



RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

Territory Office

Plot No. 17, 1st Floor, Raghunath Nagar,
Near Shahpura Police station,
Bhopal MP - 462039

Western Region Office

Western Railway Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai – 400013

Corporate Office

Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi - 110023

Tender

For

“RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL” (On turnkey basis)

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 15-09-2023

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NOTICE

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 13-09-2023

RailTel Corporation of India Ltd invites Tender's via E-Mail with password protected folder from reputed firms for work mentioned in the Scope of this Tender. The technical and commercial (price) bids shall be submitted through E-Mail at bpltooffice@railtelindia.com in password protected folder as separate PDF documents up to the end date & time mentioned below.

Sr. No.	Description	Estimated Cost	Last date & Time for Bid Submission	Date & Time for Bid Open	Completion Period
1	"RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL" (On turnkey basis)	As per tender document attached As per Bhopal City Link Limited, Tender Ref. No.: 183 (Refer Annexure –VII)	18-09-2023 15:00 Hrs.	18-09-2023 16:00 Hrs.	As per Bhopal City Link Limited, Tender Ref. No.: 183 (Refer Annexure –VII)

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, Tender no. 185. "RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL" (On turnkey basis) will be sacrosanct
(Copy at annexure–VIII).

PRICE BID

Please Refer BoQ – Annexure -IX

Bidder should quote price for end to end SOW wrt –

Tender Ref:- RCIL WR-BPL/ MKTG (EB)/ Sept.-3/9

Dtd. 15-09-2023

and subsequent corrigenda. “RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL” (On turnkey basis)”.

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, the Tender no. 185. “RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL” (On turnkey basis)” will be sacrosanct”

(Copy at annexure–VIII).

1. The details are as under:

1	Issue date of “Invitation for Tender document”	15-09-2023
2	Last date for submission of Tender by applicants	18-09-2023 15:00 Hrs.
3	Opening of Tenders	18-09-2023 16:00 Hrs.
4	Tenders Submission Mode	By email (with password protected)
5	Completion Period	As per Bhopal City Link Limited, tender ref. no. 183

Tender and all corrigenda will be made available at RailTel Corporation of India's portal <https://www.railtelindia.com>. Tender fee- Rs. 25295/- (+ **GST**) & EMD of Rs. 1700000/- as per tender clause

(For Bank detail Refer Annexure VII)

Note: For bid submission, tenderer will have to submit signed and stamped printed copy of the tender document.

1. RailTel intends to look for an empanelled BIDDER who can help us with Bid Submission & have the ability to take up the work on turnkey basis and who has good connect with the customer and local environment. The bidder shall bear all costs associated with the preparation, submission / participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.
2. Bidders shall necessarily furnish the details of the valid SD/PBG/Tender fee/fee applicable submitted at time of empanelment for consideration of their offer.
3. Undertaking stating that bidder accept to execute SOW of Tender on **fully Back to Back** basis.
4. Copy of power of attorney issued in favor of signatory
5. The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder
6. A pre bid agreement will be signed with successful bidder on non-judicial stamp of adequate value as per final bid value. Format will be shared with successful bidder only

The Bidder should have average annual turnover from IT/ITES/ICT of ₹ 8.5 crores in the last 3 Years out of previous 4 years (i.e., for FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23).

7. The Bidder must provide acceptance (with documents) on the following:

All payments shall be paid on Bidder back to back basis. RailTel shall make payment to selected Business Associate after receiving payment from the end customer for the successful completion portion. In case of any penalty or deduction made by the end customer, the same shall be deducted from the selected BIDDER.

The BIDDER should have the pre-requisite experience for similar type of work.

Bidder will submit No deviation certificate. Bidder will submit non-blacklisted certificate.

Partner will be chosen as per the policy guidelines of RailTel Corporation of India Ltd. Further evaluation will be carried out.

Please submit your proposal latest by 18-09-2023 upto 15:00 Hrs.

“All Bidders are required to submit their bids (complete in all aspects) within the time and date as specified in Section 2 (Fact Sheet). The Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained”.

Prospective bidders are required to direct all communications related to this Invitation for

Tender document, through the following HelpDesk:

Contact(1)	:	Shri. Anand Kumar
Designation	:	Deputy General Manager/Marketing
Email	:	anandnkn@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919004444107

Contact(2)	:	Shri. Pavan Kumar Bhargava
Designation	:	Group General Manager/Territory Manager/Bhopal
Email	:	pavan@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919179005188

	CheckList	
Sl. No	Document	Remarks (Yes/ No)
1	Offer Letter	Annexure I
2	Proof of Submission of PBG/SD/Tender Empanelment Fee submitted against Empanelment with RailTel	
3	Copy of LoA/LOI issued by RailTel for confirmation of empanelment.	
4	Undertaking stating that bidder accept to execute SOW of Tender on fully Back to Back basis.	
5	The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder	
6	Compliance certificate format	Annexure II
7	Financial capacity Format	Annexure III
8	Format for Declaration for acceptance of all Terms & Conditions	Annexure IV
9	Non blacklisted	Annexure V
10	No deviation certificate	Annexure VI
11	RailTel's bank account detail to deposit EMD	Annexure VII
12	Tender Document NIT - 183	Annexure VIII
13	Price Bid	Annexure IX

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 15-09-2023

ANNEXURE-I:

OFFERLETTER

(To be on company letter head)

Tender Ref:- RCIL WR-BPL/ MKTG (EB)/ Sept.-3/9

Dtd. 15-09-2023

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Dear Sir,
Sub: Participation in the Tender.

Having examined the Invitation Tender document bearing the reference number Tender Ref:-RCIL WR-BPL/MKTG (EB)/Sept.-3/9 Dtd. 15-09-2023 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 Tender document.

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

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for Tender 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 Tender is liable to be rejected.

Date:

Signature with seal—

Name: _____

Designation: _____

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 15-09-2023

Annexure II: Compliance Certificate

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Tender Ref:- RCIL WR-BPL/ MKTG (EB)/ Sept.-3/9

Dtd. 15-09-2023

Dear Sir,

This is in response to the Invitation for Tender for the “RFP for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing and Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. BCLL” (On turnkey basis)” in Tender Ref:- RCIL WR-BPL/MKTG (EB)/Sept.-3/9 Dtd. 15-09-2023.

We have applied against Tender issued by RailTel Corporation of India Ltd. We hereby covenant, warrant and confirm. We hereby comply with all the terms and conditions/stipulations as contained in the Invitation for Tender document.

Date:

Signature with seal (in the box)



Name:

Designation:

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 15-09-2023

**Annexure- III: Performa for Format for Turnover & Profit & Loss Certificate
(to be issued by practicing Chartered Accountant on its letter head)**

TO WHOM IT MAY CONCERN

Tender Ref:- RCIL WR-BPL/ MKTG (EB)/ Sept.-3/9

Dtd. 15-09-2023

This is to certify that M/s..... having its office at
..... are in the business of
..... for Completed years (considered
upto 31st March 2023) and the date of incorporation is _____. Their annual
financial Turnover during the preceding three years or from date of incorporation (in case of date
of incorporation is within three years of March) are as given below:

Financial Year	Turnover (in Rs Cr)	Profit / Loss (in Rs Cr)
2019-2020		
2020-2021		
2021-2022		
2022-2023		

This is further certified that the above Turnover is in line with the Turnover declared by the
Firm in their Income Tax Returns filed under PAN

Place.....

Signature.....

Name.....

(Seal)

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-3/9

Dtd.: 15-09-2023

Annexure-IV: Performa for Declaration of acceptance for all Terms & Conditions

Declaration for acceptance of all Terms & Conditions of the

Tender Ref:- RCIL WR-BPL/MKTG (EB)/Sept.-3/9

Dtd. 15-09-2023

1. We M/s (_____) having registered office at (Address) _____ agree to all the Terms & Conditions of the Tender Ref:- RCIL WR-BPL/MKTG (EB)/Sept.-3/9 Dtd. 13-09-2023 issued by RailTel.

2. Our offer will remain valid for 210 days from the date of opening of the Tender.
3. We confirm that we have the necessary resources & capabilities to undertake the work as specified in the schedule of work as per all terms and conditions given in the above Tender. We have also understood the process of submitting bid to RAILTEL and Instructions given in the above Tender. Further, we confirm that we shall execute the work against this price discovery for scope as specified in this Tender.
4. We also agree that RailTel has the right to reject all Tender, in part or in full without assigning any reason whatsoever.
5. This Tender along with other documents as stipulated in Tender together with your written acceptance thereof shall constitute a binding contract between us.

Date:-

Name of the Company:-

Signature & Seal:-

Annexure-V

No n - Blacklisting Certificate Declaration

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai-400013

Sub: Undertaking of no deviation from Tender/ RFP terms and condition
Tender Ref:- RCIL WR-BPL/MKTG (EB)/Sept.-3/9 Dtd. 15-09-2023

We hereby undertake and submit the declaration that our firm/company is not debarred/black listed for future business with any Central/State Government organization/CPSU/SPSU in India.

In case, at any stage if the above declaration is found false or incorrect, the Purchaser shall be free to take any punitive/legal action against us, as may be deemed fit, which shall be acceptable / binding on us and the consequences shall be to our account.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:

VI

Format for Statement of No Deviation from the RFP

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai – 400013

Date:_____

Sub: Undertaking of no deviation from Tender/RFP terms and condition

Tender Ref:- RCIL WR-BPL/MKTG (EB)/Sept.-3/9 Dtd. 15-09-2023

Dear Sir,

This is to confirm that the proposal/bid submitted by <<_____>>, is in complete agreement with the RFP/Tender and any of the corrigendum(s) or amendment(s) issued thereon and there is no deviation whatsoever.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:



**Mahalaxmi Branch
Mahalaxmi Chambers
22, Bhulabhai Desai Road
MUMBAI: 400 026**

Tel. No. No.23512895 / 23517234 Fax No.23516948

LT No:MAH/RCIL/ 2010

Date: 21/10/2010

To,
The Sr. Manager (Finance)
Railtel Corporation Of India Limited
Mahalaxmi,Mumbai

Dear Sir,

Sub-: Bank Details For your collection account.

**We are in receipt of your letter no. RCIL/WR/Fin/Bank Matters dated 20.10.2010
Requesting bank details for your collection account no. 317801010036605. Details are below-:**

Account No.- 317801010036605

A/c Name- Railtel WR collection A/c

Bank Name- UNION BANK OF INDIA

Branch name- Mahalaxmi, branch

**Branch address- 22, bhulabhai desai Road, Mahalaxmi chambers,
Mahalaxmi, Mumbai-400026**

IFSC Code- UBIN0531782

Swift Code- UBININBBLOP

Thanking You

Your's faithfully

Pushpa Tiwari
Pushpa Tiwari
Manager





**Request for Proposal for Selection of
System Integrator for Design,
Development, Supply, Installation,
Integration, Testing & Commissioning
of Integrated Transit Management
System (ITMS) for Bhopal City Link Ltd.
(BCLL), Bhopal.**

NIT No: 183

**Office
Address**

Bhopal City Link Limited

2nd Floor, B-Wing, ISBT Campus, Dr. Ambedkar Marg, Bhopal (MP) 462023
Ph.: 0755 2062070, email: bcll_bpl@rediffmail.com



Bhopal City Link Limited

2nd Floor, B Wing, ISBT Campus, Dr. Ambedkar Marg, Bhopal (MP) 462023
Ph.: 0755 2062070, email: bcll_bpl@rediffmail.com

No: BCLL/TENDER/NIT183/

Bhopal, Date:

Notice Inviting Tender No: 183

Bhopal City Link invites online Bids for submissions on website www.mptenders.gov.in and organization name **"Bhopal City Link Limited"** for the following work. Detailed NIT, Bid Schedule and other information can be seen on the website www.mptenders.gov.in

NIT No	Name of Work	Bid Security / EMD (Rs.)	Rfp Document Cost (Rs.)
183	Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL), Bhopal	Rs.17,00,000/- (Rs. Seventeen Lakh only)	Rs. 25000/- + Applicable Taxes

Corrigendum and Amendment for above NIT shall not be issued separately in newspapers & correction if any, would be Published on website only.

-Sd-

Chief Executive Officer
Bhopal City Link Limited



Bhopal City Link Limited

2nd Floor, B Wing, ISBT Campus, Dr. Ambedkar Marg, Bhopal (MP) 462023
Ph.: 0755 2062070, email: bcll_bpl@rediffmail.com

No: BCLL/TENDER/NIT183/

Bhopal, Date:

Notice Inviting Tender- 183

BHOPAL CITY LINK LIMITED (BCLL) invites online Tenders in 'Two-Bid' system i.e. Part-I - 'Techno-Commercial Bid' and Part-II 'Financial-Bid' from the Prospective bidders for the work of Request for Proposal for **Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL), Bhopal.** General guidelines and brief schedule of bid activities for all the bidding agencies are shown below in bidding data sheet:

Bidding Data Sheet	
Cost of Bid Document (Non-Refundable)	Rs. 25000/- + Applicable Taxes (excluding gateway & charges)
Earnest Money Deposit (EMD)	Rs.17,00,000/- (Rs. Seventeen Lakh only)
Date of NIT Publication	As per tender details available on www.mptenders.gov.in
Last Date for Purchase of Bid Document	
Last Date of Online Submission	
Date of Pre-Bid Meeting	
Opening of 'Technical Bid'	
Opening of 'Financial Bid'	

1. The detailed terms and conditions are given in the Request for Proposal (RFP) can be viewed or downloaded from the website: <https://mptenders.gov.in> by the prospective bidder. The Technical & Financial Bid shall only be submitted online. Bid submitted through other mode shall not be accepted.
2. Interested eligible applicants may obtain further information from the BCLL office. The project consists of works as mentioned in the RFP document.
3. Conditional Tenders will not be accepted. BCLL has right to accept/reject any tender without assigning any reason. BCLL reserves all rights to reject whole or part of the Proposal, all or any proposal and to modify the terms and conditions.
4. Bidder's financial offer should include cost of all activities required as per the Scope of Work.
5. Successful Bidder will be selected under the procedure as described in detailed RFP Document. Conditional bids are liable to be rejected or declared non-responsive.
6. If the bid opening date is declared a holiday for Bhopal City Link Limited, then bid will be opened on next working day at the same time and place as mentioned in RFP.

-Sd/-

Chief Executive Officer
Bhopal City Link Limited

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1. Disclaimer

The information contained in this Request for Proposal (“RFP”) document whether subsequently provided to the bidders, (“Bidder/s”) verbally or in documentary form by Bhopal City Link Ltd. (henceforth referred to as “BCLL” in this document) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation to any party. The purpose of this RFP is to provide the Bidders or any other person with information to assist the formulation of their financial offers (“Bid”). This RFP includes statements, which reflect various assumptions and assessments arrived by BCLL in relation to this scope. This Tender document does not purport to contain all the information each Bidder may require. This Tender document may not be appropriate for all persons, and it is not possible for, BCLL and their employees or advisors to consider the objectives, technical expertise and particular needs of each Bidder. The assumptions, assessments, statements and information contained in the Bid documents, may not be complete, accurate, adequate or correct. Each Bidder must therefore conduct its own analysis and assumption of the information contained in this RFP and to seek its own professional advice from appropriate sources.

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

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

BCLL reserves the right to change, modify, add, or alter the document at any time during the bidding process. All parties to whom this document is issued shall be intimated of such change. The bidders or its associate company or any third party shall not object to such changes/ modifications/ additions/ alterations explicitly or implicitly. Any such objection by the bidder shall make the bidder’s proposals liable for rejection by BCLL for the objection by any third party shall be constructed as infringement of confidentiality and privileged rights to BCLL in respect of this Tender document.

BCLL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. BCLL may in its absolute discretion, but without being under any obligation to do so, can amend or supplement the information in this RFP.

The issue of this RFP document does not imply that BCLL is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter), for implementation and BCLL reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Information provided in the Bidding Documents to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirement and should not be regarded as a complete or authoritative statement of law. The BCLL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

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

The bidders or their authorized representatives shall not make any public announcement in respect of the bidding process or this Tender documents. Any public announcement to be made in this regard shall be made exclusively by BCLL. Any breach by the bidder of this clause shall be deemed to be non-compliance with the terms and conditions of this document and shall render the proposal. Liable to rejection:

BCLL's decision in this regard shall be final and binding on the bidders.

2. Important Dates and Fact Sheet

#	Item	Description
1.	Name of the Assignment	SELECTION OF SYSTEM INTEGRATOR FOR DESIGN, DEVELOPMENT, SUPPLY, INSTALLATION, INTEGRATION, TESTING & COMMISSIONING OF INTEGRATED TRANSIT MANAGEMENT SYSTEM (ITMS) FOR BHOPAL CITY LINK LTD.
2.	Method of Selection	The selection of SI shall be through Two Cover- Least Cost based Selection (LCBS) consisting of Prequalification and Technical Evaluation Criteria. Further to the that would be evaluation of Financial Bid and the Bidder with Lowest Bid (L1) will be selected based on Total Price (CAPEX Price + OPEX Price)
3.	Availability of RFP	Download from website https://mptenders.gov.in
4.	RFP Date	As per tender details available on www.mptenders.gov.in
5.	RFP No.	NIT – 183
6.	Tender Document Fees (Non-refundable and Non exempted)	Rs. 25000/- + Applicable Taxes (excluding gateway and other charges) in a form specified in the RFP document.
7.	Bid Security / Earnest Money Deposit (EMD)	INR 17,00,000/- in a form specified in the RFP document.
8.	Date, time and Venue of Pre-Bid Meeting	As per tender details available on www.mptenders.gov.in
9.	Last date and time for receiving Pre bid queries/clarifications	As per tender details available on www.mptenders.gov.in
10.	Last date and time for submission of Proposal (Proposal Due Date)	As per tender details available on www.mptenders.gov.in
11.	Date, time and venue of opening of Pre-qualification and technical proposals on e-procurement platform	As per tender details available on www.mptenders.gov.in
12.	Date, time and Venue of opening of financial proposal	To be intimated to the technically qualified bidders at a later date
13.	Performance Bank Guarantee	10% of the Total Contract Value (TCV) for period of entire contract duration as specified in the RFP document.
14.	Duration of Contract	Implementation period + 60 Months (5 years) from date of Go-Live by the BCLL + Extendable for period 24 Months (2 Years) with mutual consultation with successful bidder.
15.	For any enquiries and clarifications, please contact:	Chief Executive Officer (CEO), Bhopal City Link Limited Email: bcll_bpl@rediffmail.com
16.	Bid Validity	Bid must remain valid up to 180 days from the actual date of submission of the Bid.

3. Glossary

Terms	Meaning
AIS	Automotive Industry Standard
AM	Assistant Manager
AMC	Annual Maintenance Contract
AMRUT	Atal Mission for Rejuvenation and Urban Transformation
ATS	Annual Technical Support
AVLS	Automatic Vehicle Location System
AFCS	Automatic Fare Collection System
BCLL	Bhopal City Link Ltd.
BMC	Bhopal Municipal Corporation
BOD	Board of Directors
BOM	Bill of Material
CCC	Command and Control Center
CEO	Chief Executive Officer
CONOPS	Concept of Operations
CSP	Cloud Service Provider
DC	Data Center
DRC	Disaster Recovery Center
FY	Financial Year
GIS	Geographical Information Systems
GoI	Government of India
GoMP	Government of Madhya Pradesh
GPRS	General Packet Radio Service
GPS	Global Positioning System
GRMS	Grievance Redressal Management System
GSM	Global System for Mobile Communication
GTFS	General Transit Feed Specification
ICT	Information and Communication Technology
IP	Internet Protocol
ISO	International Standard Organization
IT	Information Technology
ITMS	Integrated Transit Management System
IVRS	Intelligent Voice Recording System
JnNURM	Jawahar Lal Nehru National Urban Rural Mission
KPI	Key Performance Indicator
MD	Managing Director
MeitY	Ministry of Electronics and Information Technology
MIS	Management Information System
MoRTH	Ministry of Road Transport and Highways
MoHUA	Ministry of Housing and Urban Affairs
MPLS	Multi-Protocol Label Switching
NCMC	National Common Mobility Card
O&M	Operations and Maintenance
OEM	Original Equipment Manufacture

Terms	Meaning
OFC	Optical Fiber Cable
OWASP	Open Web Application Security Project
PIS	Passenger Information System
PKI	Public Key Infrastructure
PMC	Project Management Consultant
Pop	Point of Presence
PRI	Primary Rate Interface
PTO	Public Transport Operators
RTO	Regional Transport Office
SDK	Software Development Kit
SLA	Service Level Agreement
SOW	Scope of Work
TOGAF	The Open Group Architecture Framework
UAT	User Acceptance Test

4. RFP Format

Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL). The selection of SI shall be through Two Cover- Least Cost based Selection (LCBS) consisting of Prequalification and Technical Evaluation Criteria. Further to that would be evaluation of Financial Bid and the Bidder with Lowest Bid (L1) will be selected based on Total Price (CAPEX Price + OPEX Price).

5. Definitions

“BCLL” shall mean Bhopal City Link Ltd (i.e., Authority), a 100% SPV of Bhopal Municipal Corporation (BMC), for the purpose of planning, establishment, implementation, management, supervision and control of the City Bus Transport and its authorized successors and assigns at all times.

“Bid” or “Detailed Bid” or “Tender” shall mean the detailed Bid submitted by the Bidder in response to this tender including clarifications and/or amendments, if any.

“Bid Security” shall mean the Earnest Money Deposit or Security furnished by the Bidder, as part of the Bid submission.

“Bid Value” shall mean the annual amount of fees quoted by the service provider for the project

“Due Date” shall mean the last date for submission of Tender.

“Month” shall mean a period of 30 days.

“Operational Calendar” shall means BCLL’s Bus operation calendar.

“Firm” shall mean a single legal entity, which is a registered body, Government SI or statutory body.

“Letter of Intent (Loi)” or “Letter of Acceptance (LoA)” shall mean the letter to be issued by Authority to the successful bidder(s) indicating the acceptance of final negotiated offer in accordance with the conditions of this Tender document.

“Operation hours” shall mean 18 x 7 daily operation hours or as decided by the BCLL. The time duration shall be applicable as operation hours for the service provider too.

“Performance Security” or “Performance Bank Guarantee” shall mean the Bank Guarantee furnished by a successful Bidder as per terms and conditions of this tender.

“System Integrator/Service Provider” or “Contractor” shall mean the SI/firm/company which is the successful bidder and has been selected by the Authority for the work as per the terms and conditions of this tender.

“Taxes and Duties” shall mean all taxes, duties, fees, cess etc. payable as per applicable laws in India in connection with the discharge of responsibilities as per the scope of work envisaged.

“TCV – Total Contract Value” shall mean sum total of bid value for the Total CAPEX + 5 Years of Total OPEX for the said scope of work bided by the bidding entity in the financial format.

6. Introduction

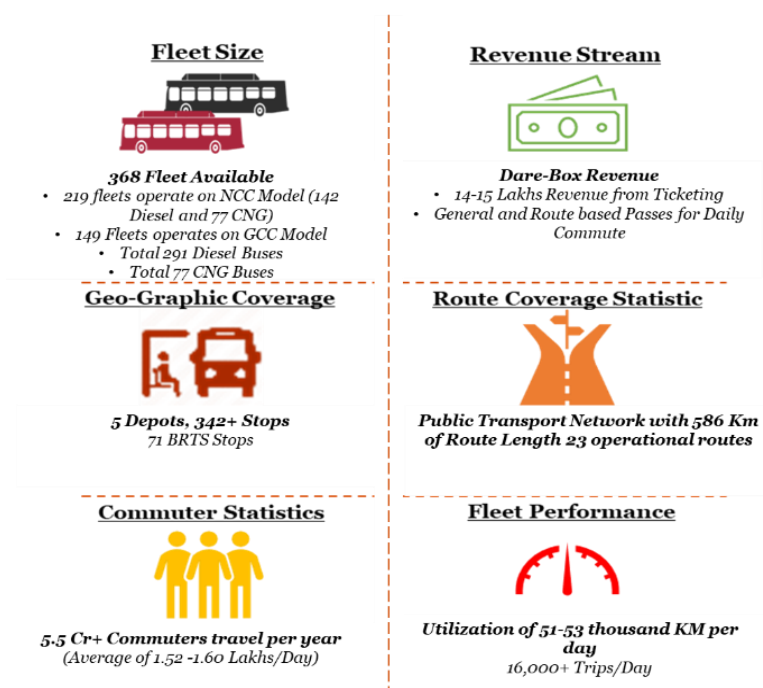
6.1. About Bhopal City Link Limited

The Public Transport System in Bhopal city is being developed and implemented through Bhopal City Link Limited (BCLL – A 100% SPV of Bhopal Municipal Corporation), as a strategy for solving the mobilization problems of the Bhopal city under the perspective of prioritizing the mass public transport system as opposed to individual transport systems in order to structure an integrated transport system which offers higher quality security and reliability with the highest passenger demand in Bhopal city.

BCLL, operates on business lines with sound commercial principles using a Public Private Partnership model, providing acceptable quality services to the maximum number of people at affordable prices on a sustainable basis. BCLL focuses on planning, service standards setting, monitoring and control of quality of services.

BCLL ensures operation on business lines with "Good Industry Practice" using a Public Private Partnership model, providing acceptable quality services to the maximum number of people at scheduled prices on a sustainable basis.

Bhopal City Link Ltd. (BCLL), the public transport system constitutes of the city bus service and BRTS being operated majorly on the Net Cost Contract (NCC) and Gross Cost Contract (GCC) Model. There are presently 368 buses operating on 22 Routes which comprising Diesel and CNG fuel buses. The system is operational on a route length of 586 Km out of which 24 Km of the Route have dedicated BRTS corridor. The bus operation schedule with average of 1700 daily trips successfully completed with the amounting to approx. 52000 daily kilometers. In addition to this BCLL also plan to on route the 223 additional CNG fleets (Buses) under the route expansion of the Bhopal City.



The public transport system in the Bhopal City area includes the city bus service & BRTS which operated by the BCLL. Shared auto and other models are also present which serve as intermediate public transport system for first and last mile connectivity as well as trunk link in the city. The public transport infrastructure for the Bhopal City includes bus service, bus fleet, bus shelters, and bus depots. Metro Transport mode for the Bhopal city also under the commissioning phase to connect the Old city and MP Nagar in the Bhopal for commute.

An 368 fleets are currently operated under the BCLL to satisfy the need of the commuters in the city. A plan of further buses will also to be deployed to cover more areas of the Bhopal City and better commute option for the passengers along with the other mode of Transport in the City.

6.2. About existing IT/ITS Infrastructure

Bhopal City Link Ltd.(BCLL) has already implemented the various project to monitor the daily bus operations and accurate information dissemination to the commuters. Below are the implemented components under the various project which bidder shall have to use or integrate with the proposed application/systems.

- Out for 368 buses operated by the BCLL through various bus operators, 218 nos. of Buses have already pre-fitted GPS Tracking Devices with sim-cards.
- BCLL have already implemented 213 nos of the LED based PIS display (2 line) in 2 phases which disseminate the data of Estimated Time of Arrival for the commuters on real-time basis.
- BCLL have well established common & control center with the basic infrastructure i.e., Video wall (8 LCD Displays), controller, workstations and basis furniture for viewing and monitoring of the systems at BCLL premises.

6.3. About Project

Bhopal City Link Ltd.(BCLL) has already embarked the step towards the implementation of the ITMS system in last one decay. Looking at the systems already implemented and gauging the criticality of the huge operations, It is vital to bring the transformational change within BCLL in order to improve mobility experience for the commuters and to bring efficiency in management and administration of its services. Hence, to make it more sustainable and with the prospect to services to the commuters. BCLL intends to implement Advance Intelligent Transport System with specific commuter facing interventions under Central Assistance under the Scheme for Strengthening ITS in Public Transport System. The seamless integrated travel scenario, efficient user information, improved safety and central monitoring and management throughout the operation of the BCLL.

BCLL intends to implement a reforms and transformation with the objective to enhance commuter experience across value chain of the services following with the improvement of the operational and financial efficiency. This would enable BCLL to look at futuristic opportunities enabling enhanced user experience and increased patronage for public transport on continual basis. The transformation of BCLL's capabilities will include various phases of the envisaged ITMS – Integrated Transit Management System project.

To fulfill the above objective, BCLL desire to onboard the capable service provider/ SI through invites Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for the period of 5 Years.

The major project components are as below.

- Assessment of the existing available infrastructure's functional status and finalization of the BoQ with BCLL.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of the Automatic Vehicle Location System (AVLS) and integrate it with the existing 368 fleets and scalable up to 1000 fleets as and when needed. The AVLS platform may also use for tracking and managing of the other BCLL vehicles (BCLL's own vehicles, E-Bikes, E-Rickshaw, PBSS etc.)
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of the Central Passenger Information System (PIS) and integrate the same with existing 213 LED based PIS Boards and upcoming PIS Boards in future.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of IPPBX integrated with IVRS and Help Desk Management System along with grievance redressal portal.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of Commuter Web-Portal & Mobile App of BCLL for journey planning, integration with Payment Gateway Services. In addition to this collection of the revenue from Mobile and Web tickets generated by the commuters and allocate the same to the respective Bus -Operators account through escrow mechanism.
- overall content management services of the existing web portal available with BCLL through MAPIT.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of Business Intelligence / Management Information System (MIS) and Integration with the ticketing and other systems data of BCLL bus operation.
- Dedicated MeitY empanelled Cloud Data Centre and Disaster Recovery Site (DRC) for ITMS application suits for period of 5 Years.
- Deployment of the necessary Technical Support Manpower as per mandatory qualification for the period of 5 years of O&M period.
- Monitoring, Operation & Maintenance of the entire ITMS Solution for period of 5 years from date of successful User Acceptance Test (UAT) or Go Live by the BCLL and further extendable for period of 2 years.

