

Sr. No.	Particulars	Details
1	RFP Publishing date	13/09/2023 at 03:00 PM
2	Pre-Bid Queries should reach by E-mail (e-mail id - foodproc2@gmail.com)	18/09/2023 upto 03:00 PM
3	Submission of Online Bid Starts Last date of Submission of Bid	13/09/2023 at 03:00 PM 21/09/2023 upto 05:00 PM
4	Opening of Technical Bid	22/09/2023 at 10:00 AM
5	Demonstration of Software solution for technically qualified Bidders	25/09/2023 at 10:00 AM
6	Financial Bid Opening Date	25/09/2023 at 04:00 PM
7	Contact Person	Rajan Gosain, Dy. Supdt. 0172-2701215
8	Submission mode	Online submission at https://etenders.hry.nic.in
9	Tender Processing Fee	As per online mode
10	Cost of RFP document	Rs. 5000/- Online mode
11	Vehicles for implementing VTS	25000 (approx)
12	Per Vehicles cost estimated	Rs. 150/- per Annum
13	Total project Cost	37,50,000 (approx)
14	Bid Security amount/EMD	5% of cost to be deposited as per e-tendering procedure
15	Performance Bank Guarantee	The successful tenderer shall remit security deposit of 10% of total cost of RFP within 3 days in shape of Bank Guarantee
16	Method of selection	Techno-Commercial

Selection of Implementing/Integrating Service Provider for Vehicle Tracking System (VTS) Devices in vehicles for transportation of foodgrains by Procurement Agencies

By

**Department of Food Civil Supplies & Consumer Affairs, Haryana, 30 Bays Building,
Sector 17 B, Chandigarh
E-mail - foodproc2@gmail.com**

Abbreviations/Acronyms:

AIS	Automotive Industry Standard
API	Application Programming Interface
ARAI	Automotive Research Association of India
CCC	Command Control Centre of E-Kharid Portal
CFMTTI	Central Farm Machinery Training and Testing Institute
CIRT	Central Institute of Road Transport
eKharid	Department's Grains procurement portal
eSIM	Embedded SIM
GAGAN	GPS-aided GEO augmented navigation
GARC	Global Automotive Research Centre
GNSS	Global Navigation Satellite System
GPS	Global Positioning System
GSM	Global System for Mobile Communication
ICAT	International Centre for Automotive Technology
IIP	Indian Institute of Petroleum
IRNSS	Indian Regional Navigation Satellite System
ISO	International Organization for Standardization
MORTH	Ministry of Road Transport and Highways
NIC	National Informatics Centre
OEM	Original Equipment Service Provider
RFC	Retro fitment Centre
SFTP	Secure-File Transfer Protocol
SIM	Subscriber Identity Module
VLTD	Vehicle Location Tracking Unit
VRDE	Vehicle Research and Development Establishment
VTD	Vehicle Tracking Device

Glossary of Terms

The definitions of various terms that have been used in this document are as follows:

"Service Provider" means an Indian registered firm/company which implements, integrates and shares its complete end-to-end software solution, application & data with customer's portals/applications for Vehicle Tracking Devices in India.

Retro Fitment Centre" means a firm/company to register VLTDs, support and service Vehicle Location Tracking Unit of all/different Service Providers.

1. Background

A VLTD (Vehicle Location Tracking and Monitoring) system is crucial for tracking trucks carrying foodgrains for several compelling reasons:

1. **Food Security:** Ensuring a consistent and reliable supply of foodgrains is essential for food security, especially in a country with a large population. A VLTD system can help monitor the movement of foodgrains, ensuring they reach their intended destinations without theft, diversion, or spoilage.
2. **Traceability:** The ability to trace the location and route of foodgrain-carrying trucks is vital for accountability. In case of any discrepancies or incidents, such as theft or accidents, the VLTD system provides a detailed record of the truck's journey, helping authorities investigate and resolve issues promptly.
3. **Preventing Theft and Pilferage:** Foodgrains are valuable commodities, making them susceptible to theft and pilferage during transportation. A VLTD system can deter theft by providing real-time tracking, making it challenging for unauthorized individuals to tamper with or steal foodgrains.
4. **Route Optimization:** VLTD systems can suggest the most efficient routes for foodgrain transportation, considering factors like road conditions and traffic.
5. **Compliance with Government of India Regulations:** VLTD systems will help in tracking of vehicles as directed by the Government of India regulations.
6. **Real-Time Monitoring:** It will lead to instant access to data about the location and condition of foodgrains in transit. This transparency enhances accountability and trust in the supply chain.

