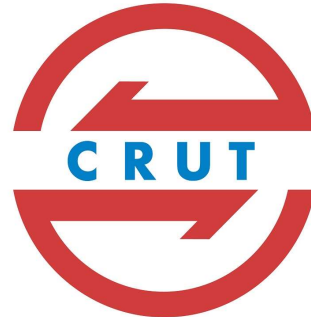


**Tender No: 710/CRUT**

**Date: 29/03/2025**



**Capital Region  
Urban Transport**

**Request for Proposal**

**for**

**Selection of Agency for Operation and Maintenance of Odisha  
Yatri Ride Hailing Application for a period of 3 years.**

**Tender Inviting Authority**

**Capital Region Urban Transport**

Plot No. 548/1452, Patia, Kalarahanga, Bhubaneswar,

Pin – 751024, Khordha, Odisha.

website: <https://capitalregiontransport.in/>

## 1. Disclaimer

The information contained in this Request for Proposal document (the "tender") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of Capital Region Urban Transport, Odisha hereinafter called "Authority" or any of its employees is provided to Bidder(s) on the terms and conditions set out in this tender and such other terms and conditions subject to which such information is provided.

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

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

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

Authority 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 tender.

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

The issue of this tender does not imply that Authority is bound to select a Bidder or to appoint the selected Bidder and Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Authority reserves all the rights to cancel, terminate, change, or modify this procurement process and/or requirements of bidding stated in the tender, at any time without assigning any reason or providing any notice and without accepting any liability for the same.

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 Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

# Contents

1.	Disclaimer .....	2
2.	Bid Datasheet .....	6
3.	Letter of Invitation .....	8
4.	Introduction .....	9
4.1	Existing Framework .....	9
4.2	Existing Solution Details .....	10
5.	Instructions to Bidder .....	10
5.1	General Terms of Bidding.....	10
5.2	Completeness of Response.....	12
5.3	Proposal Preparation Cost.....	12
5.4	Amendment of tender Document.....	12
5.5	Bid Document Fee .....	12
5.6	Supplementary Information to the tender .....	12
5.7	Sub-Contracting.....	12
5.8	Right to Terminate the Process .....	13
5.9	Right to Vary Scope of Contract .....	13
5.10	Rejection Criteria .....	13
5.11	Conflict of Interest.....	14
6.	Bid Submission Instructions.....	14
6.1	Tender Document Fees .....	14
6.2	Earnest Money Deposit (EMD).....	14
6.3	Pre-Bid Queries on tender .....	15
6.4	Responses to Pre-Bid Queries and Issue of Corrigendum .....	16
6.5	Preparation of Proposals .....	16
6.6	Bid Preparation costs.....	17
6.7	Bidders Authorization.....	17
6.8	Address for Correspondence.....	18
6.9	Local Conditions .....	18
6.10	Bid validity period.....	18
6.11	Only one proposal.....	18
6.12	Additional Conditions .....	18
6.13	Right to Terminate the Process .....	19
6.14	Compliant proposals/Completeness of response .....	19
6.15	Deviations and Exclusions.....	19
6.16	Modification and Withdrawal of Bids.....	19
6.17	Late Bids .....	19
6.18	Bid Submission procedure.....	20
7.	Bid Opening and Evaluation Process .....	21
7.1	Opening of Bids .....	21
7.2	Evaluation Process of Bids .....	21
7.3	Clarification on Bids .....	22
7.4	Preliminary Examination of Bids.....	22
7.5	Pre-Qualification Criteria.....	22
7.6	Technical Bid Evaluation .....	24
7.7	Financial Bid Evaluation .....	25
7.8	Selection Procedure .....	25
7.9	Performance Bank Guarantee.....	26

7.10	Signing of Contract .....	27
7.11	Failure to Agree with the Terms and Conditions of the Agreement .....	27
7.12	Project Milestone & Timeline .....	27
8.	Scope of Work .....	27
8.1	Scope of Work for Phase 1 (Shared Mobility Services) .....	28
8.2	Scope of Work for Phase 2 (Future Expansions) .....	29
8.3	Warranty .....	30
8.4	Transition and Succession.....	30
8.5	Requirement Study .....	30
8.5.1	Prerequisites.....	30
8.5.2	New Modules & Enhancements .....	30
8.6	Design.....	31
8.7	Development.....	31
8.8	Integration.....	31
8.9	Testing .....	31
8.10	Cyber Security Audit .....	32
8.11	SSL Certification .....	32
8.12	Training .....	33
8.13	Handholding Support.....	33
8.14	Deployment & Configuration.....	33
8.15	UAT & Go-Live.....	33
8.16	Project Team Structure.....	34
8.17	Technical Support Team.....	34
8.18	Payment Terms .....	35
9.	Termination of the Contract .....	35
10.	Service Level Benchmark/Penalty .....	36
11.	Exclusions and Limitation .....	36
12.	Force Majeure .....	36
	Annexure I: Covering Letter (On the Letterhead of the Applicant) .....	38
	Annexure II: Details of Bidder .....	40
	Annexure III: Financial Capacity of the Bidder.....	41
	Annexure IV: Technical Capacity of the Bidder .....	42
	Annexure V: Power of Attorney for signing of Bid.....	43
	Annexure VI: Affidavit.....	45
	Annexure VII: Non-Blacklisting Declaration .....	46
	Annexure VIII: Self-declaration for Non-Performance .....	47
	Annexure IX: Format for Financial Bid .....	48

## 2. Bid Datasheet

Sr. No.	Key Information	Details
1.	RFP Reference Number	RFP No.: 710 Date: 29/03/2025
2.	Tender document available	Soft copy can be downloaded from the following website: <a href="https://capitalregiontransport.in/">https://capitalregiontransport.in/</a>
3.	Assignment Details	Request for Proposal for <b>“Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years”</b> .
4.	Last date for submission of Queries for clarifications	Date: 07.04.2025 Time: Till 03:00 PM
5.	Pre-bid meeting	Date: 08.04.2025 Time: 12:30 PM Location: Conference Hall, Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024
6.	Response to Pre-Bid Queries by uploading in website	Date: 09.04.2025 website: <a href="https://capitalregiontransport.in/">https://capitalregiontransport.in/</a>
7.	Address for Submission of Proposals	Mode of Submission is physical submission (Offline) through Registered Post, Speed post or Courier. <u>Address:</u> Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024
8.	Last date and time for submission of Proposals (Proposal Due Date)	Date: 16.04.2025 Time: Till 4:00 PM
9.	Place, Date, and time of opening of Technical Proposals	Date: 17.04.2025 Time: 11:00 PM Location: Conference Hall, Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024

Sr. No.	Key Information	Details
10.	Place, Date and Time for opening of Price Proposals	Date & Time will be communicated later to the technically qualified bidders at Email ID provided by bidders.  Location: Conference Hall, Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024
11.	Cost of the Tender Document	Rs. 11,800/- (Rupees Eleven Thousand Eight Hundred Only) inclusive of 18% GST. As Demand Draft from any scheduled commercial bank/ nationalized bank in drawn in Favor of “ <b>Capital Region Urban Transport, Bhubaneswar</b> ”, payable at Bhubaneswar.
12.	Cost of E.M.D.	Rs. 5,00,000/- (Rupees Five Lakhs Only)  As Demand Draft from any scheduled commercial bank/ nationalized bank in drawn in favor of “ <b>Capital Region Urban Transport, Bhubaneswar</b> ”, payable at Bhubaneswar.
13.	Performance Security payable by the Preferred Bidder	The Preferred Bidder shall furnish to Authority a Compliance Performance Security deposit equivalent to 5% of project cost (Annual Contract Value) in the form of a Bank Guarantee valid throughout the contract period.
14.	Bid Validity Period	180 days from the date of opening of the financial bid
15.	Method of Selection	Quality cum cost base selection (QCBS)
16.	Joint Venture/ Consortium	Allowed (Maximum 2 member allowed)
17.	Point of Contact	The General Manager,  Location: Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024  Email: <a href="mailto:crutbbsr@gmail.com">crutbbsr@gmail.com</a>
18.	Website address	<a href="https://capitalregiontransport.in/">https://capitalregiontransport.in/</a>

### 3. Letter of Invitation

**Capital Region Urban Transport (CRUT) hereby invites bids for “Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years.”**

The agency will be selected through an open competitive bidding process, in accordance with the procedure set out herein. The bidder should have relevant experience in developing and implementing ride-hailing applications.

Bidders will be selected as prescribed in the tender Document in accordance with the procedures prescribed here.

1. Interested bidders fulfilling eligibility conditions as mentioned in this tender can submit their proposals Physically (Hard Copies In properly binded And Indexed with Page Number) addressed to “The General Manager, Capital Region Urban Transport, Patia Station Road, Kalarahanga, Bhubaneswar, Odisha 751024” through Registered Post, Speed post or Courier.
2. The proposal should be submitted in hardcopy two parts/ envelope as follows:
  - Part 1: Qualifying Proposal- Envelope A (Tender Fee, EMD Fee, Supporting Documents for qualification)
  - Part 2: Technical Proposal- Envelope B (Technical proposal documents, experience details, approach and methodology).
  - Part 3: Financial Proposal- Envelope C (Financial proposal)
3. Evaluation of the proposals shall be made as per the evaluation criteria mentioned in the tender.
4. In the event, any of the instructions mentioned herein have not been adhered to Capital Region Urban Transport may reject the proposal.
5. The proposal, complete in all respect as specified in the tender Document, must be accompanied with a Non-refundable Bid Tender Fee and a Refundable EMD of paid as prescribed in the tender failing which the bid will be rejected.
6. The last date and time for submission of proposal, complete in all respect, is as per the Bid Datasheet and the date of opening of the qualifying proposal is as mentioned in the Bid Datasheet, which will be done in the presence of the bidder’s representative at the specified address as mentioned in the Bid Datasheet. Representatives of the bidders may attend the meeting with due authorization letter and identity proof on behalf of the bidder.
7. While all information/data given in the tender are accurate within the consideration of scope of the proposed assignment, however the Authority holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this tender. Authority reserves the right to accept/reject any/all proposals/cancel the entire selection process at any stage without assigning any reason thereof.