7. Instructions to Bidder

7.1. General Instructions

- Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP/Bid Documents carefully before submitting the proposal.
- Every page of the proposal should necessarily be numbered and signed by authorized signatory of the bidding entity with seal.
- The bidder should not tamper the templates, and file types. If any additional information should be provided in a separate sheet where required.
- The Bidder should submit the Eligibility criteria documents only in “Technical Bid”, while financial bid documents only in “Financial Bid”. If Financial Bid document is submitted in the Technical Bid or Technical Bid document in the Financial Bid, the bid will be as a rejected and bidder will be disqualified from the further process.
- Submission of bid shall be deemed to have been done after careful study and examination of the Bid Document with full understanding of the scope of services of its implications.
- The response to this Bid Document should be full and complete in all respects. Failure to furnish all information required by the Bid Documents or submission of a proposal not substantially responsive to the Bid Documents in every respect will be at the bidder’s risk and may result in rejection of its Proposal.
- Additionally, proposals of only those Bidders who satisfy the Conditions of Eligibility, stated herein in the RFP will be considered for further evaluation by Authority.
- Any past projects or experience submitted as a part of Eligibility Criteria or Technical Marking Criteria where the bidder executed other works in addition to what is asked in the Criteria in a single order, the bidder should consider only the service that asked project part and highlight only those components.
- The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local condition and any other matters considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to the Authority, and attending a Pre-Bid meeting.
- By submitted the bid or proposal, the bidder acknowledges that:
 - Made a complete and careful examination of the RFP conditions.
 - Received all relevant information requested from the Authority.
 - Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority relating to any of the matters referred to RFP clauses.
 - Acknowledged that it does not have a Conflict of Interest
 - Agreed to be bound by the undertakings provided by it under and in terms hereof.
- The Authority shall not be liable for any omission, mistake, or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.

7.2. Instructions for Online Bid submission

- Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the Bidders on the e-Procurement/e-tender portal are prerequisites for e-tendering
- Bidder should register for the enrollment in the e-Procurement site using the “Online Bidder Enrollment” option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide only valid and true information including valid email id. All the correspondence shall be made directly with the Bidders through email id as registered.
- Bidder(s) need to login to the site through their user ID/ password chosen during enrollment/registration
- The Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any other Certifying Authority recognized by Controller of Certifying Authorities (CCA) India on eToken/SmartCard, should be registered
- The registered DSC only should be used by the Bidder in the transactions and should ensure safety of the same
- Bidder may go through the tenders published on the site and download the tender documents/schedules for the tenders
- After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise the bid shall be considered rejected
- Any clarifications may be sought online through the tender site, through the contact details or during pre-bid meetings if any. Bidder should consider the corrigendum if any is published before submitting the bids online.
- Bidder may log in to the site through the secured login by the user id/ password chosen during enrolment/registration and then by submitting the password of the e-Token/Smart Card to access DSC
- Bidders may select the tender which they are interested in by using the search option and then move it to the ‘my tenders’ folder.
- From my tender folder, the Bidder may select the tender to view all the details uploaded there
- It shall be deemed that the bidder has read and understood all the terms and conditions before submitting the offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the incomplete bid shall stand rejected.
- Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document/schedule and ordinarily it shall be in [PDF/xls/rar/jpg/dwf] formats. If there is more than one document, all may be clubbed together and provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded online for the tenders should be less than [2 MB]. If any document is more than [2MB], it can be reduced through zip/rar and the same, if permitted, may be uploaded. The total available size for uploading the documents will be as per the size limited by e-procurement portal.
- Bidder should submit the Bid Document Fee/ Bid Security/EMD as specified in the tender.
- While submitting the bids online, the Bidder shall read the terms and conditions and may accept the same to proceed further to submit the bid packets.

- The Bidder has to select the payment option as online to pay the Bid Document Fee/ Bid Security/EMD as applicable and enter details of the instruments.
- The Bidder has to digitally sign and upload the required bid documents one by one as indicated. Very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that the Bidder has read, understood and agreed with all clauses of the Bid Document including General conditions of contract without any exception.
- The Bidder has to upload the relevant files required as indicated in the cover content on online portal only.
- The rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid/BOQ template shall not be modified / replaced by the Bidder; else the bid submitted is liable to be rejected for the tender.
- The Bidders are advised to submit the bids through an online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission due date and time (as per Server System Clock). The TIA shall not be held responsible for any delay, or the difficulties faced during the submission of bids online by the Bidders.
- After the bid submission, the acknowledgement number indicated by the system should be printed by the Bidder and kept as a record of evidence for online submission of bids for the particular tender.
- The time settings fixed in the server side and displayed at the top of the tender site, shall remain valid for all actions of requesting, bid submission, bid opening etc., in the e-Tender system. The Bidder should follow such time during bid submission.
- All the data being entered by the Bidder would be encrypted using Public Key Infrastructure (PKI) encryption techniques to ensure the secrecy of the data. The data entered is not retrievable by unauthorized persons during the bid submission and until the time of bid opening by any person
- Any Bid Document that is uploaded on the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded Bid Documents become readable only after the tender opening by authorized bid openers.
- The confidentiality of the bids is maintained with the use of Secure Socket Layer (SSL) 128-bit encryption technology. Data storage encryption of sensitive fields is done.
- The Bidder should logout of the tendering system using the normal logout option available at the top right-hand corner and not by selecting the (X) exit option in the browser.
- For any queries regarding e-Tendering process, the Bidders may contact at address as provided in the Bid Document. For any further queries, the Bidders are advised to send an email to bcll_bpl@rediffmail.com

7.3. General

- While every effort has been made to provide comprehensive and accurate background information, requirements and envisaged solution(s) specifications, Bidders must form their own conclusions about the solution(s) needed to meet the Authority's requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- All information supplied by Bidders as part of their bids in response to this RFP, may be treated as contractually binding on the Bidders, on successful award of the project by the Authority on the basis of this RFP.

- No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of Authority. Any notification of preferred bidder status by Authority shall not give rise to any enforceable rights by the Bidder. Authority may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of Authority.
- Bids shall be received by the Authority on the e-Procurement portal <https://mptenders.gov.in> before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of tender being declared a public holiday by the Government of respective state, the offers will be received up to the appointed time on the next working day. The Authority may, at its discretion, extend this deadline for submission of offers by issuing corrigendum and uploading the same on e-Procurement portal.
- Telex, cable, or facsimile offers will be rejected

7.4. Eligible Bidders

Bidding entity

- The Bidder may be a **SINGLE ENTITY** (i.e., Sole Bidder) to fulfil the deliverables as per the scope of the Bid.
- A Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified.
- Consortium/Joint venture/Subcontract is not allowed in tender bidding process.

7.5. Complaint Bids / Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- Failure to comply with the requirements of this paragraph may render the bid non-Compliant and the Bid may be rejected.
- Bidders must:
 - Include all documentation specified in this RFP, in the bid.
 - Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

7.6. Bidder to Inform

The Bidder shall be deemed to have carefully examined the Terms & conditions, Scope, Service Levels, Specifications, and Schedules of this RFP. If bidder has any doubts/clarifications as to the meaning of any portion of the Conditions or the specifications he shall, before the last date for Submission of Pre-Bid Queries, set forth the particulars thereof and submit them to Authority in writing in order that such doubt may be removed, or clarifications are provided.

7.7. Bid Preparation Costs

The Bidder shall bear all costs associated with the preparation and submission of its bid, for the purposes of clarification of the bid, if so desired by the Authority.

7.8. Pre-bid Meeting and Clarifications

Bid Queries

Any clarification regarding the RFP document and any other item related to this project can be submitted to Authority as per the submission mode and timelines mentioned in the Fact Sheet. The pre-bid queries should be submitted in excel sheet format, along with name and details of the organization submitting the queries.

Authority shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time shall not be entertained by Authority.

Bidders must submit their queries as per the format mentioned below. Date, Time, and Venue for the Pre-Bid Meeting:

- Pre-Bid conference will be held on as per details mentioned in Bidding Sheet
- Mode for Pre-Bid conference: Online
- The queries should necessarily be submitted in the following format:

Bidder shall submit all pre-bid queries in excel in the following format.

Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Email:
Sr. No	RFP Document Reference (Volume, Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought

Note: Bidder shall share the excel sheet of the pre-bid queries via mail to the valid email as provided in this document on or before the specified pre-bid meeting date end of day. Queries received after the pre-bid date shall not be entertained by the authority.

Response to pre-bid queries and issue of Corrigendum

Authority will organize a pre-bid conference and will respond to any request for clarification or modification of the bidding documents. Authority shall formally respond to the pre-bid queries after the pre-bid conference. No further clarifications shall be entertained after the date and time of submission of queries.

Authority shall endeavor to provide timely response to all queries. However, Authority makes no representation or warranty as to the completeness or accuracy of any response made in good faith. Authority does not undertake to answer all the queries that have been posed by the bidders.

Any modifications of the RFP Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by Authority exclusively through a corrigendum. Any such corrigendum shall be deemed to be incorporated into this RFP. However, in case of any such amendment, the bid submission date may be extended at the discretion of Authority.

Any corrigendum/notification issued by Authority, subsequent to issue of RFP, shall only be available / hosted on the website URL mentioned in the fact sheet. Any such corrigendum shall be deemed to be incorporated into this RFP.

7.9. RFP Document fee

RFP can be downloaded from the website URL mentioned in the fact sheet.

Document Fee of Indian Rupees Rs. 25000/- + Applicable Taxes (excluding gateway and other charges) shall be paid online on procurement portal (www.mptenders.gov.in). The document fee is non-refundable. Without the payment of document fee, the bids will be taken as incomplete and non-responsive, shall not be considered for further evaluation and subject to termination from evaluation process.

7.10. Bid Security/ Earnest Money Deposit

Bid Security/ EMD of Indian Rupees 17,00,000/- shall be paid online on procurement portal (www.mptenders.gov.in) only. No exemption for submitting the EMD will be given to any SI. Bid security in any other form will not be entertained.

- For Unsuccessful bidders: The bid security of all unsuccessful bidders would be refunded without interest by Authority upon finalization of the bid in all respects by the successful bidder.
- For Successful bidders: The bid security, for the amount mentioned above, of the successful bidder would be returned without interest upon submission of Performance Bank Guarantee by the successful bidder and signoff of the contract.

In case a bid is submitted without the bid security then the Authority reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

The EMD may be forfeited in any of the following circumstances:

- A Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
- In the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time
- During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.

- During the bid process, if any information is found wrong / manipulated /fraudulent information in the bid.

7.11. Bid Validity Period

Bid shall remain valid for the time period mentioned in the Fact Sheet. On completion of the validity period, unless the Bidder withdraws his bid in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his bid.

7.12. Contents of Bid

The content of the Bid or Document Set given below. All the documents to be uploaded online only.

Document Set	Name of Document
One	RFP Document fee & Bid Security/Earnest Money Deposit (EMD)
Two	Pre-Qualification Bid
Three	Technical Bid
Four	Commercial / Financial Bid

- Please note that any form of Prices should NOT be indicated in the Technical Cover.
- All the pages of the bid must be sequentially numbered and signed and seal by the Authorized Signatory of the Bidding entity. The bid documents must contain in the beginning of the document, a list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The original bid shall be prepared in indelible ink, and it shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the bids.
- All pages of the bid shall be initiated and stamped by the person (or persons) who sign the bid.
- Failure to submit the bid before the submission deadline specified in the Fact Sheet would cause a bid to be rejected.
- Authority will not accept delivery of bids by hardcopy or email or other than the prescribe mode mentioned in the RFP.

7.13. Bid Formats

Technical Bid Cover 1, 2 and 3

Section #	Section Heading	Details
1.	Tender Document Fees	To be submitted with the valid amount and format as provided in the RFP by Bidder
2.	Earnest Money Deposit (Bid Security)	To be submitted with the valid amount and format as provided in the RFP by Bidder
3.	Pre-Qualification Checklist	As per format provided in Annexure in Section 13

Section #	Section Heading	Details
4.	Pre-Qualification Bid Covering Letter	As per format provided in Annexure in Section 13
5.	Particulars of Bidder (Sole Bidder)	As per format provided in Annexure in Section 13
6.	Power of Attorney for Signing of Bid	As per format provided in Annexure in Section 13
7.	Certification of Registration	Certificate of Incorporation /Registration
8.	Bidder's Entity Documents	1) PAN Card 2) GST Certificate 3) Copy of Valid Certification for Establishment
9.	Project Experience & Citation	As per format provided in Annexure in Section 13 along with Details of Experience (Separate for each submitted experience)
10.	Undertaking for non-blacklisting clause	Undertaking by the authorized signatory as per format as per format provided in Annexure in Section 13
11.	No Deviation Certificate	As per format provided in Annexure in Section 13
12.	Total Responsibility Certificate	As per format provided in Annexure in Section 13
13.	Technical Proposal & Approach & Methodology	Bidder's Technical Proposal along with Project Plans and implementation approach.
14.	Manufacture Authorization Certificate (MAF)	As per format provided in Annexure in Section 13 along with Compliance Matrix of the Technical & Functional Specification on letter head of OEM
15.	Unpriced Bill of Material with Make and Model	As per format provided in Annexure in Section 13

Commercial Bid Format (Submitted Online Only)

The Bidder must submit the Commercial Bid in the formats specified in Section 14.

Section	Section Heading	Details
1.	Commercial Bid Cover Letter	As per Format Provided in Section 14
2	Total Price Summary	As per format provided in Section 14

7.14. Language

The bid should be prepared and submitted by the bidders in English language only. If any submitted supporting documents are in any language other than English, translation of the same in English language is to be provided (duly attested) by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. Such translated documents shall be notarized and in case of any incorrectness of the translation, the bidder will be penalized.

7.15. Authentication of Bids

An authorized representative (or representatives) of the Bidder shall initial all page of the Pre-Qualification, Technical and Commercial Bids. Bid should be accompanied by an authorization in the name of the Signatory (or signatories) of the Bid.

7.16. Amendment of Request for Proposal

At any time prior to the due date for submission of bid, Authority may, for any reason, whether at its own initiative or in response to a clarification requested by Prospective bidder(s), modify the RFP document by amendments. Such amendments shall be uploaded on the BCLL website, through corrigendum and shall for an integral part of the RFP document. The relevant clauses of the RFP document shall be treated as amended accordingly.

It shall be the responsibility of the prospective bidder(s) to check the Authority's website from time to time for any amendment in the RFP document. In case of failure to get the amendments, if any, Authority shall not be responsible.

In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, the Authority, at its discretion, may extend the deadline for submission of bids. Such extensions shall be uploaded on the website of the Authority.

7.17. Bid Price

Commercial Bid shall be as per the format provided in Section 14 Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between Authority and the Bidder.

Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers Bidder's all obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product/services.

Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation shall be treated as non-responsive and rejected.

7.18. Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. The Bidder shall submit a No Deviation Certificate as per the format mentioned in RFP document. The Bids With deviation(s) is liable for rejection.

7.19. Late Bids

Late submission will not be entertained and will not be permitted by the BCLL.

The bids submitted by hardcopy or e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

Authorities shall not be responsible for delay in submission of any submission related or website related issues and date of submission cannot be extended for such reasons. Authority reserves the right to modify and amend any of the above- stipulated conditions/criterion.

7.20. Right to terminate the Process

Authority may terminate the RFP process at any time and without assigning any reason. Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by the Authority.

7.21. Non-confirming Bids

- A bid may be construed as a non-confirming bids and ineligible for consideration:
- If it does not comply with the requirements of this RFP
- If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements of the solution.

7.22. Right to Acceptance / Rejection of all or any bids by BCLL

- Notwithstanding anything contained in this RFP, BCLL reserves the right to accept or reject any or all Proposal and to annul the Selection Process and reject any or all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons, therefore.
- Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

General Rejection criteria

- Conditional Bids.
- If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids received after the prescribed time & date for receipt of bids.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of attorney/ board resolution or its certified true copy.
- If all the information required in the tender is not provided.
- Tender/Bid is not signed by the bidder
- RFP fee and/or bid security is not provided or submitted
- The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Bid.
- Any other reason with the discretion of authority.

Technical Rejection criteria (The Authority reserves the right to reject any Bid and forfeit Bid Security if.

- At any time, a material misrepresentation in terms of misleading or false representation is made or uncovered, or
- Bidder is blacklisted/barred as per the RFP.
- In case of fraudulent Bid and the Bidder found to be involved in fraudulent and corrupt practice.
- In case the Bidder has Conflict of Interest as per RFP
- A Bidder tries to influence Authority in its decisions on Evaluation process/Selection process.

- While evaluating the Bid, if it comes to Authority's knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in distorting competitive price discovery or delaying the processing of proposal.
- Record of poor performance such as abandoning the work, rescinding of contract for which the reasons are attributable to the non-performance of the Bidder, consistent history of litigation awarded against the applicant or financial failure due to bankruptcy.
- A bidder who submits or participates in more than one Bid under this RFP.
- Such misrepresentation/ improper response/blacklisting/record of poor performance shall lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Bids have been opened and the Preferred Bidder gets disqualified / rejected, then the Authority reserves the right to:
 - Invite the remaining Bidders to submit their Bids or
 - take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Bidding Process.
- Bidders not complying with the Eligibility Criteria given in this Tender
- Bidders not obtaining the required benchmark marks as per Technical Qualification Criteria.
- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the Tender Document or submission of a Bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of work as indicated in the Tender Documents, addendum /corrigendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
- The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the scope of work and Service Level Agreements of this Tender.

Commercial Rejection Criteria

- Incomplete price Bid as stipulated format in the RFP.
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidder does not include all statutory taxes and levies applicable.
- In case bidder found non-compliant on the applicable laws or conditions or clauses as per the RFP on price bid calculation.
- If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its Bid may be rejected.
- Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the Proposals have been opened and the lowest price Bidder gets disqualified / rejected, then BCLL reserves the right to consider the second lowest Bidder or take any other measure as may be deemed fit in the sole discretion of BCLL, including annulment of the Selection Process.

7.23. Confidentiality

All the material/information shared with the Bidder during the course of this procurement process as well as the subsequent resulting engagement following this process with the successful bidder, shall be treated as confidential and should not be disclosed in any manner to any unauthorized person under any circumstances. The employees of the successful bidder who are proposed to be deployed on the project need to furnish a Non-Disclosure Agreement (NDA).

7.24. Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, Authority shall reject a Bid without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to Authority for, inter alia, time, cost and effort of Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Bid.

Without prejudice to the rights of Authority under Clause above and the rights and remedies which Authority may have under the LOI or the Agreement, if a Bidder is found by Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by Authority during a period of 3 years from the date such Bidder is found by Authority to have directly or through an agent, engaged or indulged in any Prohibited Practices.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them: “corrupt practice” means (i) the offering, giving, receiving, Or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical Consultant /adviser of Authority in relation to any matter concerning the Project; “fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process; “coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process; “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and “restrictive practice” means

forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

7.25. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, Authority shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to Authority for, inter alia, the time, cost and effort of Authority including consideration of such Bidder's Bid, without prejudice to any other right or remedy that may be available to Authority hereunder or otherwise.

Authority requires that the bidder provides solutions which at all times hold Authority's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of Authority.

A Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

The Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof;

- For the purpose of this Clause indirect shareholding held through one or more intermediate persons shall be computed as follows: (a) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (b) subject always to sub-clause (a) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (b) if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or
 - A constituent of such Bidder is also a constituent of another Bidder; or
 - such Bidder, or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, or any Associate thereof or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
 - such Bidder has the same legal representative for purposes of this RFP as any other Bidder; or,
 - such Bidder, or any Associate thereof has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or

- both of them in a position to have access to each-others' information about, or to influence the RFP of either or each other; or
- such Bidder, or any Associate thereof has participated as a consultant to the Authority in the preparation of any documents, design, or technical specifications of the project.
- A Bidder shall be liable for disqualification if any legal, financial, or technical advisor of the Authority in relation to the Bid is engaged by the Bidder, its Member or any Associate thereof, as the case may be, in any manner for matters related to or incidental to the Project. For the avoidance of doubt, this disqualification shall not apply where such advisor was engaged by the Bidder, its Member or Associate in the past but its assignment expired or was terminated 6 (six) months prior to the date of issue of this RFP. Nor will this disqualification apply where such advisor is engaged after a period of 3 (three) years from the date of Go-Live of the Project.

7.26. Sub – Contracting

Subcontracting shall not be allowed in any cases or any component for this tender.

7.27. Right to vary quantity

At the time of award of contract, the quantity of works or services originally Specified in the bidding documents may be increased or decreased up to 10% of the component quantity or total contract cost. It shall be without any change in the unit prices or other terms and conditions of the Bid and the bidding documents. If the Authority does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding document.

Repeat orders for extra items or additional quantities may be placed, if it is provided in the bidding document, on the rates and conditions given in the contract if the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionally increased.

7.28. Withdrawal, Substitution and Modifications of Bid

- A Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial) before the deadline mentioned in the fact sheet.
- Bids withdrawn shall not be opened and processed further.

7.29. Site Visit

The Bidder may wish to visit and examine the site or sites and obtain for itself, at its own responsibility and risk, all information that may be necessary for preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

The Authority will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Authority adequate notice of a proposed visit of at least three (03) days. Alternatively, the Authority may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the RFP. Failure of a Bidder to make a site visit will not be a cause for its disqualification.

No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

8. Award of Contract

8.1. Notification of Award

Authority will notify the Successful Bidder via letter / email of its intent of accepting the bid. Within 7 days of receipt of the Letter of Intent (LOI) issued by the Authority, the Successful Bidder shall be required to sign the LOI and return the same to the address specified above as a token of acceptance of the LOI.

8.2. Performance Bank Guarantee

As a condition precedent to execution of the Agreement, the Successful Bidder shall ensure submission of the requisite unconditional, unequivocal and irrevocable Bank Guarantee, in the prescribed Format within 15 days of receipt of the LOI as a Performance Bank Guarantee (PBG) for the services to be performed under the resultant Agreement.

PBG shall remain valid for 5 years 9 Months or upto contract duration and 2 months whichever is later. The Performance Bank Guarantee (PBG) shall be for an amount equivalent to 10% of the Total Contract Value (TCV) at commencement of Project in the format prescribed in RFP, issued by any of the nationalized banks only. The Performance Bank Guarantee shall be kept in place post UAT/Acceptance of the systems by Authority

The Performance Bank Guarantee will be encashed by the Authority at any given point of time of above duration in the event of Service Provider's failure to complete obligations or breach by service provider of any of the terms and conditions of the Agreement.

8.3. Signing of agreement

Subsequent to Authority notification to the Successful Bidder by way of an LOI, acceptance of the LOI and submission of the Performance Guarantee, the Successful Bidder shall execute the agreement with the Authority. Failure of the Successful Bidder to furnish the Performance Guarantee or execute the Agreement within the prescribed time shall cause the EMD of the Successful Bidder to be liquidated. In such an event, the Authority shall negotiate with the next eligible bidder. The Successful Bidder will be liable to indemnify the Authority for any additional cost or expense incurred on account of failure of the Successful Bidder to execute the Agreement.

Notwithstanding anything to the contrary mentioned above, the Authority at its sole discretion shall have the right to extend the timelines for execution of Agreement on the request of the Successful Bidder, provided the same is bonafide.

The Draft Agreement between the Authority and the Successful Bidder has been given in this RFP.

8.4. Concessions permissible under statutes

Bidder, while quoting against this RFP, must take cognizance of all concessions permissible, if any, under the statutes and ensure the same is passed on to the Authority, failing which it will have to bear extra cost. In case Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax, etc., the authority will not take responsibility towards this. However, the Authority may provide necessary assistance, wherever possible, in this regard.

8.5. Taxes

The Bidders shall fully familiarize themselves about the applicable domestic taxes (such as GST, value added or sales tax, service tax, income taxes, duties, fees, levies etc.) on amounts payable by Authority under the Agreement.

8.6. Audit, Access and Reporting

The following paras details the audit, access and reporting rights and obligations of Authority and/or its nominated SI and the Selected Bidder and its subcontractors, agents, supplier etc. This Schedule is in addition to, and in derogation of, the audit rights and process provided in the RFP.

Audit Notice and Timings:

- As soon as reasonably practicable after the Effective Date, the Parties shall use their best endeavors to mutually agree to a timetable for routine audits (Other than those mentioned as part of the mandatory requirements for successful delivery and acceptance of the System) during the Project Implementation Phase and the O&M Phase. Authority shall conduct routine audits in accordance with such agreed timetable and shall not be required to give the Selected Bidder any further notice of carrying out such audits.
- Authority may conduct unscheduled audits at its own discretion if it reasonably believes that such unscheduled audits are necessary as a result of a misconduct or an act of fraud by the Selected Bidder, a security violation, or breach of confidentiality obligations by the Selected Bidder, provided that the requirement for such an audit is notified in writing to the Selected Bidder within a reasonable period time prior to the audit (taking into account the circumstances giving rise to the reasonable belief) stating the reasons for the requirement.
- Except as provided in para above, audits shall be conducted with adequate notice of 2 weeks.

Access

- The Selected Bidder shall provide to Authority and/ or its nominated SI reasonable access to employees, subcontractors, suppliers, agents and third-party facilities as detailed in the RFP, documents, records and systems reasonably required for audit and shall provide all such persons with routine assistance in connection with the audits and inspections. Authority or its nominated SI shall have the right to copy and retain copies of any relevant records. The Selected Bidder shall make every reasonable effort to cooperate with them.

Audit Rights

- Authority and/or its nominated SI shall have the right to audit and inspect suppliers, agents, subcontractors and third-party facilities (as detailed in the RFP), data center, documents, records, procedures and systems relating to the provision of the services, but only to the extent that they relate to the provision of the services, as shall be reasonably necessary to verify:
- The security, integrity and availability of all data processed, held, or conveyed by the [Selected Bidder] on behalf of the Authority and documentation related thereto.
- That the actual level of performance of the services is the same as specified in the SLA.
- That the Selected Bidder has complied with the relevant technical standards, and has adequate internal controls in place; and
- The compliance of the Selected Bidder with any other obligation under the Agreement.

- Unless otherwise provided in the RFP, Security audit and implementation audit of the system shall be done once each year, the cost of which shall be borne by Authority.
- For the avoidance of doubt the audit rights under this Schedule shall not include access to (i) the Selected Bidder's profit margins or overheads, (ii) any Confidential Information relating to its employees, or (iii) minutes of its internal Board or Board committee meetings including internal audit, or (iv) such other information of commercial-in-confidence nature which are not relevant to the Services associated with any obligation under the Agreement.

Audit rights of Subcontractors, Suppliers and agents

- The Selected Bidder shall use reasonable endeavors to achieve the same audit and access provisions as defined in this Schedule with subcontractors, suppliers and agents who supply labour, services, equipment, or materials related to performance of obligations by Selected Bidder under the contract. Without prejudice to its other obligations under the contract, the Selected Bidder shall inform Authority and/or its nominated SI prior to concluding supply/ subcontract agreements of any failure to achieve the same rights of audit or access.
- **REPORTING:** The Selected Bidder will provide quarterly reports to Authority and/or its nominated SI regarding any specific aspects of the Project and in context of the audit and access information as required by Authority or its nominated SI.

Action and review

- Any change or amendment to the systems and procedures of the Selected Bidder, where applicable arising from the audit report shall be agreed within thirty (30) calendar days from the submission of the said report.
- Any discrepancies identified by any audit pursuant to this Schedule shall be immediately notified to Authority or its nominated SI and the Project Manager of the Selected Bidder who shall determine what action should be taken in respect of such discrepancies in accordance with the terms of the Agreement.

8.7. Records and Information

For the purposes of audit in accordance with this Schedule, the Selected Bidder shall maintain true and accurate records in connection with the provision of the services and shall handover all the relevant records and documents upon the termination or expiry of this Agreement.

8.8. Terms of Payment

- The request for payment shall be made to the Authority in writing, accompanied by tax invoices describing, as appropriate, the services performed, and by the required documents submitted pursuant to conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- The Authority shall make all efforts to make payments within thirty (30) days of receipt of invoice(s) and assessment of all necessary supporting documents and deliverables as stipulated in the RFP.
- The currency or currencies in which payments shall be made to the SI under this Contract shall be Indian Rupees (INR) only.
- All remittance charges shall be borne by the SI .

- In case of disputed items, the disputed amount shall be withheld and shall be paid only after settlement of the dispute. Any part payment of the invoice shall be with the discretion of the authority only.
- Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this RFP document, shall be deducted from the due payments of the respective milestones.
- Taxes, as applicable, shall be deducted / paid, as per the prevalent rules and regulations
- Payments to Selected Bidder, after successful completion of the target milestones (including specified project deliverables), shall be made as mentioned in Volume II of this RFP.

8.9. Right to vary the scope of Work

Right to vary the scope of the work at the time of award

The Authority reserves its right to make changes to the scope of the work at the time of execution of the resultant Contract. If any such change causes an increase or decrease in the cost of, or the time required for the Selected Bidders performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment (if required) shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Selected Bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the SI 's receipt of the Authority's changed order.

Cost Control

i. Bill of Quantities

The Bill of Quantities will contain the requisite items and their estimated quantities for the project work to be done by the Selected Bidder.

ii. Changes in the Quantities

The Selected Bidder is bound to execute all the supplemental works that are found essential, incidental, and inevitable during execution of project works.

The payment of rates for any supplemental items beyond the quantities estimated in the BoQ will be regulated as under:

- For quantities in excess of the proposed BoQ, the Authority or any authorized official/SI nominated by the Authority shall validate the requirements and necessity of variations in quantity or extra items after due diligence, based on site conditions and work contingencies.
- The recommendations of the Authority or any authorized official by the Authority will be submitted to the Authority for its consideration and necessary approval.
- For variation in quantities excess or less of the proposed quantity in BoQ, the unit rates quoted by the Selected Bidder in their Price Bid shall be applicable for entire contract duration.

iii. Extra (New) Items

- Extra items of work shall not vitiate the contract. The reimbursement for extra items shall be validated & declared by the authority. The SI shall be bound to execute extra items of work as directed by the Authority. The rates for extra items shall be worked out based on the unit rates quoted by the Bidder in Price Bid as per mutually agreed terms and conditions.

