

Sr. No.	Particulars	Details
1.	RFP Publishing date	30/07/2025 at 01:00 PM
2.	Pre-Bid Queries should reach by E-mail (e-mail id– somp.food1@gmail.com)	04/08/2025 upto 05:00 PM
3.	Submission of Online Bid Starts Last date of Submission of Bid	30/07/2025 at 01:00 PM 11/08/2025 at 11:00 AM
4.	Opening of Technical Bid	11/08/2025 at 01:00 PM
5.	Demonstration of Software solution for technically qualified Bidders	13/08/2025 at 10:00 AM
6.	Financial Bid Opening Date	14/08/2025 at 11:00 AM
7.	Contact Person	Sh. Dilbag Singh, Superintendant 0172-2701215
8.	Submission mode	Online submission at https://etenders.hry.nic.in
9.	Tender Processing Fee	As per online mode (Rs. 1180/-)
10.	Cost of RFP document	Rs. 5000/- Online mode
11.	Vehicles for implementing VTS	KMS 2024-7500 (Approx.) RMS 2025-13600 (Approx.)
12.	Per vehicles cost estimated	Rs. 97/- per Annum
13.	Bid Security amount/EMD	Rs. 2,00,000/- to be deposited as per e-tendering procedure
14.	Performance Bank Guarantee	The successful tenderer shall remit security deposit of Rs. 4,00,000/- within 3 days in shape of Bank Guarantee
15.	Method of selection	Techno-Commercial



**Food, Civil Supplies and Consumer Affairs Department,
Government of Haryana**

RFP for

**Selection of Service Provider for Integration of VLTDs through Vehicle
Tracking System for Vehicles for Transportation of Food-grains**

No:

Dated

By

**Department of Food, Civil Supplies & Consumer Affairs, Haryana,
30 Bays Building, Sector 17-B, Chandigarh
E-mail – somp.food1@gmail.com**

Abbreviations/Acronyms:

AIS	Automotive Industry Standard
API	Application Programming Interface
ARAI	Automotive Research Association of India
CCC	Command Control Centre of State Procurement Portal
CFMTTI	Central Farm Machinery Training and Testing Institute
CIRT	Central Institute of Road Transport
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
VLТ	Vehicle Location Tracking Unit
VRDE	Vehicle Research and Development Establishment
VTD	Vehicle Tracking Device

1. Background

VTS is crucial for tracking trucks carrying foodgrains for several compelling reasons:

- i. **Food Security:** Ensuring a consistent and reliable supply of foodgrains is essential for food security, especially in a country with a large population. VTS can help in monitoring the movement of foodgrains, ensuring they reach their intended destinations without theft, diversion, or spoilage.
- ii. **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 VTS provides a detailed record of the truck's journey, helping authorities investigate and resolve issues promptly.
- iii. **Preventing Theft and Pilferage:** Foodgrains are valuable commodities, making them susceptible to theft and pilferage during transportation. A VTS can deter theft by providing real-time tracking, making it challenging for unauthorized individuals to tamper with or steal foodgrains.

- iv. **Route Optimization:** VTS can suggest the most efficient routes for foodgrain transportation, considering factors like road conditions and traffic.
 - v. **Compliance with Government of India Regulations:** VTS will help in tracking of vehicles as directed by the Government of India regulations.
 - vi. **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:** The Department of Food, Civil Supplies and Consumer Affairs, Government of Haryana procures food grains under the Minimum Support Price (MSP) Scheme of the Government of India. Then it ensures proper storage with a view to upkeep the health of procured food grains till these are delivered to Food Corporation of India (FCI). It further enforces National Food Security Act, 2013 and operationalise the Public Distribution System (PDS) with special emphasis on Below Poverty Line (BPL), including Antodya Anna Yojna (AAY) Ration Card Holders.
3. **About VTS:** 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. A vehicle tracking system combines the use of automatic vehicle location in individual vehicles with software that collects these fleet data for a comprehensive picture of vehicle locations. Its various components are:
- 1. Vehicle Location Tracking Device (VLTD): VLTD 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 which is fitted in the vehicle. **VLTD should be an AIS-140 compliant device.**
 - 2. Communication Facility: VLTD 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.
 - 3. Vehicle Tracking System (VTS): A common back-end software system receives the data from various VLTDs, passes it and logs it. This data is further processed for vehicle tracking, generating automated alerts and messages. The software resides in server(s).
 - 4. Monitoring System: A map system is integrated with the **back-end** software for real time plotting of the vehicles on a map. Monitoring centres can view this map displayed on a web browser.
4. **Scope of Work:** The Service Provider shall facilitate the integration of all new & existing VLTDs (already installed by the transporters/millers) in order to ensure live-tracking of vehicles during the KMS (Kharif Marketing Season) and RMS (Rabi Marketing Season) on a single

platform/dashboard/module/application. For Kharif Marketing Season, the scope of work would include, but not limited to, live-tracking of vehicles from Mandi to Mill premises and from Mill to FCI Depot. For Rabi Marketing Season, the scope of work would include, but not limited to, live-tracking of vehicles from Mandi to FCI Depot/Godowns. The various responsibilities of Service Provider are:

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 VLTDs (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. The application software must include complete Haryana Map, All India Map, Map engine and APIs all should be Licensed Version.
 - 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 State Procurement portal must 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 for 12 months for every vehicle.
4. The Service Provider is responsible for ensuring that data from all registered VLTDs in its VTS is captured in real-time. If at all there are any data issues, the VTS will promptly send alerts to District Field Officers and transporters/Millers.

The service provider is required to ensure that the data feed supplied to State Procurement Portal is configurable and can be provided to State Procurement Portal in real-time as well as upon specific requests. For example, the server provider's Vehicle Tracking System (VTS) captures data at 3-second intervals, but when providing it to State Procurement Portal, the interval can be adjusted as needed, preferably being set to 10 seconds or any other suitable duration as per requirements.

5. The Service Provider shall ensure that the VTS should send alerts in case there is an attempt to tamper with the VLTDs and the same shall be captured in Service Provider database along with other parameters of VLTD. The information regarding tampering shall be immediately sent to concerned agency head for necessary action on the transporter/miller.
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

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- case, the Service Provider shall fetch data directly from saved data of VLTD with the help of Transporter/Miller, VLTD Manufacturer and its associated software.
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 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.
 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 Deptt.
 12. The Service Provider shall ensure that VTS 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 to handle twice the data (future consideration/expansion) in its Data center.
 14. The Service Provider shall ensure to have at least one help desk/call centre in Tricity and 2 help desk /call centres in Haryana manned by its own staff within seven working days of award of Work Order.
 15. At the time of registration, the Service Provider in coordination with DFSCs/ DMs of the concerned procuring agencies will ensure from the transporters/millers that installed VLTD should have activated SIM/eSIM network connection for at least one year. The prior alerts should be sent to the 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's website/Email should be serviced within 48 hours. Penalty of Rs. 500/- 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.
 18. The Service Provider shall provide mobile app/software for integrating VLTDs 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 will train the transporters/millers in coordination with DFSCs/DMs for integrating the VLTDs (AIS-140) on its back-end platform/application/VTS.

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21. Further, the service provider shall ensure the enlisting, activation, regular check-ups and alert updates of VLTDs in coordination with the transporters/millers.
22. The Service Provider App/back-end portal will provide interface so that the Department is able to create Routes with route/point fencing so that the Department receives alerts and reports in case the vehicles deviates from its routes or in case of non-serving of their respective routes.
23. The Service Provider must send all types of alerts as required by the Department.
24. The Service Provider must ensure Integrity, Security, Non-tampering of data. The data must reside only on servers on the Indian soil. If any breach is found, the Service Provider will be 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.
27. The Service Provider will also create district wise dashboards (for DFSCs/ DMs) for live-tracking of any vehicle in that particular district for e.g. DFSC/DM Ambala shall be able to track all vehicles registered in Ambala on the Portal/Dashboard/Platform. The Service Provider shall also create Login-Credentials at the Head Office Level in order to monitor any vehicle in the whole of Haryana. The portal/dashboard must also have the provision to show GIS data to transporters/millers having their vehicles on boarded in the system along with reports.
28. The Service Provider must comply with all the technical requirements of the State Procurement Portal defined in this document or given from time to time in future, based on the requirements of the departments.
29. The Service Provider in coordination with DFSCs/DMs must have access to live Vahan portal/data for validating the mapping of Vehicle Number with IMEI of VLTDs installed in the vehicle.
30. The Service Provider shall ensure that exception Recording/Actions (Over-Speeding, Off-route Detection) of all trucks operate under all agencies of FCS&CA Deptt.
31. The mandatory provisions for the back-end application/ platform/App/VTS are as following:
 - i. The selected Service Provider in coordination with DFSCs/ DMs of the concerned procuring agencies shall register the VLTDs with the help of transporters/millers on their Portal/Dashboard/Application/VTS at the earliest after the issuance of the Work Order.
 - ii. Registration and activation of the device(s) fitted, date of fitment & activation on the vehicle, including the details of vehicle registration number, engine number, chasis number, vehicle make and model, device make and model, and telecom service provider's name.
 - iii. Re-registration/re-activation of the device(s) fitted on the vehicle in case of any change in device or telecom service provider, etc.
 - iv. Regular health check of the device(s) fitted on the vehicle.