2. About Department of Food Civil Supplies and Consumer Affairs, Haryana.

"Haryana continues to enjoy the status of bread basket of India as it plays an important role in contributing a large part in the central food grain pool. Since its establishment in 1942, Department of Food Civil Supplies and Consumer Affairs, Government of Haryana continues to work to improve Public Distribution System, procurement process of food grains and their storage. In order to protect food grain from damage, the private entrepreneurs of Haryana have added enormous covered storage capacity under PEG scheme. The department is aiming at end to end computerization by creating a large database of all Arhtiyas, Mills and Mandis and for which the State Govt. has got developed a portal named ekharid portal for recording all activities relating to procurement of food grains.

About " Vehicle Tracking System"

Department of Food Civil Supplies and Consumer Affairs, Haryana envisages to track the vehicles used in transportation of food grains/ stock articles in the State of Haryana. The objective of the project is to introduce a vehicle tracking system for continuous monitoring of vehicles used in transportation of foodgrains in order to prevent recycling of PDS wheat / rice, bogus billing, transparent procurement, ensure benefit of MSP to farmers and better support to the enforcement services.

Components of Vehicle Tracking System

The tracking system is a combination of hardware, software and communication technologies. The major components of tracking system are:-

1. Vehicle Tracking Device (VTD): VTD is a hardware unit equipped with GPS/GNSS/IRNSS logger, a GPRS/3G/4G/5G based communication system, power supply and back up mechanism. The entire system is packed into a rigid enclosure with proper indications and power unit.
2. Vehicle Location Tracking System: A software system receives the data from VTD, passes it, logs it. This data is further processed for generating automated alerts and messages. The software resides in server(s).
3. Communication Facility: VTD sends the geo-location information to the server in a predefined interval. The most common communication method is using GPRS/3G/4G/5G, made possible through the existing mobile networks using SIM/eSIM.
4. Monitoring System: A map system is integrated to the software for real time plotting of the vehicles on a map. Monitoring centres can view this map displayed on a web browser.

Technical Specifications

Technical Capability

1. The Bidder must have a vehicle location tracking backend system tested and certified as per AIS-140 standard from a test agency prescribed in Central Motor Vehicle Rule (CMVR) 126.
2. Successfully Implementation/Integration of VTS (Vehicle Tracking System) in one similar project for at least 10,000 transport vehicles in last three financial years.

OR

Implementation/Integration of VTS (Vehicle Tracking System) in other similar projects with successfully handling experience of at least 15,000 (in total) transport vehicles in last three financial years.

(Work order should not be merely for supply of GPS/VTD devices. Work order must include installation, configuring, monitoring solution, software development (web & Mobile), integration with other portal/application, server-side hosting and reporting module for the project)

3. The bidder must have at least 8-10 technically qualified IT professionals (relevant degree holders in B.Tech/BE/MCA/M.Tech/MBA) full time or permanent staff on company payroll working in the areas of software design and development, system integration (API/SFTP/etc.), IT infrastructure, operations and maintenance, GPS and GIS domain experts on rolls as per proposal due date. This team would coordinate with the departmental technical team for needful integration.

Certification requirements

The bidder must possess valid ISO 27001:2013/9000 certificate for information security management.

Application offered to be Security Audited by CERT-IN selected agencies and must have a valid safe to host certificate before bid submission date.