- For new items which are beyond the scope of the BoQ, the authority's authorized official/ SI shall validate the requirements and necessity of such new/extra items after due diligence, based on site conditions and work contingencies.
- The Selected Bidder shall submit in writing well in advance at least 15 days before the Authority a statement of extra items if any that they need to initiate during the course of project works.

iv. **Payment Certificates**

- The Selected Bidder shall submit to the Authority monthly statements of the estimated value of the work completed less the cumulative amount certified previously.
- The value of work executed shall be determined by the Authority.
- The value of work executed shall comprise the value of the quantities of the items in the Bill of Quantities completed.
- The Authority may exclude any item certified in a previous certificate or reduce the proportion of any item previously certified in any certificate in the light of later information.

8.10. Fraud and corrupt practices

Authority requires that Bidder must observe the highest standards of ethics during the entire process of RFP evaluation and during execution of the contract. In pursuance of this policy, Authority defines, for the purpose of this provision, the terms set forth as follows:

- i. **"Corrupt practice"** means the offering, giving, receiving, or soliciting of anything of value to influence the action of the Authority in contract executions.
- ii. **"Fraudulent practice"** means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the Authority, and includes collusive practice among Bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Authority of the benefits of free and open competition.
- iii. **"Unfair trade practices"** means supply of services different from what is ordered on or change in the Scope of Work which is given by the Authority in Vol II of the RFP.
- iv. **"Coercive Practices"** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of a contract.

Authority shall reject the Bid proposal for award of contract, if it determines that the Bidder recommended for award, has been found to have been engaged in corrupt, fraudulent, or unfair trade practices. Once the contract is signed and if it is noticed that the SI has indulged into the Corrupt / Fraudulent / Unfair / Coercive practices, it will be a sufficient ground for the Authority for termination of the contract and initiate black-listing of the SI.

9. Selection Process of Bidder

9.1. Opening of Bids

The Bids shall be opened by Authority online on E-procurement portal.

There will be three bid-opening events under 2-cover bidding process.

- Stage 1 consisting of the assessment of the RFP Document fee & Bid Security/EMD along with the compliance of the Minimum Eligibility Criteria (Pre-Qualification Criteria) as specified in the RFP Section – 9.5.
- Stage 2 consisting of the assessment of the submitted documents and its compliance against the Technical Qualification (Marking) criteria as specified in the RFP Section – 9.6
- Stage 3 consisting of the assessment of the commercial / price bid of the qualified bidders.

9.2. Preliminary Examination of Bids

Authority shall examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the RFP, shall be rejected by Authority, and shall not be included for further consideration.

Initial Bid scrutiny shall be held, and bids will be treated as non-responsive, if bids are:

9.3. Clarification on Bids

At any stage during the bid evaluation, Authority may, at its discretion, ask the Bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

The Authority may waive any minor infirmity, nonconformity or irregularity in a bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Bidder, provided it conforms to all the terms, conditions of the bidding documents without any material deviations, objections, conditionality, or reservations. A material deviation, objection, conditionality, or reservation is one (i) that affects in any substantial way the scope, quality, or performance of the Agreement; (ii) that limits in any substantial way, inconsistent with the bidding documents, Authority's rights or the selected Bidder's obligations under the Agreement; or (iii) whose rectification would unfairly affect the competitive position of other Bidders who are presenting responsive bids.

9.4. Evaluation Process

Authority shall constitute a Tender Evaluation Committee (TEC) to evaluate the responses of the Bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by Bidders may lead to rejection of their bids.

The decision of the Tender Evaluation Committee in the evaluation of bids shall be final. No correspondence will be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentations with the Bidders to seek clarifications or confirmations on their bids.

The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

STAGE 1 AND 2: PRE-QUALIFICATION AND TECHNICAL EVALUATION

PRE-QUALIFICATION

- Authority shall validate the “RFP Document fee & Bid Security/Earnest Money Deposit (EMD)” as stated in the RFP document.
- Further to the above assessment, Authority shall evaluate the compliance of the Pre-Qualification Criteria and its responses submitted by the bidding entity along with the supporting documents. All the compliance pertaining to the Pre-Qualification Criteria its supporting documents are MANDATORY complied by the bidding entity.
- If bidder failed to meet any of the compliance of the Pre-Qualification Criteria its supporting documents, then it shall be considered as a technical disqualification.
- Bidders will be informed of their qualification/disqualification based on the Pre-Qualification criteria through email / phone / notification through procurement portal.
- Only bidder(s) who successfully complied all MANDATORY Pre-Qualification Criteria its supporting documents shall be considered for the evaluation of Technical Qualification (Marking) criteria.

Technical Evaluation

- Authority will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority’s discretion.
- The bidders' technical solutions proposed in the bid document shall be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in the RFP
- The Bidders shall make a presentation to the Authority/ Committee appointed by the Authority to supplement their bids which include the following
 - Bidder’s Profile & Technical Experience
 - Bidder’s Proposed Key Experts
 - Bidder’s Approach & Methodology with Presentation
- The Authority envisages to have technical demonstration/presentation to evaluate the proposed technology for achieving city business outcomes. During the demonstration/presentation at technical evaluation stage, the Evaluation Committee will give special attention to verify the quality, robustness and appropriateness of the proposed solution/ equipment(s). If any brand / products are found unsuitable, Bidder may get disqualified or may be asked to replace the product with better products, meeting the tender requirements, without any change in commercial bid.
- The Bidder shall be required to exhibit overall solution architecture along with compliance to functional and non-functional requirements of the RFP, through presentation.
- The Authority will notify the date and venue for conducting such demonstration/presentation to the prospective bidders.
- Each Technical Bid will be assigned a technical score out of a maximum of 100 marks. Only those bidders who get a minimum Technical score of 70% (i.e., 70 Marks) out of 100 marks will qualify for the commercial / Price bid evaluation stage.

Stage 3 Price / Commercial Evaluation

- The Price bids of the technically qualified Bidders shall be opened on the notified date and time and reviewed to determine whether the Price bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at Authority's discretion.
- Price Bids that are not as per the format provided in the RFP shall be liable for rejection.
- All the prices are to be entered in Indian Rupees (INR) only.
- Prices indicated in the schedules shall be inclusive of all duties, taxes and exclusive of the Good and Service Tax (GST).
- BCLL also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this potential demand and give the best & responsive rates to BCLL.

Successful bidder evaluation

The selection of SI shall be through Least Cost based Selection (LCBS). The Bidder with Lowest Bid (L1) will be selected based on Total Price (Total CAPEX Price + Total OPEX Price).

The Bidder with lowest Total Price (Capex Price + Opex Price) will be declared as the responsive SUCCEFUL BIDDER and may invited for further negotiations and awarding the contract. In case of a tie where two or more bidders have equal Total Price, the Bidder with the higher technical score may invited first for negotiations for awarding the contract by the Authority.

9.5. Pre-Qualification Criteria

The Bidder must possess the requisite experience, strength, and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project. The bidder must also possess technical know-how and financial ability that would be required to successfully provide System Integration, Operation and Maintenance services sought by the Authority for the entire agreement duration. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the bid document. This invitation to bid is open to all Bidders who qualify the eligibility criteria as given below:

Sr.No	Category	Eligibility Criteria	Supporting Document Evidence to be submitted by the Bidder
1.	Incorporation of firm, legal entity for	The Bidder should be: - A company incorporated in India under the Companies Act, 1956 / 2013 and subsequent amendments thereto. - Registered with PAN and GST Authorities in India. Note: Consortium Joint venture/Subcontract is not allowed in tender bidding process.	- Copy of Certificate of Incorporation - Copy of PAN - Copy of GST Registration Certificates - Power of Attorney for Signing of Bid and all relevant bid documents – As per Annexure - 4
2.	Financial Strength	The Bidder should have an Average Annual Turnover of minimum INR 40 crores from in last 3 audited financial years FY 19-20, FY 20-21 and FY 21 -22 from IT/ICT Business domains	- Copy of Audited balance sheet for last three financial years FY 19-20, FY 20-21 and FY 21 - 22 as stipulate in the RFP. - Certificate from the Chartered Accountant on turnover details in last 3 audited financial years FY 19-20, FY 20-21 and FY 21 -22 in IT/ICT Business Domains as per Annexure-5
3.	Net worth	The Bidder should have positive net worth in each of last 3 audited financial years FY19-20, FY 20-21 and FY 21-22	Certificate from the Chartered Accountant on net worth, as per Annexure-5.

4.	Bidder's Experience in Implementation of the ITMS Project	Bidder should have experience of successful design, development, implementation of the project (as per below criteria) in any Central or State Government Agencies/ Urban Local Bodies/ Public Transport Undertaking/ Smart Cities India in last 7 years as on date of RFP Published - One 1 Successful ITMS Integrated Transit Management System project with not less than the amount equal to INR 6.80 Crores. OR - Two (2) Successful ITMS Integrated Transit Management System project with not less than the amount equal to INR 4.30 Crores in each project. OR - Three (3) Successful ITMS Integrated Transit Management System project with not less than the amount equal to INR 3.40 Crores in each project. <i>A qualifying successful ITMS Integrated Transit Management System project means consisting of the Automatic Vehicle Location System (AVLS) or Vehicle Planning Scheduling and Dispatch system (VPSD) or Commuter Mobile Application.</i> <i>Note:</i> <i>A qualifying AVLS project means consisting of the GPS based Automatic Vehicle Location System (AVLS) / Vehicle Tracking System (VTS) for Bus based Public Transport.</i> <i>A qualifying Public Transport Commuter Mobile Application project means consisting of the Commuter Mobile App with the</i>	- Project Citation letter signed and stamp by Authorized signatory as per Annexure-10. - Project Wise Work order/ Contract Agreement clearly highlighting the scope of work, Bill of Material and Contract Value. - Project Wise Go Live / Experience / Completion Certificate issued signed by the competent authority of the client entity on the entity's letterhead with Date.
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		<i>feature of Journey Planning or Live Bus Tracking OR Issuance of Self Mobile Ticketing Features in Mobile Application.</i>	
5.	Bidder's Quality Certification	Bidder must have valid CMMi-Level 3 certification on the name of bidding entity at time of bid submission	Valid CMMi-III Certification at time of bid submission.
6.	Bidder's Undertakings for Not-Blacklisting	The Bidder should not have been blacklisted by any Central or State Government Agencies/ Urban Local Bodies/ Smart Cities in India as on the bid submission date.	Self-declaration by the Bidder duly notarized and signed by the authorized signatory on Non – judicial stamp paper as applicable as per Annexure-6.
7.	Bidder's Declarations	The bidder should have undertaken the following certificate as per format. • No Deviation Certificate on Technical & Functional Requirement along with RFP clauses • Total Responsibility Certificate (TRC) • Anti-Collusion Certificate	Self- Declaration and Undertaking of the bidding entity on the Non – judicial stamp paper as applicable as per the as per Annexures-7,8,9.

Note:

- The cited projects should have been discharged directly to the Bidding entity by the client through explicit contracts thereof in the name of Bidder (Sub contracting projects or project awarded by the private firms to the bidders are not considered for evaluation)

9.6. Technical Evaluation Framework

The Bidder's technical solution proposed in the Technical Evaluation bid shall be evaluated as per the evaluation criteria in the following table.

Section	Evaluation Criteria	Maximum Marks
A.	Bidder's Profile	20
B.	Bidder's Technical Experience	55
C.	Bidder's Key Experts	15
D.	Bidder's Proposed Technical Solutions, Implementation Approach Methodology and Project Presentation	10
Total		100

Important: Bidders need to score minimum 70% marks in overall technical evaluation framework to get technically qualified and to be eligible for Commercial Bid Opening. The following sub-sections explain how the Bidders shall be evaluated on each of the evaluation criteria.

Technical Evaluation Criteria

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
A.	Bidder's Profile (Maximum Marks– 10)			
A1	Bidder's Average Annual Turnover	The Bidder should have an Average Annual Turnover (in last 3 audited financial years FY19-20, FY20-21, FY21-22 from IT/ICT Business domains) Marks shall be allotted as per below. - AAT of >= 60 Crores – 10 Marks - AAT of >= 50 Crores – 8 Marks - AAT of >= 40 Crores – 6 Marks	10	- Audited financial statements for last three financial years as stipulate in the RFP. - Certificate from the Chartered Accountant on turnover details from the over the last three (3) audited financial years in IT/ICT Business Domains as per Annexure of the Section-13
A2	Bidder's Quality Certification	The Bidder should have valid CMMi Certification on name of bidding entity at time of bid submission Marks shall be allotted as per below.	10	Valid CMMi Certification at time of bid submission on a name of bidding entity

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
		- Valid CMMi-III Certification – 6 Marks - Valid CMMi-IV Certification – 8 Marks - Valid CMMi-V Certification - 10 Marks		
B	Bidder's Technical Experience (Maximum Marks – 55)			
B1	Bidder's Experience in E-Governance Project	Bidder should have experience of successful design, development, implementation of the qualifying Electronic Governance (E Governance) Project in any Central or State Government Agencies/ Urban Local Bodies/ Government Special Purpose Vehicles (SPVs)/Public Transport Undertaking/Smart Cities with the value of the project more than INR 3.4 Crores the in last 7 years as on date of RFP Published. Marks shall be allotted as per below. 3 or more Qualifying Projects - 10 Marks 2 Qualifying Projects- 8 Marks 1 Qualifying Project- 6 Marks - or else- 0 Marks <i>A qualifying E Governance project means consisting of application development, customization, implementation, operation and maintenance.</i>	10	- Project Citation Letter signed and stamp by Authorized signatory as per Annexure of Section-13. - Work order/ Contract clearly highlighting the scope of work, Bill of Material and Contract value along with Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/Acceptance.
B2	Bidder's Experience in Integrated AVLS System in Public Transport	Bidder should have experience of successful design, development, implementation and Go Live of the qualifying Automatic Vehicle Location System (AVLS VTS) project in any Central or State Government Agencies/ Urban Local Bodies/ Public Transport Undertaking/Smart Cities/ Private Bus Transport Operator India with the value of the project more than INR 55 Lakhs the in last 7 years as on date of RFP Published. Marks shall be allotted as per below. 3 or more Qualifying Projects - 10 Marks	15	- Project Citation Letter signed and stamp by Authorized signatory as per Annexure of Section-13. - Work order/ Contract clearly highlighting the scope of work, Bill of Material and Contract value along with Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
		2 Qualifying Projects- 8 Marks 1 Qualifying Project- 6 Marks - or else- 0 Marks <i>A qualifying AVLS project means consisting of the GPS based Automatic Vehicle Location System (AVLS) / Vehicle Tracking System (VTS) for Bus based Public Transport.</i>		Live/Acceptance.
B3	Bidder's Experience in Public Transport Planning & Scheduling System	Bidder should have experience of successful design, development, implementation, and Go-Live of the Public Transport Planning & Scheduling System project in any Central or State Government Agencies/ Urban Local Bodies/Public Transport Undertaking/Smart Cities/Private Transport Operator India with the value of the project more than INR 60 Lakhs the in last 7 years as on date of RFP Published. Marks shall be allotted as per below. 3 or more Qualifying Projects - 10 Marks 2 Qualifying Projects- 8 Marks 1 Qualifying Project- 6 Marks - or else- 0 Marks <i>A qualifying Public Transport Planning & Scheduling System project means consisting of the Schedule Management, Duty Management and Roster Management, Dispatch Management along with the Holiday, Weekend and Special schedule management.</i>	10	- Project Citation signed and stamp by Authorized signatory as per Annexure of Section-13. - Work order/ Contract clearly highlighting the scope of work, Bill of Material along with Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/Acceptance.
B3	Bidder's Experience in Public Transport Commuter Mobile	Bidder should have experience of successful design, development, implementation and Go-Live of the qualifying Public Transport Commuter Mobile Application project in any Central or State Government Agencies/ Urban Local Bodies/Public Transport Undertaking/Smart Cities/Private Bus Operator India in last 7 years as on date of RFP Published.	10	- Project Citation signed and stamp by Authorized signatory as per Annexure of Section-13. - Work order/ Contract clearly highlighting the scope of work, Bill of Material along with Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
	Application	Marks shall be allotted as per below. • 3 or more Qualifying Projects - 10 Marks • 2 Qualifying Projects- 8 Marks • 1 Qualifying Project- 6 Marks • or else- 0 Marks <i>A qualifying Public Transport Commuter Mobile Application project means consisting of the Commuter Mobile App with the feature of Journey Planning or Live Bus Tracking OR Issuance of Self Mobile Ticketing Features in Mobile Application.</i>		entity on the entity's letterhead with Date of Go-Live/ Acceptance Note: Authority may assess the features of the submitted project's commuter mobile application through the download the store application from Google or iOS wherever deployed.
B5	Bidder's Experience in Public Transport Helpdesk / Grievance redressal management system	Bidder should have experience of successful design, development, implementation, and Go-Live of the Citizen Helpdesk / Grievance Redressal Management System/ Citizen Complain Management System project in any Central or State Government Agencies/ Urban Local Bodies/Public Transport Undertaking/Smart Cities India in last 7 years as on date of RFP Published. Marks shall be allotted as per below. • 3 or more Qualifying Projects - 10 Marks • 2 Qualifying Projects- 8 Marks • 1 Qualifying Project- 6 Marks • or else- 0 Marks <i>A qualifying Citizen Helpdesk / Grievance Redressal Management System/ Citizen Complain Management means consisting of the Helpdesk Application consisting commuter issue logging, resolution, escalation and reporting using web interface/mobile app/callcenter for public transport only.</i>	10	• Project Citation signed and stamp by Authorized signatory as per Annexure of Section-13. • Work order/ Contract clearly highlighting the scope of work, Bill of Material along with Go-Live Certificate/Project Acceptance Certificate issued & signed by the competent authority of the client entity on the entity's letterhead with Date of Go-Live/ Acceptance.
C	Bidder's Key Experts (Maximum Marks -15)			

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
C1	Project Manager	Mandatory Conditions: BE / B.Tech + M.Tech / MBA with at least 10 years of total work experience in the IT Industry. Marks shall be allotted as per below. 1) Experience of managing the large-scale IT / E-Governance projects in India with value more than 8.6 Cr. in each project. ▪ 4 or more projects – 10 Marks ▪ 2 or more projects – 8 Marks ▪ 1 project – 6 Mark ▪ Or else – 0 Mark	5	Submission of the Expert's CV as per Annexure of Section -13 of RFP.
C2	Solution Architect – AVLS and PIS System	Mandatory Conditions: BE / B.Tech /BCA / MCA with at least 8 years of total work experience in the IT Industry. Marks shall be allotted as per below. 1) Experience of designing of the Integrated Transit Management Project consisting of the Automatic Vehicle Location System (AVLS) and Passenger Information System (PIS) in public bus transport authority. ▪ 3 or more projects – 3 Marks ▪ 2 or more projects – 2 Marks ▪ 1 project – 1 Mark ▪ Or else – 0 Mark 2) Valid Relevant Certifications: ▪ TOGAF Certification – 2 Marks ▪ or else – 0 Mark	5	Submission of the Expert's CV as per Annexure of Section -13 of RFP along with the relevant copy of the certification as per criteria.
C3	Public Transport Planning &	Mandatory Conditions: BE / B.Tech in Transportation Planning with at least 8 years of total work experience. Marks shall be allotted as per below.	5	Submission of the Expert's CV as per Annexure of Section -13 of RFP.

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
	Scheduling Expert	1) Experience of designing of the public transport planning & scheduling system comparing of the Scheduling, Timetable management and Crew rostering modules. ▪ 3 or more projects – 5 Marks ▪ 2 or more projects – 3 Marks ▪ 1 project – 1 Mark ▪ Or else – 0 Mark		
D	Bidder's Proposed Technical Solutions, Implementation Approach & Methodology and Project Presentation (Maximum Marks -10)			
D1	Project Presentation Elaborating upon technical solution Implementation Approach & Methodology	The Presentation shall consist of following parameters: • Understanding of the local conditions of Transport and requirements of project with respect to the same. • Overall solution architecture with all sub-system, DC, DRC etc. • Implementation Approach & Methodology. • Strategies for the Integration of the existing component & sub-systems. • Clarity of Bill of Material and Details about Make and Model along with Technical Compliance of components. • Completeness of the Risk Register & Risk Mitigation Plan. • Qualitative assessment based on a Demonstration of understanding of BCLL's requirements. • Architecture of Solution proposed demonstrating scalability, modularity, and extensibility. • Understanding of Efficiency Enhancements that shall be envisaged with implementation of ITMS proposed by bidder. • Method and level of integration proposed. • Readiness of the solution for deployment.	10	Allocation of the marks based on the evaluation of the submitted Technical Proposal along with approach and methodology.

#	Criteria Category	Evaluation criterion details	Max Marks	Supporting Document Evidence to be submitted by the Bidder
		- Overall Technology stack used. - USPs of proposed ITMS product.		

Note: Bidder may cite the same project for multiple categories as mentioned above provided it qualifies the individual requirements along with the necessary evidence as mentioned in the individual requirements.

9.7. General Clause related to Sole Bidder/OEM from a Country which shares a Land Border with India

- Any bidder/OEM from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT)).
- "Bidder from a country which shares a land border with India" means:
 - An entity incorporated, established or registered in such a country; or
 - A subsidiary of an entity incorporated, established or registered in such a country; or
 - An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - An entity whose beneficial owner is situated in such a country; or An Indian (or other) agent of such an entity; or
 - A natural person who is a citizen of such a country; or
- The beneficial owner for the purpose of above will be as under:
 - In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.
 - Explanation—
 - "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent. of shares or capital or profits of the company.
 - "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements.
 - In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 - In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 - Where no natural person is identified under i or ii or iii above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 - In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
 - An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
 - The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (Registration committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT))

10. Scope of Work

10.1. Introduction

Bhopal City Link Ltd. (BCLL) has already embarked the step towards the implementation of the ITMS system in last one decay. Looking at the systems already implemented and gauging the criticality of the huge operations, It is vital to bring the transformational change within BCLL in order to improve mobility experience for the commuters and to bring efficiency in management and administration of its services. Hence, to make it more sustainable and with the prospect to services to the commuters. BCLL intends to implement Advance Intelligent Transport System with specific commuter facing interventions under Central Assistance under the Scheme for Strengthening ITS in Public Transport System. The seamless integrated travel scenario, efficient user information, improved safety and central monitoring and management throughout the operation of the BCLL.

BCLL intends to implement a reforms and transformation with the objective to enhance commuter experience across value chain of the services following with the improvement of the operational and financial efficiency. This would enable BCLL to look at futuristic opportunities enabling enhanced user experience and increased patronage for public transport on continual basis. The transformation of BCLL's capabilities will include various phases of the envisaged ITMS – Integrated Transit Management System project.

To fulfill the above objective, BCLL desire to onboard the capable service provider/ SI through invites Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for the period of 5 Years.

The major project components are as below.

- Assessment of the existing available infrastructure's functional status and finalization of the BoQ with BCLL.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of the Automatic Vehicle Location System (AVLS) and integrate it with the existing 368 fleets and scalable up to 1000 fleets as and when needed. The AVLS platform may also use for tracking and managing of the other BCLL vehicles.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of the Central Passenger Information System (PIS) and integrate the same with existing 213 LED based PIS Boards including future PIS hardware withing the contract duration.
- Design, Development, Supply, Installation, Integration and Testing & Commissioning of IPPBX integrated with IVRS and Help Desk Management System along with grievance redressal portal.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of Commuter Mobile App of BCLL for journey planning, integration with Payment Gateway Services & overall content management services of the existing web portal available with BCLL.
- Design, Development, Supply, Installation, Integration, Testing & Commissioning of Business Intelligence / Management Information System (MIS) and Integration with the ticketing and other systems data of BCLL bus operation.
- Dedicated MeitY empanelled Cloud Data Centre and Distaste Recovery Site (DRC) for ITMS application suits for period of 5 Years.
- Deployment of the necessary Technical Support Manpower as per mandatory qualification for the period of 5 years of O&M period.

- Monitoring, Operation & Maintenance of the entire ITMS Solution for period of 5 years from date of successful User Acceptance Test (UAT) or Go Live by the BCLL and further extendable for period of 2 years.

10.2. Project Objectives

- Making travel within Bhopal city seamless and more efficient, increasing the passenger foot prints on-board buses.
- Improved access to bus transport through provision for real-time information via mobile aids at terminals.
- Improved and real time decision making capability through Management Information System.
- Faster and efficient management of incidents within the city via dedicated command and control center.
- Predictive tracking of the Bus Bunching and related incident.
- Resolving the commuter complains with the centralized call center and advance GRMS.

10.3. Summary of Scope of Service

The identified project of ITMS – Integrated Transit Management System requires turnkey services & implementation of information communication & technology components for wherein the Service Providers shall broadly cover the following main scope of work:

Design	Supply	Installation
Test	Integration	Commissioning
Training & Capacity Building	User Acceptance	Operation & Maintenance

10.4. As-Is and Usability Assessment of the existing Infrastructure

The Service Provides/ System Integrator shall be responsible for preparation of detailed project plan of the implementation of the system in synergy with the BCLL's existing operational process. The plan shall address at the minimum the following. SI shall have to carry-out detailed site survey of the existing IT infrastructure (Existing PIS and Command and Control Centre and subsequent submit the useability assessment report of the IT infrastructure to the authority)

- Define an organized set of activities for the project and identify the interdependence between them.
- Establish and measure resource assignments and responsibilities.
- Highlight the milestones and associated risks.
- Communicate the project plan to BCLL with meaningful reports.
- Measure project deadlines and performance objectives.
- Project Progress Reporting: This report will be presented in the steering committee meeting to BCLL. The report should contain at the minimum the under mentioned:
 - Results accomplished during the period (weekly).
 - Cumulative deviations from the schedule date as specified in the finalized Project Plan.
 - Corrective actions to be taken to return to planned schedule of progress.
 - Plan for the next week.
- Identify the activities that require the participation of client personnel and communicate their time requirements and schedule early enough to ensure their full participation at the required time.
- The solution built as per the Design Considerations detailed in this document. The solution proposed by service provider should comply with the design considerations requirements as mentioned therein.
- Shall provide the survey observation, analysis and discussion with the BCLL or any other key stakeholders, the service provider shall submit a Detailed Design Report. The detailed design report shall include end-to-end design validation for the project including any project understanding, analysis, detailed design, integration plan, and for-construction drawings.
- Complete set of design and construction drawing including method of installation as applicable shall also be included in the Detailed Project Report. Construction details shall accurately reflect actual job conditions.
- All technical data sheets of the products shall be submitted ahead of time by the service provider.
- Create requirement analysis documents for various application components under the ITMS solution. This includes System Requirements Specification (SRS) and Functional Requirements Specification (FRS) documentation.
- BCLL will provide the protocol and access of the existing PIS Display Boards to the SI in the functional condition at time of the useability assessment. There are 213 nos. of PIS that are already installed on the BCLL stops and Bus Stands which bidder shall have to integrate the same with the proposed Central Passenger Information System.
- Bidder shall have to understand the administrative and operational procedures of the BCLL and same shall be incorporated under the As-Is and further design documents of the ITMS project.
- System Integrator shall be responsible for understanding the different types of the GPS devices protocol and data structure and integrate the same with the proposed ITMS sub-systems.

- System integrator shall be responsible to understand the existing process of revenue reconciliation amongst the existing or any new bus operator and subsequently apply the same for the mobile and web based ticketing collection. All the responsibility of the escrow account shall be under the scope of successful bidder.

10.5. System Requirements Gathering & Design Phase

- Requirement gathering, Planning of Automatic Vehicle Location System, Passenger Information System, Planning & Scheduling System, Mobile App for Commuters, Helpdesk for Grievance management system etc.
- SI shall be responsible to survey all the geo-locations of the BCLL station, premises, depot and other locations and plot the same on the proposed AVLS application.
- The SI shall be responsible to submit the observation, analysis and discussion with the BCLL or any other key stakeholders, the SI shall submit a Detailed Design Report. The detailed design report shall include end-to-end design validation for the project including any project understanding, analysis, detailed design, integration plan, and for-construction drawings.
- Complete set of design and construction drawing including method of installation as applicable shall also be included in the Detailed Project Report. Construction details shall accurately reflect actual job conditions.
- The Bidder shall carry out the detailed assessment of the functional requirements for ITMS software applications and systems required to deploy at backend in environment after due integration with all sets of the hardware. Further, the Bidder shall prepare the detailed design report, SRS which shall broadly include mapping of functional requirements of the RFP with the desired components, solution architecture, process flow mechanism (common flow and for each tenant/user flow), wireframes and application design in consultation with Authority. The entire solution study must have clear illustration of approach and process to be followed for BCLL. The deliverable prepared by the Bidder shall be submitted to Authority for its review and approval. UAT shall be carried out for entire ITMS solution software proposed by Bidder.

10.6. Procurement, Supply, Installation and Commissioning of the Components under ITMS System

- After the approvals of the technical data sheets & final BoQ by the BCLL, SI shall procedure all the material presented in the Detailed Design Report to the BCLL for its review and approval.
- Supply, Installation, Testing & Commissioning of all ITMS Software and applications with its integration with all frontend hardware procured and already available with the BCLL.
- System shall be capable to comply with design requirement of open standards, API based, interoperable, scalable and flexible to provide data i/o in standard formats for using in the backend ITMS Software applications as per the current/future business requirements of authority.
- Design, development and customization of ITMS backend system with all functional modules in open architecture that can cater the need of each of the BCLL as per their business rules.
- System should have provision to share data in format as required by the Authority for the purpose of journey planning application. This interface may also be shared with any other third party as desired by Authority.
- SI shall be responsible for the procurement and supply of all components as part of the project to meet the technical, functional, business and performance requirements of this RFP. No deviations from these requirements shall be acceptable by the BCLL.

