIS dashboards & exportable reports (Excel/Word/PDF).
Backup, DR & Infrastructure	
18.	Regular automated backups (data, code, documents).

S.N.	Minimum Requirement
19.	Verified restore procedures; DR tools to reduce downtime.
20.	Authentication with encryption at application & database layers.
21.	Unified client-server platform for ticketing and reservation systems.
RBAC (Role-Based Access Control)	
22.	Granular permissions (read/write/update/delete/execute).
23.	Role hierarchies; multiple roles per user.
24.	Enforcement across UI, API, backend services.
25.	Real-time permission updates; full audit trail.
26.	Automated/manual testing for access control rules.
Development, Deployment & Maintenance	
27.	The system will follow an agile delivery model with continual updates and will be built on a microservices-ready modular architecture adopting secure coding standards, with all changes formally documented through request IDs.
28.	Both code and database will be maintained under version control, supported by CI/CD pipelines enabling automated testing, safe rollbacks, and advanced deployment mechanisms such as feature flags and canary releases.
29.	A consistent UI theme will be enforced across all modules to ensure a uniform and seamless user experience.
Search Functionality	
30.	Bilingual search across the web and mobile Application.
31.	Full-text search with indexing of PDFs, MS Office files, HTML, etc.
32.	Search results filtered based on user access rights.
General Software Application Features	
33.	The system will be a CMS-based multilingual (Hindi & English) software application with full Unicode support, offering a modern, mobile-responsive UI built using HTML5, CSS, JavaScript and frameworks such as React or Angular, along with easy theme/skin switching and light/dark mode.
34.	It will support rich artwork and media, including photos, videos, and animations to provide secured login for both internal and external users with role-based access and personalized content based on user profiles.
35.	A dynamic homepage will showcase updates, events, alerts, announcements, and highlights, while the platform will maintain SEO-optimized structure with clean permalinks and a fast, filter-enabled full-text search engine.
36.	All interactive forms such as login, registration, and feedback will be protected using CAPTCHA to ensure enhanced security.
Additional Requirements for Mobile Application	
37.	The mobile app must be developed for at least two major mobile operating systems, Android (version 10 and above) and iOS (version 14 and above)
38.	Application must be capable enough to facilitate all the expected users simultaneously without any delay or limitation in the required functionalities based on the type and role of the user.
39.	The application shall be seamlessly integrated in real time with all back-end

S.N.	Minimum Requirement
	Applications as defined the Scope of Work or as per the requirement of the MPTD.
40.	Responsible to function across varying screen sizes and resolutions including smartphones, tablets etc.
41.	Mobile App should fulfill the needs of the OEMs as per the Scope mentioned in the RFP.
42.	The app shall support the required third-party integration like API, SDK etc. and comply with the applicable data protection laws and standards like WCAG etc.
43.	PSU shall regularly provide and push security and other approved updates on for the mobile application.
44.	The application shall incorporate robust security features, including secure session management and full compliance with the latest OWASP Top 10 vulnerabilities for authentication, Cert-in vulnerability, authorization and data handling.
45.	The backend system must provide role based and permission-based access to the backed application.
46.	The backed system shall provide the detailed and summary reports, dashboards etc. to MPTD as per requirement.
47.	Digital Wallet Integration: Rechargeable wallet linked to UPI, credit / debit cards, and net banking.
48.	Hosting of the mobile application on the Play Store/App Store is the responsibility of the selected bidder.
49.	The hosting cost or domain purchase cost shall be borne by the bidder, and the bidder shall also provide multiple options for the domain name to the Authority for final selection.
Development of Testing & Staging Environment	
50.	The Bidder (PSU) shall establish and maintain robust Development, Test, and Staging environments that are logically and physically independent from each other and from the Production environment. These environments must support on-demand data masking and ensure that any production data used for testing is fully masked and protected. Each component of the system shall be thoroughly tested to ensure a bug-free and stable solution.
51.	The Development and Test environments must include configuration-management capabilities and tools for version control, documentation, change management, and controlled deployment of solution components. Adequate workstations, desktops, software tools, and utilities shall be provided to support all development, testing, staging, and deployment activities.
52.	The Development environment shall be dedicated to coding activities and provide secure access for developers.
53.	The Test environment shall be used for testing software components and must be a scaled-down replica of the Production setup.
54.	The Staging environment shall support functional testing, UAT, stress testing, and performance benchmarking. Post Go-Live, the Production environment shall not be used for testing or training under any circumstances.
55.	A comprehensive test-management system must be implemented to log and track test

S.N.	Minimum Requirement
	results, maintain test cases, and record and monitor identified issues or bugs throughout the lifecycle.

Note:

Please note that as per the Expression of Interest (EOI) issued by MPTD on 08-10-2025 for the Empanelment of Manufacturers of Reflective Tapes and Rear Marking Plates, the empanelment process for the manufacturers is currently underway. Some relevant sections from the EOI are highlighted below for reference.

- i) “The Empanelled OEM will intend to establish their fitment centres. These fitment centres will be equipped with power, water, IT equipment like a computer and printer, and racks for inventory management. The cost of establishing and operating the fitment centres will be borne by the OEM.
- ii) The OEM will use this Management Information System (MIS) for managing inventory at the Fitment Centres and issuing QR code enabled certificates (hereinafter referred to as RRT certificate) generated from this MIS to the customers. The cost of issuing a RRT certificate / QR code will be paid by the OEM to the MIS provider. The OEM shall exclude this cost while quoting price of its products. The cost of issuing a QR certificate is subject to variation in future as approved by the State Government.”

4 Roles & Responsibility

The Roles & Responsibility of the Stakeholders are mentioned below:

S.N.	Tasks	Responsibility
1	End-to-end development and deployment of MIS console, QR-Code generation, Mobile & Web based application	Selected PSU
2	Integration with Vahan Portal & Creation of API	Selected PSU
3	Development of Complaint Management System, Technical Support & Helpdesk along with all necessary equipment, furniture, peripherals, adequate and trained Manpower, setting up of required infrastructure for the helpdesk in the premises	Selected PSU
4	Deployment of Manpower as per Annexure-11	Selected PSU
5	All necessary Software, Licenses etc. necessary for smooth development and subsequent operation of entire platform	Selected PSU
6	Training to the MPTD/MPYPIL Officials as required by MPTD/MPYPIL.	Selected PSU
7	District-Wise fitment centres with Manpower, power, water, IT equipment like a computer and printer, Internet Connectivity, and racks for Inventory management etc.	Empanelled Manufacturers (OEM)
8	Cost of computer systems, Data centre infra, Servers, Switches, UTM, Routers, UPS, other hardware requirement	Selected PSU
9	UAT & Security Audit	Selected PSU

5 Instruction to Bidders

1. Clarification and Amendment of RFP Documents

- a) Bidders may request a clarification on any clause of the RFP documents up to the date of pre-bid meeting. Any request for clarification must be sent in writing either through mail or by post to the Employer's mail id/address indicated in the Data Sheet. The Employer will respond in writing, and such responses shall be put up on the website where the RFP is posted (including an explanation of the query but without identifying the source of inquiry). Should the Employer deem it necessary to amend the RFP as a result of a clarification, it may do so at its discretion.
- b) At any time before the submission of proposals, the Employer may amend the RFP by issuing an addendum in writing or by standard electronic means.
- c) The addendum shall be posted on the website where the RFP is posted and will be binding on them. To give bidders reasonable time in which to take an amendment into account in their proposals the MPYPIL may, if the amendment is substantial, extend the deadline for the submission of proposal.