Scope of Work

The Service Provider shall facilitate the integration under (API) with all new & existing VLTDs

1. The Service Provider shall ensure the integration in compliance with AIS-140:2016, as amended from time to time. The transport contractor will ensure that the VLTD devices (AIS-140) are **functional** in all the transport vehicles to be used for transportation of foodgrains procured by the procurement agencies.
2. The Service Provider shall ensure that the VTS should provide provision for the GIS based route maps which would be required for real-time vehicle tracking. Vehicle tracking, application software including complete Haryana Map, All India Map, Map engine and APIs all should be License Version. (On letter head and certificate if any)
 - i) GIS based road maps for VTS would be required to be provided by the bidder from available sources with proper licenses, etc. as may be required.
 - ii) Map resolution shall be at least 1:10,000 for major cities and 1:25,000 for the other places.
 - iii) Service Provider shall be required to create GPS based route maps for trucks on the procured road maps through route survey for specific time intervals. These route base maps should contain all traffic-able routes along with sufficient points of identification for easy identification of the exact location of the trucks.
3. The Service Provider shall ensure that the information elements that need to be captured and transmitted to e-Kharid portal at the minimum include longitude, latitude and physical location en-route with date and time stamps, truck number, distance covered & speed, map thumbnail snapshot in JPEG or PDF or any standard format, etc. The data shall be archived after 12 months/till season last (KMS 2023-24) [Department's Call regarding data archived 12 or more months].
4. The Service Provider shall ensure that Vehicle tracking Device shall provide these data on real time basis at pre-determined and configurable intervals (10 seconds) over best available network to support real time transfer of data (GPRS/3G/4G/5G network).
5. The Service Provider shall ensure that the VTS device should send alerts in case there is an attempt to tamper with the device and same shall be captured in Service Provider database (DB) along with other parameters of VLTD. Information regarding tampering shall be immediately sent to concerned agency(ies) head for necessary action on the transporter.

6. The Service Provider shall ensure that the data should be received even in case of vehicle operating in covered area or an environment which may not have a clear view of the sky. In such case, the Service Provider shall fetch data directly from saved data in VLTD.
7. The Service Provider shall ensure the facility for polling for current information location on demand (ensure real-time syncing).
8. The Service Provider shall facilitate the Vehicle Tracking System (VTS) which shall be able to compare the actual location of the truck, at any given time, with its scheduled location.
9. The Service Provider shall facilitate the VTS system to calculate the time for the truck to reach the destination, factoring in the current truck location and any deviations from the schedule and reported traffic congestion en-route.
10. The Service Provider shall ensure that the tracking of trucks that deviate from the scheduled route based on definition of permitted geographic regions of operation. In such cases, Service Provider to provide solution to report genuine case(s).
11. The Service Provider shall ensure that exception Recording/Actions (Over-Speeding, Off-route Detection) of all trucks operate under all agencies of FCS&CA Dept.
12. The Service Provider shall ensure that Vehicle tracking system is required to be functional 24 X 7 X 365 days. Vendor shall provide adequate resources.
13. The Service Provider shall ensure that it has capability of handling twice the data (future consideration/ expansion) in it's Data center.
14. The Service Provider shall ensure to have at least one office in tricity or Haryana manned by its own staff within fifteen days of award of letter of intent (LoI).
15. The Service Provider shall along with DFSC/ DMs from transporter ensure that installed VLTD devices should have activated SIM/eSIM network connection for at least for one year and must take necessary steps to ensure the continuity of the service once the SIM/eSIM validity period is expired. The prior alerts should be sent to transport contractor before expiry of the validity.
16. The Service Provider shall deploy suitable resources centrally and must have an operational call centre to address the queries. Proper log of such calls/ tickets to be maintained. The Service Provider may have to depute resources on field, on case to case basis, in case a special need arises. Any complaint/ ticket registered through the Service Provider's complaint redressal portal/Department website/email should be serviced within 48 hours. Penalty of Rs 1000/- per day shall be imposed if the complaint is not resolved within 48 hours.
17. The Service Provider is also required to provide Escalation matrix on specific cases for department level coordination and provide monthly reporting to Department with a web interface.