- Any additional hardware or software component required to meet the technical and performance requirement of the project and not specified as part of this document but required to meet the overall requirements of the project shall be factored in as part of the Bid, and provided by the SI
- SI shall be responsible for all procure, supply, storage and handling of the material provided as part of the bid document.
- The SI shall provide all material required for the commissioning of components such as necessary civil substance for design improvement of with all fitments and accessories.
- The SI shall be responsible to arrange transport and freight of the goods to the project site.
- The SI shall be responsible for arrangement of warehouse/storeroom for building and storage of goods/field equipment before commissioning.
- The SI shall have to submit the certificate from the OEM that procure application and its licenses shall be on name of BCLL only. All the required licenses of the application shall be full tenure of the contract.
- The SI shall be responsible for end to end Installation & Commissioning of component, Field equipment as per BoQ. During installation & commissioning of component, SI shall ensure all safety precautions to safeguard commuters.
- If there is removal/change of any existing material during installation process and belongs to the BCLL, the material shall be handed over to the BCLL.
- SI shall also be responsible for reinstating any site in the project limits at no additional cost to the BCLL. It shall be the SI's responsibility to supply and install all hardware in compliance with the requirements of the RFP.
- SI shall be responsible for all implementation works on the project including any civil, structural, electrical (if any). works required to meet the requirements of the project.
- The SI shall be responsible for installation and commissioning of all equipment including all kinds of welding, riveting, nut bolting, erection equipment, tools and tackles, all kinds of mechanized equipment and tools, all material and labor and supporting arrangement.
- The SI shall be responsible for development and deployment of all software required to meet the requirements of the project and BCLL. SI shall be fully responsible for developing and implementing all software required for the project. This software shall be developed based on the approved software and functional requirements specifications. The technology platform chosen for all software shall be based on industry standards based and shall be secure.
- The SI shall ensure that full support from the OEM's is provided during the course of the contract. SI shall be responsible to provide any upgrades, patches, fixes to the software during the course of the contract at no additional cost to the BCLL.
- All licenses for the software shall be perpetual and the BCLL may purchase any additional licenses at the stated cost (as per commercial price bid of the MSI) during this course of the contract.

10.7. System Security requirement and Cloud Services

- The system shall be designed in a way that maximum optimal output with higher system security will be available in context of data security.
- The wider use of system and its services in BCLL shall make the application utility sensitive in nature and Bidder shall follow all standard practices to maintain high level of system security.
- The Bidder shall have to record & store all the logs of the system for as specified in the data retention policy of particular component.
- All types of data either created, captured or generated such as but not limited to data of geolocations, route data, operational incident data, bus maintenance, analytics output etc. with

respect to this RFP will be solely property of Authority. Bidder shall have to store and record all the data as per data retention policy. This data shall be stored in separate database for BCLL and requires to be handed over to the Authority post completion of contract period without creating any copy or replication for Bidder's future use.

- The Bidder's proposed system shall provide features to maintain data integrity, including error checking, error monitoring, error handling and encryption.
- The wider use of system and its services in BCLL shall make the application usage quite sensitive in nature and Bidder shall follow all standard practices to maintain high level of system security.
- All security breach detections shall be confidential. The Bidder shall promptly take corrective action and inform promptly to BCLL. All the security breaches into the system shall be logged and maintained with all the micro level data and meta data.
- The security services used to protect the solution shall include Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- The solution should provide for maintaining an audit trail of all the transactions and should also ensure the non-repudiation of audit trail without impacting the overall performance of the system.
- Compliance with ISO 27001 standards of security.
- The application design and development should comply with OWASP top 10 principles.
- Encryption Confidentiality of sensitive information and data of users and portal information should be ensured.
- Appropriate mechanisms, protocols, and algorithms necessary to protect sensitive data and information both during communication and storage should be implemented.
- Data security policies and standards to be used as per government of India guideline.
- Role based access for all the stake holders to be implemented to access and utilize the system.
- Audit trails and Audit logging mechanism to be built in the system to ensure that user action can be established and investigated if required (e.g., Logging of IP Address etc.).
- Data alterations should not happen from any authorized or unauthorized channel into the system.
- All the application patches, updates or business functions shall be recorded or documented as and when change requested by the BCLL or need of system.
- Industry practices for coding of application so as to ensure sustenance to the Application Vulnerability Assessment.
- Build a complete audit trail of all activities and operations using log reports, so that errors in system – intentional or otherwise – can be traced and corrected.
- The security of the field devices must be ensured with system architecture designed in a way to secure the field devices in terms of physical damage & unauthorized access.
- APIs should be published, and the IT systems should be running on standard protocols like JSON / XML or REST etc.
- Bidder shall get the proposed application VAPT audited from Cert-In empaneled agency and produce a certificate and report for the same before go-Live at no extra cost. The same has to be repeated each year at no extra cost.

10.8. Integration with the other systems of BCLL

- Proposed ITMS application suite shall have capability to integrate the data of the existing buses GPS device into the agreed format of the BCLL.
- SI shall have be responsible for integration of the existing fare mechanism all available bus operators and BCLL's own passes into the web portal and mobile application for commuters.
- SI's proposed system shall have capability to integrate the data as provided by the third party or BCLL into the proposed sub-systems.
- All the existing or upcoming PIS Display boards shall be successfully integrate to the central PIS application as per the protocol document provided by the BCLL or designated party assigned by the BCLL.
- SI shall have to understand the protocol and do the required integration of the existing or upcoming PIS boards with the central application.
- Bidder shall have to provide necessary API, Data and integration support to the BCLL as and when required during the contract period.
- Under no circumstances SI excuse on failure of integration requirement with existing or upcoming systems with any other third-party applications / acceptance on partial integration/ unforeseen challenge in integration etc. will not be acceptable by the Authority. Authority will have full right to immediately initiate termination of the contract with seizure of entire supplies made by bidder and its monetary instruments. Bidder will be recommended for blacklisting from bidding in state of Madhya Pradesh.
- Bidder shall have to develop and integrate Open APIs such as but not limited to GTFS (General Transit Feed Service) data (Static and Real-time), ONDC (Open Network Digital Commerce) for the proposed systems, with third party application as instructed by the BCLL. The open APIs shall be plug and play basis with the standard format, relevant documentation and easy to understand and adopt by third party.
- Bidder shall have to integrate with the future NCMC AFCS system within the contract duration within the contract duration.
- Bidder shall have to develop, integrate and comply with the guidelines and initiatives issued from the relevant authorities time to time within the contract duration such as but not limited to MoHUA, MoRTH, local RTO Authorities etc.
- All the payment gateway integration responsibility pertaining to the generate the successful Mobile based Commuter Tickets shall be under the responsibility of the SI. All the MDR charges shall be collect by the SI from commuters upon the fare charges decided by the BCLL and pay to the payment gateway service provider. All the ticketing charges collected by the SI from the commuters have to reconciled and settled with the bus operator from set business rules by BCLL.

10.9. Cloud Data Centre and DRC Services

- The SI is expected to design and determine requirements for various ICT infrastructure components as required for functioning of the solution.
- The SI will be responsible for design and provisioning of required cloud infrastructure considering ITMS application and services procured under this RFP for the period of 60 months from date of go-live or successful UAT.
- The successful bidder will be responsible for deployment of performance monitoring tools with cloud DC and DRC to monitor Service Level Benchmark stipulated in the RFP document.
- The details of the hardware components required for executing the project shall be indicated in the proposal submitted by the SI.
- The Disaster Recovery/ Business Continuity Planning shall be done using services of Cloud.

- The SI shall be responsible for all activities regarding installation and commissioning and further maintenance ICT infrastructure which includes:
 - Software licenses and required support for servers.
 - New networking infrastructure (if envisaged) by the bidder and its maintenance.
 - Any other components required for functioning of solution
 - Provision of appropriate internet bandwidth between DC and DR.
 - Detailed risk management plan.
 - The successful bidder will be required to provide support for updates, upgrades, security patches etc. for software licenses.
- SI should inform and take approval from BCLL for any updates / upgrades in the software licenses before making any upgrades on IT infrastructure provisioned on Cloud. These updates/upgrades shall be tested by the application development teams on the existing application before applying and release of same in production.
- The Staging Infrastructure on the Cloud shall be responsibility of the bidder only without any additional commercial implication.
- The proposed cloud DC and DRC should deploy on virtual private cloud/Government Community cloud.
- The SI shall offer DR as a service on cloud for all resources offered on primary Cloud DC site.
- The BCLL data is highly confidential and critical and therefore the data should be highly secured and must reside within India. Encryption capabilities in storage shall be required for maintaining the data the Successful Bidders needs to provide required support.

10.10. Training & Capacity Building

- The SI shall conduct proper need-based training to the BCLL staff and existing Command & Control Centre Staff of the BCLL.
- SI shall provide hard and soft copy of the training materials to all the trainees.
- The SI may conduct training in English language only after putting his best efforts for conducting in local (Hindi) language. The decision on this may be taken by the Authority at BCLL
- The training shall be held at various office/department locations as finalized by BCLL.
- SI shall conduct half-yearly refresher trainings for staff and deliver required training to stakeholders as and when required throughout the project tenure.
- Upon the exit management or contract termination or contract expiration, SI shall be responsible to provide the necessary training and capacity building to the BCLL staff or designated third party.

10.11. User Acceptance Test & Go-Live of the System

- The SI shall design and successfully complete tests to demonstrate that all equipment, materials and systems furnished and installed function in the manner intended and in full compliance with the requirements outlined in the RFP and the approved detailed design of the SI.
- SI shall be responsible for the integration of all hardware and software supplied as part of this Project as per the technical and performance requirements of this bid document.
- The system integration scope also includes integration of the Project components with the components provided by others sub-systems as per the details of the RFP or as per direction of BCLL.
- SI shall be responsible to provide any upgrades required to meet the integration requirements at no additional cost to the BCLL unless otherwise agreed by the BCLL.

- It shall be the responsibility of SI to take approval of the BCLL for the Integration of the overall system as per the bid document. Post systems integration, the BCLL shall review and approve the overall performance of the integrated system as per the requirements of the bid document.
- SI shall be responsible for fixing any requirements that are not found in compliance with the original bid requirements and approved detailed design at no additional cost to the BCLL.
- SI should do any modification in the report at no extra cost as and when required by the BCLL even after the go-Live. The same has to be provided within 7 working days.
- SI should design and deliver self service Ad-hoc reporting and BI tool.
- SI would be responsible to do such modification in Ad-Hoc reporting and BI tool on request of BCLL.
- SI should provide any required data from the system within 1 working day as and when requested by the BCLL. This data is no limited to the data available in production as Live data.
- Successful completion of the above phases and approved system with completion of Gap analysis will be put into service and its performance monitored for a period of thirty (30) consecutive calendar days for the purpose of verifying system reliability in an operating environment.
- The User Accept Phase shall be start after successful completion of service and its performance monitoring period. Post the completion of User Acceptance phase, System shall be considered for Operational System Acceptance.
- Issuance of the User Acceptance Certificate is a basis for the start of the Warranty period for the Systems.
- SI shall provide test cases and test results during User Acceptance phase.
- SI shall implement automation testing for all the test cases.
- Bidder shall perform and produce load testing results for the delivered applications.
- Bidder shall maintain production and beta environment separately.
- Any changes or testing shall be performed on the test environment first and on successful testing/acceptance of the same only changes will be deployed to the production.
- SI has to ensure that Ad-Hoc testing is done and system is working fine after the changes deployment.
- SI has to ensure that Release Notes and User manuals are updated.
- If required SI shall conduct training to the BCLL stakeholders for the updates in the system.
- SI shall handover detailed documentation that describes the site conditions, system design, configuration, training, as-built conditions, operation and maintenance.
- All documentation shall be in English and Hindi (as agreed with the BCLL), shall utilize metric measurements, and shall be submitted directly to BCLL in paper hardcopy and electronically in Word/AutoCAD/Excel/Project and Adobe Acrobat.
- UAT will be conducted on all operational vehicles, PIS and routes of the BCLL.

10.12. Deployment of the Technical Support Manpower

SI shall be responsible for end to end project management for the implementation and maintenance of the ITMS components as well as required deployment manpower during the implementation as specified and submitted along with the technical bid and deployment of the technical resources for monitoring & operation of the ITMS applications and its outcomes. SI shall deploy a competent team of resources as per BCLL calendar and operation timings for all 365 days of years in operation and maintenance phase. The Current estimation of the resources are based on the requirement of the BCLL. However, bidder may self-assess the requirement of the resources over and above the below minimum requirement.

Sr. No	Type of Resource required for Deployment	Allocation of Manpower			
		1 st Shift 06:00AM to 02:00 PM	2 nd Shift 02:00 PM to 11:00 PM	General Shift 10:00 AM to 6:30 PM	Total Resources Required
1	Project Manager / Single Point of Contact	--	--	1	1
2	Application Engineer	--	--	1	1
3	Help Desk Support Staff	1	1	2	4
4	Monitoring Operator – MIS	1	--	1	2
	Total required resources	2	1	5	8

This is indicative requirement of technical manpower for successful management of project in monitoring & operation phase. The SI shall assess their own requirement above this and tracking with development of project execution.

The exact role of these personnel and their responsibilities have been defined below in indicative manner and shall monitor and amend by BCLL as and when required. SI shall be required to provide such technical resources meeting following requirements:

- All such key expert shall be without any criminal background / record. (Necessary understanding shall have to be provided as and when deployed/ replaced the resources by the SI).
- The SI shall have to ensure that the above resources are available to BCLL premises as required for successful management of the project and accordingly finalize the deployment to be quoted in Technical and Commercial Bid of the project.
- BCLL reserves the right to direct the SI to carry out third party background check of the personnel proposed on the Project for verification of criminal record, at the beginning of deployment or during deployment.
- Upon direction of the BCLL, SI shall have to replace any person, if not found suitable for the job.
- All the manpower shall have to undergo training from the SI for the working of project.
- Detail operational guideline document shall be prepared during implementation which shall specify detail responsibilities of these resources and their do's & don't.
- All the key experts as proposed in the technical bid to be available at BCLL as and when required by the BCLL.

10.13. Key Roles & Responsibility of the Proposed Manpower

Project Manager (Project Implementation and O&M Phase)		
1.	Minimum Required Qualification	• BE / B.Tech with M.Tech / MBA along with at least 7 years of Total work experience in IT/ICT Domain and 5 years of experience with project of similar nature. • Experience of project management designing and deploying multitenant IT/ICT solution in the Government & Public Sector (G&PS) in India
2.	Roles and Responsibilities Specific to Project (But not limited to this only)	• The designated Project Manager shall provide a single point of contact (SPOC) for entire project for BCLL to resolve all issues related to this Contract/Implementation of project and operation and maintenance activities. • The Project Manager shall be responsible for directing all designs and work pertaining to the Backend AVLS, PIS, VPSD, Mobile app systems and other ITMS project components • The Project Manager shall be available during all significant project events, as necessary to facilitate meetings, project activities, and information flow between the internal and external stakeholders of the project or as requested by the authority or user departments. • The Project Manager shall have a full and complete understanding of the contract documents, deliverables and site conditions sufficiently to provide adequate direction for coordination of work. • The Project Manager shall have experience in design and management of Transportation Similar projects. • Project manager will manage the complete project from bidder's side to see all the roles and responsibilities are fully delivered and acts as a single point of contact for the bidder. • Certified the required assessment as required by the BCLL from the ITMS System data and provide the necessary result in the specified format of the BCLL. • Certified the monthly SLA report from the ITMS system generated data and specified SOP of the BCLL.
Application Engineer (Project O&M Phase)		
1.	Minimum Required Qualification	• BE/B Tech in Computer Science/ IT/ MCA or equivalent from a recognized educational institution along with Minimum 5 years' experience in ITMS/ IT Development sector. • Experience of the development of the similar nature project in latest available technologies
2.	Roles and Responsibilities Specific to Project (But not limited to this only)	• Application support engineer shall be responsible to cater the O&M requirement pertaining to the AVLS, PIS, VPSD and other ITMS applications from the BCLL's end. • Shall be responsible for the working the deployed solution and

		support in the patch work of the requirements of the BCLL. • Shall be responsible for the application maintenance activity, back plan roll-out, data back-up etc. of the proposed applications. • To be responsible for creating the required new reports from the proposed system as per need of the BCLL from Business Intelligence or MIS application. • To be responsible for providing the required technical support and expertise to BCLL. • To be responsible for the further integration of the proposed application in the O&M phase of the project. • To be responsible to monitoring of the application on day to day basis in an operation phase.
Helpdesk Support Engineers (Project O&M Phase)		
1.	Minimum Required Qualification	• BE/B Tech in IT/ Electronics or equivalent from a recognized educational institution along with Minimum 3 years' experience in IT/ICT/Operation sector.
2.	Roles and Responsibilities Specific to Project (But not limited to this only)	• To be responsible for providing updates to BCLL (individual) and authority which are related to all the incidents generated through the call centre and helpdesk management system or complain received on daily basis and provide the report to BCLL on weekly basis for the major incidents or complains raised and for which BCLL's intervention is required. • To be responsible for providing knowledge sharing sessions to BCLL personnel monthly basis in a O&M phase. • To ensure the incident resolution activity to be done by the support team of the SI incidents raised on high priority and coordinate for the same. • To be responsible for providing consolidated reports of the entire progress of the bus operations during the entire month. • To be accountable for providing insights related to the improvement points for the bus operations on monthly basis. • To be accountable for the primary decision-making activities related to bus operations in ordination with BCLL's team on daily basis. • To be responsible for applying the outcomes of the business analysis and provide measurable outcome. • To be responsible and accountable for the data accuracy.
Monitoring Operator – ITMS Applications		
1.	Minimum Required Qualification	• BE/B Tech in IT/ Electronics or equivalent from a recognized educational institution along with Minimum 3 years' experience in IT/ICT/Operation sector and proficiency in MS office.
2.	Roles and Responsibilities Specific to Project (But	• To be responsible for providing updates to BCLL (individual) and authority which are related to all the incidents generated or complain received on daily basis and provide the report to BCLL

	not limited to this only)	on weekly basis for the major incidents or complains raised and for which BCLL's intervention is required. • To be responsible for providing knowledge sharing sessions to BCLL personnel monthly basis in a O&M phase. • To ensure the incident resolution activity to be done by the support team of the SI incidents raised on high priority and coordinate for the same. • To be responsible for providing consolidated reports of the entire progress of the bus operations during the entire month. • To be accountable for providing insights related to the improvement points for the bus operations on monthly basis. • To be accountable for the primary decision-making activities related to bus operations in ordination with BCLL's team on daily basis. • To be responsible for applying the outcomes of the business analysis and provide measurable outcome. • To be responsible and accountable for the data accuracy.
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10.14. Monitoring, Operations, Management & Maintenance of ITMS project

- SI shall be responsible for comprehensive monitoring, maintenance of supplied hardware and software, up-gradations in the system, expansion of the system, technical manpower, spares management and replenishment, performance monitoring and enhancements of the project and shall maintain service levels as defined in the RFP.
- All equipment and material supplied by the SI shall be provided with standard warranty against defects of design and manufacturing and against faults and failures associated with workmanship of SI and its sub-contractors (if any as approved by BCLL) commencing from operation acceptance of the system.
- All equipment found to be defective during comprehensive monitoring & maintenance shall be repaired or replaced by the SI at no cost to the BCLL.
- SI shall provide all the technical, managerial, and other staffing required to manage day-to-day maintenance of the project during the Contract period.
- SI shall deploy project manager/SPOC stationed at Bhopal who shall be the single point of contact to the BCLL and shall be responsible for operation and maintenance of the system.
- All spares required for the smooth operation of the project shall be maintained by the SI for the entire duration of the contract to meet SLA requirements. The cost of the spares, repairs, and replacement shall all be deemed to be included in the price quoted by the SI.
- SI shall also institutionalize structures, processes and reports for management of SLA. Root cause analysis and long-term problem solutions shall also be part of SI's scope.
- SI shall maintain the PRI lines and Bandwidth of the IPPBX solution as per the requirement.
- SI shall maintain all data regarding entitlement for any upgrade, enhancement, refreshes, replacement, bug fixing and maintenance for all project components during Warranty.
- SI shall be responsible for updates/upgrades and implementation of new versions for software and operating systems when released by the respective OEM at no extra cost to the BCLL during entire duration of contract.
- All the required printing & consumables for daily/weekly and monthly reporting under the scope of SI.

10.15. System Upgrades and Enhancements

After successful operational system acceptance of the system, BCLL may provide list of changes to be done in the existing system as and when instructed by BCLL. SI is liable to accommodate the changes at no extra cost. SI should conduct and submit VAPT report on annual basis as applicable.

10.16. Project Insurance

The SI shall get comprehensive insurance from reputed insurance company for the project duration for all supplies (hardware/software/Services) supplied under this RFP. If any component under the ITMS project damages or vandalized during the contract period shall be procure & reinstate by the SI through the claim of the insurance policy of the project.

10.17. Others

The SI shall also be responsible for the following activities:

- Obtain relevant certifications for application security and functionality.
- Provide Standard Operating Procedures (Manuals, Forms, Process documents) to standardize the processes during O&M phase.
- Ensure that the end of support for any of the component / equipment is not reached during the concurrency of the contract.
- Ensure compliance to all mandatory government regulations as amended from time to time.
- Ensure that all the peripherals, accessories, subcomponents required for the functionality and completeness of the solution including but not limited to devices, equipment, accessories, cables, software licenses, tools, etc. are provided according to the requirements of the solution.
- BCLL shall not be responsible if the successful bidder has not provisioned some components, sub-components, assemblies, sub-assemblies as part of Bill of Materials in the RFP or bidder failed or misinterpreted the integration and interface development scope under this RFP. The successful bidder shall have to provision these to meet the solution requirements at no additional cost and time implications to purchaser.
- The Successful Bidder shall ensure there is a comprehensive onsite support arrangement for duration of the contract with all the OEMs for respective components.
- Considering the criticality of the infrastructure, successful bidder is expected to design the solution considering the RFP requirement of no single point of failure with high level of redundancy and resilience to meet the network uptime requirements

10.18. Project handover and Exit management

The SI shall provide BCLL the following information/data six (6) months before the expiry of the Contract Period.

- Information relating to the current services rendered and data relating to the performance of the services; Entire documentation relating to various Project Milestones, any other data and confidential information related to the Project.
- All other information (including but not limited to documents, records, and agreements) relating to the products & services related to the project to enable BCLL.
- The successful bidder shall provide the BCLL with a recommended exit management plan.

The SI shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the System Integrator).

10.19. Roles & Responsibility of BCLL and Successful Bidder

Roles & Responsibilities of Successful Bidder

- Act as principal System Integrator/Service Provider for the Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as specified in the RFP.
- Detailed assessment the existing infrastructure available with BCLL for ITMS Projects.
- Detailed requirement gathering for all in-scope components and finalization of the business rules, operational rules and system rules in discussions with BCLL.
- Define Project Implementation Plan - device delivery and installation plan (day/week wise plan with detailed schedule and resource requirement) and software implementation plan.
- Obtain the requirements for executing the implementation plan.
- Delivery of all hardware as per finalized and approved BoQ by BCLL and take signoff on delivery challan Installation & commissioning of hardware as per installation plan from BCLL.
- Provide the 3 options of the Payment gateway service provider along with its MDR charges comprising and support in Onboarding & integration of the payment gateway service provider as decided by the BCLL.
- Adhere to defined SLAs and timelines.
- Submit the test cases and installation acceptance reports
- Preventive and regular maintenance/repair of hardware.
- Develop maintenance and user manual and SOP document for post maintenance period
- Deploy efficient and qualified manpower as required for the operation of the system.
- Sharing the application and server logs
- Security administration and monitoring Security Incidents
- Backup and Business Continuity policies
- Develop a Risk Management Plan enlisting the risks to the project, its mitigation plan and ensure compliance to the same.
- To undertake integration with payment gateway services
- Training to ticketing staff for operations and administration.
- Provide training to the staff on time to time basis.
- Integration with any Authority internal application BSCDCL – ICCCL application (if required).
- Provide the toll free no and PRI lines of the IPPBX and Help Desk solution
- Provide the necessary Broadband connectivity and necessary networking infrastructure (rack, switch etc.) for the connectivity at BCLL office.
- Monitoring, Operations & Maintenance:
 - Annual Maintenance which includes periodic maintenance services (Level-1 ,2 and 3) for the devices and all software for a period of 5 years and conducting periodic audits of the project from a third party, if required or as instructed by BCLL.
 - Maintenance/Replacement of the Hardware Component parts as and when required in the project for smooth functioning.

- Provisioning and deployment of technical manpower for maintenance and issue resolution of all software and hardware/devices/equipment for the period of 5 years
- Adherence to latest Industry Standards, guidelines as specified by government authorities
- Periodic submission of warranty/AMC records and SLA Reports.

Roles and Responsibilities of Authority

- Provide physical security to equipment installed at Buses and CCC.
- MDR - Merchant Discount Rate of the Payment Gateway services.
- Protocol Document of the existing/upcoming Hardware (GPS and Station PIS).
- Providing raw electricity on for existing and new PIS boards through the various vendors.
- Provide Operational Business Rules & Report formats for ITMS Application.
- Approval of system design documents.
- Coordination with Existing system's integrator/ Operators for Integration
- Carried-Out UAT testing & Project Acceptance
- Approval for Integration of Payment Gateway Service with BCLL Bank Account
- Payment to the System Integrator as per contract terms.

11. Project Delivery Schedule, Payment Milestone & Deliverables

Milestone No	Milestone Name	Details of the Milestones	Deliverables of the Milestones	Timelines (In Weeks)	Payment link to Milestone
1	Contract Signoff	Submission of the PBG and Signing of Contract	-	T = Sign-off of Contract agreement	NA
2	Project Inception Phase	Project Team mobilization, Assessment of the existing infrastructure make and model, protocol documents and preparation of the detailed project implementation plan.	Inception Report along with Detailed Project Plan for Project Implementation.	T + 1 Week	NA
3	Requirement Gathering Phase	Understanding of the existing business and operation procedures of the BCLL pertaining to the Bus Operation and monitoring and preparation of the As-Is and To-Be document with finalization of the business requirements of all ITMS Sub-Systems	- As-Is Report - To-Be Report	T + 3 Weeks	NA
4	ITMS Design Phase	Design, Development, Testing & Deployment of all ITMS Sub-systems along with the integration and data fetch from the available Hardware (GPS, PIS and Third-party applications of BCLL).	- System Requirement Specification Report - Functional Requirement Specification Report - Requirement Traceability Matrix - Integration Datasets formats with TP - Third Party.	T + 6 Weeks	10% of the CAPEX Payment
5	User Acceptance Test Phase	Submission of the develop application / sub-systems test reports, deployment of the application and performance of	- Test Case of the developed application (Sub-system) under ITMS System - User Acceptance Test Cases	T + 14 Weeks for Successful UAT of the AVLS Sub-System	10% of the CAPEX Payment
				T + 16 Weeks for Successful	10% of the CAPEX

Milestone No	Milestone Name	Details of the Milestones	Deliverables of the Milestones	Timelines (In Weeks)	Payment link to Milestone
		the User Acceptance test scenarios.	in reference to the RFP and subsequent requirement of BCLL. - UAT signoff from the BCLL - Application Deployment Report <i>Note: All the sub-system under the ITMS project, UAT will be conducted separately for individual application/system along with its timelines. All the above deliverables should be separately submitted for each individual sub-system to carry-out the UAT Phase. UAT will be performed for all the applicable buses, routes and PIS in operation.</i>	UAT of the VPSD Sub-System	Payment
				T + 18 Weeks for Successful UAT of the Helpdesk Management Sub-System	10% of the CAPEX Payment
				T + 20 Weeks for Successful UAT of the PIS along with Mobile app Sub-System	5% of the CAPEX Payment
				T + 22 Weeks for Successful UAT of the MIS / BI Sub-System	5% of the CAPEX Payment
6.	Operational Acceptance of the ITMS Sub-Systems	Go-Live of the entire ITMS Project in Implementation phase. <i>Note: BCLL will conduct the operational acceptance test post completion of the UAT phase of the individual sub-system. Upon the completion of the operational acceptance phase for individual sub-system within stipulated timelines, It will be considered as a "Partial Go-Live" of that particular sub-system. However, overall ITMS will be operationally accepted / Go-live post successfully completed</i>	- GAP Analysis incorporation Report - User Manual - Security Test - License Copy of the ITMS Sub-System on name of BCLL - MeitY empanelled Cloud Service Provider's Certificate <i>Note: All the above deliverables should be separately submitted for each individual sub-system to carry-out the Operational Acceptance Test.</i>	T + 24 Weeks for Successful Operational Acceptance of the AVLS Sub-System	10% of the CAPEX Payment
				T + 25 Weeks for Successful Operational Acceptance of the VPSD Sub-System	10% of the CAPEX Payment
				T + 26 Weeks for Successful Operational Acceptance of the Helpdesk Management Sub-System	10% of the CAPEX Payment
				T + 27 Weeks for Successful Operational Acceptance of the PIS along with Mobile app Sub-System	5% of the CAPEX Payment
				T + 28 Weeks for Successful	5% of the CAPEX

Milestone No	Milestone Name	Details of the Milestones	Deliverables of the Milestones	Timelines (In Weeks)	Payment link to Milestone
		<i>operational acceptance of all sub-systems by the BCLL under the ITMS project.</i>		Operational Acceptance of the MIS / BI Sub-System	Payment
7.	Operation & Maintenance Phase of ITMS Project	Operations & Maintenance (Software, Hardware and other ICT Support as envisaged for successful operations of project)	- Monthly SLA Monitoring Report to be submitted to the BCLL - Monthly Attendance Report for the deployed Technical Support Man-Power as per RFP - Preventative and corrective maintenance activities carry-out in the periodic month	T1 = Date of issuance of the Go-Live Certificate by the BCLL upon successful operational acceptance of all ITMS Sub-Systems. T1 + 20 Quarters (60 Months)	10% of the CAPEX Part equal part in first 4 Quarters + - OPEX - 100% in equal part of 20 Quarters.