2. Conflict of Interest

- a) PSUs have an obligation to disclose any actual or potential conflict of interest. Failure to do so may lead to disqualification of the PSU or termination of its Contract.
- b) PSUs must disclose if they are or have been the subject of any proceedings (such as blacklisting) or other arrangements relating to bankruptcy, insolvency or the financial standing of the PSU, including but not limited to appointment of any officer such as a receiver in relation to the PSU's personal or business matters or an arrangement with creditors, or of any other similar proceedings.
- c) PSU's must disclose if they have been convicted of or are the subject of any proceedings relating to:
 - i) criminal offence or other serious offence involving the activities of a criminal organization, or where they have been found by any regulator or professional body to have committed professional misconduct.
 - ii) corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract, with MPTD/MPYPIL or any other donor of development funding, or any contracting authority.
 - iii) Failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.
 - iv) No PSU or current employees of the Employer shall work under their own ministries, departments or PSUs.

3. Taxes

The Bidder shall fully familiarize themselves about the applicable taxes (such as: GST, Cess etc.) on amounts payable by the MPYPIL/MPTD under the Contract. All taxes (applicable at the time of tender or enforced during the project period) must be included by the bidder in the financial proposal excluding GST. If changes in the applicable taxes or any new tax enforced during the project period due to change in legislation or for any other reason shall be borne by the bidder.

4. Currency

Bidder shall express the price of their Assignment/job in Indian Rupees only.

5. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Bidder of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Employer's antifraud and corruption policy.

6. Right to request information

The Evaluation Committee shall have the right to request for more information relating to any Proposal, seek clarifications to information submitted, information gaps etc. Such request shall be made in writing indicating a last time and date of submission. In case the requested information is not made available, the Employer shall proceed evaluation based on the available information only.

- a) Brief description of the Selection Process- An Evaluation Committee would be constituted by the MPYPIL for the evaluation of bids including technical proposals received from the bidders. The evaluation shall be done in single stage. The Technical Proposal shall be evaluated as specified in bid data sheet Based on this technical evaluation, a list of short-listed applicants shall be prepared as specified in bid data sheet.
- b) Pre-Proposal visit to the Site and inspection of data- Prospective applicants may visit the Site and review the available data at any time prior to PDD. For this purpose, they will provide at least two days' notice to the nodal officer specified below

7. Right to Reject RFP

The MPYPIL reserves the full and unconditional right to reject any or all bids received in response to this notice, at any stage, without assigning any reason whatsoever. No correspondence or claims in this regard shall be entertained.

8. No Guarantee of Contract Award

Issuance of this RFP does not constitute any commitment on the part of the MPYPIL/ MPTD to award a contract or enter into any agreement with any of the Public Sector Units (PSUs) that submit a response. The RFP is intended only to shortlist eligible and competent PSUs for the subsequent selection stage.

9. EMD, RFP Fee and Performance Guarantee:

a) Earnest Money Deposit (EMD)

- i) An EMD of **Rs. 2,70,000 /-** shall be submitted only online using options available in the tender portal within the specified limit. Bidders advised to process it in advance. No

claim shall be entertained due to delay in online transactions via payment gateway / banking portal.

- ii) The EMD of the bidders those who are not qualified in technical proposal shall be returned within 60 days of opening of technical bid. **Earnest Money** of the unsuccessful bidder will be returned within 60 days of opening of price bid, except for the first and second ranked bids.

b) Forfeiture of EMD

The EMD shall be forfeited by the Employer in the following events:

- i) If Proposal is withdrawn during the validity period or any extension agreed by the bidder thereof.
- ii) If the Proposal is varied or modified in a manner not acceptable to the Employer after opening of Proposal during the validity period or any extension thereof.
- iii) If the bidder tries to influence the evaluation process.
- iv) If the first ranked bidder withdraws his proposal during negotiations (failure to arrive at consensus by both the parties shall not be construed as withdrawal of proposal by the bidder / PSU) or refuses to sign the contract after being awarded the work.

c) RFP Fee

RFP fee should be payable online along with form fees as mentioned on e-tender website. All bidders are required to pay **Rs. 5000 /-** towards RFP Fee The RFP Fee is Non-Refundable. **Please note that the Proposal, which does not accompany the RFP fee and EMD would be rejected as non-responsive.**

d) Performance Guarantee:

The selected bidder shall be required to furnish a Performance Bank Guarantee of 10% of contract price quoted by the bidder in the form of unconditional and irrevocable bank guarantee from a scheduled commercial bank in India for the period of Contract period plus 3 months. The bank guarantee must be submitted in the name of the Commissioner, Transport Department, Madhya Pradesh after award of contract but before signing of Contract. Successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any. Performance Guarantee would be returned only after successful completion of tasks assigned to them and only after adjusting/ recovering of any dues recoverable/payable from/by the Bidder on any account under the contract.

10. Minimum Pre-Qualification Eligibility Criteria

Only **Government PSUs** may apply. The PSU must meet the following Minimum Pre-Qualification minimum criteria:

S. No.	Criteria Category	Specific Requirement	Supporting Documents Required
1.	Organizational Eligibility	Must be a Central or State Public Sector Undertaking (PSU), legally registered and operational in India.	Certificate of Incorporation / Legal Registration

S. No.	Criteria Category	Specific Requirement	Supporting Documents Required
2.	Financial Turnover	Minimum annual turnover of ₹50 Crore in any one of the last three financial years (FY 2022–23, 2023–24, 2024-25).	Audited Financial Reports or Statutory Auditor Certificate
3.	Net worth	Bidder should have positive net worth in the last financial year	Statutory Auditor Certificate
4.	Software Capability	Experience in Development of software (Web/ Mobile App) especially for e-Governance or compliance-based projects and hosting in developing centralized web portals and inventory/tracking dashboards.	Company Profile / Project Portfolio along with Work Order and completion certificate
5.	System Integration Capability	Must be capable of integrating department- approved vendors, reporting, and user-level access control.	Work Orders, System Architecture Document or Functional Note
6.	Certifications	Possession of valid certifications: ISO 9001 (QMS) and ISO/IEC 27001 (Information Security).	Valid Certification Copies
7.	Legal Standing	Must not be blacklisted or debarred by any Govt. body in the past 5 years.	Self-Declaration Letter as per Annexure -5

11. Preparation of Proposals

- a) The Proposal as well as all related correspondence exchanged between the Bidder and the Employer shall be written in English language, unless specified otherwise.
- b) Depending on the nature of the Assignment/job, Bidders are required to submit a Technical Proposal (TP) in forms provided. Submission of Technical Proposal non confirming to bid document shall be deemed as non-responsive. A Presentation needs to be prepared and presented for performing the Assignment/job covering the subjects as technical approach and methodology, work plan, organization and staffing schedule and understanding of the project. Guidance on the content of this section of the Technical Proposals is provided
- c) The Technical Proposal shall not be included of financial or price bid information.