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- v. Administration/configuration of devices for any changes in the parameters as decided by the Department from time to time.
 - vi. Notification of alerts in case of defined deviations by vehicle such as over-speeding, deviation from defined route/geographic area, time of operation, etc.
 - vii. Location tracking of the vehicle including real-time as well as history tracking for upto last twelve months.
 - viii. Notification through SMS in case any device(s) stops functioning.
 - ix. Reports of the vehicles with devices not working/sending data beyond defined number of days (e.g. 1 day, 3 days, 7 days, 30 days or configurable by Department) are to be shared.
 - x. Ensure that the security and privacy of the data is maintained in accordance with applicable laws/guidelines of various government authorities.
32. The Service Provider shall customize the platform/application/module/Mobile App as per directions of Director, Department of Food, Civil Supplies & Consumer Affairs and Project Head, State Procurement Portal, without any extra cost.

5. Pre-Qualification Criteria for VTS service provider

The Department shall carry out the evaluation process of VTS Service Providers. They will have to meet the following pre-qualification criteria for registration:

Pre-Qualification Criteria/Check-list:

Sr. 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 or State Government or any other Government agency in India or abroad	Self Declaration by the service provider signed by the authorized signatory
3	Quality certification valid ISO 9001:2015 certificate	Certificate copy (with surveillance report valid till the completion of the tender)
4	The Service Provider's platform/application should have feature to integrate with State Procurement Portal /State Data Centre, as per Department's requirement.	Self-declaration by the service provider signed by the authorized signatory.
5	The service provider shall agree to open three help desk centres/operational call centres, 1 in Tricity and 2 in Haryana within seven working days from the Issuance of Work Order	Self-declaration by the service provider signed by the authorized signatory
6	Provide balance sheets with positive net worth and Income Tax Returns for 3 Financial Years (2022-2023, 2023-2024, 2024-2025), along with PAN and GST registration number of service provider.	Copy of relevant documents. (In case the Service Provider is unable to provide any required document relevant to FY 2024-2025, a self-declaration is to be provided on the letter-head mentioning the reasons regarding the same)

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7	Type of approval from test agencies (if any)(ARAI/ CIRT/ ICAT / VRDE/ CFMTTI/ IIP/ GARC).	Copy of relevant Certificate(s) (if any)
8	The service provider shall submit a non disclosure affidavit for privacy of the data/information stored.	Affidavit on Stamp paper of Rs. 100/- by the Service Provider signed by the authorized signatory, duly notarized .
9	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 of data center
10	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.	Copy of relevant certificate
11	Proof of successful VTS in other similar projects with handling experience of at least 5,000 (in total) transport vehicles in last three financial years. (Note: 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)	Copy of work orders of the last three financial years
12	The bidder must have at least 8-10 technically qualified IT professionals. This team would coordinate with the departmental technical team for needful integration.	Self Declaration on Stamp paper.
13	The bidder must possess valid ISO 27001:2013/9000 certificate for information security management.	Copy of Certificate.
14	Application offered to be Security Audited by CERT-IN selected agencies and must have a valid safe to host certificate before bid submission date	Copy of Certificate
15	Annexure-A	Filling prescribed format on official letter head
16	Annexure-B	Filling prescribed format on official letter head
17	Annexure-C	Filling prescribed format on official letter head
18	EMD of Rs. 2,00,000/-	
19	Performance Bank Guarantee	Only for selected Service Provider
20	The Service Provider must provide Demonstration of the Software Solution and Road Map for Integration with State Procurement Portal /similar application illustrating the live tracking. The bidder shall be disqualified if the solution is found inappropriate or has variations from the actual Scope of Work.	After the Technical Evaluation
21	Any 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.	Submit affidavit duly notarized to this effect.

The service provider must submit all the certified and authenticated documentary proof for meeting the pre-qualification criteria.