Note:

- No Advance Payment shall be made against any invoice.
- All payments will be made in Indian Rupees.
- The payment shall be released by BCLL after careful review of invoices and submitted deliverables. If any additional documentary evidence required, then service provider shall have to furnish the same to the BCLL.
- Payment shall be made after the deduction of penalty or Liquidated Damages if any that has been observed and recorded by the BCLL.
- CAPEX & OPEX Costs Quoted for the project should be in a preposition of 55%:45% of the Total Project Cost. CAPEX cost of the project should not be more than 55% of the Total Project Cost.
- In case bidder have bided more than 55% of the project cost in a CAPEX part then Authority reserve rights to restrict the CAPEX cost at 55% of the Total Project Cost and remaining part shall be considered in a OPEX payment of the Project.

12. Minimum Technical & Functional Specifications

12.1. IPPBX with Digital IP Phones

#	Parameter	Minimum Specifications
1.	General	Open Source IPPBX 1 PRI, 10 Digital Lines and Extension up to 50 lines
2.	Connect Options	Connect with various interfaces like PRI, Analog(PSTN), GSM, VOIP
3.	Call Queue	• Music on Hold per queue. • Caller Experience - Let the caller hear the phone ring instead of listening to music on hold.
4.	IVR (Interactive Voice response)	• Ringing Options - Ring All, Round Robin, Fewest Calls, Least Recently Called, Random, and In Order. • Extension Dialing - Allow the callers to dial an extension at any time.
5.	Call Control	• Call Transfer - you can easily transfer incoming calls or active calls to another extension. Set the transfer rules for incoming calls so you can check the call first, then transfer, transfer without checking, or send the call straight to voicemail. • Call Pick up - You can set up Call Pickup groups so some employees can pick up calls ringing on other extensions by dialing a short code on their own phones. You determine who has this permission and which calls they can pick up. • Do not disturb. • Hold - Put a call on Hold using the button on your IP phone, or from the Switchboard. You can customize the Music on Hold that plays until you resume the call. • Call Parking - Put a call on Hold using the button on your IP phone, or from the Switchboard. You can customize the Music on Hold that plays until you resume the call. • 6. Parallel Ringing. • Follow me.
6.	Multiphone connectivity	• IP PHONE. • IAnalog Phone • Soft Phone
7.	Digital IP Phones	• 802.1x for authentication, Support both SIP & H.323 IAX2 protocol; Standards based codec support: G.711, G.729.QoS (Internal to the station and priority to the voice signal) Fixed or dynamic assignment of the IP address by customer DHCP AES for voice content encryption. • Monochrome LCD Display 3 lines or more • Remote power feed per the 802.3af standard (PoE) and local 120/230V feed • Multi-key / Multiple-number stations - This function should allow a user with a station that is assigned only one number, to simultaneously establish several outgoing or incoming calls. Each station key can be programmed for a different extension number, to permit easy differentiation of incoming calls. • Hard buttons for messages, call history, home, navigation cluster, contacts, headset, volume, mute, speaker, Automated attendant • Context-sensitive keys associated to the display – These contextual keys are linked to the context displayed on the screen

#	Parameter	Minimum Specifications
		to directly activate functions. Shall have Message waiting indicators. • Shall have integrated alphabetic/alphanumeric keyboard for functions such as text messaging and dial by name • Open to applications: The system shall support an IP Soft phone application that allows the users to manage their calls from a PC. • Bidder shall have to considered the necessary IT and Non-IT infrastructure for operationalization of the IPPBX System.

12.2. Automatic Vehicle Location System

#	Minimum Functional Specifications
A	General Requirement
1.	The AVL central application shall be web-based solution which access from anywhere with the appropriate credentials of access.
2.	The AVL central application shall be either commercial off the shelf (COTS) software or Be-spoke or Open Source software with required customization of the BCLL.
3.	All the required proposed customized software, firmware shall be with the latest version with all latest available functionalities and technologies in the similar market.
4.	All solution components used as part of the deployment, including, and not limited to the operating system and the database applications, shall be latest as on date of deployment.
B	Graphical User Interface (GUI) Requirement
5.	The AVL central application shall be delivered with a fully functioning Graphical User Interface (GUI). The AVL shall have collective dashboard which gives daily operation KPIs overview to the BCLL stakeholders.
6.	The GUI shall be based on standard windows controls or equivalent.
7.	The GUI shall have branded of the BCLL when access from the right credentials.
8.	All screens with non-paging data shall open and populate with data within 3 seconds. All the pages of the application shall have similar refresh timeframe for page open and populate.
9.	All screens with paging data shall open and populate with the initial data within 3 seconds & thereafter page updates shall be retrieved within 5 second.
10.	Dragging the cursor bar for a scrollable list shall cause instantaneous redisplay of the list intime with the movement of the cursor bar.
11.	All the system buses shall be shown concurrently in the GUI with both static and real-time data as parameters. Additional flexibility shall be present to select groups of buses based on criteria defined by the purchaser.
12.	Multiple configurable views of the GUI shall be available for the operator that shall be available for retrieval through a dropdown list.
13.	All the icons, branding material, logos of the application page shall be latest and in the original format.
C	AVLS Central Dashboard Console Requirement
14.	The console shall have ability to distribute control of services among controllers
15.	The Console shall have configurable dashboards for real-time view of the operation of each BCLLs. • Comparative Dashboard for BCLL based on Bus Operator Performance • Central Dashboard • Individual Operator KPI Performance Dashboard

	• Operation Dashboard • Fleet Type Performance Dashboard • Vector Map Dashboard
16.	The Console shall have Time Monitoring Analysis basis on the route/stoppages.
17.	The console shall have functionality of Regulating Service by Time and Frequency
18.	The basic and detail information of the fleets on mouse overs.
19.	The Console shall have relevant schematic layouts with all nodes (GPS & PIS) connected & shown on the GUI with real-time status.
20.	Various nodes summaries shall be represented with the legends and different color codes on the console.
21.	The console shall show the status (connected/ disconnected, faulty/ working) of all logical devices along with the Fleet status (Idle/ Running/ Standby/ Breakdown/ Preventative Maintenance) (AVL System, PIS modules etc.) connected to a particular node, when clicked on a node from the monitoring dashboard GUI.
22.	The console access shall be specific to the privilege of the user, which can be defined in the central system & shall be specific to a group of node locations.
23.	The console shall have ability to identify the fleets or group of fleets by operator with minimal clicks or filter on the dashboard.
D	Real-Time Operation & Location Playback Requirement
24.	The operation module shall have capability of supervision and monitoring of Fleet Positions in Real-Time along with the other parameters of driving behavior.
25.	The operation module shall have ability to showcase the live vehicle feeds as well as location playback mode to see the fleet performance over the period of time.
26.	The operational module shall track of the fleets/buses with the following functionalities. • Ability to See Trips/Fleets by different color by operator type and bus type • Color Legend of Vehicles/Fleets • Status Tracking of Messages Sent to GPS • Vehicles, Virtual Vehicles, Stops and Lines on Map • Vehicles, Virtual Vehicles, Stops and Lines on Straight-Line.
27.	The live performance module shall have functionality to see the single, multi and all fleets performance on single view map screen.
28.	The live performance module shall also have option of bifurcation the fleets based on the depot/routes/stoppage for the view on the map.
29.	The live performance module shall have comparative analysis option for between performance of two or more fleets in real-time view.
30.	The module shall use the real time location and schedule adherence data to create a continuously updated table using standard protocols like JSON / XML or REST etc data feed of the last reported

	location for all fleets and the next arrival predictions within the configurable upcoming time window for all stations/stops on map.
31.	A system report providing accuracy predictions stratified by minutes in advance of the arrival, filtered on a stop and time period basis, is a desirable alternative since it would enable accuracy assessment during and after the implementation with less need for field data collection.
32.	The module shall have interface to provide extensive alerts required for real-time operational support. The Alerts at a minimum should include: • Critical Alerts (SOS) • Security • Major Alerts • Buses without Schedule on the Road Alerts • Route Deviation Alerts • Schedule Adherence Alerts – colour coded by gap time • Bus Bunching Alerts • Minor Alerts • Over Speeding • Tamper Alert • Bus Bunching • Under Speed
33.	The Alerts shall be easily identified on the map through double-clicking of the alert. Location playback features shall be available on clicking of Alerts.
34.	The operator shall be able to review on the map display the chronological sequence of reported locations for a specified vehicle over a specified time period.
35.	The module shall provide controls to view the entire sequence of reported locations from the beginning of the time period or to step through the sequence incrementally forwards or backwards.
36.	The system shall allow replay for a single fleet, selected set of fleets or all fleets on the selected map view for selected time period.
37.	System shall consist of multiple features for location playback to allow variable speeds and time period selections for ease of replaying.
38.	The operation module shall use the Google or equivalent map for display and represent of the BCLL buses/Fleets. All the map services and layer development shall be done within the AVL application by the successful bidder. Below map functionalities shall be available but not limited to this only. • Road map View • Satellite Map View • Open Street Map View • Traffic Map View
39.	The operation module map shall have a functionality to showcase the each of the connected nodes with the real-time status of the node.

E	Configuration & Master Management Requirement
40.	The proposed application shall have Configuration & Master Management module which shall cater all the node configuration management and master data management across all proposed application and third-party applications.
41.	The module shall have below configuration functionalities in the proposed solution. • Map data configuration • Incident
42.	The configuration module shall have all operation parameter of the BCLL to be configure from the front end. There should not be requirement of the backend support for any configuration.
43.	The module shall cater at least following operational parameters for configuration. • Route Configuration • Route part/Stoppage Configuration • Distance and Time Configuration. • Stoppage type configuration • Emergency spot/Authorized spot configuration
44.	Access to the monitoring dashboard shall be specific to the privilege of the user, which can be defined in the central system & shall be specific to a group of node locations (e.g., a set of GPS and/or combination of node types) and configure from this module only.
45.	The module shall have functionality to create or code the multiple user classes with different privileges.
46.	The module shall maintain a transaction log that records all the new configurations that implemented along with the modifications of any rules or configuration into the system along with the meta data.
47.	All the relative master of all the proposed application as a part of project for the data management shall be available in the AVL application's configuration module. All the access of the master data should be from AVL application.
48.	The configuration and master management module shall be work as a nerve point for access of the any master data to any internal application proposed under this project or external application of BCLL.
F	Maintenance Requirement
49.	Device settings shall be updated including software/firmware updates through transmission via the secured communication network set up by the service provider. For reasons of security, device settings shall not be modifiable by field staff of the service provider/others
50.	Any device settings modifications including software/firmware updates as well as business rules such as fare settings, discounts etc. shall be done with prior authorization. A digital log of all changes of settings on each device shall be maintained.
51.	Only authorized personnel shall be able to access maintenance mode of the device which shall allow the personnel to diagnose the faults and update the device settings directly, if required.

52.	Inventory with product serial numbers to be maintained regularly for active, standby, repaired, damaged/replaced devices.
G	Incident Management System
53.	Emergency/Incident Management Emergency/incident Management shall be handled through the AVLS. In general, the strategies for emergency/incident management will be developed at a broader organizational level and shall involve many stakeholders including the AVLS system. Emergency/incidents can be clustered in three levels, which have differing levels of response: • Individual vehicle or location • Impacting only the public transport services • Impacting the urban area and utilities, of which public transport is one
54.	• Breakdown of vehicle or collision, requiring technical assistance or replacement • Collision, illness or other non-criminal incident requiring medical support • Assault, aggressive or security incident, requiring police/security response • Pre-advised diversion or restriction due to road construction/repairs or other cause • Unplanned diversion or restriction • Weather-related events and restrictions • Events, requiring diversions and/or additional services
55.	The incident management process shall include: • Detection • Verification • Motorist Information • Response • Site Management • Traffic Management • Clearance This system would ideally execute following phases: • Notification phase • Response phase • Recovery phase • Restoration phase • Incident management system is envisaged to be implemented as part of GPS which shall facilitate communication of activities internally and externally as well
H	Reporting Requirements
56.	The module shall be able to generate all reports separately for different sub-systems under operation.
57.	The report shall be classified in following manner but not limited to this: • Performance Report • Incident Reports • Management Information Reports • Exception Report • Summary Report • Monitoring Reports • Historical Reports • SLA Reports
58.	Any portion of the transactional database shall be exportable in standard formats (such as comma

	separated value (.csv, xlsx files etc.) for analysis in third party programs.
59.	It shall be possible for users to build custom reports from the data in the transactional database with support tools such as MS Excel etc. The reports should be customizable for various time periods through the dashboard of the reporting system.
60.	A data dictionary shall be provided to Authority to facilitate development of custom reports.
61.	The module shall provide enough summarized and detailed data, including features to generate standard report based on pre-established criteria, as well as required reports based on a user-definable set of search criteria
62.	All reports shall be generated using a query language and standard query engine that provides flexibility for future updates, and for creation of new reports.
63.	It shall be possible for users to build custom reports from the data in the transactional database with support tools such as Crystal Reports and MS Excel. The reports should be customizable for various time periods through the dashboard of the reporting system.
64.	The details of static report contents including but not limited to this only: • Monthly summary reports broken down by bus and route type. • Bus Location by date/time, location, and other parameters • Schedule adherence reports for depot locations, bus terminals and bus stops • Bus bunching report • Driver performance report consisting of bus stop skipping, harsh acceleration, harsh deceleration, over speeding, etc. • Fraudulent activity reports with the hardware (Tampering reports) • Faults and errors • Bus trip reports. • System exceptions reports • System performance and activity reports • Financial reports SLA violation report based on the business rules specified in bus operations tender. • Travel time reports between stops • Reports on events that hinder movement of buses
65.	The report module shall provide with functionality of ad-hoc reporting to user or group of users through SMS (Summary Report) and Email (Detail Reports)
66.	It shall be possible to aggregate data (filter) for reporting, at a minimum, by: • Date/Time • Origin • Destination • Location • Equipment Serial Number
67.	It shall not be necessary that values be consecutive for the purposes of aggregation (e.g., non-consecutive months).
I	Data Retention Policy Requirement

68.	The system shall be record and store the micro and macro data coming from the edge devices with the primary and secondary storage/access mechanism.
69.	The primary data access shall be considered as a Live Data which shall be available and directly access from the system from last 180 days in FIFO logic. The data transfer from the primary to secondary should be through the automated process with 15 days cycle process.
70.	All the system generated data (Edge Devices data, User data, Master Data, Metadata, and Incident data) primary and secondary data shall be available in the system for the entire contract period. Without written prior approval of the authority or subsequent user department, the data shall not be deleted or altered in the proposed system.
71.	All the summary and detail report shall be directly access from the system with the period of 30 days without any hindrance in the performance of the application.
J	System Security Requirement
72.	The system shall maintain a transaction log that records all users that access reports, the reports accessed, edits and changes to the database and the system logon and log-off times.
73.	The system security shall provide features to maintain data integrity, including error checking, error monitoring, error handling and encryption.
74.	Verification features shall be provided to ensure that all system-created files are uniquely identified, and that no files are lost or missed during data transfer.
75.	All systems, sub-systems and devices shall only allow access to authorized user classes.

12.2.1. Vehicle Planning & Scheduling System

#	Minimum Functional Specifications
• A	General Requirement
1.	The VPSD central application shall be web-based solution which access from anywhere with the appropriate credentials of access.
2.	The VPSD central application shall be Be-spoke software with required customization of the as per operation needs of BCLL.
3.	All the required proposed customized software, firmware shall be with the latest version with all latest available functionalities and technologies in the similar market and subsequently fit into the India context public transport operations.
4.	All solution components used as part of the deployment, including, and not limited to the operating system and the database applications, shall be latest as on date of deployment.
B	Graphical User Interface (GUI) Requirement
5.	The VPSD central application shall be delivered with a fully functioning Graphical User Interface (GUI).

#	Minimum Functional Specifications
6.	The GUI shall be based on standard windows controls or equivalent.
7.	The GUI shall have branded of BCLL when access from the right credentials.
8.	All screens with non-paging data shall open and populate with data within 10 seconds. All the pages of the application shall have similar refresh timeframe for page open and populate.
9.	All screens with paging data shall open and populate with the initial data within 10 seconds & thereafter page updates shall be retrieved within 5 second.
10.	Dragging the cursor bar for a scrollable list shall cause instantaneous redisplay of the list intime with the movement of the cursor bar.
11.	All the system buses shall be shown concurrently in the GUI with both static and real-time data as parameters. Additional flexibility shall be present to select groups of buses based on criteria defined by the purchaser.
12.	Multiple configurable views of the GUI shall be available for the operator that shall be available for retrieval through a dropdown list.
13.	Operation Planning Module Requirements
14.	Operation planning module shall have capability to cater the requirement of the transport operation planning.
15.	Module shall have ability to edit/specify in bound and/or outbound timetable for a specified day type.
16.	Module shall have capability to generate or implement the planning based on the different calendar strategies.
17.	Module shall allow user to define the path type for the timetable -circular, loop, Radial or based on the requirement of the BCLL. It shall have capability to re-routing or organizing the time-table in case of any conflicts or bunching of the buses in the single of multiple points in the city.
18.	The system shall have capability to add, duplicate planning timetable for the different route with the minimal efforts.
19.	The planning module shall have ability to indicate the required number of buses to operate the particular route/corridor/network for planning with the dynamic stoppage and free time to driver.
20.	The module shall be able to predict the best and least routes or network in the BCLL based on the certain parameters i.e., revenue, ridership, passenger load, EPKM, KMPL etc.
21.	The planning module shall have ability to derive the layover time at Depots and meal/relief points and minimizing the shift timings.
22.	Module shall have capability to suggest minimum fleets required for the schedule of operation against the available fleets.
23.	Module shall have capability to plan parallel scheduling of services such as trunk and feeder system, the schedule of the trunk bus and the feeder bus must be synchronized to the extent

#	Minimum Functional Specifications
	possible, to minimize the transfer waiting time for passengers.
24.	The system should allow for such synchronization and automatically calculate the trips and schedules of a route/multiple routes.
25.	Module shall have functionality to add/modify trips (inbound, outbound, headway) to timetables (mentioned previously). Bus demand management based on trips planned, Layover depot time management, dead run management, driver changeover management.
26.	All the pre-planning timetable shall be act or deliver on the system within 12 hours of the feeding the data into the VPSD application.
27.	In future, BCLL may come up with Electric Buses, The module shall have to adopt the support the use of electric buses.
28.	The planning module shall cater the electric buses charging cycle and able to get the maximum output with minimum break plan.
29.	The planning module shall integrate tightly with the telematics system to get the relevant data of charging stage and battery health for optimization of planning of electric buses.
30.	The Planning module shall have capability to deployment of the buses by sequencing trips for minimizing the PVR, deadheading and driver cost.
C	Crew Planning Module
31.	This module shall have capability to enable creation / modification of crew job ids and allocation of same to trip schedules.
32.	The module should be capable to create rosters – monthly/quarterly / annual/demand based/dynamically.
33.	The system should support template, so that end users of the application would re-use existing formats and create rosters easily.
34.	The sub-system should be capable to dynamically modify the rosters i.e., linking of a job id or duty number of driver / conductor as and when required by the depot manager. The history of same should be available, while drawing out reports.
D	Dispatch Management Module
35.	This module should be capable to enable fully integrated automated dispatch of buses in real time from depot / workshop/control points.
36.	It should be capable to enable switch between crews (roster modification i.e., linking of duty number to updated plan / route(s), dispatch of replacement buses in case accidents or breakdowns without much manual intervention).
37.	Driver document management, Alert management with regards to events such as crew operation delay, changed work schedules.
38.	The module shall be act on inputs provide by automated dispatch system and other existing trip schedules/plans, crew plans and rostering i.e., assigning job ids or duty numbers to trip plans

#	Minimum Functional Specifications
	when and where required.
39.	It should be capable on real time basis to recalculate the schedule when more additional buses are being operated, when route diversion takes place, creation of alternative schedules when serious disruption takes place.
40.	It should be capable to update and provide revised ETAs or bus number for the passengers waiting at the bus stops via downlink of revised information onto the PIS at bus stop accordingly.
E	Reporting and MIS Requirement
41.	The module shall be able to generate all reports separately for different sub-systems under operation.
42.	The report shall be classified in following manner but not limited to this: • Crew Rostering plan report • Monthly/Daily Utilization of Resources • Ridership vs Utilization of Crew Report • Monthly Route EPKM • Monthly Bus KMPL • Daily Plan vs Actual operation • Schedule Adherence Report • Utilization of fleet report
43.	Any portion of the transactional database shall be exportable in standard formats (such as comma separated value (.csv, xlsx files etc.) for analysis in third party programs.
44.	It shall be possible for users to build custom reports from the data in the transactional database with support tools such as MS Excel etc. The reports should be customizable for various time periods through the dashboard of the reporting system.
45.	A data dictionary shall be provided to Authority to facilitate development of custom reports.
46.	The module shall provide enough summarized and detailed data, including features to generate standard report based on pre-established criteria, as well as required reports based on a user-definable set of search criteria
47.	All reports shall be generated using a query language and standard query engine that provides flexibility for future updates, and for creation of new reports.
48.	The report module shall provide with functionality of ad-hoc reporting to user or group of users through SMS (Summary Report) and Email (Detail Reports)
F	Data Retention Policy Requirement
49.	The system shall be record and store the micro and macro data coming/going from the system with the primary and secondary storage/access mechanism.
50.	The primary data access shall be considered as a Live Data which shall be available and directly access from the system from last 180 days in FIFO logic. The data transfer from the primary to

#	Minimum Functional Specifications
	secondary should be through the automated process with 30 days cycle process.
51.	All the system generated data (User data, Metadata, and system data) primary and secondary data shall be available in the system for the entire contract period. Without written prior approval of the authority or subsequent user department, the data shall not be deleted or altered in the proposed system.
52.	All the summary and detail report shall be directly access from the system with the period of 30 days without any hindrance in the performance of the application.
• G	System Security Requirement
53.	The system shall maintain a transaction log that records all users that access reports, the reports accessed, edits and changes to the database and the system logon and log-off times.
54.	The system security shall provide features to maintain data integrity, including error checking, error monitoring, error handling and encryption.
55.	Verification features shall be provided to ensure that all system-created files are uniquely identified, and that no files are lost or missed during data transfer.

12.3. Centralized Passenger Information System

#	Minimum Functional Specifications
1.	It shall have a central module for data processing that shall include algorithms for bus stop passing time calculation. This software module shall provide automatically all information concerning to next buses ETA to remote devices (i.e., boards at stops or Website and smart phones). For this purpose, the next two buses for each route shall be considered.
2.	It shall have a message sending and passenger information monitoring in real-time. The system shall allow sending messages and monitoring ETA information that is being shown in each stop and station.
3.	In this application, the following information shall be shown: • List of passenger information boards registered in the system • Bus ETA, routes and type of service, that are being shown in each information point • Active special messages sent from existing BCLL CCC for each information point
4.	Application shall include an interface to edit and activate (and automatic sending) messages to stops & buses about incidences and relevant events or institutional messages sent from existing BCLL CCC including the possibility of setting, at least, the following parameters: • Priority, duration and frequency of message visualization • Date and time range when it shall be shown • Weekdays when it shall be shown • Single board or group of boards selection for bus stops • Single bus, multiple buses, or all the fleet for messages sent to on board internal displays.
5.	The configuration of electronic boards i.e., setting the information to be display such as definition of routes, service messages, ETA information etc. and shall be performed by a specifically designed interface to be used at control center, such configurations can be automatically updated by way of algorithm or on generation of interrupt.
6.	The system shall record status messages of the electronic boards. These messages shall be used to produce reports showing the availability of electronic boards.
7.	Messages containing data from the central system to the electronic boards, which have not been received successfully, shall be resent. In case of unsuccessfully sent messages, generated by an employee, the employee shall be informed through the respective interface, and shall have the option for manual resending of the message to the respective electronic board. The automatically generated messages shall be resent again on the basis of the configured time intervals and if the message could not be successfully sent within certain period of time, they shall be marked (as non-updated) and the event shall be recorded in the log. The electronic boards shall regularly resend messages regarding the status and the information for the respective software version to the central system.
8.	• The application shall have the option to activate and deactivate the provision of ETA information (automated or manual mode) for specific stops or routes.
	• PIS shall include Open Data functionalities. The Open Data functionalities to be provided by the SI and shall include the following: • PIS shall provide the required information in order to allow a third SW provider to develop its own passenger information service (for example: an App or a web page) with the same accuracy and capacity than the PIS. At least, • It shall provide general and specific static data about scheduled service in different formats as appropriate (excel, JSON, REST, jpg, etc.), for instance: lines, routes, bus stops, etc.

#	Minimum Functional Specifications
	It shall provide a Web Service with the information in real time.

12.4. Commuter Web-Portal & Mobile Application

#	Minimum Functional Specifications
1.	The Commuter mobile app shall develop a website having a look and feel consistent with other BCLL's branding.
2.	The user shall be able to enter the route, direction, and station/stop ID, or select these from a sequence of drill down lists or from a map.
3.	The system shall default to display the predicted number of minutes until arrival of the next bus.
4.	The website GUI shall allow for graphical presentation of vehicle locations on Google or equivalent based maps.
5.	The system shall build the new website pages with the BCLL's input (branding, graphics and colors).
6.	Information requested by the commuter on map line diagram or table shall be updated automatically without manual page refresh.
7.	Basic information like ETA, ETD, Line diagram, etc. to be provided on the website in real- time.
8.	To provide details of standard portal visitor analysis, popular pages, page loading times, complete analytics of commuter portal, to Authority every month.
9.	To provide content management software to Authority to update/ modify the content of commuter portal easily.
10.	Screen layouts, menu and screen information shall be provided to Authority for review, comment and approval during the implementation process.
11.	The design and development of the website, including all required HTML, scripting, and integration with the AVL system.
12.	The Mobile application shall be developed in all OS preferably Android, IOS.
13.	Bidder is responsible to upload the software to online mobile store on behalf of BCLL without any cost to the commuters/Authority
14.	The mobile application shall have at least the following features: - Booking of the tickets based on the bus operators / Routes / stops selected by the commuter - Issuance of the BCLL own passes through mobile app. - Vehicle location finder - Real time bus arrival on the selected bus station - Commuter to find the nearest bus station from his/her location along with distance - Issuance of the Mobile Ticket or Category passes through the mobile application.

#	Minimum Functional Specifications
	• Display ETA for the selected bus station, buses arrive in next 15 minutes • Find nearest landmark (this will be shared by purchaser)
15.	The system shall be able to view, respond and generate the feedback, concerns sent by commuters.
16.	The mobile application shall have functionality to generate feedback from the commuters with set parameters.
17.	The commuter/user shall be able to enter the route, direction, and station/stop ID, or select these from a sequence of drill down lists or from a map.
18.	The proposed mobile app should facilitate ticket and pass purchase for different existing operators through payment gateway.
19.	Bidder should provide relevant MIS reports for monitoring transactions. Bidder shall submit reconciliation report fortnightly/weekly to BCLL.
20.	Collection of ticket and pass through mobile app should be deposited in BCLL account only. Further the amount should be reconciled automatically and distributed to relevant bus operator automatically.