12. Financial Proposals

The Financial Proposal shall be prepared and submitted online only. Any financial bid submitted offline shall be deemed non-responsive and will be rejected without further evaluation. However, indicative format of the same is placed at Annexure 7. The financial proposal shall be un-conditional, and any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

13. Validity of Proposal

The Data Sheet to bidder indicates how long Bidder's Proposals must remain valid after the submission date. During this period, Bidder shall maintain the availability of Professional staff nominated in the Proposal and also the financial proposal unchanged.

14. Proposal Submission Requirements

Interested PSUs must submit the following documents & All the following documents must be submitted with proper headings, page number references, document type, compliance details, and an indication of where each document can be found in the submitted proposal. All submissions must comply with the requirements specified in the RFP.

Technical Proposal

- a) Online Tender Fee payment & EMD Payment receipt
- b) Pre-qualification and technical qualification compliance with supporting documents
- c) All annexures, forms, and formats as specified in the RFP
- d) Covering Letter (Annexure 1)
- e) Bidder (PSU) Information Format (Annexure 2)
- f) Authorized Signatory Letter (Annexure 3)
- g) Statutory Auditor-Certified Financial Information (Annexure 4)
- h) Undertaking of Non-Blacklisting and Truthfulness (Annexure 5)
- i) Performance Security Format (Annexure 6)
- j) Details of Similar Projects Executed (Annexure 9)
- k) Technical Team Structure and Profiles
- l) Bidder's technical approach and methodology for project completion
- m) Signed copy of the entire RFP, confirming the Bidder's understanding of and commitment to fulfill all requirements specified in the RFP.
- n) Any other document as required by the RFP

Financial Proposal

- a) Financial proposal (Annexure 7)
- b) Price bid (to be submitted online on MP Tender Portal)

15. Mode of Submission

i) Online Submission

Eligible Public Sector Undertakings (PSUs) shall submit their Request for Proposal (RFP) exclusively through the Madhya Pradesh e-Procurement Portal.

ii) Submission Portal

<https://www.mptenders.gov.in> – “MP e-Tender Portal”

iii) Steps for Online Upload

- a) Register on the portal and maintain an active Class-III Digital Signature Certificate (DSC) issued in the PSU/bidder's name.
- b) Log in, locate the tender by its RFP Reference No. and click Submit Bid/RFP.

- c) Upload the complete RFP response, annexures, and supporting documents in searchable PDF format, each file duly signed and stamped by the authorized signatory.
- d) Ensure every PDF is virus-free and does not exceed the file-size limits prescribed by the portal.

iv) Submission Deadline

Complete the online submission on or before 30/03/2026 at [17:00 hrs] IST.

Portal time-stamping is final; late uploads or partial/incomplete submissions will be automatically rejected.

16. Pre-Bid Meeting

A preproposal meeting will be held at the date and time mentioned in the key dates. Any queries or suggestions from any prospective bidder should be sent in writing to the e mail address of the client representative as mentioned in data sheet before the date of the pre-bid meeting in MS word format. Such queries will be answered and will be uploaded on the website. Such responses may serve to modify certain terms and conditions, and such modified terms shall be part of the RFP / Contract.

a) Rejection of Bids

The proposals submitted in following manner shall be summarily rejected.

- i) Proposals not submitted by e-tender;
- ii) Proposals not signed by the Authorized signatory;
- iii) Proposals not submitted in line with the RFP clauses and format of submission as directed in the RFP document
- iv) Proposals which are submitted without RFP fee and EMD in the form specified in RFP;
- v) Proposals of the bidder who have not submitted the Price Proposal online.
- vi) Proposal of the bidder who have made physical submission of the Price/financial Proposal or price bid submitted in technical bid.
- vii) Proposal with manipulated data in online bid

b) Right to reject any or all Proposals:

- i) Notwithstanding anything contained in this RFP, the MPYPIL reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- ii) Without prejudice to the generality, the MPYPIL reserves the right to reject any Proposal if:
 - a) at any time, a material misrepresentation is made or discovered, or
 - b) the Applicant does not provide, within the time specified by the MPYPIL/MPTD, the supplemental information sought by the MPYPIL/MPTD for evaluation of the

Proposal. Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant.

17. Evaluation Process

The evaluation of bids will be carried out in the following stages:

Stage 1: Preliminary / Technical Scrutiny

- i) Verification of eligibility documents and compliance with RFP terms.
- ii) Proposals not meeting mandatory requirements will be rejected.
- iii) Assessment of the PSU's experience, technical capabilities, proposed approach, team structure, and infrastructure.
- iv) Only technically qualified PSUs will proceed to the next stage.

Stage 2: Presentation

- i) Shortlisted PSUs will be invited to submit detailed technical presentation and demonstration before a committee constituted by Managing Director, Madhya Pradesh Yatri Parivahan and Infrastructure Ltd.
- ii) Presentation will be based on following points

S.N.	Point for Technical Presentation	Marks Allocation	Maximum Marks
1.	Financial Turnover:		20
	(i) Upto Rs.50 Crores	5	
	(ii) Rs.50 Crore and above	15	
2.	Software/System Integration Capability:		20
	(i) Upto 5 Similar IT Projects*	5	
	(ii) 5 or more Similar IT Projects	15	
3.	Approach Note and Preliminary Understanding of the Assignment		20
4.	Live Demonstration of the MIS		40

A total of 100 Mark shall be awarded for presentation. PSU Securing a minimum of 65 marks only shall qualify for stage 3.

*Similar IT project/ Similar Projects is defined as any project involving MIS dashboard development, analytics, QR code generation, MIS reporting, and SLA monitoring etc.

Stage 3: Financial Bid submission

- a) The Price quote for issuing about 1,00,000 QR Codes per year for a period of 3 years (total about 3,00,000 QR code), on per QR Code basis and developing and managing MIS console and other systems as mentioned in "Scope of work" shall be arrived by

the PSUs after covering all expenses incurred/to be incurred by the PSU, including the following

- b) Cost of computer systems, Data centre infra, Servers, Switches, UTM, Routers, UPS, Hosting Charges, Domain purchase, other hardware requirement & setting up of required infrastructure for the helpdesk in the premises to be provided by the Selected PSU.
- c) Only “**Fixed price**” Financial proposals indicating total Price for all the deliverables and services will be considered for evaluation.
- d) The price quoted will be inclusive of all taxes, except GST and shall be denominated in Indian Rupees.