Sd/-

The General Manager (P&A)  
Capital Region Urban Transport



## 4. Introduction

The Government of Odisha envisions a future where mobility is integrated, convenient, affordable, and sustainable powered by people and enhanced through digital solutions.

Odisha Yatri emerged as a visionary initiative aimed at transforming the state's urban mobility landscape by placing drivers at the centre of the model. Capital Region Urban Transport Authority ('CRUT/Purchaser') collaborated with public spirited mobility solutions provider to create a sustainable system that offers better earnings to drivers and quality services to the riders. This innovative approach not only empowered drivers but also ensured reliable, customer-centric transport services, setting a new benchmark for regional mobility solutions in Odisha. To further this objective, this RFP seeks to onboard a capable partner for CRUT under the PPP model to design, develop, and maintain the Odisha Yatri Platform.

This project will be executed in three phases, starting with shared mobility services such as autos, cabs, and bike taxis, followed by the integration of public transport and ticketing, and culminating in advanced use cases aligned with the "Viksit Odisha" vision to enhance convenience and digitization of public services. The Platform will leverage the Government-backed ONDC (Open Network for Digital Commerce) Network, enabling open standards and democratizing mobility services across the state.

CRUT intent to identify & select a system integrator agency/vendor/company who will ensure the seamless takeover, enhancement, and maintenance of the Odisha Yatri platform and the Decision Support System to support the evolving needs of the cabs drivers and citizens and the ride hailing services community in Odisha. The specific goals of this initiative include:

- a) Facilitate a smooth transition of the existing Odisha Yatri platform and us to the selected service provider, ensuring minimal disruption to ongoing operations and services.
- b) Upgrade and enhance the existing functionalities of the Odisha Yatri platform and us to improve user experience with incorporation of new features/schemes.
- c) Implement a robust maintenance framework to ensure system reliability, security, and performance, addressing any technical issues promptly and efficiently.
- d) Ensure the systems are scalable and capable of integrating with other government platforms and services to provide a cohesive digital ecosystem for the ride hailing service sector.

### 4.1 Existing Framework

The Odisha Yatri ride hailing services database serves as the backbone of ride hailing and last mile connectivity services in the state, encompassing a broad range of data to over 40 lakhs of citizens in Capital Region area of Odisha. This includes students, private sector employees, working professional and tourists, as well as normal citizens of the state. The database captures comprehensive travels-related details, which include residential and works and drop locations related information etc.

## 4.2 Existing Solution Details

Operating System	Window/ Linux
Platform	PHP, JSON, JQUERY, Angular
DB Software	MySQL
Web Server	Apache
Analytics and Visualization	Apache Superset
Operating System	Android
Platform	PHP, Laravel, Angular, Jquery, Nodejs
DB Software	MYSQL
Web API	NGINX

The Authority invites bids from eligible agencies/firms to take over the existing Odisha Yatri Ride Hailing application as mentioned below. The selected Agency will be responsible for enhancing, operating, and maintaining the application for a period of 3 years. The agency will be selected through an open competitive bidding process, in accordance with the procedure set out herein. The bidder should have relevant experience in developing and implementing ride-hailing applications.

## 5. Instructions to Bidder

### 5.1 General Terms of Bidding

- a. A Bidder is eligible to upload only one Bid for the Project as per the formats given in Annexures.
- b. Bid documents are being provided only as preliminary reference documents by way of assistance to the Bidder who are expected to carry out their own surveys, investigations, and other detailed examinations before uploading their Bids. Nothing contained in the Bid documents shall be binding on the Authority nor confer any right on the Bidder, and the Authority shall have no liability whatsoever in relation to or arising out of any or all contents of the Bid documents.
- c. Notwithstanding anything to the contrary contained in Bid documents, the detailed terms specified in the Contract Agreement shall have overriding effect, provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Contract Agreement.
- d. The Bidder shall deposit Earnest Money Deposit (EMD) in accordance with the provisions.
- e. The Bidder should upload a Power of Attorney as per the format at Annexure: Power of Attorney for signing of Bid, authorizing the signatory of the Bid.
- f. The Bidding Documents including this RFP, and all attached documents are and shall remain the property of Authority and are transmitted to the Bidder solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The Authority will not return any Bid, or any information provided along therewith.

- g. A Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the authority shall be entitled to forfeit and appropriate the EMD or Performance Bank Guarantee, as the case may be, as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Authority and not by way of penalty for, inter alia, the time, cost and effort of the Authority, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to the Authority under the Bidding Documents and/ or the Contract Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:
- h. For the purposes of indirect shareholding held through one or more intermediate persons shall be computed as follows: (a) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (b) subject always to sub-clause above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or a constituent of such Bidder is also a constituent of another Bidder.
- i. Such Bidder or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional Loan or subordinated debt from any other Bidder or Associate, or has provided any such subsidy, grant, concessional Loan or subordinated debt to any other Bidder or any Associate thereof; or
- Such Bidder has the same legal representative for purposes of this Bid 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 in a position to have access to each other's information about, or to influence the Bid 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.
- j. Explanation: Associate means, in relation to the Bidder a person who controls, is controlled by, or is under the common control with such Bidder (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.
- k. The Bidder shall be responsible for paying for all the costs associated with the preparation of its Proposal and its participation in the bidding process. CRUT shall not be responsible or in any manner be liable for such costs, regardless of the conduct or outcome of the bidding process.
- l. It is desirable that each Bidder submits its Proposal after verifying the Odisha Yatri solution as specified in this RFP or any other matter considered relevant by it.
- m. The Authority, its employee and advisors would treat the bids and supporting information uploaded by the bidder in a reciprocating confidentiality and would use it for the purpose of

this or litigations, the Authority would do so, with an information to the Bidder and any expenses related to the same would be charged to the bidder.

- n. This RFP is not transferable. Any award of Project pursuant to this RFP shall be subject to the terms of Bidding Documents.

## 5.2 Completeness of Response

- i. The bidders are advised to study all instructions, forms, terms, requirements, and other information in the tender documents carefully. The submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- ii. The response to this tender should be full and complete in all respects. 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 will be at the bidder's risk and may result in rejection of its Bid and forfeiture of the bid EMD.

## 5.3 Proposal Preparation Cost

- i. The bidder shall be responsible for all costs incurred in connection with participation in the tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of Bid, in providing any additional information required by Capital Region Urban Transport (CRUT) to facilitate the evaluation process, and all other related activities of the Bid process. The Authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- ii. All materials submitted by the bidder shall be the absolute property of Authority and no copyright etc. shall be entertained by Authority.

## 5.4 Amendment of tender Document

- i. All the Corrigendum / Addendum made in the document would be published on the Portal and shall be part of tender.
- ii. The Bidders are advised to visit the portal on regular basis to check for necessary updates. Authority also reserves the right to amend the dates mentioned in this tender.

## 5.5 Bid Document Fee

The bidders are requested to pay the Bid Document Fee as defined in this tender. The tender document can be downloaded from the portal (<https://www.capitalregiontransport.in/>). Bids that are not accompanied by the bid document fee or accompanied with inadequate bid document fee, shall be considered non-responsive and will be rejected.

## 5.6 Supplementary Information to the tender

If Authority deems it appropriate to revise any part of this tender or to issue additional data to clarify an interpretation of provisions of this tender, it may issue supplements to this tender. Any such corrigendum shall be deemed to be incorporated by this reference into this tender.

## 5.7 Sub-Contracting

Sub-contracting is not allowed.

## 5.8 Right to Terminate the Process

- i. Capital Region Urban Transport (CRUT) may terminate the tender process at any time and without assigning any reason. Capital Region Urban Transport (CRUT) makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This tender does not constitute an offer by Capital Region Urban Transport (CRUT)

## 5.9 Right to Vary Scope of Contract

- i. Capital Region Urban Transport (CRUT) may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services, or scope of the Contract as specified.
- ii. If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment on mutually agreed terms shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of Capital Region Urban Transport (CRUT)'s changed order.

## 5.10 Rejection Criteria

Besides other conditions and terms highlighted in the tender document, bids may be rejected under following circumstances:

- i. Bids not qualifying under eligibility criteria.
- ii. Bids submitted without improper EMD or tender fees.
- iii. Bids received through any platform other than prescribed platform as mentioned in the tender.
- iv. Bids which do not confirm to the unconditional validity of the bid as prescribed in the tender.
- v. If the information provided by the Bidders is found to be incorrect / misleading at any stage / time during the Tendering Process
- vi. Any effort on the part of a Bidders to influence the Authority's bid evaluation, bid comparison or contract award decisions.
- vii. Bids received by Capital Region Urban Transport (CRUT) after the last date and time for receipt of bids prescribed in the data sheet.
- viii. Bids without signature of person (s) duly authorized on the bid.
- ix. Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders.
- x. Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records.
- xi. Revelation of Prices in any form or by any reason before opening the Commercial Bid
- xii. 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.
- xiii. Bidders not quoting for the complete scope of Work as indicated in the tender documents, addendum (if any) and any subsequent information given to the Bidders.
- xiv. Bidders not complying with the General Terms and conditions as stated in the tender Documents.
- xv. The agency/bidder who has breached the contract with Authority before completion of the contract period for any reasons.
- xvi. The Bidders do not confirm unconditional acceptance of full responsibility of providing services in accordance with the Scope of work, General Terms & Conditions and Service Level Agreements of this tender.