6. **Financial Bid:** The service provider must submit financial proposal in the following Proforma:

Financial Proposal

Particulars	Annual Cost per VLTD as per scope of work in RFPs Clause No. 4 (in Rs) (exclusive of all taxes)
VTS for implementing/ integrating VLTDs	(to be filled online only)

7. **General Terms and Conditions:**

1. The document for selection will be available on website (www.etenders.hry.nic.in) and can be downloaded and used for submission of application forms. Application fee shall be paid to the Department along with the submission of application.
2. It is mandatory for the applicant to submit all required documents or any other as desired by Department; otherwise his application will not be accepted. An unsigned and unsealed application shall not be accepted. All pages of the application and documents being submitted must be signed and sequentially numbered by the service provider. Ambiguous applications will be out-rightly rejected. Applications not submitted as per the format will be rejected straight away. Further, no deviations from the specifications will be accepted.
3. The service provider will bear all costs associated with the preparation and submission of their applications. Department will not be responsible or liable for those costs, regardless of the outcome of the selection process. Department may, at its own discretion, can add or delete any clause of this document.
4. **Performance Bank Guarantee Fee:** A performance bank guarantee of Rs. 4,00,000/- shall be submitted by eligible successful service provider intending to be selected, within 3 working days of the Issuance of Work Order. 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. No interest shall be payable on the Performance Bank Guarantee.
5. **EMD:** An EMD of Rs 2,00,000/- shall be submitted by the bidders which will be refundable (without interest) after successful completion of task.
6. **Forfeiture of Performance Bank Guarantee:** It may be forfeited either partly or in full, including interest, in the following cases:-
 - a. When service provider fails to comply with any Circular/Notification/Order issued by the Department from time to time.
 - b. When the service provider fails to comply with any applicable terms & conditions of this document.

- c. When service provider fails to provide integration with State Procurement Portal on real time basis or any other Government Portal as per requirement of the Department.
- d. 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.

7. Mode of Tendering Process: All the documents would be uploaded on the etenders.hry.nic.in website only. No physical copy of the Documents is required to be submitted.

8. Evaluation of Applications:

- i. The application found complete in all respects shall be considered for processing. The Evaluation of backend application service provider will be executed on basis of MORTH guidelines as defined in RFP according to AIS-140 Standard.
- ii. 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.
- iii. The **bidder** must provide Demonstration of the Software Solution and Road Map for Integration with State Procurement Portal/similar application illustrating the live tracking. The bidder shall be disqualified if the solution is found inappropriate or has variations from the actual Scope of Work.
- iv. **If the bidder fulfills the criteria mentioned in point 7(8(i)), 7(8(ii)) and point 7(8(iii)) then the bidder will become eligible for the opening of Financial Bid. L1 bidder will be selected and negotiation of the quoted rate would be done as per Directorate of Supplies & Disposal, Govt. of Haryana Notification No. 2/2/2010-4-IB-II dated 16th June 2014 and Finance Department, Haryana letter no.14/26/2023&6FA, dated 10.05.2023 and in case, Committee considers that the negotiated rates are not reasonable/ competitive/ workable the Committee may consider cancelling and re-inviting the tenders.**

The following provision has been made as per instructions of Finance Department, Haryana letter no. 14/26/2023&6FA, dated 10.05.2023:-

However, negotiation could be held upto four number of such bidder(s), in addition to L1 bidder in cases where there are bidders falling within 5% of the L1 bidder. In cases where the L1 bidder refuses to further reduce his offered price and any of the four bidders come forward to offer a price which is better than the price offered by L1 bidder, whose price is accepted becomes the L1 bidder.

However, in such a situation, the original L1 bidder may be given one more opportunity to improve upon the discovered price. In case, the original L1 bidder further improve upon the price discovered during the negotiations, he would be

treated as the L1bidder.

In cases where there is no bidder within 5% of the L1 bidder:-

L2 Bidder will be invariably called for negotiation in addition to the L1 bidder.

L3 bidder will also be called, if it is so decided by the Minister-In-Charge, in addition to L1, L2 bidder.

- v. 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.
 - vi. 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.
 - vii. Department may conduct site inspections.
 - viii. Selected service provider will be published on Department's website after submission of PBG.
- 9.** In case the Department delists any helpdesk Centre/Operational call Centre due to any dissatisfaction, the service provider shall arrange alternate helpdesk Centre/Operational call Centre in the same region.
- 10.** 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 in 24 hours.

11. Validity of this Tender:

The **tenure of tender** will be **from 01.10.2025 to 30.09.2026** i.e. before the start of **KMS 2026-2027** (Kharif Marketing Season **2026-2027**).

12. Payment Schedule: The Service Provider shall raise **a monthly invoice** on the basis of Number of Registered Trucks **actually used for transportation on State Procurement Portal**.