Note: - A financial bid with price quoted below Rs.30/-per QR Code will be considered unviable and will be liable to be rejected

Stage 4 : Final Selection

The Final selection of “Selected PSU” will be done on basis of QCBS.

a) **Quality Cost Based Selection (QCBS)**

The selection will be based on weighted average of the scores received in evaluation of technical Presentation and financial bids This will be done as under: -

The Financial proposals of the Bidder (PSU) whose technical proposals are accepted, would be evaluated as follows:

- 1. Examination of Financial Bids (Weightage: 30%)
- 2. Marking of Technical Presentation (Weightage: 70%)

b) **Overall Evaluation Marks**

The combined marks of both the technical Presentation and financial proposals as per Weightage stated will determine the final, overall attained marks. Based on following methodology.

$$S = (F\text{-low} / F) * 0.3 + (T / T\text{-high}) * 0.7$$

c) **Overall Final Marks (F) =100*S**

F-low	Lowest Price Bid
F	Bid Prices (online price bid)
T-high	Highest Technical Score Obtained
T	Technical Score of the Current Bid

- d) The Department reserves the right to cancel or amend the evaluation process at any stage without assigning any reason

18. Opening of Bids

Bids will be decrypted and opened online on 01/04/2026 at [17:00 hrs] IST in the portal. PSU's may view the opening event through their portal dashboards; no physical presence is necessary.

19. Financial bid

Financial bid shall include the "Total Price" to be calculated for all items mentioned in Stage 3 of evaluation process (Section-4).

- a) The PSU shall collect the certificate charges through an integrated online payment gateway within the MIS software at rates to be decided by MPYPIL.
- b) A consolidated monthly report of issued certificates and revenue submission shall be shared with the MPTD.
- c) All applicable taxes (if any) will be borne by the dealer or as per mutual agreement with the MPYPIL/ MPTD.

20. Final Selection Based on RFP Process

The final selection of the PSU for undertaking the work will be made solely based on a QCBS. The MPYPIL shall not be held liable for any costs incurred by interested PSUs in preparing or submitting their responses to this RFP.

21. Other Conditions

- a) The rates mentioned above are inclusive of all operational, software maintenance, and administrative charges.
- b) Any future revision in charges will require prior approval from the MPTD.
- c) The PSU shall maintain full transparency in transaction logs and make them accessible to the Department for audit purposes.

22. Expected delivery timelines

S.N.	Activity	Timeline
1	Signing of Agreement	T
2	Submission of FRS/SRS	T+10 days
3	UAT & Incorporation of All UAT Feedback Point of the Software Application	T+25 days
4	Security Audit (Cert-In/STQC)	T+27 days
5	Go live application for Issuance of QR Code	T+30 days
6	MIS Go Live	T+30 days
7	Establishment of Helpdesk & deployment of Resources	T+30 days
8	Operation & Maintenance	The Operation & Maintenance period shall be 3 years from the Go-Live date

		and may be extended, one year at a time, for a maximum of 2 additional years, subject to the satisfaction of the MPTD.
--	--	--

Note:

1. The above-mentioned timeline may extend as per the requirement & decision of the MPTD/ MPYPIL.
2. The duration of the contract will be 3 years & extendable by 1 year at time, up to maximum of 2 years, based on satisfaction of the MPTD.
3. Security Audit shall be done every year

6 Payment Schedule

Once the Software/MIS Application has been fully developed and made operational (Go-Live) in accordance with the Scope of Work defined in this RFP then the Payment to the selected PSU will be made strictly as per the per-QR-code rates quoted and finalized in the contract. For every QR code generated, the corresponding amount will be deducted from the digital wallet assigned to each Fitment Centre, which is to be recharged and maintained by the OEM. The deducted amount for each QR code will then be directly credited to the account of the MIS Provider on daily basis.

The Commissioner, Transport Department, Madhya Pradesh reserves the right to impose penalties as specified in the SLA clauses of the RFP. Any such penalties arising from service complaints, quality issues, or non-compliance with required service standards will be recovered from the Performance Bank Guarantee submitted by the selected Bidder (PSU).

7 Service Level Agreement

S.N.	Head	Penalty
1	Delay in Delivery	A penalty of ₹1,00,000 per week shall be imposed for any delay in software development, deployment, or module delivery beyond the timelines specified in the RFP.
2	System Downtime	The Selected PSU must maintain 99% uptime monthly. (i) 95%–98.99% uptime: Rs 10,000/- Monthly Penalty (ii) Below 95%: Rs 50,000/- Monthly Penalty (iii) Consecutive downtimes for 3 months: may lead to termination of contract.
3	Unreadable/ Incorrect/ Missing Info. in the QR Code	No payment shall be made to the Selected PSU for any erroneous QR code, and the Selected PSU must generate a new, readable QR code with correct information.

4	Critical Error* in Inventory management system	A penalty of ₹10,000 per day shall be imposed for each incident.
5	Non-Compliance in Reporting	Failure to submit required reports within timeline as defined in Scope of work will result in a ₹1,000 per week penalty.

Note: Maximum penalty imposed shouldn't be more than the value of PBG amount. Exceeding the threshold value (PBG Amount) the bidder will be terminated and further it may lead to blacklisting.

*Critical Error- A Critical Error refers to any instance where the Inventory Management System fails to function, or its license expires.

8 General Condition of Contract

1. Audit

Audit will be conducted by agency chosen by MPTD on Every 6 months.

2. Testing & UAT

- i) The Selected PSU shall conduct all required testing—manual, automated, functional, integration, performance, load, stress, regression, conformance, workflow, ad-hoc, and UAT using PSU provided tools and environments identical to production.
- ii) The PSU must prepare test plans, test cases, testing strategy, and maintain complete logs of test results, defects, and resolutions.
- iii) All testing infrastructure, tools, manpower, and resources shall be arranged by the PSU at its own cost.
- iv) UAT shall be executed in coordination with MPTD, based on PSU prepared test cases, and all defects must be resolved until zero-defect compliance is achieved. Changes due to UAT fixes shall not be treated as Change Requests.
- v) The PSU shall submit full testing reports after each cycle and obtain MPTD sign-off. MPTD may appoint a TPA at its cost, while all rectification of non-compliance shall be borne by the PSU. Production shall not be used for testing or training post Go-Live, and any production data used must be masked and protected.

3. Maintenance

- i) The PSU shall deploy required resources to ensure proper upkeep, operation, and maintenance of the Application throughout the O&M period.
- ii) PSU shall manage all software, security, calibration, upgrades, patches, and system configurations, ensuring timely updates, vulnerability assessments, and resolution of system issues as per SLAs.

- iii) PSU shall provide and maintain all tools, equipment, manpower, and environments necessary for maintenance and ensure that all components are insured for the full contract duration.
- iv) PSU shall maintain security controls, apply virus updates, manage vulnerabilities, respond to incidents, and ensure OS and application security. All maintenance records, logs, downtime reports, and change management documentation must be maintained and made available to MPTD. Any repair, replacement, or maintenance cost shall be borne solely by the PSU, and MPTD may request replacement of any software, network components, or manpower at any time.
- v) PSU shall provide both remote and onsite support with skilled personnel, maintain required spare parts/tools, and follow an approved maintenance schedule. Any planned or emergency maintenance shall require MPTD's prior approval.
 - a) **Preventive Maintenance-** PSU shall carry out preventive maintenance at least once every 90 days during non peak hours, analyse logs, fix issues, and provide prior intimation to MPTD.
 - b) **Corrective Maintenance-** PSU shall handle QR code regeneration, troubleshooting, patch updates, and root cause documentation.
 - c) **Monitoring & Management-** PSU shall monitor and administer servers, VMs, databases, storage, backups, networks, security, user roles, configurations, updates, and preventive tasks, ensuring continuous and stable functioning of the Software Application Infra.

