

**ODISHA MINING CORPORATION LIMITED
(A GOLD CATEGORY STATE PSU)**

Bid Document

For

**Development, Configuration and Implementation of Estate
Management Portal with Cloud Hosting and Operational
Support and Maintenance for 5 years**

(through e-tendering)

Bid document No: OMC/e-Proc/C&P/029/2026-27 dated 15.07.2026

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E-procurement Notice

Bid document No: OMC/e-Proc/C&P/029/2026-27 dated 15.07.2026

1	Work name	Development, Configuration and Implementation of Estate Management Portal with Cloud Hosting and Operational Support and Maintenance for 5 years (through e-tendering)
2	Availability of tender documents on the e-tendering portal of Government of Odisha	Date: 20.07.2026
3	Pre-bid meeting	Date: 29.07.2026; Time:3.30PM; Venue: Through VC
4	Bid Due Date	Date: 17.08.2026; Time: 3.00PM

All other details can be seen from the Tender Document available on the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in) and on the website of OMC (www.omcltd.in). OMC reserves the right to reject any/ all the bids or to annul the bidding process without assigning any reason thereof.

Sd/-
Head(C&P)

Odisha Mining Corporation Ltd.
 (A Gold Category State PSU)
 Registered Office: OMC House, Bhubaneswar-751001
 Tel: 0674 2377524, 2377488

1. Schedule for the Tender

Sl. No.	Parameter	Name
1	Date of publication of NIT	Date: 18.07.2026
2	Availability of tender documents on the e-tendering portal of Government of Odisha	Date: 20.07.2026; Time: 5.00PM
3	Last date for sending queries to OMC	Date: 27.07.2026; Time: 5.00PM; queries may be sent by email to cmc@odishamining.in
4	Pre-bid meeting	Date: 29.07.2026; Time:3.30PM; Venue: Through VC
5	Issue of responses to pre-bid queries, addendum/ corrigendum, if required	Date: 01.08.2026
6	Bid Due Date	Date: 17.08.2026; Time: 3.00PM
7	Opening of Techno-Commercial Bid	Date: 17.08.2026; Time: 5.00PM
8	Opening of Price Bid	To be informed to the Technically Qualified Bidders by appropriate means

2. Data Sheet

Sl. No.	Parameter	Name
1	Name of tender	Development, Configuration and Implementation of Estate Management Portal with Cloud Hosting and Operational Support and Maintenance for 5 years (through e-tendering)
2	Type of tendering	Open tendering
3	Mode of tendering	e-tender
4	E-tender site	www.tendersodisha.gov.in
5	Tender Paper Fee (non-refundable) including GST	Amount: INR 5,900/- (Rupees Five Thousand Nine Hundred only) including GST @18% Payable online on the e-tender portal of Government of Odisha (www.tendersodisha.gov.in) Note: 1. Local Micro & Small Enterprises registered in Odisha for providing similar type of services, shall be exempted from payment of Tender Paper Fee. Bidders other than above category shall be required to submit Tender Paper Fee
6	Earnest Money Deposit (EMD)	Amount: INR 1,28,000/- (Rupees One Lakh Twenty-Eight Thousand only) Payable online on the e-tender portal of Government of Odisha (www.tendersodisha.gov.in) N.B - Local Micro & Small Enterprises registered in Odisha for similar services, shall be exempted from payment of EMD. Bidders other than above category shall be required to submit EMD.
7	Amount of Performance Security	Implementation phase: 10% of the Deployment Charges i.e. Development, Configuration and Implementation and Integration Charges (excluding taxes) After Go Live: 10% of the Annual Contract value including O&M Charges, Hosting Charges, and Security Audit Charges (excluding taxes) Amount shall be submitted in the shape of DD or BG/eBG in the format provided in Annexure 8 Note: Local Micro & Small Enterprises registered in Odisha for similar category of services shall pay 25% of the applicable Performance Security as per data sheet.
8	Nodal Officer	Name: Sandip Kumar Behera Phone No.: +91-9776653220 e-mail: sandipkumar.behera@odishamining.in
9	Address of the OMC Limited	OMC House, P.O. Box No.34 Bhubaneswar - 751 001 Odisha, India
10	Bid document No.	OMC/e-Proc/C&P/029/2026-27 dated 15.07.2026