- xvii. If it is found that bidders have tendered separately under different names for the same contract, all such tender(s) shall stand rejected and tender deposit of each such firm/ establishment shall be forfeited. In addition, such firms/ establishments shall be liable at the discretion of Capital Region Urban Transport (CRUT) for further penal action including blacklisting.
- xviii. If after awarding the contract, it is found that the accepted bid violated any of the directions pertaining to the participation, the contract shall be liable for cancellation at any time during its validity in addition to penal action including blacklisting against the bidders.
  - a. Price Bids that do not conform to the tender's price bid format.
  - b. Total price quoted by the Bidders does not include all statutory taxes and levies applicable.

## 5.11 Conflict of Interest

- i. 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. A Bidder may be considered to have a Conflict of Interest that affects the Bidding Process, if the relationship between two Bidders is established through common holding, either directly or through Associates, of at least 25% holding of equity/profit sharing in another company/firm, or in each other.
- ii. The Bidder, its member or Associate (or any constituent thereof) and any other Bidder, its member or Associate (or any constituent thereof) have common controlling ownership interest. Common controlling ownership interest for Company and Partnership Firm is defined as follows.
- iii. If Bidder is a Company:

In such case, the Bidder (including its member or Associate or any share holder thereof of Bidder and/or its Associates) possessing over 25% of the paid up and subscribed capital in its own company, Member or Associate as the case may be, also holds. More than 25% of the paid up and subscribed equity capital in the other Bidder, its member or Associate of such other Bidder, its member or Associates is Company; and/or more than 25% of profit sharing in other Bidder, its member or associates such other Bidder, its member or Associates is a Partnership firm. And/or Other Bidder, its member or Associates which is a Proprietorship Firm.

## 6. Bid Submission Instructions

### 6.1 Tender Document Fees

- i. The Bidders shall download the tender document from the website as mentioned in the Proposal Data Sheet.
- ii. The Bidders shall pay tender document fee as prescribed in data sheet.
- iii. The downloading of the tender documents shall be carried out strictly as provided on the web site.
- iv. The tender document fee is non-refundable and not exempted.

### 6.2 Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their bids, EMD as per the details mentioned in the Data Sheet.
- ii. EMD of all bidders would be refunded by Capital Region Urban Transport (CRUT) after submission of Performance Bank Guarantee by the successful bidder.

- iii. EMD of technically disqualified bidders would be refunded by Capital Region Urban Transport (CRUT) after completion of technical evaluation within 60 days.
- iv. The successful Bidder's EMD will be discharged upon the Bidder executing the Contract and furnishing the Bank Guarantee for contract performance.
- v. The EMD amount is interest free and will be refundable without any accrued interest on it.
- vi. In case bid is submitted without the EMD then Capital Region Urban Transport (CRUT) will reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- vii. The EMD may be forfeited:
  - a) If a bidder withdraws its bid during the period of bid validity.
  - b) If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement.
  - c) If the successful bidder fails to sign the Agreement within 15 days from the issue of Letter of Intent (LOI) by Capital Region Urban Transport (CRUT).
- viii. The Bidder shall submit the original of the DD towards EMD (mentioned in the Proposal Data Sheet) at the address, time, and date mentioned in the scheduled.

### 6.3 Pre-Bid Queries on tender

- i. Authority will host a Pre-Bid meeting as per the date mentioned in the tender NIT sheet. The representatives, limited to 2, of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to provide bidders with information regarding the tender and the proposed solution requirements in reference to the tender. Pre-Bid meeting will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender and the project.
- ii. All Bidders shall e-mail their queries to, Capital Region Urban Transport (CRUT), crutbbsr@gmail.com.
- iii. The response to the queries will be published on (<https://www.capitalregiontransport.in/>). No telephonic / queries will be entertained thereafter. This response of Authority shall become integral part of tender document. Authority shall not make any warranty as to the accuracy and completeness of responses.
- iv. Authority shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring Authority to respond to any question or to provide any clarification.
- v. Authority may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by Authority shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority, or its employees or representatives shall not in any way or manner be binding on Authority.

Name of Bidder					
Department Name					
Tender Ref. No					
Tender Name					
Tender Due Date					
#	tender Page No.	tender Clause No.	Clause Title	Queries /Clarification Sought	Justification by Bidder
..		..	..	..	..

All Bidders shall e-mail their queries in above **(Microsoft Excel sheet)** format.

#### 6.4 Responses to Pre-Bid Queries and Issue of Corrigendum

- i. Authority will formally respond to the pre-bid queries after the pre-bid conference.
- ii. Authority will endeavour to provide timely response to all queries. However, Region Urban Transport (CRUT) makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does undertake to answer all the queries that have been posed by the bidders.
- iii. At any time prior to the last date for receipt of bids, Capital Region Urban Transport (CRUT) may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the tender Document by issuing a corrigendum.
- iv. The Corrigendum, if any, notifications regarding extensions, if any, and clarification to the queries from all bidders will be posted on the website mentioned in the Proposal Data Sheet or emailed to all participants of the pre-bid meeting.
- v. Any such corrigendum shall be deemed to be incorporated into this tender.
- vi. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, Capital Region Urban Transport (CRUT) may, at its discretion, extend the last date for the receipt of Proposals.
- vii. Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.

#### 6.5 Preparation of Proposals

- i. The bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the quantities, specifications, and diagrams that are included in the tender document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by Capital Region Urban Transport (CRUT).
- ii. The bidder must propose a solution to meet the requirements of Capital Region Urban Transport (CRUT). If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this tender document, are required to be made to meet the conceptual design and/or requirements of tender, all such changes shall be included in the technical proposal and their commercial impact, thereof, shall be included in the commercial bid.



- iii. If, during the sizing of the solution, any additional product that is not listed in the tender document is required to be included to meet the conceptual design, performance requirements and other requirements of tender, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- iv. Capital Region Urban Transport (CRUT) will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.
- v. If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/ SLA, and other requirements of tender, the bidder shall revise the required specifications and/or quantities as proposed by the bidder in their bid in order to meet the said objectives/targets. All such provisions shall be made by the bidder within the lump sum contract price, at no extra cost and without any impact to Capital Region Urban Transport (CRUT) whatsoever.
- vi. Proposals shall include Eligibility proposal, Technical proposal and financial proposal. The content of proposal should be as below:

The Main Envelope, superscribed with the RFP title “**Request for Proposal for Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years**” and bidder's name and address, shall contain two separate envelopes.

**Envelope A** must include the tender fee, EMD fee, supporting documents for qualification.

**Envelope B** must include technical proposal documents, and all other bid documents. It should comprise complete tender documents, excluding the price bid part, along with supporting documents related to technical criteria, terms, and conditions. The technical proposal must be properly bound and indexed, with clearly mentioned page numbers against each document. Failure to comply may lead to disqualification.

**Envelope C**, the Financial Proposal (Price Bid), should be submitted as per the format in Annexure-IX. It must contain only prices, without any conditions, deviations, assumptions, stipulations, clarifications, comments, or requests. Conditional offers will be rejected.

Bidders must ensure the completeness and accuracy of submitted documents, as incomplete or non-compliant submissions may result in disqualification.

**The Main Envelope**, containing both Envelope A, B and C, must be submitted timely.

## 6.6 Bid Preparation costs

1. The bidder shall be responsible for all costs incurred in connection with participation in the tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Authority to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.
2. Capital Region Urban Transport (CRUT) shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## 6.7 Bidders Authorization

- i. The "Bidders" as used in the tender documents shall mean the one who has signed the tender Forms. The Bidders may be either the Principal Officer or his duly Authorized

Representative, in either case, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished, and signed by the representative and the principal.

- ii. The authorization shall be indicated by written power-of-attorney accompanying the bid in the name of the signatory of the Proposal.
- iii. Any change in the Principal Officer shall be intimated to Capital Region Urban Transport (CRUT) in advance.

## 6.8 Address for Correspondence

The Bidders shall designate the official mailing and e-mail address to which all correspondence shall be sent.

## 6.9 Local Conditions

- i. It will be incumbent upon each Bidder to fully acquaint itself with the local conditions and other relevant factors such as legal conditions which would have any effect on the preparation of the bid and performance of the contract and / or the cost. Capital Region Urban Transport (CRUT) shall not entertain any request for clarification from the Bidders regarding such conditions.
- ii. Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract shall in no way relieve the successful Bidders from performing any work in accordance with the tender documents.
- iii. Neither any change in the time schedule of the contract nor any financial adjustments to the contract awarded under the bidding documents shall be permitted by Capital Region Urban Transport (CRUT) on account of failure of the Bidders to apprise themselves of local laws and prevailing conditions.

## 6.10 Bid validity period.

Bid shall remain valid for the time mentioned in the Proposal Data Sheet i.e. 180 days from the date of opening of the financial bids.

## 6.11 Only one proposal

If a Bidder submits or participates in more than one Proposal, such a Bidder shall be disqualified.

## 6.12 Additional Conditions

- i. No oral conversations or agreements with any official or employee of Capital Region Urban Transport (CRUT) shall affect or modify any terms of this tender and any alleged oral agreement or arrangement made by a bidder with any agency, official or employee of Capital Region Urban Transport (CRUT) shall be superseded by the definitive agreement that results from this tender process. Oral communications by, Capital Region Urban Transport (CRUT) to bidders shall not be considered binding nor shall any written materials have provided by any person other than, Capital Region Urban Transport (CRUT).
- ii. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against, Capital Region Urban Transport (CRUT) or any of its employees arising out of or relating to this tender or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- iii. All proposals and accompanying documentation of the technical proposal will become the property of, Capital Region Urban Transport (CRUT) and will not be returned after opening of the technical proposals.

- iv. The Bidder commits himself to take all measures necessary to prevent corrupt practices, unfair means, and illegal activities during any stage of his bid or during any pre-contract or post-contract stage to secure the contract or in furtherance to secure it.