12.5. Business Intelligence / Management Information System

#	Minimum Functional Specifications
1.	Management Interactive Dashboard: • Display information in an easy-to understand format and use intuitive and interactive visualization to enable management users within BCLL to quickly navigate, understand, and investigate data elements to make informed decisions. • Allow users to capture and export the current display through electronic reports and in different printer-friendly formats, including, at a minimum, MS-Excel, PDF, and Web formats. • Have a default configuration and landing page for each user or user-group that are editable. • Allow multiple visual elements to be laid out on the same display. • Have the ability to display dashboards and reports using different visual elements including charts, maps, calendars, gauges, images, tables, visual and textual lists, and alerts as follows: a. All visual elements shall have editable titles, labels, legends, axes, icons, and colors, where applicable. b. Interactive visualization component shall display the overall aggregate status of a BCLL's KPI with proper color coding (Green, Yellow, Red or as defined by BCLL's preference) It will allow the user to drilldown and switch between different KPIs (e.g., KPI for average vehicle utilization, average vehicle duration, etc.) c. Display clickable contextual information related to the metrics being viewed and allows the user to drilldown on contextual information as required. Charts shall

#	Minimum Functional Specifications
	support at least the following chart types: ○ Bar Charts ○ Histograms ○ Line Charts ○ Heat Maps ○ Pie Charts ○ Grids ○ Area Charts ○ Timeline Charts ○ Bubble Charts ○ Radar Charts ○ Scatter Plots ○ Doughnut Charts ○ Pyramid Charts
	Calendars shall allow the user to intuitively navigate through calendar fields, such as day, month, and year. Gauges shall have the look and feel of an analog gauge (needle) with configurable level markings (green, yellow, red, or as defined BCLL's management preferences) that gives a visual display of the amount, level, and measure of defined KPI Tables shall be able to: • Hold a large amount of data. • Allow the user to scroll through the data in all directions. • Freeze the header columns and rows when the user scrolls. • Allow the user to enlarge/decrease the font.
	• Visual and textual lists shall allow the user to scroll through all the available list items with smooth scrolling. Allow the user to choose the proper visual element required to display the required KPI data and allow the user to easily switch between alternative visual elements. • Have view-management tools, allowing the user to move, reorder, enlarge, shrink, open, and close visual elements with intuitive interaction. • Allow the user to create a new visual element based on the available visual element types and customize an existing visual element with an easy-to-use graphical interface. • Allow the user to save any customization done on a visual element. • Have zero-programming mashup capability that allows the user to configure queries and data mashups visually through drag-and drop functionality. • Allow the user to drill down to display increasingly detailed data on various data elements. • Allow intuitive visual filtering, focusing, and selection of the displayed data and information. • Automatically update the parameters and filters of the displayed data when the user drills down through visual elements and update the other visual elements accordingly. Also, enable selection of filters through the visual elements and propagate selection to all visual elements in the dashboard.
	• Allow the user to filter and sort the presented data based on a number of attributes

#	Minimum Functional Specifications
	including the time period or on multiple attributes simultaneously. • Allow the user to search through visual elements that display numerous data entries such as tables and lists. • Allow the user to save the current filter and selection parameters • Understand different types of structured data including numbers, percentages, fractions, general text, coordinates, and objects. • Store the user configuration and customizations information. • Have the ability to mashup different types of data from multiple sources with automatic detection of relationships between the data components and an option to manually define/overwrite relationship. • Run mathematical, statistical, and analytical operations on available data. • Compute trends and projections from data based on available historical data and based on data from external systems to enable informed decision-making
	Searching & Filtering: • Allow the user to drill down and search through the large amounts of data easily and quickly by time periods and other search criteria defined by the user. Also, provide user guidance for searching & filtering through data • Generate reports from the current view in different electronic formats including at least MS-Word, MS-Excel, PDF, and Web formats and that are printer-friendly Not require programming knowledge or knowledge of SQL or databases to perform searches, queries, and filters • Allow reports to be sent directly to a network printer. • Display a huge amount of data in a clear and organized view. • Allow the user to hide or show parts of the data. • Offer the capability to search multiple data sources effortlessly through a GUI • Allow the user to search, filter, and sort the presented data based on any attribute or on multiple attributes simultaneously. • Allow the user to graphically define complex queries that contain multiple parameters and span different data sources. • Allow the user to search through historical data • Allow the user to save the current queries, filters, and selection parameters • Have data-pivoting capabilities • Understand different types of structured data including numbers, percentages, fractions, general text, coordinates, and objects • Store saved custom queries.
	Reporting: • The system shall have the ability to allow the user to generate reports based on predefined report templates or by manually selecting the data and the corresponding visual elements. • The system shall have the ability to provide a GUI with drag-and-drop functionality for creating custom formatted reports that include visual elements, objects, and formulas. • The system shall have the ability to Display the list of available report templates, saved reports, and recently used report templates when the user logs in. • The system shall have the ability to Allow the user to create, load, modify, delete, and save

#	Minimum Functional Specifications
	report templates graphically. • The system shall allow reports to be generated and published on an ad-hoc or scheduled basis with the ability to predefine a list of recipients and a regular schedule through a GUI. • The system shall be able to generate reports in different electronic formats including at least MS-Word, MS-Excel, PDF, and Web formats and that are printer-friendly. • The system shall allow reports to be sent directly to a network printer. • The system should have the ability to generate planning and forecasting reports for providing the information related to planning for no of buses to be transported. • The system shall have the ability for the reports to have the ability to drill down to multiple levels • Reports should have the ability to print • Publish reports and dashboards for planned Vs. actual data, for example the system should allow the management user to view the planned budget vs. the actual revenue spent for a particular route • The system shall allow to publish reports and send them to recipients through email attachments and to a central data store to be accessed by different users. • The system should not require any programming knowledge, knowledge of SQL, or dataset to create self-service ad-hoc reports. • The system shall allow the user to use previously defined objects and formulas or create new custom objects and formulas and save them for repeated use. • The system shall allow the user to save any configuration done on a visual element. • The system shall have the ability to display data elements using different visual elements including charts, maps, calendars, gauges, images, tables, visual and textual lists, and alerts as follows: ○ All visual elements shall have editable titles, labels, legends, axes, icons, and colors where applicable. ○ Display the overall aggregate status of KPI with proper color coding (Green, Yellow, Red, or as defined per BCLL's preference) and allow the use to perform an interactive visual drilldown and to switch between different KPIs. ○ Display clickable contextual information related to the KPI being viewed and allows the user to drill-down on contextual information as required. ○ Maps shall have capabilities to show different mark-ups and KPIs on a map and allow the user to zoom and pan freely through the map. ○ Calendars shall allow the user to change the selected day, month, and year intuitively and visually. ○ Images shall allow the user to zoom and pan within an image and move between images intuitively ○ Tables shall be able to hold a large amount of data, allow the user to scroll through the data in all directions, freeze the header columns and rows when the user scrolls, and allow the user to enlarge/decrease the font. ○ Visual and textual lists shall display an unlimited number of entries and allow the user to scroll through them. ○ Alerts shall be configurable allowing for different alerts with various icons and

#	Minimum Functional Specifications
	colors to be defined and displayed. • The system shall allow conditional formatting, based on thresholds or data ranges, for any cell/object in the report. • The system shall allow the display of multiple data elements and result sets in the same report. • The system shall allow the user to display historical data side-by-side or overlapping in views where applicable • The system shall display the generated report on screen. • The system shall have zero-programming mashup capability that allows the user to configure queries and data mashups visually through drag-and-drop functionality. • The system shall automatically update the parameters and filters of the displayed data when the user drills down through views. • The system shall allow the user to display historical data for the current filter and selection • The system shall offer the capability to add new data sources easily through a GUI. • The system shall allow the user to filter and sort the presented data based on any attribute including time period • The system shall allow the user to filter and sort the presented data based on one or multiple attributes simultaneously. • The system shall have mathematical capabilities to be used to manipulate data, including basic and advanced arithmetic and statistical operations. • The system shall allow the user to filter and search through the different data sources. • The system shall allow the user to save the current queries, filters, and selection parameters. • The system shall have data-pivoting capabilities. • The system shall store the report templates and generated reports. • The system shall understand different types of structured data including numbers, percentages, fractions, general text, coordinates, and objects. • The system shall have the ability to mashup different types of data from multiple sources with automatic detection of relationships between the data components and an option to manually select the required relationship. • The system shall run mathematical and statistical operations on available data. • The system shall compute trends and projections from data series.
	<u>Integration with data sources:</u> • The system shall have the capability to integrate with data sources on the real time basis to fetch the information • The system shall be able to quickly retrieve the data with minimal time lag • The system shall have the ability to capture the failed transaction
	<u>Configuration and Management</u> • The system shall allow the authorized user to complete the following functions: ○ Manage the different KPIs available by adding, modifying, or deleting KPIs or KPI groups areas using a GUI. ○ Enable or disable KPI which activates or inactivates it but does not delete it (soft deletion).

#	Minimum Functional Specifications
	○ Configure a KPI including its ID, name, description, area, data source, format, unit, frequency, and formula. ○ Configure the user access level required to view each KPI. ○ Choose the default and alternate views for displaying a KPI. ○ Drill down by clicking on a KPI to view its details and edit it. ○ Search, sort, and filter KPIs by ID, name, frequency, measure, and indicator area. ○ Show/hide disabled KPIs from the KPI management screen. ○ Manage data sources for the KPIs easily through a GUI. • The system shall have the ability to present an intuitive GUI allowing the authorized user to configure the threshold values and levels (green, yellow, red, or as defined per management preference) for a KPI by defining score card algorithms. • The system shall have the ability to clearly present multiple KPIs in the same view • The system shall have the ability to Configure KPIs that are aggregates of multiple other KPIs from different areas • The system shall have the ability to update the other dashboard components instantly and automatically with any new KPI or changes to the configuration of current KPIs • The system shall have the ability to Store each KPIs current and historical measure • The system shall have the ability to Configure KPIs with multiple data sources • The system shall have the ability to run algorithms to calculate the measure of a KPI based on data from subset KPIs • The system shall have the ability to Store the different access levels for each of the authorized users.
	<u>Dashboard and Reporting Requirement for ITMS</u> List of Daily Reports needed for the service performance monitoring: Category: Bus Maintenance and Availability • Bus Availability - How many buses are available in the depot at the beginning of the shift daily? • Bus Breakdowns - How many buses are in the workshop for repairs, how many buses breakdown during while in service? When multiple routes are operations, this information will be needed per individual route as well. - Bus kilometers between two breakdowns of same bus (individual bus wise) • Bus Maintenance - Individual Bus report consists of preventive maintenance and all other work done on that bus with kilometers. • Schedule Adherence of individual trip of bus - Scheduled adherence report based on published schedule and actual schedule. Ability to sort the report by the operator by the trip will be useful.

#	Minimum Functional Specifications																																																	
	- Operational Issues on Field: Bus bunching etc. Incident reports to be generated based on information gathered by the control room on a daily basis. These reports should have bus number, trip number, operator number, time of the day, type of incident. Category: On Time Performance Definition of On Time Performance will be finalized in consultation with BCLL. Time Points within individual routes will be introduced for OTP. For all OTP, need % early, % OT and % late. - Scheduled KM by trip versus Actual KM by trip and Summary for day - The report will have scheduled kilometers against actual kilometer by trip and by day. When multiple routes are operational, this information will be needed per individual route as well. The report should generate missed trips or missed kilometers per individual routes. - On Time Performance (OTP) for Individual Trip - System and trip on time performance report for individual routes and feeder routes. - Daily peak, base and evening performance OTP - Cumulative daily performance OTP - Weekdays and weekend performance OTP - Waiting time of bus at the junction and time to clear the junction during off peak, medium peak and peak hours. - Speed of a bus between stations - Speed violation.																																																	
	<table><tr><th colspan="3">Service Offered / Utilization</th></tr><tr><td>1</td><td>Average Daily Ridership</td><td>Total no. of passengers travelled in a month / No. of days</td></tr><tr><td>2</td><td>Total Monthly Ridership</td><td>Total no. of passengers travelled in a month</td></tr><tr><td rowspan="3">3</td><td>Average Trip Length</td><td rowspan="3">Total of (Passenger * KMS travelled) in a day / Total passengers travelled in a day</td></tr><tr><td>Weekday</td></tr><tr><td>Weekend</td></tr><tr><td>4</td><td>Vehicles operated in Maximum Service/Day</td><td>Total no. of buses operated during peak hours</td></tr><tr><td>5</td><td>Vehicle utilization/Day</td><td>Total KMS travelled by a bus in a day</td></tr><tr><th colspan="3">Economics</th></tr><tr><td>6</td><td>Passenger / revenue KM</td><td>Total passengers travelled in a bus / total revenue KMS of buses in a month</td></tr><tr><td>7</td><td>Fares / revenue km</td><td>Total fare collection in a month / total revenue KMS of buses in a month</td></tr><tr><td>8</td><td>Vehicle Operating expenses / revenue km</td><td>As per contract</td></tr><tr><td>9</td><td>Operating Ratio</td><td>Cost per bus / earning per bus</td></tr><tr><td>10</td><td>Staff / bus ratio</td><td>Total staff utilized for each bus operations</td></tr><tr><th colspan="3">Availability</th></tr><tr><td>11</td><td>Service Coverage</td><td>As per the corridor in operation</td></tr><tr><td>12</td><td>Frequency of buses</td><td></td></tr></table>			Service Offered / Utilization			1	Average Daily Ridership	Total no. of passengers travelled in a month / No. of days	2	Total Monthly Ridership	Total no. of passengers travelled in a month	3	Average Trip Length	Total of (Passenger * KMS travelled) in a day / Total passengers travelled in a day	Weekday	Weekend	4	Vehicles operated in Maximum Service/Day	Total no. of buses operated during peak hours	5	Vehicle utilization/Day	Total KMS travelled by a bus in a day	Economics			6	Passenger / revenue KM	Total passengers travelled in a bus / total revenue KMS of buses in a month	7	Fares / revenue km	Total fare collection in a month / total revenue KMS of buses in a month	8	Vehicle Operating expenses / revenue km	As per contract	9	Operating Ratio	Cost per bus / earning per bus	10	Staff / bus ratio	Total staff utilized for each bus operations	Availability			11	Service Coverage	As per the corridor in operation	12	Frequency of buses	
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#	Minimum Functional Specifications		
		During Peak	
		Medium Peak	
		During off peak	
	13	Hours of Service	No. of operational hours of BCLL
	14	Average Waiting Time for users	
	Convenience		
	15	Passengers / trip	Total no. of passengers in a day / total no. of trips of buses in a day
		During peak hours	
		During off peak hours	
	16	Dwell Time	Avg. dwell time of buses at bus stops
	17	Load factor	(Passenger-km / capacity-km) * 100
			Inverse of (Breakdown/million KM)
	18	Safety	Inverse of (accidents/million KM)
		Fatality rate / Km	Total fatalities / total length of BCLL Route
		Fatality rate for pedestrian & NMT	Total no. of fatalities of pedestrian and NMT / total fatalities on road
	Vehicular Capacity		
	20	Bus Capacity	Designed capacity of bus
	21	Bus lane Capacity	Passengers in peak hour peak direction
	22	Volume-to-capacity ratio	Comparison of capacity usage
	Speed / Delay		
	23	Average Travel Speed of BCLL	Average travel speed of BCLL bus during peak hours

12.6. IPPBX & IVRS based Call Centre and Helpdesk Management System

#	Minimum Functional Specifications
1.	BCLL requires a call management service to automate processes to consolidate, log, track, manage and escalate issues and problems related to city bus operations in Bhopal. The Service will act as a single point of contact for Bhopal citizens/ business users who can report any issue/problems/feedback with BCLL. It will help BCLL to accelerate detection and problem resolution, maintain accurate feedback from the public in large regarding the city bus operation services provided by various bus operators & their staff behavior. Command center monitoring team will carry out the following: • Log violations and issue ticket no. • Assign severity level to each violation • Track each violation to resolution • Escalate the violations, to the appropriate levels, • Provide feedback and with report analysis to BCLL • Creation of knowledge base on frequently asked questions to aid users.
2.	The Help Desk shall consist of EPABX/ACD/Dialer cum Help Desk Software (Include Intercom/Extension Instrument/Headphones/Earphone & Dialer (Analog Phone) Audio Port/ Headset with Dialer etc.

#	Minimum Functional Specifications
3.	SI shall be responsible to provide and operate a Help Desk for Citizens Services from 06:00 AM to 11:00 PM where Citizens / Drivers / conductors/ staff etc. can call and report problems/issues/find suggestions/solutions. The SI shall provide a Help Desk system to manage the calls for the entire Bhopal city.
4.	The Help Desk shall support logging of service requests, assigning/ managing/ tracking them, reporting status of individual requests and providing summary of pending/ resolved requests.
5.	The Help Desk shall provide support through various channels including telephone and email. BCLL shall provide and maintain a dedicated telephone number and email id for Help Desk
6.	The SI shall be responsible to provide Three Help Desk operators to Operate and Maintain the Help Desk
7.	All service requests will be assigned a ticket number and the number will be used to track the interaction through its lifecycle including reporting, lodging in the system, assigning, escalations, and resolution and reporting
8.	The Help Desk shall support English and Hindi for telephonic support
9.	The Help Desk will be set up at BCLL Office at Bhopal. BCLL shall provide a room at the Office for setting up the Help Desk. BCLL shall also be responsible to provide the landline number for citizen's services for both inbound & outbound calls
10.	The Help Desk Operators deployed by the IA shall be trained manpower for the Help Desk Operations to operate and maintain the City Level Call Operations. The Help Desk Operators will be responsible for performing the following activities: 1) Data entry in the Help Desk Software 2) Generating reports/MIS 3) Data filing/record keeping 4) Any other activity related to Help Desk, as desired by BCLL
11.	Call Logger: System shall record detailed call information such as date, time, call duration, operator ID, caller number, customer ID, identifier and the system shall provide advanced searching capabilities
12.	Call Processing: The call entry shall provide a unique identifier for each call taken
13.	Call Closure: The system shall automatically generate call back lists when complaint has been resolved
14.	It shall provide the below list of MIS reports& Customized MIS Reports. • Number of calls abandoned. • Number of calls answered. • Average and total number of calls in a queue. • Average and total number of unanswered calls. • Agent Activity Reports, both real-time and historical. • Average and total number of free agents. • Average and total queuing time

#	Minimum Functional Specifications
15.	Received the calls through the Toll Free No from the different stakeholders of the BCLL including the commuters and citizens
16.	Provide relevant information to the Stakeholders if available or may inform about the source from where the information can be availed.
17.	Register the feedback received from the Stakeholders through the voice calls
18.	Update status of a particular complaint in grievance module and help desk.
19.	Generate required reports and submit the same to the concerned authority of BCLL.
20.	System shall have capability to recording the calls on real time basis and store the same for period of 30 days.
21.	The recorded voice files must be encrypted to avoid any tampering
22.	Facility for 100% voice call recordings for inbound and outbound calls
23.	Rules-based storage and recording
24.	Facility of classifying call with user-defined labels for simplified search and replay
25.	Open storage platform that can provide instant access to any recording with any amount of storage desired.
26.	Facility to store voice in format of wav, mp3 etc. in any database or file system.
27.	Archival system to offline/network storage
28.	IVR shall be used during Out-bound calls to distribute communications to Stakeholders.
29.	System should play IVRS menu in the language selected by the caller using IVRS option
30.	IVRS shall provide an easy to use and highly configurable system that enables changing the IVRS tree with no hard coding
31.	The IVRS shall have a GUI based tool to develop Call trees / applications, configure customer types, configure messages by time of day, week
32.	IVRS shall answer enquiries by prompting callers to input data onto the touchtone keypad look up the records in a database and speak back information in Hindi/English. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database.
33.	There shall be option available to the caller to opt for talking to operator by pressing pre-defined digit any time during the IVRS announcements
34.	System shall send & populate operators' computer with Screen pop containing call history with respect to interaction of the caller with the IVRS
35.	IVRS shall maintain log of all services offered for auditing.
36.	IVRS shall have provision for integration with the rest of the proposed solution using web services /

#	Minimum Functional Specifications
	APIs to provide seamless communication for call center performance
	WhatsApp based Feedback and Complain Management
37.	Set-up and verified the Whatsapp business account for Bhopal City Link Ltd.
38.	User/ Commuter shall be able to get the information about the routes and stoppages from AI based Chatbot on the Whatsapp. All necessary data shall be integrate and update on need or real-time basis.
39.	Providing a console to send WhatsApp notification / messages to registered/nonregistered users/commuters.
40.	Providing an API to send WhatsApp notification / messages to registered/non-registered users/commuter.
41.	Implement opt-in campaign for taking consumers/commuter consent for sending messages to their WhatsApp accounts. Bidder must implement opt-in campaign through various communication mechanisms like missed calls, SMS, email, QR code etc.
42.	Implement sending WhatsApp messages in Hindi and English language. Messaging framework must be capable of sending messages in various media formats like image, pdf, video, gif, emojis, stickers etc. allowed by what's app and the file size limit should not be less than that of permissible limit by what's app.
43.	User shall be able to provide the feedback or complain through the BCLL's Whatsapp no using chatbot facility with minimum typing by commuters.
44.	The complains or feedback shall automatically integrate with the central GRMS portal for necessary tracking and closer.
45.	Provide web interface to operators of BCLL for sending WhatsApp notifications/messages to consumers/commuters.

12.7. Cloud Data Centre and DRC

#	Minimum Functional Specifications
46.	Implementation of Cloud Infrastructure in Multitenant System environment - Initialization of the cloud infrastructure including compute, network, storage, and security infrastructure solution - Implementation of the solution over the infrastructure - Optimization and Testing of the solution
47.	Managed cloud infrastructure (VM instances, Storage, Security, Firewall, Anti-virus etc.) - Storage (Object Storage and block storage, SSD, SAS, OS) - Managing end to end encryption - Auto-Scaling-up and Scaling down of VMs - Managing backup of data according to retention period mentioned and sharing any transactional or incident data as required by Authority - MIS and Reporting Services - Managing of Public IPs - Load balancing - Regular application updates - Adhere to Data security & privacy and future security framework envisaged for Authority - Facilitate third party audits
48.	Operations & Maintenance with optimization of Cloud services - Bidder should maintain the 2 hours Recovery Point Objective (RPO) time and 4 hours of Recovery Time Objective (RTO) for Entire Contract Period - Operational Acceptance shall commence once the cloud services are commissioned and completed. - The CSP will have to provide required support for conducting the Operational Acceptance Tests. Operational acceptance tests will be performed by the BCLL, however, CSP will have to provide required support during Operational Acceptance. - Operational Acceptance will only be provided after cloud resources have been provisioned and switchover testing (as applicable) has been completed. Switchover testing would include: - Switch over of application from DC to DR as per defined RTO and RPO - Switch over applications from DR to DC as predefined RTO and RPO - Complete Data Replication and Reverse Data Replication as per RPO - Fully functional application while DR site is operational, taking into consideration the end user experience - After the Operational Acceptance has completed, BCLL will: - Issue an Operational Acceptance Certificate; or - Notify the Successful Bidder of any deficiencies or other reason for the failure of the Operational Acceptance Tests - Once deficiencies have been addressed, the Successful Bidder shall again notify the BCLL, and the BCLL, with the full cooperation of the CSP, shall use all reasonable endeavors to promptly carry out Operational acceptance. Upon the successful conclusion of the Operational Acceptance Tests, the Successful Bidder shall notify BCLL of its request for Operational Acceptance, BCLL shall then issue to the IA the Operational Acceptance.

#	Minimum Functional Specifications
49.	Acceptance Criteria • Solution Deployment • All the functionalities and features of the applications should be present • Load Testing has to be conducted by the successful bidder and Load Testing Report to be submitted.
50.	Maintenance & Support for Cloud Services The CSP shall be responsible for providing 24*7*365 days support for the Cloud infrastructure for 18 months from date of go-live of respective BCLLs. The maintenance and support will include following activities - • Compliance process to the defined international standards and security guidelines such as ISO 27001, ISO 20000:1, for maintaining operations of cloud and ensuring privacy of BCLL data. • Ensuring Uptime and utilization of the cloud resources as per SLAs. • In the event of a disaster at DC site, activation of services from the DR site is the responsibility of successful bidder. The CSP shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the CSP half yearly to check for disaster preparedness. The CSP shall also provide a plan for handling the DR scenario including the roles and responsibilities for each stakeholder. • The CSP will be responsible for providing support for software licenses at the Cloud Site for the entire contract period. • On expiration / termination of the contract, CSP to handover complete data in the desired format to the BCLL which can be easily accessible and retrievable. IA should also provide support for transitioning to the new Successful Bidder. • CSP should provide provision for viewing live Dashboards for Daily report, utilization etc. through the monitoring tool/self-provisioning tool. • CSP to provide list of key contact persons with contact details with escalation hierarchy for resolution of issues and problems. This has to be via an Incident Management system. • MIS Reports - CSP shall submit the reports on a regular basis in a mutually decided format. The CSP shall workout the formats for the MIS reports and get these approved by the respective BCLL. The following is only an indicative list of MIS reports that may be submitted to the BCLL: ○ Daily reports ▪ Summary of resolved unresolved and escalated issues / complaints ▪ Log of backup and restoration undertaken ○ Weekly Reports ▪ Summary of systems rebooted. ▪ Summary of issues / complaints logged. ▪ Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc. ▪ Hypervisor patch update status of all servers including the Virtual Machines running ○ Monthly Reports ▪ Component wise server as well as Virtual machines availability and resource utilization

#	Minimum Functional Specifications
	▪ Consolidated SLA / Non- conformance report. ▪ Summary of component wise uptime. ▪ Log of preventive / scheduled maintenance undertaken ▪ Log of break-fix maintenance undertaken ▪ All relevant reports required for calculation of SLAs ○ Quarterly Reports ▪ Consolidated component-wise availability and resource utilization ▪ All relevant reports required for calculation of SLAs ▪ The MIS reports shall be in-line with the SLAs and the same shall be scrutinized by the BCLL
51.	Data Security and Privacy Requirements The CSP shall be responsible to protect the privacy, confidentiality, and security of the digital health data of the citizens. CSP shall setup framework to comply to international standards for health data protection including ISO 27001, and applicable regulations including IT Act and Amendments. CSP shall develop information security and privacy framework including information security and privacy policy, procedures, and guidelines. CSP shall ensure that these security and privacy requirements are being adequately implemented across the infrastructure setup. The effectiveness shall be evaluated on a regular basis to ensure the continuity of security and privacy requirements. The CSP shall ensure the security and privacy requirements including, but not limited to, the following: • Design and develop information security and privacy framework in line with international standards including ISO 27001, and applicable regulations including IT Act and Amendments. • Ensure the compliance to security requirements as detailed above and also to requirements and guidelines published by Authority from time to time. IA shall also ensure the compliance to upcoming security and privacy requirements as and when these become applicable. • Setup an assurance process to periodically review the compliance to security and privacy requirements. • Ensure that a secure network architecture comprising of appropriate security products is put in place to protect against different security risks. • Only licensed software and hardware are used to provide services to Authority. CSP shall be responsible for maintenance of all software managed with latest updates, specifically related to security vulnerabilities. • Ensure that the systems and devices are protected from virus, malware, and any other security threats. • Establish a patch management process to regularly update the systems and devices. • Host the systems and devices processing the health data within the data centers located in India. • Ensure policies & procedures for secure disposition of electronic data and hardware on which the data resides (e.g., wiping hard drive, or other method of destruction)

#	Minimum Functional Specifications
	• Ensure maintenance of system and application audit logs in line with applicable regulations including IT Act and Amendments, Aadhaar Act, and any other Regulations made applicable from time to time. • Setup a robust incident / breach notification process to timely intimate appropriate stakeholders and respond to incidents / breach as per the Regulatory requirements, and international best practices. • Authority shall have authority to conduct (or through external SI) periodical assessment of the security requirements to ensure compliance with security policies, procedures, and Regulations. • CSP shall have an appropriate contingency plan (including backup) to recover the services / data as and when required (including during any disaster) • The CSP shall keep the confidentiality, maintain secrecy of all confidential information and shall not, at any time, divulge such or any part thereof to any third party except as may be compelled by any court or SI of competent jurisdiction, or as otherwise required by law, and shall also ensure that same is not disclosed to any person voluntarily, accidentally or by mistake.
52.	Strategic Control of Operations to be provisioned 1. Approval of Authority shall be taken prior to making changes / modifications of the deployed solution, database, data, configurations, security solutions, hosted infrastructure, etc. where such changes may affect the solutions of Authority. 2. For any changes (including auto-provisioning and others that may or may not need prior approval) to the underlying cloud infrastructure, software, etc. under the scope of the Successful Bidder, that has the potential to affect the SLAs (performance, availability, etc.), Authority shall get alerts / notifications from the Successful Bidder, both as advance alerts and post implementation alerts. 3. The CSP shall provision access to Authority authorized users for the following roles - ○ Role based MIS portal for the solution ○ For each role Authority will designate authorized officials. All approval requests for any change implementations as explained in points above, need to be approved by both the designated officers. Authority at its discretion may involve further users to facilitate the strategic control.

13. Annexures A - Bid Forms

13.1. Annexure -1 Pre-Qualification Checklist

Pre-Qualification Checklist-1

(Bidder has to print, sign, stamp and attach the below duly filled checklist with relevant documents the bid.)

	(To be filled by Bidder)			(For Bidder's reference only)
#	Section Heading	Attached (Y/N)	Page No	Details
1.	Tender Document Fees			To be submitted with the valid amount and format as provided in the RFP by Bidder
2.	Earnest Money Deposit (Bid Security)			To be submitted with the valid amount and format as provided in the RFP by Bidder
3.	Bid Cover Letter			As per format provided in Annexure-2
4.	Bidder's Details			As per format provided in Annexure-3
5.	Power of Attorney for Signing the Bid			As per format provided in Annexure-4
6.	Certification of Registration			Certificate of Incorporation /Registration
7.	Bidder's Entity Document			1) PAN Card 2) GST Certificate 3) Copy of Valid Certification for Establishment
8.	Turnover and Net worth Certification			As per format provided in Annexure-5
9.	Financial Statements			Audited Financial Statements for last 3
10.	Declaration of non-blacklisting clause			Undertaking by the authorized signatory as per format as per format provided in Annexure-6
11.	No Deviation Certificate			As per format provided in Annexure-7
12.	Total Responsibility Certificate			As per format provided in Annexure-8
13.	Anti-Collusion Certificate			As per format provided in Annexure-9
14.	Manufacture Authorization Certificate (MAF) from OEM			As per format provided in Annexure-13 along with Compliance Matrix of the Technical & Functional Specification on letter head of OEM

	(To be filled by Bidder)			(For Bidder's reference only)
#	Section Heading	Attached (Y/N)	Page No	Details
15.	Unpriced Bill of Material with Make and Model			As per format provided in Annexure-14
16.	CV Format- Project Manager			As per the format provided in Annexure-11
17.	CV Format - Solution Architect - AVLS and PIS System			As per the format provided in Annexure-11
18.	CV Format - Public Transport Planning & Scheduling Expert			As per the format provided in Annexure-11
19.	CV Format - Application Engineer			As per the format provided in Annexure-11
20.	CV Format - Helpdesk Engineer			As per the format provided in Annexure-11
21.	CV Format - Monitoring Operator			As per the format provided in Annexure-11
22.	Technical Proposal & Approach & Methodology			Bidder's Technical Proposal along with Project Plans and implementation approach.

Annexure -1: Pre-Qualification Checklist-2

#	(To be filled by Bidder)				(For Bidder's reference only)
	Section Heading	Details	Attached (Y/N)	Page No	
1.	Project Experience & Citation-1	Name of Project:			As per format provided in Annexure-10 along with Details of Experience (To be submitted separately for each submitted experience and listed in checklist for each project cited)
2.	Project Experience & Citation-2	Name of Project:			As per format provided in Annexure-10 along with Details of Experience (To be submitted separately for each submitted experience and listed in checklist for each project cited)
3.	Project Experience & Citation-3	Name of Project:			As per format provided in Annexure-10 along with Details of Experience (To be submitted separately for each submitted experience and listed in checklist for each project cited)
4.	Project Experience & Citation-4	Name of Project:			As per format provided in Annexure-10 along with Details of Experience (To be submitted

					separately for each submitted experience and listed in checklist for each project cited)
5.	Project Experience & Citation-5	Name of Project:			As per format provided in Annexure-10 along with Details of Experience (To be submitted separately for each submitted experience and listed in checklist for each project cited)
Bidder to add more rows as per number of total project cited					
1.	Bidder's Experience in Implementation of the ITMS Project	Name of Project-1			
		Name of Project-2			
		Name of Project-3			
2.	Bidder's Experience in E-Governance Project	Name of Project-1			
		Name of Project-2			
		Name of Project-3			
3.	Bidder's Experience in Integrated AVLS System in Public Transport	Name of Project-1			
		Name of Project-2			
		Name of Project-3			
4.	Bidder's Experience in Public Transport Planning & Scheduling System	Name of Project-1			
		Name of Project-2			
		Name of Project-3			
5.	Bidder's Experience in Public Transport Commuter Mobile Application	Name of Project-1			
		Name of Project-2			
		Name of Project-3			
6.	Bidder's Experience in Public Transport Helpdesk / Grievance redressal management system	Name of Project-1			
		Name of Project-2			
		Name of Project-3			

13.2. Annexure -2: Bid Cover Letter

(To be submitted on the letterhead of the Bidder)

To
**Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023**

Subject: *Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years.*

Respected Sir/ Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in *the Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years*

We attach here to our responses to eligibility criteria, Technical approach & methodology and Price Bids as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered Authority is true, accurate, verifiable, and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be disqualified from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP Document and also agree to abide by this RFP response for a period of 90 days from the date fixed for bid submission. We hereby declare that in case the contract is awarded to us, we shall submit the performance bank guarantee bond in the form prescribed in the RFP.