3. Disclaimer

- 3.1 This Bid document is neither an agreement nor an offer by OMC to the prospective Bidders or any third party. The purpose of this Bid document is to provide interested parties with information to facilitate the formulation of their Bid pursuant to this Bid document.
- 3.2 This Bid document includes statements, which reflect various assumptions and assessments arrived at by OMC. Such assumptions, assessments and statements do not purport to contain all the information that a Bidder may require. This Bid document may not be appropriate for all persons, and it is not possible for OMC to consider the particular needs of each party who reads or uses this Bid document. The assumptions, assessments, statements and information contained in the Bid document may not be complete, accurate, adequate or correct. Each Bidder must, therefore conduct its own due diligence and analysis and should verify the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this Bid document and obtain independent advice from appropriate sources.
- 3.3 Information provided in this Bid document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information provided is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. OMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
- 3.4 OMC, its employees and its consultants make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations, the law of contract, tort, principles of restitution or unjust enrichment or otherwise for any loss, damage, cost or expense which may arise from or be incurred or suffered in connection with this Bid document, or any matter deemed to form part of this Bid document, or arising in any way in relation to this Bidding Process.
- 3.5 Neither OMC nor its employees or its consultants make any representation or warranty as to the accuracy, reliability or completeness of the information in this Bid document. OMC 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 Bid document.
- 3.6 The Bidder should confirm that the Bid document downloaded by them is complete in all respects including all annexures and attachments. In the event the document or any part thereof is mutilated or missing, the Bidder shall notify the Nodal Officer immediately in writing.
- 3.7 If no intimation is received within the last date for submission of Bid Due Date, it shall be considered that the Tender Documents received by the Bidder is complete in all respects and that the Bidder is fully satisfied with the Tender Documents.
- 3.8 No extension of time shall be granted to any Bidder for submission of its Bid on the ground that the Bidder did not obtain the complete set of Tender Documents.

- 3.9 This Bid document and the information contained herein are strictly confidential and privileged and are for the exclusive use of the Bidder to whom it is issued. This Bid document shall not be copied or distributed by the recipient to third parties (other than, to the extent required by Applicable Law or in confidence to the recipient's professional advisors, provided that such advisors are bound by confidentiality restrictions at least as strict as those contained in this Bid document). In the event after the issue of the Bid document, the recipient does not continue with its involvement in the Bidding Process for any reason whatsoever, this Bid document and the information contained herein shall be kept confidential by such party and its professional advisors at all times.
- 3.10 OMC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the statements, information, assessment or assumptions contained in this Bid document at any time during the Bidding Process. All such changes shall be uploaded on the e-procurement portal of the Government of Odisha and on the website of OMC. It is the duty of Bidders to visit the e-procurement portal and the website of OMC regularly and keep themselves updated on the Bidding Process and any communication made in relation to the Bidding Process.
- 3.11 The Bidders or any third party shall not object to such changes/ modifications/ additions/ alterations as provided in Clause 3.10 above, explicitly or implicitly. Any such objection by the Bidder shall make the Bidder's Bid liable for rejection by OMC. Further objection by any third party shall be construed as infringement on confidentiality and privileged rights of OMC with respect to this Bid document.
- 3.12 The Bidder shall not make any public announcements with respect to the Bidding Process, this Bid document and/or the Bidding Documents. Any public announcements to be made with respect to the Bidding Process or this Bid document shall be made exclusively by OMC. Any breach by the Bidder of this Clause shall be deemed to be in non-compliance with the terms and conditions of this Bid document and shall render the Bid liable for rejection. OMC's decision in this regard shall be final and binding on the Bidder.
- 3.13 By responding to the Bid document, the Bidder shall be deemed to have confirmed that it has fully satisfied and has understood the terms and conditions of the Bid document. The Bidder hereby expressly waives any and all claims in respect thereof.
- 3.14 The Bid is not transferable.