18. The Service Provider shall provide mobile app/software for integrating VLTD on the spot.
19. The Service Provider should have sufficient infrastructure like computer, internet service, official phone number, and technicians etc. to provide assistance to end users at the fitment/call/service centre.
20. The Service Provider should train the transport contractors for integrating the VLTD devices(AIS-140) in vehicle and support the customers whenever required across the State.
21. In addition to above, he shall also ensure regular updation with regard to enlisting, activation, health check and alert updates of VTD devices. Such Department/ e-Kharid application/ backend shall be setup as per discretion of the Department.
22. Service Provider App/portal will provide interface where the Department is able to create Routes with route/point fencing and receive alerts and reports in case the vehicles deviates from its routes or in case of non-serving of their respective routes. The Service Provider must ensure Alerts on geo fence, route violations and reports should be created for the Vehicles in violation to the allowed stops and stoppage timings.
23. The Service Provider must ensure all required type of alerts by Department once VTD device installed and active in transportation of foodgrains.
24. The Service Provider must ensure Integrity of data, Security of data, Non-tampering of data, data resides only on Indian server(s). At any point of time during the project/procurement season any breach or not followed orders/notification/guidelines issued time-to-time by Gol/Haryana Govt./ IT Dept. of Center and State regarding data is liable for legal action by the department.
25. The Service Provider shall ensure the integration of all types of VLT devices (AIS-140) of any make / different OEMs with his solution/application.
26. The Service Provider shall provide that API service to state/center owned portals for providing the vehicle tracking data as and when requested from time-to-time.
27. The Service Provider to create district wise dashboards (for DFSCs/ DMs) for monitoring purposes and must also have provision to show GIS data to Transporters having their vehicles onboarded in the system along with reports.
28. The Service Provider must comply all technical requirements defined of the e-Kharid portal defined in this document or given from time to time in future, based on the requirements of the departments.
29. The Service Provider must have access to live Vahan portal/data for validating the mapping of Vehicle Number with IMEI of VLTD installed in the vehicle.
30. The Service Provider shall customize the solution/application/module/Mobile App as per directions of D FCS & CA and Project Head eKharid without any extra cost.

3. Pre-Qualification Criteria for VTD service provider

Department shall carry out the evaluation process of VTDs. Service Providers have to meet the following pre-qualification criteria for registration.

Pre-Qualification Criteria

S. No.	Criteria	Required Documents
1	The service provider should be a registered company in India under the Companies Act, 1956/2013/MSME/Firm/Proprietorship Firm.	Certificate of incorporation/ UAN in case of MSME
2	The service provider should not be blacklisted by any Central/ State/Govt. agencies in India or abroad.	Self Declaration by the service provider signed by the authorized signatory
3	Only OEMs will be allowed to participate in selection as Service Provider. The Authorized partner of OEMs will be allowed to participate as VTD service provider.	Self Declaration by the VLT Service Provider signed by the authorized signatory or copy of authorization letter duly signed by authorized signatory of the OEM
4	The VTD of the Service Provider must support GPS, IRNSS, GAGAN.	Copy of relevant Certificate(s)
5	Quality certification valid ISO 9001:2015 certificate	Certificate Copy
6	The VTD device should have feature to customized integration with Service Provider Backend / eKharid Portal /State Data Centre, as per Department's requirement.	Self-declaration by the service provider signed by the authorized signatory.
7	The service provider shall agree to open three Offices in (Company owned and company operated) Haryana within fifteen days, once the service provider is selected.	Self-declaration by the service provider signed by the authorized signatory
8	3 Years (2020-2021, 2021-22, 2022-23) balance sheet with positive net worth, income tax return, PAN and GST registration number of service provider.	Copy of relevant Certificate(s) certified by appointed statutory auditor containing UDIN
9	Type of approval from test agencies (if any) (ARAI / CIRT/ ICAT / VRDE/ CFMTTI/ IIP/ GARC).	Copy of relevant Certificate(s) (If any)
10	The service provider must possess valid COP from testing agency (if any) (ARAI/CIRT/ ICAT/VRDE/CFMTTI/IIP/GARC),	Copy of valid COP(s)(If any)
11	The service provider shall submit an affidavit for privacy of the data/information stored related to VTD/Vehicle/vehicle owner.	Affidavit on Stamp paper by the service provider signed by the authorized signatory
12	Demo of Software solution & road map for integration with e-Kharid portal/similar application. Illustrating the live tracking and data exchange as per requirement of the SOW. The bidder shall be disqualified if the solution is found inappropriate or has variations from the actual requirement (SOW).	After technical evaluation