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

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 may be required in this connection.

Dated :

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the RFP response for and on behalf of:

(Name and Address of Company) seal/stamp of Bidder

13.3. Annexure -3: Bidder's Details

(To be submitted on the letterhead of the Bidder)

S.No.	Description	Details of Bidder
1.	Name of the company	
2.	Registered Office address	
3.	Phone No. and eMail	
4.	Corporate Headquarters Address	
5.	Phone No. and eMail	
6.	Website Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	GST registration No. (as applicable)	
11.	Permanent Account Number (PAN)	
12.	Company's Annual Average Turnover for last 3 years (Year wise) as on 31 st March, 2022	
13.	Company's Net Worth as on 31 st March, 2022	
14.	Primary Contract Details	Name: Email: Contact Details:
15.	Secondary Contract Details	Name: Email: Contact Details:

13.4. Annexure -4: Power of Attorney for signing the Bid

(Non judicial Stamp Paper as applicable and duly notarized)

KNOW ALL MEN BY THESE PRESENTS,

We _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./ Ms. (name), _____ son/daughter/wife of _____ and presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for qualification and submission of our bid for the Project proposed by the _____ (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in pre-applications and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us and/or till the entering into of the Agreement with the Authority.

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

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF _____.

For _____

(Signature, name, designation and address)

Witnesses:

1.

2.

Accepted

(Signature, Name, Title and Address of the Attorney)

Notes:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

- Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- In case the bid is signed by an authorized Director / Partner or Proprietor of the Bidder, a certified copy of the appropriate board resolution / document conveying such authorization to Authority may be enclosed in lieu of the Power of Attorney.
- For documents executed and issued overseas, the document shall be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

13.5. Annexure -5: Turnover and Net worth Certification

[On letterhead of Chartered Accountant (CA) on with sign and seal no.]

Date:

To

**Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023**

Subject: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years

Sir/Madam,

We hereby certify that Turnover and Net Worth of M/S_____ (name of the bidder) as per below details.

Financial Turnover:

Name of the Bidder			
Financial Capability	Overall turnover (in INR crores)	FY 2019-20	
		FY 2020-21	
		FY 2021-22	
	Average annual turnover for last three (3) years		

Net Worth:

Name of the Bidder			
Financial Capability	Overall Net Worth (in INR crores)	FY 2019-20	
		FY 2020-21	
		FY 2021-22	

(Signature of CA)

Name of CA:

Name of CA Firm:

Seal

13.6. Annexure -6: Declaration of Non-Blacklisting

(Non judicial Stamp Paper as applicable duly notarized by bidder)

We confirm that our company or firm, _____, is currently not blacklisted in any manner whatsoever by any Central / State Government/Union Territories/PSUs/Smart City SPVs/Semi Government Bodies in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

(Signature of the Authorized Signatory of Bidding Entity)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

13.7. Annexure- 7: No Deviation Certificate

(To be provided on the Company letter head by Bidder)

Date

To

**Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023**

Subject: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years.

Dear Sir,

This is to certify that our offer is exactly in line with your tender enquiry/RFP (including amendments) no. _____ dated _____. This is to expressly certify that our offer contains no deviation either Technical (including but not limited to Scope of Work, Business Requirements Specification, Functional Requirements Specification, Hardware Specification and Technical Requirements Specification) or Commercial in either direct or indirect form.

(Authorized Signatory)

Printed Name

Designation

Deal

Date:

Place:

Business Address:

13.8. Annexure -8: Total Responsibility Certificate

(To be provided on the Company letter head by Bidder)

Date

To,

**Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023**

Subject: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years.

Dear Sir,

This is to certify that we undertake the total responsibility for the defect free operation of the proposed solutions for the period of 5 Years as per the requirement of the RFP for the duration mentioned in all the volumes of the RFP.

(Authorized Signatory)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

13.1. Annexure -9: Anti-Collusion Certificate

[Certificate should be provided by Bidder]

Anti-Collusion Certificate

We hereby certify and confirm that in the preparation and submission of our Bid for *Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years* against the RFP No :<No> Dated <DD/MM/YYYY> issued by Authority, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing, which is or could be regarded as anti-competitive. We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or organization in connection with the bid.

(Signature of the Authorized Signatory of Bidding Entity)

Printed Name

Designation

Seal

Date:

Place:

Business Address:

13.1. Annexure -10: Project Citation (Project Experience)

[To be submitted separate for individual project with all details.]

#	Particular	Description	Document Reference/ Page No
1.	Client Name Contact Person Contact Address Phone number Email ID		
2.	Project Name and Brief Description		
3.	Activities performed by the bidder for the project		
4.	Project Duration		
5.	Project Start and End Date		
6.	Project Current Status (Completed / In-progress)		
7.	Total Contract Value including extensions / Change Requests if any		
8.	Total Project Cost (Implementation cost)		
9.	Signed Copy of Work Order		
10.	Signed Copy of Client Certificate (if any)		
11.	Is provided systems IPR - Intellectual Property Rights are under ownership of bidding entity (Yes/No)?		

For _____

(Signature, name, designation and address)

13.2. Annexure -11: Format for CV of Proposed Key Personnel

Name of Personnel			
Position for this assignment			
Nationality			
Language proficiency			
Education/Qualifications			
Professional certifications			
Employment Record/ Experience	From:	To:	Duration:
	Employer:		
	Position Held:		
	Summary:		
	From:	To:	Duration:
	Employer:		
	Position Held:		
	Summary:		
	From:	To:	Duration:
	Employer:		
	Position Held:		
	Summary:		
Projects Undertaken <<(clearly showing role played, duration of input, complexity of work undertaken, and core competencies)>>	Name of assignment or project:		
	Year/Duration:		
	Location:		
	Client:		
	Main Project Features:		
	Project Value:		
	Positions held:		
	Activities performed:		
	Name of assignment or project:		
	Year/Duration:		
	Location:		
	Client:		
	Main Project Features:		
	Project Value:		
	Positions held:		
	Activities performed:		
	Name of assignment or project:		
	Year/Duration:		

	Location:
	Client:
	Main Project Features:
	Project Value:
	Positions held:
	Activities performed:
	Name of assignment or project:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

13.3. Annexure -12: Format for Performance Security Deposit

[On Appropriate Stamp Paper]

Ref:

Date

Bank Guarantee No.

< Name>

<Designation>

<Address><Phone Nos.> <Email id>

Whereas <<name of the supplier and address>> (hereinafter called “the Service Provider”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years to <Date>

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

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

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

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

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

- i. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).
- ii. This bank guarantee shall be valid up to <Insert Expiry Date>)
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank

guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Date:

Place: Signature:

Witness: Printed name:

(Bank's common seal)

13.1. Annexure -13: Format for Manufacturer Authorization Letters from OEMs

<To be submitted on the letter head of the OEM - Original Equipment Manufacture>

Date: dd/mm/yyyy

To,
Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023

Subject: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above mentioned RFP for the equipment / software manufactured / developed by us.

We herewith certify that the above-mentioned equipment / software products will be supplied to M/s _____ [name of the bidder] as part of the subject project and we hereby undertake to support this equipment / software for the entire duration of contract/project from the date of submission of the bid.

We also confirm that the offered system will not be end of life for minimum 60 months from the date of bid submission.

Yours faithfully,

For and on behalf of M/s _____ (Name of the manufacturer)

Signature:

Name:

Designation:

Address:

Date:

Note:

This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by an authorized signatory of the manufacturer. The same would need to be submitted by the Bidder as a part of Technical Bid.

13.2. Annexure- 14: Unpriced Bill of Quantities (BoQ)

(To be submitted on the letterhead of the Bidder)

#	Particular Line-Item	Proposed Make	Proposed Model
1.			
2.			
3.			
4.			

Dated :

(Signature)

(In the capacity of)

(Name)

Note: Bidders are required to specify only one make and model of each item and provide the details above. In any case multiple make and model for single item/component is not allowed.

The list of items indicated hereunder is indicative. The Bidder shall consider the components and quantity to fulfill the RFP and project requirements in totality.

14. Annexure- 15: Commercial Bid Cover Letter

[To be submitted on the Letter head of Bidder and part of Commercial Bid online only]

To,
Chief Executive Officer,
Bhopal City Link Limited,
II Floor, B Wing, ISBT Campus,
Bhopal, Madhya Pradesh 462023

Subject: *Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years.*

Dear Sir,

We, the undersigned Bidder, having read and examined in detail all the RFP Documents in respect *Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) for period of 5 years* do here by propose to provide services as specified in the RFP Documents number Tender No :<No> Dated<DD/MM/YYYY> as per below terms and conditions:

1. PRICE AND VALIDITY

- All the prices mentioned by us in this Price Bid are in accordance with the terms as specified in the RFP Documents. All the prices and other terms and conditions of this RFP are valid for a period of 5 years from the date of opening of financial bid
- We hereby confirm that our prices include all taxes, charges, levies etc. to be payable to various govt./non-govt./local authorities and excluding of the GST.
- We understand and agree that the finalization/selection of the Implementation SI is solely based on the L1, subject to fulfilment of eligibility criteria.

2. UNIT RATES

- We also understand and agree that the unit rates of various components in the Price Bid also should be quoted, without which the bid is liable to be rejected by the technical/evaluation committee. The decision of the committee shall be final and binding on all in this regard.
- We have indicated in the Price Bid, the unit rates for the purpose of payment as well as for price adjustment in case of any increase to / decrease from the scope of work or quantities under the contract. We understand and agree that the unit rates will not be considered for evaluation, finalization/selection of the Implementation SI under this RFP.

3. QUALIFYING DATA

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

4. CONTRACT PERFORMANCE BANK GUARANTEE

- We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP.

5. We Agree That,

- The Authority or any other government SI shall not have any liability of paying any taxes (including GST)/charges/levies as part of this project. The bidder has to quote their Price duly factoring in all these costs over the project duration.
- Bidder should provide all prices as per the prescribed Format under this Annexure.
- All the prices are to be entered in Indian Rupees (INR) only.
- Prices indicated in the schedules shall be inclusive of all taxes, Levies, duties etc. and excluding of GST charges. The prices should also specify any recurring charges and 5-year O&M support cost as per specified Formats.
- All the payment towards GST shall be pay as on actual basis upon tax invoice submitted by the us.
- Authority reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- The Bidder needs to account for all Out of Pocket expenses on account of Boarding, Lodging and other related items.
- The Unit Rate as mentioned in the prescribed Formats may be used for the purpose of 'Change Order' for respective items, if any. However, based on the market trends, Authority retains the right to negotiate this rate for future requirement.
- Bidder shall ensure that the future products to be supplied shall be of latest specifications as per the OEM roadmap.
- Total cost should be inclusive of all applicable taxes / charges, annual support charges or any other recurring charges such as license fees etc. (for hardware as well as software components) as applicable.
- No escalation of prices will be considered during the course of the project implementation and O&M.

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

We understand that our response to the RFP is binding on us and that you are not bound to accept an RFP you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name

Designation

Seal.

Date:

Place:

Business Address:

14.1. Total Price Summary

Summary of the Price Bid (CAPEX+OPEX)		
Sr. No.	Description	Value in INR inclusive of all taxes, levied duties and exclusive of Good and Service Tax (GST)
1	Capital Expenditure: Takeover, Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP	
2	Operational Expenditure: Annual Maintenance Contract, Recurring service charges, Deployment of Manpower for the Operations and Maintenance of ITMS Project for period of 5 Years from date of Go-Live as per RFP.	
Grand Total Cost of Capital Expenditure + Operational Expenditure (1+2) inclusive of all taxes, levied duties and exclusive of Good and Service Tax (GST).		

14.2. Price Component for CAPEX

Sr.	Particular Item	Quantity	Unit of Material	Unit Price (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES) (To be filled in Figures)	Total Prices (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES)
A	B	C	D	E	F= C X E
1.	Automatic Vehicle Location System	1	Lumpsum		
2.	Centralized Passenger Information System	1	Lumpsum		
3.	Commute Web portal & Mobile App for BCLL	1	Lumpsum		
4.	Vehicle Planning & Scheduling System	1	Lumpsum		
5.	Business Intelligence System licenses	1	Lumpsum		
6.	IPPBX with IVRS Solution (1 PRI Line with 3 Digital IP Phones, necessary network infrastructure and non-IT infrastructure) along with integrated call center and Help Desk application (GRMS) for BCLL.	1	Set		
Capital Expenditure: Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP					

14.3. Price Component for OPEX

#	Particular Item	Quantity	UoM	MONTHLY MAINTENANCE & OPERATIONAL CHARGES (OPEX) EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES (To be Filled in Numbers)	TOTAL OPEX AMOUNT (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES)
A	B	C	D	E	F = E X 60
1.	AMC for Automatic Vehicle Location System	1	Lumpsum		
2.	AMC for Centralized Passenger Information System	1	Lumpsum		
3.	AMC for Commute Web Portal and Mobile App for BCLL	1	Lumpsum		
4.	AMC for Vehicle Planning & Scheduling System	1	Lumpsum		
5.	AMC for Business Intelligence System with 2 master licenses and 2 viewing licenses	1	Lumpsum		
6.	AMC for IPPBX with IVRS Solution (1 PRI Line with 3 Digital IP Phones, necessary network infrastructure) along with integrated call center and Help Desk Solution for BCLL.	1	Set		
7.	Cloud Data Centre Services as per MeitY empanelled service provider	1	Month		
8.	Cloud DRC Centre Services as per MeitY empanelled service provider	1	Month		
9.	Recurring Charges of PRI Line and 50 Mbps	1	Month		

#	Particular Item	Quantity	UoM	MONTHLY MAINTENANCE & OPERATIONAL CHARGES (OPEX) EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES (To be Filled in Numbers)	TOTAL OPEX AMOUNT (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES)
	Broadband				
10	O&M Resource – Project Manager with the compliance of the RFP minimum criteria	1	Man-Month		
11	O&M Resource – Application Engineer with the compliance of the RFP minimum criteria	1	Man-Month		
12	O&M Resources - Helpdesk Support Engineers with compliance of the RFP minimum criteria	4	Man-Months		
13	O&M Resources - ITMS Application Monitoring Engineers with compliance of the RFP minimum criteria	2	Man-Months		
Operational Expenditure: Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP					

General instructions for Commercial Bid

- The evaluation and comparison of the Price Bid will be based on without GST prices only of the above summary table.
- Bidder should provide all prices as per the prescribed format under this Annexure.
- All the prices are to be entered in Indian Rupees (INR) only. None of the line-item prices should be NIL from the Bidder's end for price bid. In case any bidding entity enter NIL value in any of the line item then it should be considered as Commercial Bid Disqualification.
- Prices indicated in the schedules shall be inclusive of all duties, taxes except Good and Service Tax (GST).
- BCLL also intends to utilize various rates obtained through this tender for requirements across various departments. Bidders are requested to factor this potential demand and give the best & responsive rates to BCLL.
- Bidder will have to arrange for storage of the housekeeping goods at his own cost for storage of any items supplied as part of this scope of work.
- BCLL reserves the right to ask the successful bidder to submit proof of payment against any of the taxes, duties, levies.
- The Unit Rate as mentioned in the following formats may be used for the purpose of 'Change Order' for respective items. The unit-rates discovered shall be valid for duration for 5 years from the date of opening of the financial bid. In addition to this, same rates shall be considered for the change order or extension of the contract for the period of 2 years post completion of the 5 years.
- GST shall be paid on actual, as applicable at the time of billing.
- The Bidder needs to account for all Out-of-Pocket expenses over and above the bidding prices to fulfil the obligations of the RFP.
- Bidders should ensure that there are no alterations / corrections in the quotes submitted by them.
- In case of a discrepancy between the prices in figures and words, the prices in words will be considered as correct.

15. Annexure 17: Service Level Agreement

15.1. Purpose of SLA

Purpose of this SLA is to clearly define the levels of service to be provided by successful bidder to BCLL for the duration of this contract

15.2. Duration of SLA

This SLA will be valid for the entire period of operations & maintenance duration of the contract.

15.3. SLA Moratorium & Commencement

For purposes of the SLA, the definitions and terms as specified in the Document along with the following terms shall have the meanings set forth below:

- "Total Time" - Total number of hours in the quarter (or the concerned period) being considered for evaluation of SLA performance.
- "Uptime" – Time period for which the specified services/outcomes are available in the period being considered for evaluation of SLA. Formulae for calculation of Uptime: $\text{Uptime (\%)} = \{1 - [(\text{Downtime}) / (\text{Total time} - \text{scheduled maintenance time})]\} * 100$
- "Downtime"- Time period for which the specified services/components/outcomes are not available in the concerned period, being considered for evaluation of SLA, which would exclude downtime owing to Force Majeure & Reasons beyond control of the successful bidder.
- "Scheduled Maintenance Time" - Time period for which the specified services/components with specified technical and service standards are not available due to scheduled maintenance activity. The successful bidder is required to take at least 10 days prior approval from Authority for any such activity. The scheduled maintenance should be carried out during non-peak hours (like post mid-night and should not be for more than 4 hours. Such planned downtime would be granted max 4 times a year.
- "Incident" - Any event/abnormalities in the service being rendered, that may lead to disruption in normal operations and services to the end user.
- "Response Time" - Time elapsed from the moment an incident is reported in the Helpdesk over phone or by any applicable mode of communication, to the time when a resource is assigned for the resolution of the same.
- "Resolution Time" - Time elapsed from the moment incident is reported to Helpdesk either in person or automatically through system, to the time by which the incident is resolved completely and services as promised are restored.

Measurement of SLA

- The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on monthly basis, as per the individual parameter requirements.
- The SLA also specifies the liquidated damages for lower performance and breach conditions.
- Payment to the SI is linked to the compliance with the SLA metrics. The matrix specifies three levels of performance, namely:
 - The SI will get 100% of the Contracted value if all the baseline performance metrics are compiled and the cumulative credit points are 100.

- The SI will get lesser payment in case of the lower performance. (For e.g., if SLA point score is 80 then the SI will get 20% less on the quarterly payment – The formula calculating the deductions is “(100 – SLA Point Score)%”)
- If the performance of the SI in respect of any parameter falls below the prescribed lower performance limit, debit points are imposed for the breach.
- SI shall be responsible for providing appropriate web based online SLA measurement and monitoring tools for the same. SI shall be expected to take immediate corrective action for any breach in SLA. In case issues are not rectified to the complete satisfaction of Authority, within a reasonable period of time defined in this Agreement, then the Authority shall have the right to take appropriate penalizing actions, or termination of the contract.
- The afore mentioned SLA parameters shall be measured as per the individual SLA parameter requirements and measurement methods, through appropriate SLA Measurement tools to be provided by the SI and approved and audited by BCLL or its appointed Consultant for accuracy and reliability.
- BCLL shall also have the right to conduct, either itself or through any other SI as it may deem fit, an audit / revision of the SLA parameters. The SLAs defined, shall be reviewed by BCLL on an annual basis after consulting the SI, Project Management Consultants and other experts. All the changes would be made by BCLL after consultation with the SI and might include some corrections to reduce undue relaxation in Service Levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.
- Total liquidated damages to be levied on the SI shall be capped at 10% of the total contract value (TCV). However, BCLL would have right to invoke termination of the Contract or increase the penalty cap in case the overall liquidated damages equal or more than 10% of total contract value. BCLL would also have right to invoke termination of Contract in case cumulative debit point (breach points) are above 30 in 2 consecutive quarters.

SLA during Implementation Period

Definition	Timely delivery of Deliverables would comprise entire bill of material and the application systems, and as per successful UAT of the same.
Service Level Requirement	All the Deliverables defined in the Contract must be submitted on-time on the date as mentioned in the Contract with no delay.
Measurement of Service Level Parameter	To be measured in Number of weeks of delay from the timelines mentioned in the section “Project Timelines”
Penalty for non-achievement of SLA Requirement	Any delay in the delivery of the particular milestone (solely attributable to Sole Bidder) would attract a liquidated damage of 5% of the particular CAPEX milestone payment as per payment terms and subsequent capped at 10% of the Total CAPEX Payment

- These SLAs shall be used to evaluate the performance of the Services on monthly basis.
- Penalty levied for non- performance as per SLA requirements shall be deducted through quarterly invoices payments due from BCLL or through the Performance Bank Guarantee. (Cumulative 3 months of penalty).
- The SLA parameters shall be measured for each of the sub systems' SLA parameter requirements and measurement methods, through appropriate SLA measurement tools. All such required tools should be provided by the SI. BCLL will have the authority to audit these tools for accuracy and reliability.

SLA during the post implementation phase

#	Performance Area	Baseline		Lower Performance		Critical Breach		Measurement/Definition
		Metric	Points	Metric	Points	Metric	Points	
1.	Availability of the ITMS Sub-Systems (Average Uptime of the AVLS, PIS, VPSD, Mobile App and Help Desk Application)	>=99.50%	20 Points	>=97% and <99.49%	10 Points	<97%	0 Point	To be measured on monthly basis of application Uptime Monitoring Report from CSP's EMS System
2.	Application Module Access to the Authority on 24 x 7 basis (VM, Server and Database Level)	>=99.50%	10 Points	>=97% and <99.49%	5 Points	<97%	0 Point	To be measured on monthly basis of application Uptime Monitoring Report from CSP's EMS System
3.	Inbound Call Centre Response Time from Call Center through Operator or IVRS.	<=10 Sec	10 Points	>10 Sec and <= 40 Sec.	5 Points	> 40 Sec.	0 Point	To be measured on daily basis from MIS Report generated from the Call Centre Application.
4.	Accuracy of forecast arrival at bus-stops (ETA Accuracy from AVLS System)	>=99%	10 Points	>=95% and <98.99%	5 Points	<95%	0 Point	To be measured on daily basis for all PIS data that send to the existing PIS from AVLS Application.
5.	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components,)	>=99.99%	10 Points	>=98% to <99.98%	5 Points	< 98%	0 Point	To be measured on monthly basis based certified by the MeitY empanelled CSP.
6.	Availability of the network links at DC and DR (links between DC and DRC)	>=99.5%	10 Points	>=98% to <99.49%	5 Points	< 98%	0 Point	To be measured on monthly basis based certified by the MeitY empanelled CSP.
7.	Service Level for DR – RPO (Recovery Point Objective- Applicable when taking Disaster Recovery as a Service from the Service Provider)	=<30 Minutes	10 Points	>30 Minutes to =<45 Minutes	5 Points	>45 Minutes	0 Point	To be measured on average of quarterly basis drill between DC and DRC.

#	Performance Area	Baseline		Lower Performance		Critical Breach		Measurement/Definition
		Metric	Points	Metric	Points	Metric	Points	
8.	CPU utilization must not cross beyond % at any time of processing	<70%	10 Points	>= 70% and <85%	5 Points	> 85%	0 Point	To be measured for all VMs and Servers on monthly basis from MeitY empanelled CSP.
9.	Report Generation from the Business Intelligent Application	<=1 Minute	10 Points	> 1 Minute	5 Points	> 2 Minutes	0 Point	Sampling check of the report generation time from console.
Total SLA Points			100 Points		50 Points		0 Point	

Service Monitoring

ITMS system integrator will put in place a monitoring mechanism to monitor all components of ITMS. ITMS system integrator through its monitoring system should provide data which is sufficient to allow analysis and reporting of component performance and availability to the detail and frequency described in this Agreement. ITMS system integrator will additionally use data gathered from its monitoring of the components to inform and take approval from competent authority its decisions in respect of any changes to its infrastructure which it, in its sole discretion, deems necessary to maintain or improve the availability and performance of the services delivered to BCLL.

Performance Reporting

ITMS system integrator shall record performance and availability of each of the ITMS components and report this information to the BCLL, as described in below. Where periodic account reviews are agreed by both parties to be held between the BCLL and ITMS system integrator, these reports will form an agenda for such reviews. If ITMS components include access to ITMS system integrator's service system, ITMS system integrator will enable BCLL to view the reports via ITMS system integrator's service system.

Managing Service Failure

BCLL representatives or users will report a fault by notifying ITMS system integrator's Technical Helpdesk by telephone, email, service system or any other means identified as call logging point.

The priority of a fault reported by the BCLL will be categorized by agreement between the BCLL and ITMS system integrator's representative taking the relevant Fault Call. In the absence of an agreement, BCLL will determine the Fault Priority. Faults will generally be categorized as follows:

Support Category	Criteria	Response Time	Escalation	
Critical	The system is unable to be used for normal business activities. There is certainty of financial loss or operational inefficiency to BCLL	30 Minutes	No Response for (in Minutes) (Cumulative)	Escalation to
			30	Stage 2
			45	Stage 3
			60	Stage 4
Urgent	There is a problem with part of the system, which impacts BCLL's decision making. No viable work around is available. There is a likelihood of financial or operational loss.	1 Hour	No Response for (in Hours) (Cumulative)	Escalation to
			3	Stage 2
			5	Stage 3
			7	Stage 4
High	The efficiency of users is being impacted but has a viable workaround.	2 Hours	No Response for (in Hours) (Cumulative)	Escalation to
			5	Stage 2
			8	Stage 3
			11	Stage 4
Medium	A low impact problem that affects the efficiency of users but has a simple workaround	6 Hours	No Response for (in Hours) (Cumulative)	Escalation to
			10	Stage 2
			14	Stage 3
			18	Stage 4

Support Category	Criteria	Response Time	Escalation	
Low	A fault which has no particular impact on processing of normal business activities.	8 Hours	No Response for (in Hours) (Cumulative)	Escalation to
			24	Stage 2
			36	Stage 3
			48	Stage 4

The ITMS system integrator's representative will ask BCLL representative for information about the fault to obtain a clear description of its nature and the circumstances in which it occurred and confirm eligibility or non-eligibility of support for the fault.

Fault Handling & Escalation

Fault Handling and Escalation ITMS system integrator will allocate to any fault a Response Time in accordance with the details set out in Table below. Faults which remain unresolved at the end of the Response Time will be escalated as shown in Table below. Descriptions of the activities associated with each stage are shown in Table below:

Stage	Response Activity
Stage 1	ITMS system integrator's representative on the Technical Helpdesk will acknowledge the Fault Call and advice on tests and actions required in order to resolve the problem, consulting as necessary with other ITMS system integrator's representative and third parties. Should the ITMS system integrator's representative be unable to resolve the problem or provide an action plan suitable to the BCLL, the Fault Call will be escalated to ITMS system integrator's representative of respective ITMS services Operations team and ITMS system integrator's account manager will also be informed
Stage 2	ITMS system integrator's Operations team will determine a suitable action plan and agree it with the BCLL. Where appointed, the Account Managers of respective ITMS services will be notified. ITMS system integrator's Implementation team may also be involved at this point and third party manufacturers and/or other ITMS service providers may be contacted for additional technical support.
Stage 3	If unresolved following Stage 2, the fault will be escalated to ITMS system integrator's Customer Services or Operations Managers, as appropriate. They will involve all necessary resources, both internally and externally, to ensure an acceptable resolution for the BCLL. ITMS system integrator's Technical Services Head will also be informed.
Stage 4	If unresolved following Stage 3, then ITMS system integrator's Technical Services Head will take responsibility for the call and involve all necessary senior and management resources, both internally and externally, to ensure an acceptable resolution for the BCLL. ITMS system integrator's Project Director will be appraised of the situation

- Response Times will start to run at the Call Open Time. ITMS system integrator's representative may amend any fault priority by agreement with BCLL. All telephone calls may be recorded or monitored for training purposes.
- Should the same fault re-occur within 48 hours, the original call shall be reopened with the same log number and the same Response Time shall be applied from the time that the call is re-opened.

A) SLA for Security Breach

Note – This SLA for Security Breach is applicable over and above the SLAs mentioned in above table.

Definition	Security of the overall system is utmost important and the successful bidder shall be required to ensure no compromise is done on the same. Security Breach types considered for this SLA are: • Availability of ITMS system data to any other user than those authorized by BCLL and provided passwords. • Availability of any report/data to any other user than those authorized by BCLL and provided passwords. • Successful hacking of any active component on the network by any unauthorized user OR any other privacy rule is broken as per Govt. of India guidelines • Any other security breach which can compromise the system uptime/accuracy/privacy etc.
Service Level Requirement	Security compliance of the system should be 100%. There would be Zero Tolerance policy against such breaches.
Measurement of Level Service Parameter	Any reported security breach shall be logged into the SLA Management solution as a security breach.
Penalty for Non-achievement of SLA Requirement	For every security breach reported and proved, there shall be a penalty of INR 5,00,000/- or lead to termination of contract.

B) SLA for Breach in Supply of Technical Manpower

Note – This SLA for Technical Manpower Breach is applicable over and above the SLAs mentioned in the above table.