### 6.13 Right to Terminate the Process

Capital Region Urban Transport (CRUT) may terminate the tender process at any time and without assigning any reason. Capital Region Urban Transport (CRUT) makes no commitments, express or implied, that this process will result in a business transaction with anyone.

### 6.14 Compliant proposals/Completeness of response

- i. Bidders are advised to study all instructions, forms, terms, requirements, and other information in the tender documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- ii. Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the proposal may be rejected. Bidders must:
  - a) Include all documentation specified in this tender.
  - b) Follow the format of this tender and respond to each element in the order as set out in this tender.
  - c) Comply with all requirements as set out within this tender.
- iii. Bidder should not propose multiple options for any system software or other infrastructure proposed as part of the bid.
- iv. For all the components, wherever applicable, bidder needs to provide the data sheets of the product.

### 6.15 Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the tender. No Deviations and Exclusions to the tender are allowed. In the absence of any specific provision in the agreement on any issue, the decision of Capital Region Urban Transport (CRUT) shall be final.

### 6.16 Modification and Withdrawal of Bids

- i. No bid shall be altered / modified after submission of the bid to Capital Region Urban Transport (CRUT). Unsolicited correspondences in this regard from Bidders shall not be considered.
- ii. No bid shall be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidders in the Bid.
- iii. Withdrawal of a bid during this interval shall result in the Bidders forfeiture of its EMD.
- iv. Prices in any form or by any reason before opening the Commercial Bid should not be revealed. If price change is envisaged due to any clarification, revised financial Bid can be called from all the bidders by Capital Region Urban Transport (CRUT).

### 6.17 Late Bids

- i. Bids received in hard copy after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained.
- ii. The bids submitted by E-mail or any other mode shall not be considered. No correspondence will be entertained on this matter.

- iii. Capital Region Urban Transport (CRUT) reserves the right to modify and amend any of the above-stipulated conditions/criteria depending upon project priorities vis-à-vis urgent commitments.

## 6.18 Bid Submission procedure

- i. Proposal shall include hard copy of complete technical proposal and Tender Fee & EMD in form of DD as specified in Bid Datasheet.
- ii. Financial Proposal as per the format provided in Annexure.
- iii. Bidder should sign the Bidder Details as per Annexure on company letter head stating that they have read and understood, all the terms and conditions stipulated for in the tender and are willing to abide by these tender terms and conditions, before submitting the bid document. Bids submitted without the signed bidder details and not complete in all respect shall not be considered incomplete and will not be considered for evaluation.
- iv. The prospective bidders are required to visit website details as per bid datasheet mentioned in the Tender document.
- v. Un-signed and un-sealed application shall not be accepted.
- vi. All pages of the application and documents being submitted must be signed, stamped, and sequentially numbered by the bidder.
- vii. Ambiguous applications/documents/bids will be out-rightly rejected.
- viii. Applications not submitted as per the format will be rejected.
- ix. Bid with any deviation shall be liable for rejection.
- x. The bid documents are non-transferable.
- xi. The bidder is expected to price all the items and services sought in this tender. The Bid should be comprehensive and inclusive of all the services to be provided by the bidder as per the scope of work and must cover the entire Agreement Period.
- xii. The bidder should also provide the detailed break-up of the Tax/ Charges which bidder would be submitting to Government against every transaction separately with Financial Proposal.
- xiii. The technical proposal shouldn't contain any financial information, if found same shall be considered as rejected.
- xiv. The Authority may seek clarifications from the bidder on the Pre-qualification Criteria on the submitted documents in technical bid, however no additional document cannot be produced by bidder as pre-qualification clarification except the documents submitted in technical bid. Any of the clarifications by the bidder on the documents submitted against the Pre-qualification Criteria should not have any financial implications.
- xv. A Bidder should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated any public entity for breach by such Bidder.
- xvi. The following conditions shall be adhered to while submitting a Bid:
  - Bidder should attach clearly marked and referenced continuation sheets in the event that the space provided in the prescribed forms in the Annexures is insufficient. Alternatively, Bidder may format the prescribed forms making do provision for incorporation of the requested information.

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

## 7. Bid Opening and Evaluation Process

### 7.1 Opening of Bids

- i. The bids that are submitted successfully shall be opened as per date and time given in Proposal Data Sheet, as per the procedure only in the presence of bidders or their respective duly authorized representatives.
- ii. Total transparency will be observed and ensured while opening the Proposals/Bids.
- iii. Capital Region Urban Transport (CRUT) reserves the right to postpone or cancel the Bid opening schedules.
- iv. Bid opening will be conducted in two stages.
  - a) In the first stage, Pre-qualification Proposals would be opened. The EMD of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened.
  - b) In the second stage, Commercial Proposal of those Bidders whose Technical Proposals qualify, would be opened.
  - c) In the event of the specified date of Bid opening being declared as Government holiday, the bids shall be opened at the same time and location on the next working day. In addition to that, if the representative(s) of any Bidder remain(s) absent, Capital Region Urban Transport (CRUT) will continue the process and open the bids of the all the other Bidders, whose representatives are present.

### 7.2 Evaluation Process of Bids

- i. Authority will constitute an Evaluation Committee to evaluate the responses of the bidders.
- ii. Evaluation Committee constituted by Capital Region Urban Transport (CRUT) shall evaluate the responses to the tender and all supporting documents / documentary evidence.
- iii. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- iv. Capital Region Urban Transport (CRUT) reserves the right to do a reference check of the past credentials stated by the Bidder. Any feedback received during the reference check shall be considered during the technical evaluation process.
- v. The decision of the Evaluation Committee in the evaluation of responses to the tender shall be final. No correspondence will be entertained in this regard.
- vi. The Evaluation Committee reserves the right to reject any or all proposals based on any deviations without assigning any reason thereof.
- vii. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed

as an indication of the bidder's lack of cost consciousness. Capital Region Urban Transport (CRUT)'s interest is in the quality and responsiveness of the proposal.

- viii. Financial bids of the bidders shall be opened who are qualified in the technical bid by scoring a minimum mark of 70 out of 100 marks.

### 7.3 Clarification on Bids

- i. During the bid evaluation, Capital Region Urban Transport (CRUT) may at its discretion, ask the bidder for a clarification 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. Capital Region Urban Transport (CRUT) may ask for clarifications as many times as possible from the bidders to the satisfaction of the Technical Evaluation committee.
- ii. If the bidder fails to provide the clarification or any additional information sought, the information provided in the technical proposal only, will be used for evaluation. It is clearly understood that the additional information or clarification on the technical proposal provided by the bidders will not be the basis for affecting any changes in the Commercial Proposal already submitted by the bidders.

### 7.4 Preliminary Examination of Bids

- i. Capital Region Urban Transport (CRUT) will examine the bids to determine whether they are complete, whether the required EMD has been furnished, 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 the criteria specified in the tender, will be rejected by Capital Region Urban Transport (CRUT) and shall not be included for further consideration. Any deviations in proposal response may make the bid liable for rejection. Initial Bid scrutiny will be held, and bids will be treated as non-responsive, if bids are:
  - a) Not submitted in format as specified in the tender document Received without the Letter of Authorization (Power of Attorney) Found with suppression of details.
  - b) With incomplete information, subjective, conditional offers, and partial offers submitted.
  - c) Submitted without the documents requested.
  - d) Non-compliant to any of the clauses mentioned in the tender.
  - e) With lesser validity period.

### 7.5 Pre-Qualification Criteria

Before opening and evaluation of the technical proposals, bidder's eligibility would be evaluated to assess their compliance to the following pre-qualification criteria. Bidders failing to meet these criteria or not submitting requisite proof for supporting pre-qualification criteria are liable to be rejected at the preliminary level. The bidder shall fulfil all the following Pre-Qualification criteria independently, as on date of submission of bid.

Sl. No	Basic Requirement	Specific Requirement	Documents required
PQ1	Tender Document fees	Tender fee in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Capital Region Urban Transport, Bhubaneswar	Bank/Demand Draft

Sl. No	Basic Requirement	Specific Requirement	Documents required
PQ2	EMD	EMD in shape of Banker's Cheque / Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Capital Region Urban Transport, Bhubaneswar	Bank/Demand Draft
PQ3	Legal Entity	The Bidder should be a company registered as a Company/LLP under Companies Act, 1956/2013/ Partnership firm.	-Copy of Certificate of Incorporation/Registration/ Partnership deed signed by Authorized Signatory of the Bidder. -Copy of PAN and copy of GST Registration Certificate.
PQ4	Annual Turnover	Minimum average annual turnover of the bidder must be <b>INR 5 Crores</b> from the last three (3) financial years (FY 21-22, FY 22-23 and FY 23-24). In case of a consortium, consortium is allowed, provided that the Lead Partner shall have a minimum of 60% of the total turnover and the other partner(s) shall have a minimum of 40% of the total turnover, averaged over the last three financial years.	Audited balance Sheet and Statement of Profit & Loss for last 3 financial years. Average Annual Turnover Certificate for the last 3 financial years duly signed by Statutory Auditor/CA of the Bidder or consortium.
PQ5	Net worth	The Bidder should have an average net worth of at least INR 1 Crore for the last three (3) years (FY 2021-22, FY 2022-23 and FY 2023-24). In case of a consortium, the Lead Partner shall have a minimum average net worth of INR 0.60 Crore and the other partner(s) shall have a minimum average net worth of INR 0.40 Crore, averaged over the last three financial years.	Certificate from the Statutory Auditor/CA clearly stating average Net worth as defined in this RFP in the stipulated format under <b>Annexure</b> for both the bidder and consortium.
PQ6	IT/ITES Experience	The bidder or each consortium partner must have hands-on experience in designing, developing, and implementing at least 3 projects for any State Government or Central Government agency, within the last three years, with a minimum combined project value of <b>INR 1 Crore</b> .	Work Order / LoA / Contract Agreement / Client Certificate for each bidder.
PQ7	Blacklisting	The Bidder should not be debarred / blacklisted by any State Government / Central Government / PSU Organization in India for Unsatisfactory performance, corrupt or fraudulent practices or any other unethical conduct either indefinitely or for a period as on date of submission bid.	A self-certified letter signed by the Authorized Signatory of the Bidder
PQ 8	Non-performance Declaration	In the last 3 (three) years, Bidder should neither have failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, as the case may	A self-certified letter signed by the Authorized Signatory of the Bidder in the stipulated format under <b>Annexure</b> in letterhead.