13	The Data/Software solution/application shall reside/hosted in a data center/cloud infra located in India.	On the letter head of company with Address/GPS co-ordinates of data center
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The service provider must submit all the certified and authenticated documentary proof for meeting the pre-qualification criteria, Company registration certificates and other credentials. Any entity (service provider) which has been punished for any offence or any representative of that entity is convicted for any offence or against whom any criminal cases is/are pending before competent court, shall not be eligible to submit the proposal. The service provider shall have to submit an affidavit duly notarized to this effect.

The service provider must submit financial proposal in the following Performa :-

Financial Proposal

Particulars	Annual Service Cost (inclusive of all taxes)	
	In Rs	In words
Providing services for implementing/ integrating vehicle tracking system devices in vehicles for transportation of food grains.	(to be filled in online only)	(to be filled in online only)

4. State Command Control Centre (eKharid Portal) at DFSCs/DMs

State Command Control Centre (eKharid Portal) / backend application will be as per the requirement for effective monitoring of transportation of foodgrains. The following mandatory provisions will have to be made in the eKharid Portal/backend application:

- 1) Registration and activation of the device(s) fitted, date of fitment & activation on the vehicle, including the details of vehicle registration number, engine number, chassis number, vehicle make and model, device make and model, and telecom service provider's name.
- 2) Re-registration/re-activation of the device(s) fitted on the vehicle in case of any change in device or telecom service provider, etc.
- 3) Regular health check of the device(s) fitted on the vehicle.
- 4) Administration/configuration of devices for any changes in the parameters as decided by the Department from time to time.
- 5) Notification of alerts in case of defined deviations by vehicle such as over-speeding, deviation from defined route/geographic area, time of operation, etc.
- 6) Location tracking of the vehicle including real-time as well as history tracking for upto last 180 days.
- 7) Notification through SMS in case any device(s) stops functioning/sending data to the Backend Control Centre.

- 8) Reports of the vehicles with devices not working/sending data beyond defined number of days (1 day, 3 days, 7 days, 30 days or configurable by Department). Exit Gate passes from mandis are to be generated for the vehicles having functional VLTD.
- 9) Ensure that the security and privacy of the data is maintained in accordance with applicable laws/guidelines of various government authorities.

5. General Conditions

Submission of application will be deemed to have been done after careful study of all instructions, eligibility norms, terms and requirement specifications in this document with full understanding of its implications. Applications not complying with all the given clauses in the document are liable to be rejected. Failure to furnish all information specified in this document or submission of application not substantially responsive to the document in all respects will be liable for rejection.

- (i) The document for selection will be available on Department's official website (www.haryanafood.gov.in) and can be downloaded and used for submission of application forms. Application fee shall be paid to Department along with the submission of application.
- (ii) It is mandatory for the applicant to submit all required documents or any other desired by Department, otherwise his application will not be accepted
- (iii) Unsigned and unsealed application shall not be accepted.
- (iv) All pages of the application and documents being submitted must be signed and sequentially numbered by the service provider.
- (v) Ambiguous applications will be out-rightly rejected.
- (vi) Applications not submitted as per the format will be rejected straight away.
- (vii) No deviations from the specifications will be accepted.
- (viii) The service provider will bear all costs associated with the preparation and submission of their applications. Department will, in no case, be responsible or liable for those costs, regardless of the outcome of the selection process. In case of incomplete applications where Department requires the applicants to submit any missing /incomplete information/ documents, the receipt of such clarification/documents by Department shall be deemed to be the date of submission of the Application. Department may, at its own discretion, can add or delete any clause of this document.