4. Regular Reporting to MPTD

The PSU shall report exclusively to the Commissioner, MPTD, who will serve as the sole reporting authority. The TD may, at his discretion, designate an alternate reporting authority in writing for central, regional, or operational levels. PSU shall submit all routine and special reports, daily, weekly, monthly, or as required, directly to the designated authority.

The PSU shall extract system-generated Software Application performance reports and submit a monthly project report covering attendance and statutory compliance of deployed manpower as stated in Annexure 11; clearance of all utility charges (network, cloud, SMS, etc.); applicable tax clearance certificates; KPI and SLA reports repair and maintenance activities; uptime of system, network, and hosting infrastructure; network/server/application audit results; identified risks and mitigation actions; and any additional reports requested by MPTD. PSU shall also provide monthly progress reports, monthly revenue and transaction performance reports, and summaries of new builds, enhancements, bug fixes, anomalies, security incidents, cyber-threats mitigated, and upcoming improvements.

5. Governing Law and Jurisdiction

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and parties agree that the courts at Gwalior shall have exclusive jurisdiction over matters arising out of or relating to the Agreement.

6. Ownership of Data

All data generated or used during this development and implementation shall remain the exclusive property of MPTD. The Selected PSU receives no ownership rights and may use the data only for contract-related work. No data may be shared or used for any other purpose without MPTD's written approval. When the contract ends, the Successful Bidder/ PSU must return all data in the required format and securely delete any copies, except where retention is legally mandated.

7. Intellectual Property Rights (IPR) and Ownership Rights

- a) The MPTD will own all new Intellectual Property created solely during the project, and the Bidder (PSU) must disclose and transfer such IPR as required. Any IPR owned by the MPTD before the contract remains solely with the MPTD. Pre-existing IPR of either Party stays with that Party, but the MPTD receives a perpetual, royalty-free license to use all materials provided by the Bidder (PSU) for the project.
- b) All licenses, approvals, and rights needed for project deliverables must be obtained in the MPTD's name, with the Bidder (PSU) receiving only a limited, non-transferable right to use them during the contract. After the contract ends, all rights remain exclusively with the MPTD.
- c) For third-party products, the Bidder (PSU) must arrange all licenses or assignments at its own cost, in the MPTD's name. All products delivered under the contract will be transferred to the MPTD upon written acceptance, and the Bidder (PSU) must ensure proper delivery, insurance, and documentation.
- d) All software licenses procured by the Bidder (PSU) must be in the MPTD's name and cannot be used for any other clients. Misuse may lead to penalties up to 10% of the contract value and possible contract termination.

8. Indemnity

a) General Indemnity

The Bidder (PSU) must indemnify the MPTD against all losses, claims, damages, penalties, expenses, or liabilities arising from the Bidder (PSU)'s negligence, breach of contract, or actions causing injury, death, or damage to property.

b) IPR Indemnity

If a third party claims that the Bidder (PSU)'s products or services infringe their intellectual property, the Bidder (PSU) must defend the claim at its own cost and pay any awarded damages. This indemnity does not apply if the infringement results from the MPTD's misuse, modification, failure to apply updates, or use with non-Bidder (PSU) products. If infringement is likely, the Bidder (PSU) must obtain usage rights, replace, or modify the deliverables.

c) Indemnity Conditions

- i) The MPTD will notify the Bidder (PSU) of any claim.
- ii) Within 5 days, the Bidder (PSU) must confirm if it will handle the defense, and act within 30 days without harming the MPTD's interests.

- iii) Notice from the MPTD implies the Bidder (PSU) accepts its indemnity obligation.
- iv) If the Bidder (PSU) fails to act, the MPTD can manage the claim in any manner, and the Bidder (PSU) will be bound by the outcome.

9. Limitation of Liability

- a) The Bidder (PSU)'s total liability for any claim arising from the Agreement or the provided works, deliverables, or services shall not exceed the total contract value.
- b) The Bidder (PSU) will not be responsible for indirect, incidental, special, punitive, or consequential losses—including lost profits, business, savings, or interruptions—unless stated otherwise.
- c) These liability limits do not apply to breaches of indemnity, confidentiality, or required security and safety obligations.
- d) Both Parties agree that these limits are mutually negotiated and reflected in the contract pricing. Each Party must take reasonable steps to mitigate any damages or losses under this Agreement.

10. Liquidated Damages

If the Bidder (PSU) fails to complete the work on time (excluding Force Majeure) or repudiates the contract, the MPTD may impose liquidated damages. The MPTD may recover 1% of the undelivered portion of the contract value per week, up to a maximum of 10% of the total contract value or the amount paid till that date. If the delay is only partly attributable to the Selected Bidder (PSU) or its personnel/subcontractors, damages will be applied proportionately, as determined by the MPTD in consultation with relevant parties.

Payment of liquidated damages does not release the Selected Bidder (PSU) from its obligations, nor is it the MPTD's only remedy. If damages exceed the 10% cap, the MPTD may terminate the whole or part of the contract after giving 30 days' notice, unless the Selected Bidder (PSU) takes acceptable corrective action within that period.

11. Force Majeure

- a) Neither Party is liable for delays or failure to perform caused by events beyond their control, such as natural disasters, government actions, war, riots, strikes, epidemics, or similar emergencies.
- b) If a Force Majeure event occurs, the Selected Bidder (PSU) must notify the MPTD in writing within 15 days, explain the cause, and continue performing obligations wherever reasonably possible. The Selected Bidder (PSU) is excused from performance only for the duration and extent of the disruption.
- c) COVID-19 will not be considered a Force Majeure event for this project. The Selected Bidder (PSU) must continue delivering services unless prevented by a specific Government Order, and only if such restriction is acknowledged in writing by the MPTD.

12. Insurance Cover

The Selected Bidder (PSU) shall, at its own cost and on terms approved by MPTD, obtain and maintain insurance in the name of MPTD, including: (i) comprehensive third-party liability covering injury or death of MPTD personnel or others on site; (ii) general liability arising from the Contract; (iii) professional liability insurance with coverage at least equal to the estimated remuneration and reimbursables; (iv) employer's liability and workers' compensation for its personnel, along with any required life, health, accident, travel, or other suitable insurance; (v) insurance against loss, theft, burglary, or damage to the Selected Bidder (PSU)'s or MPTD's property or documents; and (vi) cyber-risk insurance covering identity theft, malware and ransomware attacks, cyber stalking, IT theft, and social-media liabilities for the entire Contract period.