Sl. No	Basic Requirement	Specific Requirement	Documents required
		be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by such Bidder.	

CRUT may seek clarifications from the bidder on the Pre-qualification Criteria on the submitted documents, however no additional document can be produced by bidder as pre-qualification clarification except the documents submitted in bid. Any of the clarifications by the bidder on the documents submitted against the Pre-qualification Criteria should not have any financial implications.

## 7.6 Technical Bid Evaluation

Weighted Technical Mark (TM) will be given based on the evaluation of the Technical Bid delivered by the eligible bidder as per the Evaluation Criteria mentioned in the RFP.

Sr. No	Descriptions	Marks	Supporting Documents
<b>TQ-1</b>	<p><b>Financial Capability:</b></p> <p>Minimum average annual turnover of the bidder must be INR 5 Crores from the last three (3) financial years (FY 21-22, FY 22-23 and FY 23-24). In case of a consortium, consortium is allowed, provided that the Lead Partner shall have a minimum of 60% of the total turnover and the other partner(s) shall have a minimum of 40% of the total turnover, averaged over the last three financial years</p> <ul style="list-style-type: none"> <li>• at least Rs. 5 crores: 10 Marks</li> <li>• &gt;5.00 Crores and &lt; 10.00 Crores: 10 Marks</li> <li>• &gt; 10.00 Crores: 10 Marks</li> </ul>	30	Audited financial statements for last three Financial Years or CA's certificate clearly specifying the average annual turnover for the specified years.
<b>TQ -2</b>	<p><b>Net Worth:</b></p> <p>The Bidder should have an average net worth of at least INR 1 Crore for the last three (3) years (FY 2021-22, FY 2022-23 and FY 2023-24). In case of a consortium, the Lead Partner shall have a minimum average net worth of INR 0.60 Crore and the other partner(s) shall have a minimum average net worth of INR 0.40 Crore, averaged over the last three financial years.</p> <ul style="list-style-type: none"> <li>• at least Rs.1 Crore : 10 Marks</li> <li>• &gt; 2.00 Crores and above: 10 Marks</li> </ul>	20	Certificate from the Statutory Auditor/CA clearly stating average Net worth as defined in this RFP in the stipulated format under <b>Annexure</b> for both the bidder and consortium.
<b>TQ-3</b>	<p><b>Experience:</b></p> <p>The bidder or each consortium partner must have hands-on experience in designing, developing, and implementing at least 3 projects for any State Government or Central Government agency, within the last three years, with a minimum combined project value of INR 1 Crores</p>	30	Copy of Letter of Award/ Work Order/ PO/ Completion Certificate for each work.



Sr. No	Descriptions	Marks	Supporting Documents
	<ul style="list-style-type: none"> <li>combined project value of Rs.1 Crore = 10 Marks</li> <li>Rs. 1 Crore to 5 Crores = 10 Marks</li> <li>Rs. 5 Crores to above : 10 Marks</li> </ul>		
<b>TQ-4</b>	<p><b>Approach &amp; Methodology:</b> The bidder should submit proposal presentation covering following aspects-</p> <ul style="list-style-type: none"> <li>Company profile</li> <li>Understanding of project requirements</li> <li>Proposed approach and methodology</li> <li>Project team</li> <li>Value-added proposition</li> </ul>	30	Copy of Letter of Award/ Work Order/ PO/ Completion Certificates.
	<b>TOTAL MARK</b>	<b>100</b>	

**Note:** A minimum Technical Score of 70 out of 100 is required to qualify for opening of financial Bid. Only those bids having minimum score would be considered 'Qualified' and eligible for opening of financial bids.

## 7.7 Financial Bid Evaluation

Financial bids of the qualified bidders shall be considered on the scheduled date & time in the presence of the Tender Committee. Final evaluation will be done on QCBS basis (Quality & Cost Based Selection) among the short-listed bidders with the following weightages:

- Techno Commercial Evaluation: 70%
- Financial Evaluation: 30%

Commercial Bid Score (BS) will be calculated for each responsive bid using the following formula which permits a comprehensive assessment of the bid price and techno commercial merits of each bid:

$$\text{Commercial Bid Score (BS)} = \frac{(\text{TC} \times 70)}{\text{TTC}} + \frac{(\text{LR1} \times 25)}{\text{BR1}} + \frac{(\text{LR2} \times 5)}{\text{BR2}}$$

Whereas:

TC= Techno commercial score awarded to the bidder.

TTC = Total techno commercial score (i.e., 100).

LR1 = Lowest rate per ride among bidders under Table A.

BR1 = Rate quoted by the bidder under Table A. Methodology for calculating BR1 is provided under Table A of Annexure X.

LR2 = Lowest rate per ride among bidders under Table B.

BR2 = Rate quoted by the bidder under Table B. Methodology for calculating BR2 is provided under Table B of Annexure X.

The bid with the highest evaluated Bid Score (BS) among the responsive bids shall be the most responsive bid.

## 7.8 Selection Procedure

The **Quality and Cost Based Selection (QCBS)** Method shall be followed for selection of the

successful bidder preferred during the overall selection process.

- i. The Bidder whose Bid is adjudged as responsive in terms of tender and with the highest Commercial Bid Score (BS) as per Clause shall be declared as the selected Bidder/s (the "Selected Bidder").
- ii. If two or more Bidders score the highest Commercial Bid Score (BS), then the Authority shall award the work to the bidder with the highest technical mark secured in technical evaluation criteria mentioned in the clause mentioned in this RFP. If the marks are same for Bidders, Authority shall use any other parameter as deemed appropriate for finalizing the selected agency. The authority's decision will be final in this regard.
- iii. After selection successful bidder, a Letter of Award (LOA) shall be issued, in duplicate, by the Authority to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA, duly signed by the Selected Bidder is not received by the stipulated date, the Authority may, unless it consents to extension of time for submission thereof, appropriate the EMD of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Authority on account of failure of the Selected Bidder to acknowledge the LOA.
- iv. After acknowledgement of the LOA as aforesaid by the Selected Bidder and submission of Performance Security by the successful bidder, the Contract Agreement shall be executed between Authority and the Selected Bidder.
- v. The Selected Bidder shall not be entitled to seek any deviation, modification, or amendment in the Contract.

## 7.9 Performance Bank Guarantee

- i. The Performance Bank **Guarantee (PBG) of 5%** of the annual contract value shall be submitted within 30 days of issue of Letter of award. However, it is to be noted that the date of commencement of project and all contractual obligations shall commence from the date of date of agreement. The Performance Bank Guarantee shall be valid throughout the contract period.
- ii. An amount equivalent of 5% of annual contract value shall be payable by the bidder for the contract period and additional six month from the end of the contract period. All charges whatsoever such as commission, etc. with respect to the Performance Bank guarantee shall be borne by the bidder. Post completion of Project, this bank guarantee shall be returned subject to work carried out to the satisfaction of the Capital Region Urban Transport (CRUT) Officers.
- iii. The Performance bank guarantee may be discharged / returned by Authority upon satisfactory completion of project as per the tender and contract. However, no interest shall be payable on the PBG. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Bank Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance bank guarantee with the time stipulated, Capital Region Urban Transport (CRUT) at its discretion may cancel the work order placed with the selected bidder.
- iv. Capital Region Urban Transport (CRUT) shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period, or if the Authority incurs any loss due to bidder's negligence in carrying out the project implementation, as per the agreed terms & conditions. Notwithstanding and without any prejudice to any rights whatsoever of Capital Region Urban Transport (CRUT) under contract, the proceeds of PBG shall be payable to Capital Region Urban Transport (CRUT) as compensation, for any loss

resulting from bidder's failure to complete its obligations under the Contract. Capital Region Urban Transport (CRUT) shall notify the bidder in writing, of the exercise of its right, to receive such compensation within 14 days, indicating the contractual obligations for which the bidder is in default.

- v. The Authority shall also be entitled to make recoveries, from the bidder's bills, PBG, or from any other amount due to the bidder, the equivalent value of any payment made to the bidder due to inadvertence, error, collusion, misconstruction, or misstatement.

### 7.10 Signing of Contract

Capital Region Urban Transport (CRUT) shall enter into a 3 years contract and execute the contract agreement incorporating all clauses, pre-bid clarifications, corrigendum's & addendums and the proposal of the bidder with the successful bidder.

### 7.11 Failure to Agree with the Terms and Conditions of the Agreement

- i. Failure of the successful bidders to agree with the terms and conditions of draft agreement and tender shall constitute sufficient grounds for the annulment of the award, in which event Capital Region Urban Transport (CRUT) may award the contract to the next most responsive bid or call for new proposals from the interested bidders.
- ii. In such a case, Capital Region Urban Transport (CRUT) shall forfeit the PBG of the successful bidder.

### 7.12 Project Milestone & Timeline

This section outlines the scope of work and timelines. The RFP focuses primarily on Phase 1, with future phases to be scoped and finalized later. Evaluation and selection will be based on the bidder's ability to deliver the core services within this phase.