6. Performance Bank Guarantee Fee

A performance bank guarantee of 10% of total cost of RFP shall be submitted by eligible successful service provider intending to be selected, within 3 days. The performance guarantee shall be in the form of bank guarantee issued from any of the nationalized banks within Chandigarh and shall remain valid for two years from date of issuance of selection letter along with credentials.

The EMD of 5% of total cost of RFP shall be submitted by the bidders which will be refundable (without interest) after successful completion of task.

Forfeiture of Performance Bank Guarantee:

Performance Bank Guarantee amount in full or part may be forfeited, including interest, if any, in the following cases:-

- i. When service provider fails to comply with any other circular/ notifications/ orders issued by Department from time to time.
- ii. When the service provider fails to comply with any applicable terms & conditions of this document
- iii. When service provider fails to comply with Standard Operating Procedure issued by Department.
- iv. When service provider fails to comply with the Guidelines for implementation
- v. When service provider fails to provide integration with e-Kharid Portal on real time basis and to e-Kharid Portal/backend application other Government Portals of the Department as per requirement.
- vi. When service provider fails to comply with the order/notification issued by the Department
- vii. When the service provider or RFC is involved in malpractices.
- viii. The above conditions are to be fulfilled in all eventually and in case of any default in the terms, individually or collectively, the Performance Bank Guarantee submitted by the applicant shall stand forfeited to the Department with no further recourse to any opportunity, once the notice with regard to the above terms is issued and despite opportunity, the said default is not rectified within a time provided in the notice.
- ix. No interest shall be payable on the Performance Bank Guarantee.

7. Submission of Application for selection (From Transporters to DFSCs)

- a. The service provider is required to submit statement of compliance of the devices with the specifications as set out in this document.
- b. The service provider is required to submit their application in the prescribed format in this document.
- c. The service provider is also required to submit two VTD devices, SIM/e-SIM with 1 year data plan validity and all other necessary documentation needed for interfacing and testing. The department may call registered VTD devices for inspection any time.
- d. All communications and proceedings shall be in writing, in Hindi or English language only.

8. Details of Document to be submitted

The service provider are required to submit the following documents.

- a) Documents required as per all clauses, and other details submitted.
- b) DD towards selection cost.
- c) Service provider selection form.
- d) Type approval certificate (If any).
- e) Authorization for RFC.
- f) All affidavits, self-declaration and relevant documents mentioned in this document shall be submitted along with application.

Both hardcopy and softcopy (in pdf format) of the above documents are required to be submitted. The documents along with registration form need to be submitted in a sealed envelope clearly bearing the following: "**Application for enlisting of VTD Service Provider**", **Department of Food Civil Supplies and Consumer Affairs, Haryana**". Name and address/email of Service Provider with contact number. The application should reach Department at the:

Office of Director, Food Civil Supplies and Consumer Affairs, Haryana

30 Bays Building, Sector 17-B, Chandigarh

E-mail ID – foodproc2@gmail.com

Contact no: 0172-2701215

11. Evaluation of Applications

- a) The application found complete in all respect shall be considered for processing and testing of VTD devices for compliance with specifications.
- b) Department reserves the right to verify all statements, information and documents submitted by the applicant. Applicant may be asked to submit more documents, if any clarification is required.
- c) Decision of Department regarding selection/rejection of the service provider under this process will be final and no correspondence in this regard will be entertained by Department.
- d) Selected service provider will be published on Department's website after submission of PBG and all relevant documents by the shortlisted service provider.
- e) Department may conduct site inspections.
- f) In case the Department delists any RFC due to any dissatisfaction or RFC withdrawal, the corresponding service provider shall arrange alternate RFC in the same region.
- g) In case Department rejects any version of software solution due to any dissatisfaction or software solution withdrawal, then the corresponding service provider shall arrange alternate updated software version in 24 hours.

A. Final selection of service provider :

The final selection of service provider will be done on the basis of fulfilling pre-qualification criteria as well as and operational evaluations done by the Department.

B. Blacklisting:

If any information or document provided by the service provider is found to be false or misleading during the evaluation process, such application would be liable for rejection and if the service provider has been selected, its selection would be liable to be cancelled. Further, the service provider may be considered for blacklisting.