Payment will be released to Service Provider on the basis of **registered vehicles actually used for transportation on State Procurement Portal** on monthly basis subject to satisfactory report received from the Concerned **DFSCs/DMs**, as applicable, as per the following formula:

$$\text{Monthly Amount (in Rs)} = (\text{Monthly Per Unit Cost}) * (\text{Number of Registered Vehicles actually used for transportation on State Procurement Portal})$$

$$\text{Monthly Per Unit Cost} = \text{Quoted Per Unit Annual Rate} / 12$$

13. Implementation Timeline after Award of Work-Order shall be completed in all respects **as per the below mentioned table:**

Sr. No.	Activities	Timeline (in number of Working days)
1.	Work Order	On Date "T" i.e. the date of issuance of work order
2.	Submission of PBG	T + 3
3.	Implementation, testing of VLTD and its module and integration with State Procurement Portal	T + 7

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4.	Training of Concerned District Staff and transporters/millers	T + 10
5.	Establishment of Helpdesk/Operational Call Centres	T + 10
6.	VLTD fully operational/Go live	T + 15

14. 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. On violation of Terms and Conditions, the Department reserves the right to blacklist the Services Provider.

15. Interpretation: In case of any ambiguity or dispute regarding interpretation of any clause(S) of this tender document, Director General, Food, Civil Supplies and Consumer Affairs Department, Haryana interpretation will be treated as final and binding.

16. Extension of Contract: If the Director General, Food, Civil Supplies and Consumer Affairs Department, Haryana, Chandigarh deemed it fit, he/she may extend the tenure of contract upto one year with the prior approval of the Competent Authority.

17. Signing of Contract: The successful bidder will sign the Contract with the department within 10 days of the release of award of Contract. After signing of the Contract, no variation in or modification of the Terms of the Contract shall be made except by mutual written amendment signed by both the parties.

18. Termination by Default: Department may terminate the Contract if:

- a. the selected Services Provider fails to remedy any breach here of or any failure in the performance of its obligations hereunder, within fifteen (15) days of receipt of notice of default or with in such further period as Department may have subsequently granted in writing;
- b. the selected Services Provider become insolvent or bankrupt
- c. if the selected Services Provider fails to comply decisions/mandate of Department.
- d. any document, information, data or statement submitted by the selected Services Provider in its Proposals, based on which it was considered eligible or successful, is found to be false, incorrect or misleading; or
- e. if the acts of the selected Services Provider are found to be unethical by Department.

Annexure - A. Format for Application Form for Selection of VTS service provider for integrating all types of VLTDs (all make and models) used in transportation for RMS/KMS with State Procurement Portal.

(On the official letter head of service provider)

Date :

To,

The Director General,
Food, Civil Supplies and Consumer Affairs, Haryana
30 Bays Building, Sector 17-B, Chandigarh.
E-mail ID – somp.food1@gmail.com

Subject: Selection of VTS service provider for integrating all types of VLTDs (all make and models) used in transportation for RMS/KMS with State Procurement Portal.

Sir,

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

Name of the firm	
Address	
Details of software development/data centre facilities (area, servers/VMs, manpower, storage and computing capacity/technologies used).	
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 AIS-140 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 VLTDs used in the transportation will be unified in our (service provider) software solution and the same shall be available using APIs with State Procurement Portal application and support the customer whenever required. The same shall be retained in our server till twelve months time and successful sharing of summary with State Procurement Portal till the time the acknowledgement is received.
6. We confirm that we will train all the government agencies, transporters/millers, 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 of the helpdesk centre/Operational call centre i.e. Name, Address, email, Helpline no, technicians etc. with Department as and when appointed.

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8. We confirm that we will maintain privacy of all data related to VLTD device/owner/vehicle/etc. & data shall reside on servers/cloud located within 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 VTS 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 State Procurement Portal (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 authorized 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 (ONLY after Selection)
- 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/ transporters/millers/Govt. Agencies/etc., then the concerned selected Service Provider /**helpdesk centre/operational call centre** should resolve the complaint as per guidelines for implementation mentioned in the document.
- 2. Monitoring and Audit** - Once the selected Service Provider/helpdesk centre/operational call centre is authorized/ approved, Department shall have the right to monitor/audit the VTS and selected Service Provider/ helpdesk centre/operational **call centre** /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 helpdesk centre/operational call centre 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 State Procurement Portal) of the all types of VTS modules 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 General, 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 VTS Service Provider selection. According to the conditions of the VTS Service Provider selection, a performance security is required to be furnished by the VTS 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 VTS Service Provider/ Service Providers 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.....