	Core Services	Timeline
Phase 1	Shared mobility services (autos, cabs, bikes)	The successful bidder must be ready to start the service <b>within 1 month</b> from the date the tender is awarded.
Phase 2	Integration of public transport (Intercity, Intra city, boating and other public modes of transport) and public place ticketing (through infra of CRUT, ONDC)	To be defined later

## 8. Scope of Work

Capital Region Urban Transport (CRUT) intends to select a system integrator agency/vendor/company to ensure the seamless transition, enhancement, and maintenance of the Odisha Yatri platform and Decision Support System. The goal is to support the evolving needs of cab drivers, citizens, and the ride-hailing services community in Odisha.

The selected agency will be responsible for:

- a) Taking over and managing the existing applications/databases in their current state until the enhanced system goes live.
- b) Upgrading existing modules with new technology and added value.

- c) Developing and implementing new application features/functions as required by CRUT.
- d) Providing application maintenance support for the entire portal after the new version goes live.
- e) Integrating APIs as specified in this document.
- f) Setting up and operating a Technical Support Team to handle public grievances.

## 8.1 Scope of Work for Phase 1 (Shared Mobility Services)

Phase 1 involves developing and launching a Platform for shared mobility services (autos, cabs, and bike taxis). The partner will be responsible for technology and operations, while marketing will be a joint responsibility between the partner and the Government of Odisha. Specifications as below. The key feature list is indicative, and the Successful Bidder can include more features that enhance the overall customer and driver experience.

Category	Sub-Categories	Key Features / Responsibilities
A. Technology Platform	1. Customer App	<ul style="list-style-type: none"> <li>- Ride booking (All types of trips like on-demand, scheduled, intra/inter-city, rentals etc.)</li> <li>- Real-time trip tracking</li> <li>- Ride customization (Category/Features etc.)</li> <li>- SOS feature for safety</li> <li>- Notifications for pickup and drop</li> <li>- Ratings and feedback system</li> <li>- Both Android &amp; iOS availability</li> </ul>
	2. Driver App	<ul style="list-style-type: none"> <li>- Driver onboarding</li> <li>- Trip management (job notifications, navigation)</li> <li>- Earnings dashboard</li> <li>- Driver profile</li> <li>- Android Availability</li> </ul>
	3. Backend Platform	<ul style="list-style-type: none"> <li>- Ride allocation</li> <li>- Pricing and Promotions Engine</li> <li>- User and Ride management</li> <li>- Feedback services</li> <li>- ONDC-specific services integration</li> </ul>
	4. Ops Dashboard	<ul style="list-style-type: none"> <li>- Real-time monitoring of rides and vehicle statuses</li> <li>- Driver performance tracking</li> <li>- Escalation and issue resolution tools</li> </ul>
	5. Tech Ops and Maintenance	<ul style="list-style-type: none"> <li>- Platform/ App deployment and maintenance</li> <li>- Support for the Platform</li> <li>- Continuous improvement and feature addition</li> <li>- Regular fixing of bugs / issues</li> <li>- System uptime&gt;99%</li> </ul>
B. Operations	1. Driver Operations	<ul style="list-style-type: none"> <li>- Onboarding, Verification and training of drivers</li> <li>- Driver assistance and support services</li> <li>- C-SAT (Customer Satisfaction Score) &gt; 80</li> </ul>
	2. Customer Operations	<ul style="list-style-type: none"> <li>- Safety and integration with State services</li> <li>- In-app chat and issue resolution</li> <li>- Overall Trip Rating &gt; 4.2 out of 5</li> </ul>

C. Marketing (Owned by CRUT, supported by the partner)	User Acquisition	<ul style="list-style-type: none"> <li>- Online Marketing - Digital marketing, Influencer marketing, Social media content</li> <li>- Offline Marketing</li> <li>- Govt. assets marketing</li> <li>- Events, PR and others awareness initiatives</li> <li>- Driver and customer referral</li> </ul>
--	------------------	--

## 8.2 Scope of Work for Phase 2 (Future Expansions)

Phases 2 and 3 will focus on expanding the Platform's capabilities, starting with public transport integration (Phase 2) and later introducing advanced use cases (Phase 3). Below is the high-level scope for Phase 2 to assist the partner in placing the bid. These phases will be further detailed in the future based on the success of Phase 1.

Category	Sub-Categories	Key Features / Responsibilities
<b>A. Technology Platform</b>	Public Transport Integration ( <i>Use existing Infrastructure where available</i> )	<ul style="list-style-type: none"> <li>- Seamless integration of buses, trains, and other public transport (including but not limited to metro train, suburban/ local train, bus, boating/ferry, parking related services)</li> <li>- Unified booking and fare system</li> <li>- Real-time public transport tracking</li> <li>- Ticketing and Fare Management</li> <li>- Public Transport Data Management</li> <li>- Public attractions booking</li> <li>- Other services as may be required</li> </ul>
<b>B. Operations</b>	Multi-modal Journey Planning	<ul style="list-style-type: none"> <li>- Coordination between shared mobility and public transport</li> <li>- First and last mile connectivity</li> <li>- Route optimization</li> </ul>

The detailed scope for Phase 2 and Phase 3 shall be shared with the Selected Bidder at a later stage, the terms and commercials for Phase 2 and Phase 3 shall be mutually agreed upon between the parties.

CRUT intent to identify & select a system integrator agency/vendor/company who will ensure the seamless takeover, enhancement, and maintenance of the Odisha Yatri platform and the Decision Support System to support the evolving needs of the cabs drivers and citizens and the ride hailing services community in Odisha. The scope of work includes but not limited to

- a) Complete takeover and management of the existing applications / databases in as-is condition from us or its nominated agency/team till go live of the enhanced system.
- b) Upgradation of the existing modules (technology / value addition).
- c) Study, development and implementation of new application features / functions as per the requirement of the CRUT.
- d) Application Maintenance Support of the entire portal after go-live of new version.
- e) API based integration as specified in this document.
- f) Set-up and operation of Technical Support Team to handle the public grievances.

## 8.3 Warranty

- i. The bidder assumes all responsibility for all the services provided under the contract, whether these services are to be provided by the bidder, purchased ready-made, or provided by third parties.
- ii. It is understood and agreed that by establishing this warranty, by outlining the specification and agreement documents, and the bidder's proposed approach to this project, CRUT does not waive (a) any warranty, either express or implied, created pursuant to this Agreement or by law, or (b) other obligations of the bidder that may arise under applicable law.

## 8.4 Transition and Succession

The new Software Solution Provider (SSP) will perform all the functions and services necessary to accomplish the Transition of the entire knowledgebase, application (Web, mobile device, other utility and integrations etc.), infrastructure, and services under existing application from the existing SI on or before the specified completion dates. New SI will be responsible for the overall management of the transition in accordance with the transition plan and will work to ensure the transition is completed on schedule and to identify and resolve any problems encountered. Under the handover and takeover or transition process, the new SI should perform the following activities.

- A) Submit a detailed Knowledge Transfer plan at the start of the KT phase, listing all the activities from their end, including the expectations from existing SI and the officials.
- B) Preparation of a checklist (as part of knowledge transfer plan) to ensure proper knowledge transfer. This shall be reviewed and subject to approval by the officials.
- C) The knowledge transfer shall include initial and ongoing training on existing application, training materials, operations manuals, procedure manuals, source code control and deployment/installation guide.
- D) During the handover phase the new SI will be given a hands-on exposure to existing application by the incumbent SI. During this phase, the new SI will be in shadow, and all communication will be done by the existing SI.
- E) The new SI shall validate the inventory of all projects related assets (hardware and Software) as submitted by the existing SI.

## 8.5 Requirement Study

### 8.5.1 Prerequisites

The SI to follow and ensure following prerequisites before the requirement study

- a) Consultation meeting with Department & and other stakeholder Departments.
- b) Identify and engage subject matter expert(s) as per the need.
- c) Readiness with the industry standard template for FRS and SRS documents.
- d) Readiness with the project traceability matrix template.

### 8.5.2 New Modules & Enhancements

The SI shall perform a detailed functional and system requirement study from Department & us based on the new functions proposed under functional requirement section in this document as well as the

enhancements proposed for the existing system. Then the SI shall prepare the Functional Requirement Specification (FRS) and the System Requirement Specification (SRS) document and submit to Department/CRUT for its approval.

## 8.6 Design

Prepare and submit updated detailed design & development plan as per the updated/approved SRS considering the enhancement requirement. Design the solution architecture and specifications for meeting the requirements mentioned as part of this document including sizing of the required hardware.

## 8.7 Development

Identify, design and develop components / functionalities that are required to address proposed application requirements as mentioned in this RFP including enhancements. Following documents shall be taken into consideration along with the developed components:

- Business process guides
- Data model descriptions
- Sample reports
- Frequently asked question (FAQ) guides
- Any other documentation required for usage of implemented solution.

The SI shall implement a system for monitoring the SLAs and ensure that the system addresses all the SLA measurement requirements and calculation of applicable penalties as indicated in the document.

## 8.8 Integration

The system should support both push and pull of data to and from systems proposed to be integrated. It is required that a standard mechanism of data exchange should be built and implemented using an industry specified data exchange protocol through a secure channel. The SI will have to co-ordinate with the designated nodal agencies for integration and Department/CRUT will facilitate this process. In addition, the solution should be designed in such a way that any future integration does not require any changes or would require minimal changes to the system.

- The integrated solution design should include integration framework for integration of both internal and external applications and services
- The SI is expected to conduct Due Diligence of the existing applications of CRUT and submit their report to CRUT before integrating the application to the Portal.

## 8.9 Testing

- a) Provide the testing strategy including Traceability Matrix, Test Cases and Conduct Testing of various components of the software developed / customized as per industry standards for Software Testing Life Cycle.
- b) Details of the testing strategy and approach should be provided in the response.
- c) Identify, inform regarding testing requirements along with its impacts and work in a manner to satisfy all the testing requirements by adhering to the testing strategy outlined.