Definition	Bidder is required to propose the CVs of the required technical manpower (as mentioned in the RFP). It is vital that such manpower is available to BCLL and performs to the expected levels. The current SLA breach shall specify penalty amount for non-availability of these manpower.
Service Level Requirement	Availability of the required manpower should be 100% for all operational days of the BCLL. SI shall have to submit the system based attendance report of each person proposed as part of team on monthly basis with BCLL.
Measurement of Service Level Parameter	Following instances would be considered as SLA non-compliances: • Replacement of a profile by the bidder (only one replacement per profile – with equal or higher qualification and experience – would be permitted per year) • Non-deployment of the profile for more than 1 month, if the replacement

	has not be asked by BCLL. BCLL reserves the right to ask SI to replace (with equal or higher qualification and experience) the profile if the performance / commitment are not up to the mark • Note: Replacement due to reasons not in control of SI (like resignation of the resource, accident, etc.) would not be counted in the permissible 1 replacement.								
Penalty for Non-achievement of SLA Requirement	For every SLA non-compliance reported and proved, there shall be a penalty as given below: <table> <tr> <th>Team Member</th><th>• Penalty</th></tr> <tr> <td>Project Manager</td><td>• Penalty of Rs 5,000 per day for the no of days un-available without any approval of the BCLL officials.</td></tr> <tr> <td>Application Engineer</td><td>• Penalty of Rs 3,000 per day for the no of days un-available without any approval of the BCLL officials.</td></tr> <tr> <td>For all other team members</td><td>• Penalty of Rs 1,500 per day for the no of days un-available without any approval of the BCLL officials.</td></tr> </table>	Team Member	• Penalty	Project Manager	• Penalty of Rs 5,000 per day for the no of days un-available without any approval of the BCLL officials.	Application Engineer	• Penalty of Rs 3,000 per day for the no of days un-available without any approval of the BCLL officials.	For all other team members	• Penalty of Rs 1,500 per day for the no of days un-available without any approval of the BCLL officials.
Team Member	• Penalty								
Project Manager	• Penalty of Rs 5,000 per day for the no of days un-available without any approval of the BCLL officials.								
Application Engineer	• Penalty of Rs 3,000 per day for the no of days un-available without any approval of the BCLL officials.								
For all other team members	• Penalty of Rs 1,500 per day for the no of days un-available without any approval of the BCLL officials.								

16. Draft Contract Agreement

16.1. Definition of Terms

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- a) **“Applicable Law”** means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time.
- b) **“Contract”** means the Contract signed by the Parties, to which these General & Special Conditions of Contract.
- c) **“Authority”** refers to BCLL.
- d) **“Effective Date”** means the date on which this Contract comes into force.
- e) **“Contract Price”** means the price to be paid for the performance of the Services.
- f) **“Go- Live/UAT”** means installation, testing, commissioning of Project, and commencement of all components, including training as per Terms of Reference mentioned in this RFP. Go-Live/UAT shall be declared only after completion of User Acceptance Testing to the satisfaction of the Authority. Agency should have the approval from Authority (i.e., BCLL) for carrying out User Acceptance Test.
- g) **“Government”** means Government of Madhya Pradesh
- h) **“Successful Bidder”** means Implementing SI
- i) **“Intellectual Property Rights”** means all rights pertaining to patent, trademarks, copyrights, trade secrets, service marks, logos, brands, trade names, internet domain names, formulae, designs, software (COTS or Bespoke applications), Source Code, know-how, processes, techniques, methods, technical data, databases, database and application server licenses, proprietary information, utility models, rights in know- how and other intellectual property rights, whether existing as of the Effective Date or arising thereafter, and all of the goodwill associated with the use of, and symbolized by, any of the foregoing, all rights of indemnification with respect to any of the foregoing, the right to prosecute and sue for past, present and future infringements, dilutions, violations or misappropriations with respect to any of the foregoing, all rights corresponding to any of the foregoing throughout the world, and all proceeds of any the foregoing, including licenses, royalties and proceeds of suit, and any right to any of the foregoing granted under any License.
- j) **“Local currency”** means Indian National Rupees.
- k) **“Party”** means the Authority or the SI, and Parties means both.
- l) **“Personnel”** means persons hired by the SI as employees and assigned to the performance of the Services or any part thereof.
- m) **“Services”** means the work to be performed by the SI pursuant to this Contract as described in RFP – Request for Proposal document.
- n) **“Authority”** means the Bhopal City Link Limited. The project shall be executed in Bhopal and shall be owned by Bhopal City Link Limited.
- o) **“Bidder”** shall mean organization/ entity submitting the proposal in response to this RFP.
- p) **“Operation hours”** shall mean 18 x 7 daily operation hours. The time duration shall be applicable as operation hours for the service provider too.

- q) **“Performance Security”** or **“Performance Bank Guarantee”** shall mean the Bank Guarantee furnished by a successful Bidder as per terms and conditions of this tender.
- r) **“Taxes and Duties”** shall mean all taxes, duties, fees, cess etc. payable as per applicable laws in India in connection with the discharge of responsibilities as per the scope of work envisaged.
- s) **“Total Contract Value”** shall mean agreed and accepted prices by the BCLL for Total Capital Expenditure and Total Operational Expenditure for period of contract duration.

16.2. Interpretation

In this Contract unless a contrary intention is evident:

- a) the clause headings are for convenient reference only and do not form part of this Contract.
- b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses.
- c) the word “include” or “including” shall be deemed to be followed by “without limitation” or “but not limited to” whether or not they are followed by such phrases.
- d) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time.
- e) a word in the singular includes the plural and a word in the plural includes the singular.
- f) a word importing a gender includes any other gender.
- g) a reference to a person includes a partnership and a body corporate.
- h) a reference to legislation includes legislation repealing, replacing or amending that legislation.
- i) Where a word or phrase is given a particular meaning, it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings.
- j) Wherever Date& Period are specified in RFP Document for completing some formalities/ tasks/ documentations etc., the commencement of the period prescribed for the said completion shall be reckoned from the date of dispatch of the communication by Authority, even if mentioned otherwise anywhere else
- k) In the event of an inconsistency between the terms of this Contract and the RFP and the Bid, the terms hereof shall prevail

16.3. Conditions Precedent

- a) The payment obligations of the Authority under this Contract shall not come into force and effect till the fulfillment of the following conditions precedent by SI.
- b) Furnishing by SI, an unconditional and irrevocable Performance Bank Guarantee (PBG) (as per RFP) and acceptable to the Authority which would remain valid until such time as stipulated by the Authority in the RFP document.
- c) Obtaining of all statutory Approvals and Permits required for the performance of the Services under the Contract; This may include Approvals/clearances, wherever applicable, that may be required for execution of the Contract e.g., clearances from Government authorities for importing equipment, exemption of tax/duties/levies, work permits/clearances for Bidder/Bidder’s team, etc.
- d) The Authority reserves the right to waive the conditions specified in (‘c) above in writing and no such waiver shall affect or impair any right, power or remedy that the Authority may otherwise have.

- e) Furnishing by SI, the notarized copies of any/all contract(s) duly executed by SI at the time of signing of the Contract in relation to the Project. Failure to do so within stipulated time of signing of Contract would attract penalty as defined in this RFP.
- f) Furnishing of such other documents by SI as the Authority may specify/demand
- g) In case there is a contradiction between the sections, the below hierarchy of sections in order of precedence :
 - a. Pre-bid clarification and Corrigendum if any
 - b. RFP
- h) In the event that any of the conditions set forth in clauses above. hereinabove are not fulfilled within 1 (one) month from the date of the Contract, or such later date as may be mutually agreed upon by the Parties, the Authority may terminate the Contract and upon such termination, SI shall have no right to claim any damages from the Authority on such account

16.4. Law Governing the Contract

- a) This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law.
- b) Irrespective of the place of payment under the contract, contract shall be deemed to have been made in from as per the delivery of the scope where the 'Letter of Award' of the Bid has been issued and where the contract is to be performed.
- c) Jurisdiction of Courts. - The Courts of Bhopal, Madhya Pradesh, the place from where the 'Letter of Award' of the Bid has been issued and where the contract is to be performed by supplying and commissioning of the buses, alone shall have exclusive jurisdiction to decide any dispute arising out of or in respect of the contract.
- d) Compliance with provisions of Contract Labour (Regulation and Abolition) Act, 1970.
- e) The Contractor shall:
 - a. Obtain a valid license under the aforesaid Act as modified from time to time before commencement of the contract and continue to have a valid License until completion of contract. Any failure to fulfil this requirement resulting in non-execution of the contract shall attract penal provisions of the contract.
 - b. Pay to labour employed by it directly or through his authorized network/ Service Provider the wages as per provisions of the aforesaid Act and Rules wherever applicable. The Contractor shall notwithstanding provisions of contract to the contrary, cause to be paid wages to labour indirectly engaged on the contract including any engaged by his authorized network/ Service Provider in connection with said contract, as if the labour had been immediately employed by him.
 - c. Comply with or cause to be complied with provisions of aforesaid Act and Rules wherever applicable in respect of all labour directly or indirectly employed in the contract for performance of the Contractor's part of contract, Contractor.
- f) In every case in which, by virtue of provisions of aforesaid Act or Rules, Authority is obliged to pay any amount of wages to a workman employed by the Contractor or his authorized network/ Service Provider in execution of the contract or to incur any expenditure in providing welfare and health amenities required to be provided under the aforesaid Act and the Rules or to incur any expenditure on account of contingent liability of the Authority due to the Contractor's failure to fulfil

his statutory obligations under the aforesaid Act or the Rules, Authority shall recover from the Contractor, the amount of wages so paid or the amount of expenditure so incurred, and without prejudice to the rights of the Authority, It shall be at liberty to recover such amount or part thereof by deducting it from the amount of Performance Guarantee Bond and/or from any sum due by the Authority to the Contractor whether under the contract or otherwise.

16.5. Language

This Contract has been executed in English language, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

16.6. Notice

Any notice, request or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to any authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, electronic mail, telex or facsimile to such Party at the address specified in the contract.

16.7. Signing of Contract

The signing of an agreement will amount to the award of the contract and the bidder will initiate the execution of work as specified in the contract / agreement.

16.8. Contract Term & Extension of Contract

The Authority shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to **SUCCESSFUL BIDDER**, at least 3 (three) months before the expiration of the Term hereof, whether it shall grant **SUCCESSFUL BIDDER** an extension of the Term. The decision to grant or refuse the extension shall be at the Authority's discretion and such extension of the contract, if any, shall be as per terms agreed mutually between the Authority and **SUCCESSFUL BIDDER**.

16.9. Force Majeure

The SI or Authority, as the case may be, shall be entitled to initially suspend the performance of its respective obligations under the Agreement to the extent that the SI or Authority, as the case may be, is unable to render such performance due to a Force Majeure Event.

In the Agreement, no event or circumstance and/or no combination of events and circumstances shall be treated as a Force Majeure Event unless it satisfies all the following conditions

- materially and adversely affects the performance of an obligation.
- are beyond the reasonable control of the affected Party.
- such Party could not have prevented or reasonably overcome with the exercise of Good Industry Practice or reasonable skill and care.
- do not result from the negligence or misconduct of such Party or the failure of such Party to perform its obligations hereunder; and
- which, by itself or consequently, has an effect described

- **“Force Majeure Event”** includes the following events and/ or circumstances to the extent that they or their consequences satisfy the requirements set forth.
- war (whether declared or undeclared), invasion, armed conflict, or act of foreign enemy in each case involving or directly affecting the Project Land.
- revolution, riot, insurrection or other civil commotion, act of terrorism or sabotage in each case within the Project Land or near vicinity.
- nuclear explosion, radioactive or chemical contamination or ionizing radiation directly affecting the Project Land and/or the Assets, unless the source or cause of the explosion, contamination, radiation, or hazardous thing is brought to or near the Project Land by the Developer or any Affiliate of the Developer or any Sub-Contractor of the Developer or any of their respective employees, servants, or agents.
- strikes, working to rule, go-slows and/or lockouts which are in each case widespread, nationwide, or political and affects the Project Land.
- any effect of the natural elements, including lightning, fire, earthquake, unprecedented rains, tidal wave, flood, storm, cyclone, typhoon, or tornado, within the Project Land or near vicinity.
- explosion (other than a nuclear explosion or an explosion resulting from an act of war) within the Project Land or near vicinity.
- epidemic or plague within the Project Land or near vicinity; and
- any event or circumstances of a nature analogous to any events set forth

It is clarified that non-availability of any plant, equipment, materials, or financial resources for any reason whatsoever shall not be deemed to be an event of Force Majeure.

Force Majeure shall not include any events caused due to acts/omissions of SI resulting in a breach/contravention of any of the terms of the Agreement and/or SI 's Bid. It shall also not include any default on the part of SI due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Agreement.

In such an event, the affected Party shall inform the other Party in writing within 5 (five) days of the occurrence of such event. Any failure or lapse on the part of SI in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure Events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute Force Majeure, as set out above.

In case of a Force Majeure Event, all Parties shall endeavour to agree on an alternate mode of performance in order to ensure the continuity of the Service/ Works and implementation of the obligations of a Party under the Agreement and to minimize any adverse consequences of Force Majeure.

If at any time, during the Term, the performance in whole or in part by either Party of any obligation under the Agreement is prevented or delayed by reason of any Force Majeure Event, and notice of the happening of any such event is given by the affected Party to the other Party, neither Party shall by reason of such event, be entitled to terminate the Agreement nor shall either Party have any claim for damages against the other in respect of such non-performance or delay in performance and the Project (or the parts so affected) due to such Force Majeure Event and the Agreement shall be resumed as soon

as practicable after such event has come to an end or ceased to exist and the decision of the Authority as to whether the Project have been so resumed or not shall be final and conclusive.

16.10. Settlement of Dispute and Arbitration

16.10.1. Amicable Resolution

- a. Save where expressly stated otherwise in this Contract, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to this Contract between the Parties and so notified in writing by either Party to the other (the "Dispute") in the first instance shall be attempted to be resolved amicably by the Parties and failing such resolution of the same, in accordance with the procedure set forth in sub-clause (b) below.
- b. Either Party may require the Dispute to be referred to Managing Director (MD) -BCLL, for amicable settlement. Upon such reference, both the Parties and the Managing Director (MD) -BCLL "Authority" or his/her nominee (who can be an employee of Authority dealing with the Contract or otherwise) shall meet at the earliest mutual convenience and in any event within 15 (fifteen) days of such reference to discuss and attempt to amicably resolve the Dispute. If the Dispute is not amicably resolved within 15 (fifteen) days of such meeting, either Party may refer the Dispute to arbitration in accordance with the provisions given below.

16.11. Arbitration

16.11.1. Arbitrators

Any Dispute which is not resolved amicably as provided in Clause 17.10.1 shall be finally settled by binding arbitration under the Arbitration and Conciliation Act, 1996 and subsequent amendments (if any). The arbitration shall be by a Retired Justice of High Court as Sole Arbitrator, to be appointed by Managing Director (MD) -BCLL. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and any amendments thereto. The arbitrator shall issue a reasoned Award.

16.11.2. Place of Arbitration

The place of arbitration shall be Bhopal, Madhya Pradesh

16.11.3. Language

The request for arbitration, the answer to the request, the terms of reference, any written submissions, any orders and rulings shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

16.11.4. Procedure

The procedure to be followed in the arbitration by the Sole Arbitrator shall be in accordance with the Arbitration & Conciliation Act, 1996 and as may be decided by the Sole Arbitrator.

16.11.5. Enforcement of Award

Any decision or award resulting from arbitration shall be final and binding upon the Parties. The Parties hereto hereby waive, to the extent permitted by law, any rights to appeal or to review of such award by any Court or Tribunal. The Parties hereto agree that the arbitral award may be enforced against

the Parties to the arbitration proceedings or their assets wherever they may be found and that a judgment upon the arbitral award may be entered in any Court having jurisdiction thereof.

16.11.6. Fees and Expenses

The fees and expenses of the Sole Arbitrator and all other expenses of the arbitration shall be initially borne and paid by the respective Parties equally subject to determination by the Sole Arbitrator. The Sole Arbitrator may provide in the arbitral award for the reimbursement to the prevailing party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by the said Party.

16.11.7. Performance during Arbitration

Pending the submission of and/ or decision on a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this Contract without prejudice to a final adjustment in accordance with such award

16.12. Consequence of Termination

- In the event of termination of this Agreement, Authority shall pay a Termination Payment to SI as follows after recovering the outstanding dues if any, toward the Authority, any claims for losses/damages suffered by Authority due to any action by the SI or its Sub Contractors/ Sub-Lessees:
- In the event of Termination before the Appointed Date, no payment shall be paid by the Authority to SI till the date of Termination.
- In the event of Termination after the Appointed Date, the Authority shall pay to SI, an amount for goods delivered and accepted by the Authority and rendered satisfactorily as per the Payment Schedule, till the date of Termination.
- In the event of termination, the Authority shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Project which SI shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Authority and/or the successor SI/service provider, Replacement Service Provider as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Agreement.
- Without prejudice to any other rights, the Authority may retain such amounts from the payment due and payable by the Authority to SI as may be required to offset any losses caused to the Authority as a result of any acts of omissions or commission by SI. In case of any loss or damage due to default or inability on the part of SI in performing any of its obligations with regard to executing the Schedule of Requirements under the Agreement, SI shall compensate the Authority for any such loss, damages or other costs, incurred by the Authority.
- In case the Agreement is terminated due to Event of Default by SI, Authority shall have the right to invoke the Performance Guarantee.
- The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Agreement that are expressly or by implication intended to come into or continue in force on or after such termination.

- Upon termination or after expiration of Agreement, SI shall forthwith return to the Authority, all papers, material and other properties held by/provided to SI during the Term of the Agreement, including all Confidential Information and proprietary information provided to SI for its use during the Project.
- In an event of termination of the contract, authority reserved the right to appoint the third party other than the bidder to ensure an efficient transition and effective business continuity of the Project.

16.13. Secrecy

Any information obtained in the course of the execution of the contract by the Contractor, his servants or agents or any person so employed, as to any matter whatsoever, which would or might be directly or indirectly, of use to any enemy of India, must be treated secret and shall not at any time be communicated to any person.

Any breach of the aforesaid conditions shall entitle Authority to cancel the contract and to purchase or authorize purchase of the requires services at the risk and cost of the Contractor in accordance with above clause thereof as applicable

16.14. Commencement, Completion, Modifications and Termination of Contract

16.14.1. Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by either parties or such other later date as may be stated in any correspondence of the authority.

16.14.2. Commencement of Services

The Successful Bidder shall begin carrying out the Services within seven (7) days after the date the Contract becomes effective.

16.14.3. Modification

Authority, without prejudice, can make amendments, and/ or modifications in Contract in writing in mutual agreement with the Contractor and the record of any such change shall be duly appended to the main contract document forthwith and be read as part of the Contract.

16.15. Scope of Work

- a. Scope of the work shall be as defined in thereto of the tender.
- b. BCLL has engaged SI to provide services related to System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL). SI is required to provide such goods, services and support as the Authority may deem proper and necessary, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the Tender and this Contract and are deemed necessary by the Authority, in order to meet its business requirements (hereinafter 'scope of work').

16.16. Service Level Agreement

- a. Unless specified by the Authority to the contrary, SI shall deliver the goods, perform the services and carry out the scope of work in accordance with the terms of this Contract, Scope

of Work and the Service Specifications as laid down under Service Level Agreements of the RFP.

- b. If the Contract, scheduled requirements, service specification includes more than one document, then unless the Authority specifies to the contrary, the later in time shall prevail over a document of earlier date to the extent of any inconsistency.
- c. The Authority reserves the right to amend any of the terms and conditions in relation to the Contract/Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Scope of Work.

16.17. Intellectual Property Rights

- a. Except for any ownership rights in any intellectual property that have been expressly granted to the SI under the Contract, the Authority shall exclusively retain all rights, title and interest in and to any third-party licensed technology, including all worldwide technology and Intellectual Property Rights which has been used for the Project.
- b. Preservation of notice: SI shall not remove, efface or obscure any copyright notices or other proprietary notices or legends from any licensed technology or materials provided under the Contract, and shall reproduce all such notices and legends when incorporating licensed technology or materials into any integrated products.
- c. All component / system / data under the Intellectual Property and related solutions and fixes provided pursuant to this Agreement shall be licensed according to the terms of the license agreement packaged with or otherwise applicable to such products. Such licenses shall be brought on behalf of and in the name of the Authority or mentioning the Authority as the end user of such licenses.
- d. SI must ensure that while using any software, hardware, processes, data, document, deliverables or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person/Company.
- e. Authority shall exclusively own and have a right in perpetuity to use all Intellectual Property Rights which have been executed during this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by SI solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. SI undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to the Authority, execute all such agreements/documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of the Authority.
- f. If Authority desires, SI shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied/installed by SI, the same shall be acquired in the name of the Authority, prior to termination of this Contract and which may be assigned by the Authority to SI for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of the Authority.
- g. Pre-existing work: All intellectual property rights existing prior to the Effective Date of this Agreement shall belong to the Party that owned such rights immediately prior to the Effective Date. Subject to the foregoing, the Authority will also have rights to use and copy all intellectual property rights, process, specifications, reports and other document, drawings,

manuals etc. provided or used by the SI and its members / subcontractors as part of the Services under this Contract for the purpose of this Contract on non-exclusive, non-transferable, perpetual, royalty-free license to use basis.

- h. SI shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by Authority in writing.

16.18. Limitation of Liability

- a. The liability of the SI (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables, Goods, Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the Total Contract Value.
- b. The liability of the Authority (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement shall be limited to the amount of fees remaining to be paid to the SI under this Agreement.
- c. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses nor for any third-party claims, even if it has been advised of their possible existence.
- d. Notwithstanding anything contained in the foregoing, the liability cap for the SI given under this Clause shall not be applicable to the indemnification obligations set out in this Agreement and any damages suffered by the Authority due to gross negligence and willful misconduct of the SI or subcontractor.
- e. Allocation of liability: The allocations of liability in this clause represent the agreed and bargained-for understanding of the parties and compensation for the Services/ Deliverables reflects such allocations.

16.19. Termination

Without prejudice to any other rights or remedies which the non-defaulting Party may have under the Agreement or under the Applicable Laws, upon the occurrence of either an Event of Default SI or Authority, the defaulting Party shall be liable for the breach caused and consequences thereof and the non-defaulting Party shall have the right to issue a Notice of Intention to Terminate. Upon the issuance of a Notice of Intention to Terminate, the defaulting Party shall have the right to rectify or cure the breach within the Cure Period. If the breach is not rectified by the defaulting Party within the Cure Period, the non-defaulting Party shall have the right to terminate the Agreement by issuance of a Termination Notice. On SI being a defaulting party may be blacklisted from future assignments at the discretion of Authority.

16.20. Termination by Authority

The Authority may, terminate the Agreement in whole or in under the following circumstances:

- Where the Authority is of the opinion that there has been such Event of Default on the part of SI/SI's Team which would make it proper and necessary to terminate the Agreement and may include failure on the part of SI to adhere to any part of its obligations under its Bid, the RFP or under the Agreement.

- Where it comes to the Authority's attention that SI (or Agencies' Team) is in a position of actual conflict of interest with the interests of the Authority, in relation to any of terms of 's Bid, the RFP or the Agreement.
- Where SI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against SI, any failure by SI to pay any of its dues to its creditors, the institution of any winding up proceedings against SI or the happening of any such events that are averse to the commercial viability of SI. In the event of the happening of any events of the above nature, the Authority shall reserve the right to take any steps as are necessary, to ensure the effective transition of the sites, pilot site to a successor SI, and to ensure business continuity.
- Termination for Insolvency: The Authority may at any time terminate the Agreement by giving written notice of Seven Days (07) to SI, without compensation to SI, if SI becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Authority.

16.21. Termination by SI

- SI may, subject to written approval by the Authority, terminate the Agreement before the expiry of the Term by giving the Authority a prior and written notice at least 6 (Six) months in advance indicating its intention to terminate the Agreement. In such cases penalty may be imposed equivalent to 10% of the total cost of remaining milestones to be achieved from the date of termination.

16.22. Consequence of Termination

- In the event of termination of this Agreement, Authority shall pay a Termination Payment to SI as follows after recovering the outstanding dues if any, toward the Authority, any claims for losses/damages suffered by Authority due to any action by the SI or its Sub Contractors/ Sub-Lessees:
- In the event of Termination before the Appointed Date, no payment shall be paid by the Authority to SI till the date of Termination.
- In the event of Termination after the Appointed Date, the Authority shall pay to SI, an amount for goods delivered and accepted by the Authority and rendered satisfactorily as per the Payment Schedule, till the date of Termination.
- In the event of termination, the Authority shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Project which SI shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow and provide all such assistance to the Authority and/or the successor SI/service provider, Replacement Service Provider as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Agreement.
- Without prejudice to any other rights, the Authority may retain such amounts from the payment due and payable by the Authority to SI as may be required to offset any losses caused to the Authority as a result of any acts of omissions or commission by SI. In case of any loss or damage due to default or inability on the part of SI in performing any of its

obligations with regard to executing the Schedule of Requirements under the Agreement, SI shall compensate the Authority for any such loss, damages or other costs, incurred by the Authority.

- In case the Agreement is terminated due to Event of Default by SI, Authority shall have the right to invoke the Performance Guarantee.
- The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Agreement that are expressly or by implication intended to come into or continue in force on or after such termination.
- Upon termination or after expiration of Agreement, SI shall forthwith return to the Authority, all papers, material and other properties held by/provided to SI during the Term of the Agreement, including all Confidential Information and proprietary information provided to SI for its use during the Project.

OTHER TERMS AND CONDITIONS

Both Parties agreed to follow all terms and conditions specified in RFP document and subsequent Addendum and answers to Prebid queries and LOA, except specified in this Agreement.

NOTICES.

Unless otherwise stated, notices to be given under this Agreement and the RFP including but not limited to a notice of waiver of any term, breach of any term of this Agreement and termination of this Agreement, shall be in writing and shall be given by hand delivery, recognized courier, mail or facsimile transmission and delivered or transmitted to the Parties at their respective addresses set forth below:

IF TO AUTHORITY:

<>

IF TO CONTRACTOR:

<Communication Address of Contractor>

Phone number_____.

Email:_____

Or such address, facsimile number as may be duly notified by the respective Parties from time to time, and shall be deemed to have been made or delivered:

In the case of any communication made by letter, when delivered by hand, by recognized courier or by mail (registered, return receipt requested) at the address, and

In the case of any communication made by facsimile, when transmitted properly addressed to such facsimile number.

COUNTERPARTS

This Agreement may be executed in two counterparts, each of which when executed and delivered shall constitute an original of this Agreement but shall together constitute one and only the Agreement.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN. SIGNED SEALED AND DELIVERED:

SIGNED, SEALED AND DELIVERED

For and on behalf of Authority by:

(Signature)

SIGNED, SEALED AND DELIVERED

For and on behalf of Contractor by:

Total Price Summary (CAPEX + OPEX)		
Name of Work:	Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL), Bhopal	
Name of the Bidder/ Bidding Firm / Company :		
Sr. No.	Description	Value in INR inclusive of all taxes, levied duties and exclusive of Good and Service Tax (GST)
1	Capital Expenditure: Takeover, Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP	0.00
2	Operational Expenditure: Annual Maintenance Contract, Recurring service charges, Deployment of Manpower for the Operations and Maintenance of ITMS Project for period of 5 Years from date of Go Live as per RFP.	0.00
Grand Total Cost of Capital Expenditure + Operational Expenditure (1+2) inclusive of all taxes, levied duties and exclusive of Good and Service Tax (GST).		0.00

Price Component for CAPEX

Name of Work: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL), Bhopal

Sr.	Particular Item	Quantity	Unit of Material	Unit Price (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES) (To be filled in Figures)	Total Prices (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES)
A	B	C	D	E	F= C X E
1	Automatic Vehicle Location System	1	Lumpsum		-
2	Centralized Passenger Information System	1	Lumpsum		-
3	Commute Web portal & Mobile App for BCLL	1	Lumpsum		-
4	Vehicle Planning & Scheduling System	1	Lumpsum		-
5	Business Intelligence System licenses	1	Lumpsum		-
6	IPPBX with IVRS Solution (1 PRI Line with 3 Digital IP Phones, necessary network infrastructure and non-IT infrastructure) along with integrated call center and Help Desk application (GRMS) for BCLL.	1	Set		-
Capital Expenditure: Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP					-

Price Component for OPEX					
Name of Work: Request for Proposal for Selection of System Integrator for Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL), Bhopal					
#	Particular Item	Quantity	UoM	MONTHLY MAINTENANCE & OPERATIONAL CHARGES (OPEX) EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES (To be Filled in Numbers)	TOTAL OPEX AMOUNT (EXCLUDING GST BUT INCLUSIVE OF ALL OTHER TAXES/DUTIES)
A	B	C	D	E	F = E X 60
1	AMC for Automatic Vehicle Location System	1	Lumpsum	-	-
2	AMC for Centralized Passenger Information System	1	Lumpsum	-	-
3	AMC for Commute Mobile App for BCLL	1	Lumpsum		-
4	AMC for Vehicle Planning & Scheduling System	1	Lumpsum		-
5	AMC for Business Intelligence System with 2 master licenses and 2 viewing licenses	1	Lumpsum	-	-
6	AMC for IPPBX with IVRS Solution (1 PRI Line with 3 Digital IP Phones, necessary network infrastructure) along with integrated call center and Help Desk Solution for BCLL.	1	Set		-
7	Cloud Data Centre Services as per MeitY empanelled service provider	1	Month		-
8	Cloud DRC Centre Services as per MeitY empanelled service provider	1	Month		-
9	Recurring Charges of Toll Free No + PRI Line and 50 Mbps ILL – Internet Leased Line	1	Month		-
10	O&M Resource – Project Manager with the compliance of the RFP minimum criteria	1	Man-Month		-
11	O&M Resource – Application Engineer with the compliance of the RFP minimum criteria	1	Man-Month		-
12	O&M Resources - Helpdesk Support Engineers with compliance of the RFP minimum criteria	4	Man-Months		-
13	O&M Resources - ITMS Application Monitoring Engineers with compliance of the RFP minimum criteria	2	Man-Months		-
Operational Expenditure: Design, Development, Supply, Installation, Integration, Testing & Commissioning of Integrated Transit Management System (ITMS) for Bhopal City Link Ltd. (BCLL) as per RFP					-