The Selected Bidder (PSU) shall not use any Contract-related documents for any other purpose without MPTD's written approval, and must provide proof, whenever requested, that all required insurance policies are active and premiums fully paid.

13. Termination

MPTD may terminate the contract, in full or in part, by giving 30 days' written notice (unless otherwise specified), under the conditions below.

a. Termination for Breach

MPTD may terminate the contract if the Selected Bidder (PSU) commits a serious breach of contractual obligations, has a conflict of interest, faces financial instability (including bankruptcy, winding-up, or non-payment of dues), or engages in fraudulent or corrupt practices. MPTD may also terminate if a Force Majeure event prevents essential services for 60 days (with a 15-day notice). In all such cases, MPTD may take necessary steps to ensure project continuity.

b. Termination for Insolvency

If the Selected Bidder (PSU) becomes insolvent, MPTD may terminate the contract immediately without compensation and adopt measures for continuity of services.

c. Termination for Non-Performance of Resources

MPTD may terminate the contract if the resources deployed by the Selected Bidder (PSU) repeatedly fail to perform satisfactorily.

d. Termination for Convenience

MPTD may terminate the contract for any reason by giving 60 days' written notice. The Selected Bidder (PSU) will be paid only for undisputed and satisfactorily completed work as per approved milestones. All third-party orders must be approved by MPTD, and once approved, MPTD will accept delivery and make payments accordingly.

e. Rights Apart from Termination

Termination does not affect MPTD's accrued rights, liabilities, or legal remedies.

f. Consequences of Termination

MPTD may impose necessary conditions to ensure smooth transition and business continuity. The Selected Bidder (PSU) must support handover to the successor agency, including training and adherence to the Exit Management Plan. For default or non-viability of the Selected Bidder (PSU), MPTD will pay only for satisfactorily delivered and installed components and may deduct losses. Guarantees, indemnities, and legal rights may be enforced, and final payment, if any, will be released only after successful exit management and handover.

g. Payment Rules in Case of Termination

For Termination for Convenience, MPTD will constitute an internal committee to assess the Selected Bidder (PSU)'s claims. For termination arising from the Selected Bidder (PSU)'s fault or for any reason other than MPTD's convenience, no payment shall be made. The Bidder (PSU) may request termination with six months' advance notice, subject to MPTD's approval; in such cases, both parties will mutually agree on the termination steps, and the Selected Bidder (PSU) must complete full exit management, system migration, and handover of all assets, documentation, and source code. No payment shall be made when termination is initiated by the Selected Bidder (PSU).

14. Suspension of Work

If the MPTD issues a written instruction to suspend work, the Selected Bidder (PSU) must halt activities for the specified period, with MPTD providing at least 15 days' prior notice. The Selected Bidder (PSU) will not be entitled to any compensation for suspensions lasting up to 30 continuous days. If the suspension exceeds 30 days, MPTD may consider compensation, and the Selected Bidder (PSU) may request an extension of time equal to the suspension duration, provided the suspension was not caused by the Bidder (PSU). If a suspension not attributable to the Selected Bidder (PSU) continues for more than three months, the Selected Bidder (PSU) may seek reasonable mobilization or demobilization charges, which MPTD may approve or reject at its discretion. Additionally, if the cumulative suspension period exceeds 30 days and necessitates extending the Performance Bank Guarantee, MPTD will bear only the normal bank charges for such extension, subject to supporting documents from the issuing bank.

15. Exit Management

The Selected Bidder (PSU) shall submit an Exit Management Plan within 90 days of contract signing and update it, with MPTD approval, at least six months before O&M expiry, covering transition of project implementation and service monitoring. If MPTD continues services after termination or expiry, internally or through a Replacement Selected Bidder (PSU), the Selected Bidder (PSU) must ensure smooth transition and provide full cooperation, including all required operational, technical, and performance information (excluding internal cost details) under confidentiality. MPTD may appoint MPSEDC or another agency six months before expiry to oversee the handover.

The commercial transition approach is as follows:

- i) if existing resources suffice, no extra charges apply, and redeployment is allowed without SLA penalties
- ii) if additional resources are required, MPTD will pay agreed staff rates and reasonable material costs and with six months' notice, MPTD may request the Selected Bidder (PSU) to continue services for an additional 3–6 months with payment for materials and agreed fees.
- iii) The Selected Bidder (PSU) shall provide all analysis, performance data, workload information, and transition-related details, and make key personnel available against time-and-material charges.
- iv) During handover, the Selected Bidder (PSU) must fully cooperate by sharing configurations, reports, operational documents, and cost details of all components, services, and licenses, while MPTD ensures cooperation from the Replacement Selected Bidder (PSU). Within six months before expiry or within two weeks of termination notice, the Selected Bidder (PSU) must deliver a complete and updated extract of the management database.

The Exit Plan shall include the following:

- i) Three months of transition support after termination or expiry with full-service quality.
- ii) handover of all hardware, software, applications, data, configurations, databases, infrastructure, and all project documents—including BoM, design documents, specifications, change requests, source code, reports, and the updated management/configuration database extract—on an “as is where is” basis.
- iii) Ensuring all software licenses are perpetual, valid, lien-free, and transferred to MPTD with OEM warranty transfers and coordination for new contracts.
- iv) Settlement of all recurring/utility charges and transfer of continuing services to MPTD.
- v) Revocation of all personnel access and completion of pending audits and maintenance.
- vi) VAPT by a CERT-In/STQC empaneled agency and submission of DR Drill, performance test, and UAT sign-off reports at least 15 days prior to exit, along with comprehensive training to MPTD or its nominated agency; and
- vii) Receipt of all undisputed payments up to the final operational day, obtaining the Acceptance Certificate from the Replacement Selected Bidder (PSU), and full compliance with the MPTD-approved Exit Management Plan and all exit-related contractual obligations.

16. Appeal

MPTD and the Selected PSU shall make every effort to resolve amicably by direct negotiation any disagreement or dispute arising between them under or in connection with the contract. If, after thirty (30) days from the commencement of such informal negotiations, the MPTD and the Selected PSU have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. In case of non-agreement on the third-party arbitrator, Principal Secretary

/Secretary Dept. of Transport, would be the Sole) arbitrator. All arbitration proceedings shall be held at Bhopal and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

9 Annexures

Annexure 1: Covering Letter (Format)

<< To be printed on Bidder (PSU) Company's Letter Head and Signed by Authorised Signatory>>

Date:

To,
The Managing Director
Madhya Pradesh Yatri Parivahan and Infrastructure Limited
Bhopal, Madhya Pradesh

Dear Sir,

Subject: Request for proposal from Public Sector Undertakings (PSUs) for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates-Covering Letter

Ref: RFP No.: _____ **Dated** _____

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the solution, software and services as required and outlined in the RFP for the aforementioned Project.

We attach hereto our response Proposal as required by the RFP.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to MPYPIL is true, accurate, verifiable and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead MPYPIL in its evaluation and selection process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the evaluation and selection process, we are liable to be disqualified from the selection process or be terminated during the Contract, if selected to sign and execute the Contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document but for the suggestions provided by us along with our Proposal and also agree to abide by this Bid for a period of 180 days from the date of opening of Bids at MPYPIL.