- d) Ensure deployment of necessary resources and tools during the testing phases and perform solution testing based on the approved test plan, document the results and fix the bugs found during the testing.
- e) Make sure that the end product delivered meets all the requirements specified in the document.
- f) Take remedial action based on outcome of the tests.
- g) Ensure that each module & features developed under this RFP is tested as per the latest version of the IEEE 730 (Software Quality Assurance Processes) standards and comply with GIGW guideline.

## 8.10 Cyber Security Audit

- a) The SI shall ensure that the solution is in compliance with the CERT-In Security Policy and Guidelines.
- b) The SI shall appoint CERT-In empanelled auditor who shall be responsible for performing the security audit of the solution.
- c) The cost of audit & rectification of non-compliances shall be borne by the SI.
- d) Carryout security audit before go-live of application and obtain the safe to-host certification.
- e) Conduct periodic audit & certification as and when it is required as per the CRUT / Cloud policy.
- f) The audit shall be performed at least on the below mentioned aspects.
  - i) Functional testing
  - ii) Accessibility Testing
  - iii) Application Security Audit
  - iv) Vulnerability Testing
- g) The illustrative deliverables for this activity are mentioned below

<b>Activity</b>	<b>Responsibility</b>
First Round Audit Report	Auditor
Rectified solution and submission of next round of audit	SI
Next Round Audit Report	Auditor
If required, rectified solution & submission of next round of audit	SI
Compliance Confirmation	Auditor

## 8.11 SSL Certification

The SI shall ensure the following:

- a) Ensure secure connection between client and server through Secure protocol HTTPS.
- b) Encryption of Data during transmission from server to browser and vice versa.
- c) Encryption key assigned by Certification Authority (CA) in form of a Certificate.
- d) SSL Security in the application server.



## 8.12 Training

- a) Undertake training to the users identified by CRUT on a train to trainer mode.
- b) Training would be done at State Headquarter in Bhubaneswar.
- c) Arrange the IT infra such as computer, network, LCD, etc. as required for providing the training in a successful manner.
- d) Prepare training calendar and material for imparting training in consultation with department & OCAC officials.
- e) Submit a hardcopy of the training material to department & CRUT before every training session.
- f) Make the training contents / User Manuals available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed.
- g) In case of modifications, either in the training plans or substitutions of the regular trainers, proper communication with Department/CRUT shall be made.
- h) Conduct training (if required) through multiple virtual sessions and bear related expenditure for licensing (fixed & recurring).

## 8.13 Handholding Support

- a) The SI shall provide hand-holding support to CRUT personnel from the date of go-Live.
- b) If required, the SI shall provide resources for hand-holding support at CRUT and these personnel must be clearly identified exclusively for this role.
- c) Handholding support should also be provided online through multiple virtual sessions to all Stakeholders.

## 8.14 Deployment & Configuration

The System Integrator (SI) will be responsible for deploying new features and changes to the existing application using the existing infrastructure. Key responsibilities include:

- a) **End-to-End Management:** The SI is accountable for the complete management of hosting and deployment of the entire application, which is already deployed on the existing infrastructure.
- b) **Configuration, Installation, and Hosting:** The SI will configure, install, and host the application in a High Availability (HA) mode, ensuring that the system remains accessible and operational with minimal downtime.
- c) **Disaster Recovery (DR) Compliance:** The SI must ensure that the deployment process complies with the Disaster Recovery (DR) policy to ensuring system resilience and business continuity.

## 8.15 UAT & Go-Live

After the completion of the enhancements work for the application, the Capital Region Urban Transport (CRUT) will conduct technical reviews of the development work performed by the System Integrator (SI) as part of the User Acceptance Testing (UAT). The SI will be responsible for:

- a) **Preparation and Submission of Test Strategy and Results:** The SI must prepare and submit the test strategy, test cases, and test results for review. This will include a comprehensive breakdown of the testing approach and the outcomes of the tests conducted.

- b) **Demonstration of Module-Wise Functionalities/Features:** The SI is required to demonstrate the functionalities and features of the application, module by module, in a staging environment to the DA&FE team.
- c) **Support for Testing:** The SI must support DA&FE and its designated authority at the time of User Acceptance Testing. This includes providing necessary access to the systems as required by DA&FE for testing and review purposes.
- d) **Rectification of Issues:** The SI is responsible for addressing any issues, bugs, improvements, enhancements, or up-gradations suggested by the DA&FE departments during the UAT phase. The SI must resolve these issues without any additional cost and get it signed-off from respective authority.
- e) **Incorporation of Suggestions and Hosting in Production:** After incorporating all the suggestions made during the UAT phase, the SI must host the application in the production environment. Once the application has undergone successful UAT, go-live will be declared after production deployment.

### 8.16 Project Team Structure

The SI shall allocate resources having specialized skills, education and relevant experience for successfully implementing the project within time while meeting the scope and quality. Continuity of these resources in both the phases shall play a key role in meeting the project objectives.

In the above context, the SI shall propose a Team for Operations and Maintenance phase.

- a. The SI shall form a team for his project and identify a Single Point of Contact (SPOC) to resolve and attend to all the issues raised by the Department during Implementation Phase and Operation & Maintenance phase as and when required.
- b. The SI shall submit a detailed work plan showcasing involvement of the team resources in their technical proposal and maintain continuity of the same personnel for the period of at least six months from date of commencement of project.
- c. However, in case of replacement of any team member, it would be the responsibility of SI to inform the Department/CRUT in advance and propose a replacement member who shall be equally qualified having similar experience.
- d. The escalation process and matrix will be finalized during approval of Project inception report and communication strategy. The Selected Agency will adhere to this escalation process during the Operation support.

### 8.17 Technical Support Team

The SI shall deploy a dedicated Technical Support Team with resources having relevant skills, education & experience for delivery of the following services:

- a) The Technical Support Team shall work onsite at CRUT under the supervision of General Manager (O&M) of Capital Region Urban Transport.
- b) Co-ordinate with the existing SI (during transition) and department for project implementation.
- c) Address the application related functional queries raised by officials of the Department/CRUT.
- d) Co-ordinate with software team for all types of issue management / redressal in relation to the application software, MIS reports, etc.
- e) Provide assistance and technical support to end users for efficient use of the system.
- f) Provide training to users.
- g) The team shall furnish periodic report on number of issues received visa-vis resolved related to software.

- h) Manpower to be deployed by SI for TST will take prior approval from CRUT to deploy any resources with qualification and experience mentioned CV's.
- i) The SI shall furnish CV of the persons to be deployed in TST.
- j) The SI shall deploy the TST resources within 7 days of receipt of work order.
- k) The SI shall deploy the resources whose CVs were approved by the department.

## 8.18 Payment Terms

- i) The Authority shall authorize the Selected Bidder to charge a Subscription Fee from the Drivers for accessing the Platform in the Territory, which shall be deposited into an Escrow Account as defined below. The Selected Bidder may revise the Subscription Fee from time to time, provided that any such revision shall be subject to the prior approval of the Authority.
- ii) The amount of Subscription Fee chargeable shall be fixed by the Authority, however, the Subscription Fee chargeable shall be greater than or equal to the Quoted Price by Selected Bidder under its financial bid. The Authority shall also authorize the Selected Bidder shall be authorised to collect Ticketing Fee from the Users for booking various tickets using the Platform in an Escrow Account as defined below. The amount of Ticketing Fee chargeable shall be fixed by the Authority or any other relevant authority.
- iii) The Subscription Fee, Ticketing Fee and all other payment received in furtherance of this Agreement shall be collected in an Escrow Account. Such Escrow Account shall be administered and operated by the Authority, the settlement shall happen in the following manner:
  - a) The Subscription Fee shall be settled between the Selected Bidder and the Authority, in such a manner that the Quoted Price shall go to the Selected Bidder and the remaining amount from the Subscription Fee shall go to the Authority;
  - b) The Ticketing Fee shall be settled between the Selected Bidder and the Authority, in such a manner that the Convenience Charge received by the Authority and the remaining amount from the Subscription Fee shall go to the Selected Bidder.
- iv) The Agency shall fulfil all the provisions of Rules and Regulation of the applicable Labour Laws, Motor Vehicles Act etc. Any dispute arising out of the prevailing laws the Agency shall be liable and responsible for the same.
- v) The Agency shall not transfer, subcontract, or assign this contract to any other party, without prior approval of the CRUT.
- vi) In the case of default on the part of the Agency, CRUT reserves the right to terminate the contract by giving 30 days advance notice. In such a case, Security Deposit and Bank Guarantee of the Agency shall be forfeited by the CRUT. In the case of formal termination of the contract, three months' Notice can be given by Agency or CRUT.
- vii) The Contract Period of the RFP shall be initially for (3) three years on annual basis and may be extendable for two years. However, the extension period may vary as per requirement, policy of contract and subject to satisfactory performance/ results of the working Agency.
- viii) For any controversy or dispute arising out of this work contract, legal jurisdiction shall be Bhubaneswar Court only.

## 9. Termination of the Contract

- i. The Authority may, without prejudice to any other remedy for any breach of any terms/

condition of the contract and RFP, by written notice of default of 30 days sent to the Agency, terminate the contract in whole or in part and forfeit the performance security along with interest there upon:

If the Agency fails to deliver the required project of advertisement in the buses within the delivery schedule (s) specified in the contract, or any extension thereof granted by the Authority. Either party may with 3 months prior notice can terminate the contract.

- ii. The Agency will be liable to be blacklisted on the following conditions:
  - a. Dishonest/ fraudulent/ sharp practices are indulged in by the Agency.
  - b. Advancing a claim on the basis of forged documents.
  - c. Sale or supply of spurious items and compromising product quality.
  - d. Material concealment/suppression of facts or gross misrepresentation of facts.
  - e. Any other conditions as mentioned in the Govt. of Odisha/India rules and regulations.