Annexure - A. Format for Application Form for Selection of service provider for integrating all types of VLT devices (all make and models) used in transportation for RMS/KMS with eKharid portal.

(On the official letter head of service provider)

Date :

To,

Food Civil Supplies and Consumer Affairs, Haryana
30 Bays Building, Sector 17-B, Chandigarh.
E-mail ID – foodproc2@gmail.com

Subject: Selection of service provider for integrating all types of VLT devices (all make and models) used in transportation for RMS/KMS with eKharid portal.

Sir,

We have fully understood the requirements of the process " **Selection of service provider for integrating all types of VLT devices (all make and models) used in transportation for RMS/KMS with eKharid portal.**" and are submitting our application with the required details, other information as per the registration process:-

Name	
Address	
Data Centre/Software Development Centre details	
Address of Data Centre/Software Development Centre	
Contact Person details (If different from undersigned)	

In relation to our application, Department may also note the following:

1. Our application is unconditional and all information provided in the application is true and correct.
2. We hereby declare that the integrating software solution being submitted for registration complies with the specifications as set out in the selection process document and we shall make available any additional information as Department may find necessary as required for clarification.
3. We acknowledge the right of Department to reject our application without assigning any reason and accept the right of Department to cancel the enlistment process at any time without incurring any liability to the registered Service Provider.
4. We confirm that we are not blacklisted by any state government or central government/department/ agency in India from participating in bids for last three financial years.
5. We agree to keep and ensure that integration feed of all VLTs used in the transportation will be unified in our (service provider) software solution and the same shall be available using APIs with eKharid application and support the customer whenever required. The same shall be retained in our server till three months time and successful sharing of summary with eKharid till the time the acknowledgement is received.
6. We confirm that we will train all the government agencies transporters/etc. regarding the registering/integration process and its functioning as per the requirement of the department.

7. We confirm that we will share all details the RFCs/Operational call centre i.e. Name, Address, email, Helpline no, technicians etc. with Department as and when appointed.
8. We confirm that we will maintain privacy of all data related to VLT device/owner/vehicle/etc. & data shall resides on servers/cloud located within the India only.
9. We hereby declare that the software solution for integration has been developed by our (service provider) company and has valid security audited by CERT-In approved agencies only.
10. We hereby declare that the software solution for integration has been developed by our company and has valid safe to host certificate which is valid till project lasts.

Sincerely,

(Signature, name and designation of the authorized signatory) (Contact no. including, phone no., fax, email and contact address)

Annexure - B. List of Submissions/documents
List of Submissions for Service Provider

1. Details of the VTD Service Provider

- a. Name of the Company
- b. Place of Incorporation
- c. Date of Incorporation
- d. Address of Head Office/ branch offices, if any
- e. Details of VLTD application software with integration facilities using API with eKharid (also mention whether owned or contracted its capacity, third party etc)
- f. Affidavits, Self Declaration, Compliance, Certificates & required documents as mentioned in terms & conditions and guidelines of this document.
- g. Certificates of agencies, software development facility (like ISO, CE etc)
- h. Brief description of the Company including details of its main lines of business.
- i. Details of software development/data centre facilities (area, servers/VMs, manpower, storage and computing capacity/technologies used).
- j. Website details /URL
- k. Particulars of the authorised signatory of the Company including name designation, address, phone no, mobile no, fax and e-mail

2. Documents in support of compliance of the Service Provider with regard to criteria mentioned in this document.

- a) Certificate of Incorporation issued by the competent authority with copy of registration documents.
- b) Address of Software development centre/Data Center/Head Office.
- c) Demand Draft towards the Application fee.
- d) Demand Draft towards Performance Bank Guarantee (when enlisted)
- e) Statement of Compliance reports.
- f) Declaration certificate to keep the application safe to host till the scope of project i.e. if expired the fresh audit certificate to be available not more than seven days from expiry of last one
- g) Any other document required by the Department other than that mentioned in this document.