We understand that the suggestions provided by us are subject to review by MPYPIL during the proposal review stage and MPYPIL reserves the right to reject the suggestions made.

We hereby declare that in case the Contract is awarded to us, we shall submit the Performance Security the format prescribed in the RFP within the specified time as per the RFP Terms.

We agree that you are not bound to accept any Bid you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the Bid.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which shall be required in this connection.

Dated this _____ Day of _____ 20--

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidder (PSU))
(In the capacity of)

(Name)

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

(Name and Address of PSU) Seal/Stamp of Bidder (PSU)

Annexure 2: Bidder (PSU) Information Format

Particulars	Details
Name of the PSU	
Type of Organization	
PSU Registration Details	
Date of Registration	
Registered Address	
Correspondence Address	
PAN / Equivalent	
TIN / Equivalent	
GST	
Year of Establishment	
Nature of Business	
Relevant Experience (in years)	
Authorized Signatory Name	
Authorized Signatory Designation	
Authorized Signatory Contact Details	

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidder (PSU))

Name:

Designation:

Seal:

Date:

Place:

Business Address:

Annexure 3: Power of Attorney (Authorized Signatory)

(On non-judicial stamp paper of INR 500 duly notarized)

Know all men by these presents, we, M/s _____, having our registered office at _____, do hereby authorize Mr./Ms. _____, holding the position of _____, to sign all documents and submit proposals on our behalf in relation to RFP No. _____

This authority is granted under the resolution passed by the Board of Directors in its meeting held on __/__/2026.

For _____

(Signature) (Name, Title and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Note:

Annexure 4: Statutory Auditor Certificate (Financial Information)

(To be submitted on the letterhead of a Chartered Accountant with UDIN)

This is to certify that M/s _____, having its registered office at _____, has the following financial information as per the audited statements:

Financial Year	Turnover (INR Cr.)
2024-25	
2023-24	
2022-23	

Financial Year	Net worth (INR Cr.)
2024-25	

The above information is true and correct to the best of our knowledge and based on the audited accounts.

Signature and Seal of Statutory Auditor

Name: _____

Membership No.: _____

Date: XX/XX/2026

Place: _____

Annexure 5: Undertaking – Non-Blacklisting

<< To be printed on Bidder (PSU)'s Letter Head and Signed by Authorized Signatory>>

Tender No.

Date:

To,
The Managing Director
Madhya Pradesh Yatri Parivahan and Infrastructure Limited
Bhopal, Madhya Pradesh

Sub: Request for proposal from Public Sector Undertakings (PSUs) for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates

Ref: RFP No.: _____ **Dated** _____

Dear Sir / Madam,

We, the undersigned, hereby declare that:

1. We are not convicted for any of the following offenses under the Prevention of Corruption Act, 1988, Or
2. We have not been convicted under any Indian Penal Code or any law in force, for creating public injury or loss of life to person or property or risk to public health as a part of execution of public procurement contract.
3. We have not in the list of blacklisted / banned / debarred by any Government (State / Central / UT) or its Department, Central or State Public Sector Unit in India or under a declaration of ineligibility / banned or convicted of economic offence for any reason in India as on last date of submission of bid.
4. We have not violated the code of integrity in last 2 years.
5. Our Security Deposit or EMD or Performance Security deposit or any other deposit was not withheld (fully or partly) by the MPYPIL/ MPTD during any procurement process or contract execution undertaken by MPYPIL/ MPTD in last 2 years.
6. We have not withdrawn our bids post submission of the same. (maximum incidents are limited to 3)
7. If Owner / Partner / Director / Trustee of the organization is Owner / Partner / Director / Trustee of any other organization

We hereby declare that Our Owner / Partner / Director / Trustee are not Owner / Partner / Director / Trustee of any other organization which is presently in the list of blacklisted

/ Banned / Suspended by the Government / Semi-Government / PSUs, and any other organization to which the provisions of GoMP as applicable.

8. We accept that in case of any irregularity, lapses, non-compliances, MPYPIL decision shall be final and binding on us.

Sincerely,

Seal and Signature of the Authorized signatory of the Bidder (PSU))

Name and Designation:

Date and Place:

Annexure 6: Format for Performance Bank Guarantee

Ref. No. :

Date :

Bank Guarantee No. :

To,
The Managing Director
Madhya Pradesh Yatri Parivahan and Infrastructure Limited
Bhopal, Madhya Pradesh

Against Letter of Intent / Work Order number _____ dated _____ relating to Tender No. << >> for the project “**Request for proposal from Public Sector Undertakings (PSUs) for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates**” (hereinafter referred as 'LoI' / 'Work Order') and the contract to be executed between the Commissioner, Transport Department, Madhya Pradesh (hereinafter referred as "MPTD") and _____ (hereinafter called the “Selected Bidder (PSU)”), this is to certify that at the request of the Selected PSU we _____ Bank, and having one of the branches at _____ (hereinafter called the “Bank”) are holding in trust in favour of MPTD, the amount of Rs. _____ (write the sum here in words) to indemnify and keep indemnified the MPTD against any loss or damage that may be caused to or suffered by the MPTD by reason of any breach by the Selected PSU of any of the terms and conditions of the contract that will be entered subsequently and / or in the performance thereof.

We agree that the decision of MPTD, whether any breach of any of the terms and conditions of the contract and/or in the performance thereof has been committed by the Selected PSU and the amount of loss or damage that has been caused or suffered by MPTD shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to MPTD.

We _____ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the contract by the Selected PSU i.e. till _____ (write a date which is **months** from the date of signing of contract (..... months Implementation Phase, Months of O&M Phase post Go-Live, and months thereafter) - hereinafter called the “**said date**”) and that if any claim accrues or arises against us _____ Bank, by virtue of this guarantee before the said

date, the same shall be enforceable against us _____ Bank, notwithstanding the fact that the notice of any such claim is given to us _____ Bank, by MPTD either before the said date.

Payment under this letter of guarantee shall be made promptly, within one month of our receipt of notice to that effect from MPTD.

It is fully understood that this guarantee is effective from the date of the said LoI / Work Order and that we _____ Bank, undertake not to revoke this guarantee during its currency without the consent in writing of MPTD.

We undertake to pay to MPTD any money so demanded notwithstanding any dispute or disputes raised by the Selected PSU in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present guarantee being absolute and unequivocal without any demur, reservation, recourse, contest or protest and without any reference to the Selected PSU or any other person.

The payment so made by us under this guarantee shall be a valid discharge of our liability for payment there under.

We _____ Bank, further agree that MPTD shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Selected PSU from time to time or to postpone for any time or from time to time any of the powers exercisable by MPTD against the said Selected PSU and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____ Bank, shall not be released from liability of MPTD under this guarantee by reason of any such variation or extension being granted to the said Selected PSU or for any forbearance by MPTD to the said Selected PSU or for any forbearance and or omission on the part of MPTD or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

This guarantee will not be discharged due to the change in the constitution of the Bank or the Selected PSU or any absorption, merger or amalgamation of the Bank or the Selected PSU with any other person.

Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ only.

The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

Signature of Authorized Signatory (with official seal)

Date :

Place :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

Signature of Witness 1

Signature of Witness 2

Name: _____

Name: _____

(Bank's common seal)

Bank details of MPTD is mentioned below can be used for Bank Guarantee:

- a) Name of Account Holder: _____
- b) Bank Name: _____
- c) Branch Name: _____
- d) Account No.: _____
- e) IFSC Code: _____

Annexure 7: Financial Proposal Submission Forms

Project Title: Request for proposal from Public Sector Undertakings (PSUs) for Development and Implementation of Retro Reflective Tapes Management Information System (MIS) and QR based Fitment Certificates

Sr. No.	Description	Price Quote per QR Code (INR)
(a)	(b)	(c)
1	Price Quote per QR Code for Managing Management Information System & QR based Fitment Certificates for Implementation & Fitment of Retro Reflective Tapes in required Motor Vehicles.	

We confirm that the price quoted above are in accordance with:

1. The price quoted by the Bidder (PSU) should not be below Rs 30/-. Any bid received with quoted below this shall be rejected / termed as non-viable.
2. All activities specified in the ToR including Management Services, Technical Services, Soft Support Services, and other miscellaneous deployments—are deemed to be fully covered under this price quote.
3. Rates are inclusive of all taxes **except GST**.

Yours faithfully

Date: (Signature of the Authorized signatory)

Place: (Name and designation of the of the Authorized signatory)

Name and seal of Bidder (PSU)

Annexure 8: Pre-Bid Queries Format

Name of the Bidder (PSU):					
Contact Number and Address of the Bidder (PSU):					
Name of Person(s) Representing the Bidder (PSU):					
RFP Ref No.:					
RFP Name:					
Sr. No.	RFP Page No.	RFP Clause No.	Clause / Clause Title	Queries / Clarification / Suggestion	Justification by Bidder (PSU) or Remarks

Signature:

Name of the Authorized signatory:

Company seal:

Date and Stamped

Note: To be submitted in the specified format in excel only to email id as mentioned in RFP Instructions to Bidder (PSU)s

Annexure-9: Similar Project Experience

Project Details (Separate sheet to be filled for each Project)

S#	Item	Details
1.	Name of the project	
2.	Client details	
3.	Type of Client (State Government/ Central Government/PSU/Scheduled Commercial Bank)	
4.	Project Status (Completed/Ongoing)	
5.	Start date & End Date of engagement	
6.	Contract Value (In Lakhs) (ensure relevant proof has been enclosed)	
7.	Mention the document enclosed as proof of client engagement i. Related Work orders/ Agreements/ Purchase Order	
8.	Reference page number in the bid proposal	
9.	Name, Title & Address of the Client who can be contacted	
10	Scope of Project & Deliverables (in brief not exceeding 200 words)	

Annexure-10: Agreement Format

This agreement between, made on the.....day of
..... (name and address of Authority) and
(name & address of Bidder) hereinafter called "PSU" of the other part.

Whereas the authority is desirous that the Selected Bidder (PSU) execute

..... (name and identification
number of Contract) (hereinafter called "Project") and the Authority has accepted the Bid by the
Selected PSU/Bidder for the execution and completion of such project, at a cost of
Rs.....

NOW THIS AGREEMENT WITNESSED as follows:

1. In this Agreement, words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to and they shall be deemed to form and be read and construed as part of this Agreement.
2. In consideration of the payments to be made by the Authority to the Selected PSU/Bidder as hereinafter mentioned, the Selected PSU/Bidder hereby covenants with the Authority to execute and complete the Works and remedy any defects therein in conformity in all aspects with the provisions of the contract.
3. The Authority hereby covenants to pay the Selected PSU/Bidder in consideration of the execution and

completion of the Works and the remedying the defects wherein Contract Price or such other sum as may become payable under the provisions of the agreement at the times and in the manner prescribed by the agreement.

4. The following documents shall be deemed to form and be ready and construed as part of this Agreement viz.
 - i) NIT and RFP Document with all Corrigendum/addendum.
 - ii) PSU/Bidder's Bid Proposal (Technical and Financial) including all supporting documents.
 - iii) Additional documents required by Selection Committee and submitted by the Selected PSU/Bidder.
 - iv) Presentation made by Selected PSU/Bidder before Selection Committee.
 - v) Letter of Acceptance
 - vi) Performance Security submitted by Selected PSU/Bidder.
 - vii) Any other documents listed in the Contract Data as forming part of the Contract.

In witnessed where of the parties there to have caused this Agreement to be executed the day and year first before written.

The Common Seal of was
hereunto affixed in the presence of:

Signed, Sealed and Delivered by the said

.....

in the presence of:

For and on behalf of Client/ MPTD

Signature:

Name:

Date:

For and on behalf of Selected Bidder / PSU

Signature:

Name:

Date:

Witness 1

Name:

Date:

Address:

Witness 2

Name:

Date:

Address:

Annexure 11: Personnel (manpower) requirements

S. No	Designation	Minimum Numbers	Minimum Qualifications
1	Project Manager	1	• MBA • Minimum 5-10 years' experience in project management & operations • Experience in management of minimum 2 e-Governance projects • To be located in Bhopal, MP
3	Technology Manager	1	• MTech. / B.Tech. / Graduate in Computer Science & data communications • Minimum 03-05 years' experience in project's technology management, data communication & IT infrastructure management • Experience in management of minimum 1 e-Governance project • To be located as per discretion of Selected PSU or as per instruction of MPTD
3	Helpdesk Executives	3	• Minimum Bachelors / One year Diploma in Computer Application • Minimum 02 years' experience in call centre / customer support • Proficient in Computer skills, MS office etc. • Experience of customer support in any e-Governance project desirable • To be located as per discretion of Selected PSU or as per instruction of MPTD

यह, “रुचि की अभिव्यक्ति” दस्तावेज सूचीबद्ध व्यावसायिक सहयोगियों या OEM या OEM के अधिकृत भागीदार/वितरक में से भागीदार के चयन के लिए लिए “रेट्रो रिफ्लेक्टिव टेप मैनेजमेंट इन्फॉर्मेशन सिस्टम (MIS) और QR आधारित फिटमेंट सर्टिफिकेट के डेवलपमेंट और इम्प्लीमेंटेशन के लिए व्यावसायिक साझेदार का चयन।”

इसके बाद अंतिम ग्राहक से आने वाले सभी सूचना/संवाद/नियम चयनित भागीदार पर भी लागू होंगे।

कृपया सम्पूर्ण दस्तावेज को ध्यानपूर्वक पढ़ें एवं जिम्मेदारी पूर्ण तरीके से प्रस्ताव जमा करें।

भवदीय,

(आनन्द कुमार)

संयुक्त महाप्रबंधक/विपणन/रेलटेल