## 10. Service Level Benchmark/Penalty

S. No.	KPI	Benchmark (in a month)	Penalty
1.	Platform availability/ accessibility	~99% uptime	<99%, 2% of monthly Revenue Generation
2.	System Bug Resolution Time	8 hours cumulative downtime	<8 hours, NIL 8 to 16 hours, 2% of Revenue Generation >16 hours, 5% of Revenue Generation

## 11. Exclusions and Limitation

- i. Monthly Revenue Generation = (Per Ride percentage quoted by the bidder) X (total number of rides in a month)
- ii. Maximum Penalty shall be capped at 10% of Monthly Revenue Generation.
- iii. In case the successful bidder fails to meet the service, levels and incurs maximum penalty of 10% for three consecutive months, CRUT reserves the right to terminate the contract.
- iv. For the purpose of SLAs for Operation and Maintenance phase, the down time on account of following scenarios will not be considered for the purpose of penalty calculation:
  - a. Scheduled maintenance by the service provider with prior intimation.
  - b. Force majeure events including on site power failures

## 12. Force Majeure

- i. For the purposes of this contract, Force Majeure means an event beyond the control of the parties to the contract and not involving either party's fault or negligence and not foreseeable.
- ii. If, at any time during the existence of the contract, either party is unable to perform in whole or in part any obligation under this contract because of an event rendering performance of obligations impossible which include acts of God, war, revolutions, hostility, civil commotions, strikes, floods, earthquake, epidemics, quarantine restrictions, freight embargoes or explosions, then the date of fulfilment of contract shall be postponed during the period when such circumstances are operative.
- iii. The party which is unable to fulfil its obligations under the present contract shall, within Fifteen (15) days of the occurrence of the Force Majeure event, inform the other party of suitable documentary evidence. The non-availability of any component etc. or any price escalation or

change in any duty, tax, levy, charge etc. should not be an excuse for the Agency for not fulfilling his obligations under this clause/ contract.

- iv. If such inability on account of force majeure to perform continues for a period of more than three months, each party shall have the right to be released from further performance of the contract, in which case, neither party shall have the right to claim damages from the other. All prior performance shall be subject to contract terms.
- v. The Agency shall not be liable for forfeiture of his performance security or termination if and to the extent that delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure.

## Annexure I: Covering Letter (On the Letterhead of the Applicant)

To

Date: \_\_\_\_\_

The General Manager (P & A)  
Capital Region Urban Transport (CRUT)  
Plot No-548/1452, Patia, Kalarahanga,  
Bhubaneswar, Odisha (INDIA), Pin- 751024

**Ref: Request for Proposal for Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years**

Being duly authorized to represent and act on behalf of..... (hereinafter referred to as "the Applicant") and having reviewed and fully understood all of the information provided in the RFP document provided by the Authority in respect of the captioned selection, the undersigned hereby uploads the Applications in response to the RFP.

1. I/We have studied the RFP document carefully and understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the Selection Process.
2. This statement is made for the selection purpose of qualifying as an Applicant for the selection.
3. I/We shall make available to the Authority any additional information it may find necessary or require supplementing or authenticating the qualification statement.
4. I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
5. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any application that you may receive nor to invite the Applicants, without incurring any liability to the Applicants.
6. My/Our Application is consistent with all requirements of submission as stated in the Selection Document or in any of the subsequent communication issued by the Authority. I/We would be solely responsible for any errors or omissions in our application.
7. I/We understand that any omission, commission or misstatement in facts provided by us will make our application invalid at any time during the Selection Process and also after the Selection; the Authority reserves the right to take appropriate action accordingly.
8. I/We understand that the Authority reserves the right to accept or reject any or all the Applications and reserves the right to withhold and/or cancel the Selection Process without assigning any reason or otherwise.
9. I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the Selection of Agencies, or in connection with the Selection Process itself, in respect of the above-mentioned activities and the terms and implementation thereof.
10. I/We agree and undertake to abide by all the terms and conditions of the RFP Document.

11. I/We upload cost of RFP document of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) vide \_\_\_\_\_ [DD no./ BD No., name of bank] to the Authority in accordance with the RFP Document.
12. I/We offer an EMD of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) vide \_\_\_\_\_ [DD no./ BD No., name of bank] to the Authority in accordance with the RFP Document.
13. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in my/our Application, i/we hereby represent and confirm that my/our Application is unqualified and unconditional in all respects.

-----

Signature of the Authorized Person

-----

Name of the Authorized Person

Dt -----

## Annexure II: Details of Bidder

(On Bidder Letter Head)

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

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

Signature of the Authorized Signatory)

(Name and designation, address, email, phone no. of the Authorized Signatory)

Date:



## Annexure III: Financial Capacity of the Bidder

(On CA letterhead)

(The format should be certified by Chartered Accountant)

Name of Bidder	
----------------	--

Sl. No.	Financial Year	Annual Turnover	Net Worth
	2021-22		
	2022-23		
	2023-24		
Average			

Name and address of Bidder's Bankers: \_\_\_\_\_

### Instructions

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

Dated this .....day of 2025.

Name of the CA:

UDIN:

Signature of Certifying CA:

**Annexure IV: Technical Capacity of the Bidder**

The bidder shall submit technical qualification details in the below prescribed for as

Sr. No	Client Name	Contract Period (from-To)	Work Order/Client Certificate	Work Order value

Signature of the Authorized Signatory)

(Name and designation, address, email, phone no. of the Authorized Signatory)

Date:

## Annexure V: Power of Attorney for signing of Bid.

(on stamp paper of Rupees 500/-)

Know all men by these presents, we..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name),..... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for pre-qualification and submission of our Tender for "**Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years**" including but not limited to signing and submission of all Bids, and other documents and writings, participate in Pre- bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our Tender, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Tender for the said Project and/ or upon award thereof to us and/or till the entering into of the Contract Agreement with 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 [•], 20[•]

For

\_\_\_\_\_

(Signature, name, designation and address) Witnesses:

1.

2.

(Notarized)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

*Notes:*

- 1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- 2. Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favor of the person executing this Power of*
- 3. Attorney for the delegation of power hereunder on behalf of the Bidder.  
For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidder 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.*

## Annexure VI: Affidavit

(To be furnished on the non-judicial stamp paper of appropriate value and duly notarized)

Name of Work: **Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years**

I, the undersigned, do hereby certify that all the statements made in the required attachments are true and correct. I also understand in case of wrongful/false information, corporation is entitled to take any civil & criminal punitive action against me/us.

- The undersigned also hereby certifies that neither our firm M/s [•.] nor any of its constituent partners have abandoned any work in India nor any contract awarded to us has been rescinded during last three years, prior to the date of this bid,
- The undersigned hereby authorize(s) and request(s) any bank, person, authorities, government or public limited institutions, firm or a corporation to furnish pertinent information deemed necessary and requested by the Authority to verify our statement or our competence and general reputation etc.
- The undersigned understands and agrees that further qualifying information may be requested and agrees to furnish any such information at the request of the Authority.
- The Authority and its authorized representatives are hereby authorized to conduct any inquiries or investigation to verify the statements, documents, and information permitted in connection with this bid and to seek clarification from our bankers and clients regarding any financial and technical aspects. The Affidavit will also serve as authorization to any individual or authorized representative to any institute referred to in the supporting information, to provide such information deemed necessary and requested by representative of Capital Region Urban Transport to verify statements and information provided in the Tender or with regard to the resources, experiences and competence of the Bidder.

\_\_\_\_\_  
Signed by the Authorized signatory Title of the

\_\_\_\_\_  
Office

\_\_\_\_\_  
Name of the firm Date

## Annexure VII: Non-Blacklisting Declaration

*{Company Letter head}*

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

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

We further confirm that we are aware that our application for “**Selection of Software Solution Provider for Operation and Maintenance of Odisha Yatri Ride Hailing Application for a period of 3 years**” would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the bidding process or thereafter during the agreement period. Dated this .... Day of..... 2025.

---

Name of the bidder

---

Signature of the Authorized person

---

Name of the Authorized Person

**Annexure VIII: Self-declaration for Non-Performance**

*{Company Letter head}*

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

\_\_\_\_\_  
Name of the bidder

\_\_\_\_\_  
Signature of the Authorized person

\_\_\_\_\_  
Name of the Authorized Person

## Annexure IX: Format for Financial Bid

(On bidders Letter Head)

**TABLE-A (Financial Bid for Per Ride Fees)**

S. No.	Particulars	Per ride subscription fee in Percentage (including GST)	Weightage
1.	Per ride fees for maintenance of Odisha Yatri App for Autos (Three Wheelers)		50%
2.	Per ride fees for maintenance of Odisha Yatri App for Cabs (Four Wheelers)		30%
3.	Per ride fees for maintenance of Odisha Yatri App for Bikes (Two Wheelers)		10%
4.	Per ride fees for maintenance of Odisha Yatri App for Bikes (Two Wheelers) Parcel Vehicle		5%
5.	Per ride fees for maintenance of Odisha Yatri App for 3 and 4 wheelers (Three and Four Wheelers) Parcel Vehicle		5%

$$BR1 = \frac{C1*50}{100} + \frac{C2*30}{100} + \frac{C3*10}{100} + \frac{C4*5}{100} + \frac{C5*5}{100}$$

**TABLE-B (Financial Bid for Ticketing Use-Cases)**

S. No.	Particulars	Percentage of Ticketing Fee that the Selected Bidder intends to charge as Convenience Fee ("BR2")
1.	Per ticket Convenience Charges for maintenance of ticketing use-cases on Odisha Yatri App	

**Company name:**

**Name and Signature of the Authorized person:**

**Date:**