Annexure - C. Terms and Conditions Governing selection

- 1. Response Time** - If any complaint is raised from any level i.e. driver/transporter/Govt. Agencies/etc., then the concerned selected Service Provider / RFC should resolve the complaint as per guidelines for implementation mentioned in the document.
- 2. Monitoring and Audit** - Once the selected Service Provider / RFC is authorised/ approved, Department shall have the right to monitor/audit the VTD devices installed in the Vehicles and selected Service Provider/RFC/office facility used by the selected service provider and the service and support provided with a view to ascertain their continued compliance with the terms and conditions governing the registration.
- 3. Cancellation of selection** - If any fault is found or any complaint received from end user customers, then Department shall take actions against the selected service provider/ Service Provider and their RFC and have the right to suspend or cancel the selection issued to that particular service provider.
- 4. Liability** – Service provider and its operation service/call centers shall be liable and responsible for performance (uninterrupted data feed to eKharid) of the all types of VTD devices installed for the operations of KMS/RMS.
Server provider shall be liable & responsible for Uninterrupted data & integration
- 5. Jurisdiction** - Any issues related to selection of service provider or licensing of agencies are governed by the laws established in India and competent to deal with disputes, if any, arising out, the Hon'ble High Court of Haryana in Chandigarh alone has jurisdiction to lay any matter relating to this registration.
- 6. Dispute** - In case of any dispute related to technical (operational testing), the decision of Department shall be final and binding.
- 7. Notice** Any notice or other communication to be given by a party to the other under, or in connection with the matters contemplated by or under the selection shall be in writing and shall be delivered by hand/ registered post/ courier at the notified address of the party concerned.

Annexure - D. Bank Guarantee Format for Performance Security

Bank Guarantee Format for Performance Security Beneficiary: Director, FCS & CA, Haryana

Date: [Insert date of issue of BG].....
PERFORMANCE BANK GUARANTEE No.: ... [Insert guarantee number] ...
PERFORMANCE BANK GUARANTEE Amount: ... [Insert guarantee amount] ...
Service Provider: ... [Insert Service Provider Name and Address]/
Guarantor: [Insert name and address of the issuing Bank]....

1. The Service provider named above has entered into above referred contract with the beneficiary, for the Services as defined in the said VTD Service Provider selection. According to the conditions of the VTD Service Provider selection, a performance security is required to be furnished by the VTD Service Provider to the beneficiary for due performance of the contract.
2. On the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of Rs___/- (Rupees in words), upon receipt by us of the Beneficiary's demand stating that the VTD Service Provider/ Service Provider is in breach of its obligation(s) specified in the selection document, without the beneficiary needing to prove or to show grounds for your demand or the sum specified therein.
3. We do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on a demand from the beneficiary / Government. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs___/- (Rupees in words)
4. We undertake to pay the beneficiary any money so demanded notwithstanding any dispute or disputes raised by service provider in any suit or proceeding pending before any Court or Tribunal relating thereto liability under this present being absolute and unequivocal.
5. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the service provider shall have no claim against us for making such payment.
6. We further agree that the Guarantee here in contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract including Guarantee/ Warrantee period and that it shall continue to be enforceable till all the dues of the beneficiary under or by virtue of the said Contract have been fully paid and its claims satisfied or discharged.
7. We further agree with Government/beneficiary/Department that the Government/beneficiary/Department shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and condition of the said Contract or to extend time of performance by the said service provider from time to time or to postpone any time or from time to time powers exercisable by the Government/ beneficiary/ Department against the said service provider and to for bear or enforce any of the terms and condition relating to the said Contract and we shall not be relieved from our liability by reason of any such variation, or only extension being granted to the said service provider or for any forbearance, act or omission on the part of the Government/beneficiary/Department or any indulgence by the Government/beneficiary/Department to the said service provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
8. Notwithstanding anything contained herein above our liability under the Guarantee is restricted to Rs.and shall remain in force until
9. This Guarantee will not be discharge due to be change in the constitution of the Bank or the

Service Provider.

10. We lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

Dated.....

For.....

(Indicate the name of the Bank) Signature.....

Name of the Officer

Designation of the officer.....

Code no.....

Name of the Bank and Branch.....