4. Abbreviations

BG	Bank Guarantee
BOQ	Bill of Quantity
DoP	Delegation of Power
DSC	Digital Signature Certificate
DTCN	Detailed Tender Call Notice
eBG	Electronic Bank Guarantee
EFT	Electronic Fund Transfer
EMD	Earnest Money Deposit
ERP	Enterprise Resource Planning
ESI	Employee's State Insurance
ESIC	Employees' State Insurance Corporation
EPFO	Employees' Provident Fund Organisation
FoR	Freight on Road
FY	Financial Year
GCC	General Conditions of Contract
GST	Goods and Services Tax
GSTIN	GST Identification Number
GSTR	GST Returns
GTE	General Technical Evaluation
I/C	In-Charge
IFSC	Indian Financial System Code
INR	Indian Rupee / legal tender currency of India
ISI	Indian Standards Institute
ISO	International Organization for Standardization
IT	Income Tax
ITC	Input Tax Credit
JV	Joint Venture
KPI	Key Performance Indicator
LD	Liquidated Damages
LLP	Limited Liability Partnership
LoA	Letter of Award
Labour Codes	Four Labour Codes i.e. The Code on Wages 2019, The Code on Social Security 2020, The Occupational Health, Safety and Working Conditions Code 2020, The Industrial Relations Code 2020
MD	Managing Director
MICR	Magnetic Ink Character Recognition
MSE	Micro & Small Enterprises
MSME	Micro, Small & Medium Enterprises
NEFT	National Electronic Funds Transfer
NIT	Notice Inviting Tender

OEM	Original Equipment Manufacturer
OMC	The Odisha Mining Corporation
O&M	Operations and Maintenance
PAN	Permanent Account Number
PF	Provident Fund
PSU	Public Sector Undertaking
RfP	Request for Proposal
RTGS	Real Time Gross Settlement
SBI	State Bank of India
SCC	Special Conditions of Contract
SLA	Service Level Agreement
SO	Service Order
TIA	Tender Inviting Authority
UAT	User Acceptance Testing

5. Definitions and Interpretations

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto herein.

- 5.1 “Applicable Laws” means all laws, labour codes, legislations, statutes, statutory schemes, by-laws, rules, directives, ordinances, notifications, exemptions, regulations, judgments/ orders/ awards/ guidelines of any competent court, tribunal, regulatory bodies and quasi-judicial bodies or any interpretation thereof enacted, issued, or promulgated by any authority and applicable to either OMC or to the Bidders, as may be in force and effect during the subsistence of Tender/Agreement;
- 5.2 “Authorized Signatory” shall have the meaning as set forth in Clause 8.5;
- 5.3 “Bid” means the documents submitted by a Bidder pursuant to this Bid document, including the Techno-Commercial Bid along with any additional information/clarifications required/ sought by OMC and the Price Bid, submitted strictly in the formats provided by OMC. The Bid shall not be considered to be a Bid if it is not submitted as per the formats prescribed by OMC;
- 5.4 “Bidder” designates the legal entity which has made a proposal, a tender or a bid with the aim of concluding a Service Order / Agreement with OMC;
- 5.5 “Bidding Process” means the process governing the submission and evaluation of the Bids as set out in the Bid document itself;
- 5.6 “Bid Due Date” shall mean the last date for submission of bids, as given in the Schedule for the Tender. No bids shall be accepted in the e-procurement portal after the Bid Due Date;
- 5.7 “Bid Validity Period” shall have the meaning given to it in Clause 8.8;
- 5.8 “EMD” means the amount submitted by a Bidder to OMC for participating in the Bidding Process, in terms of Clause 8.7;
- 5.9 “Financial Criteria” shall have the meaning given to it in Clause 7.2;
- 5.10 “Financial Year” means the 12 months period from 1st April to 31st March corresponding to the audited annual accounts;
- 5.11 “Letter of Award (LoA)” means the written official intimation by OMC notifying the Selected Bidder that the work has been awarded in its favour as per the terms and conditions mentioned therein;
- 5.12 “Net Worth” shall have the meaning ascribed to it in Section 2(57) of the Companies Act, 2013;
- 5.13 “Notice Inviting Tender” or “Bid document” or “RfP document” or “Tender Paper” or “Tender Documents” or “Tender” or “Bid Documents” means documents issued by

OMC vide Bid document No. **OMC/e-Proc/C&P/029/2026-27** dated **15.07.2026** for “Development, Configuration and Implementation of Estate Management Portal with Cloud Hosting and Operational Support and Maintenance for 5 years” (through e-tendering) and shall include any modifications, amendments, corrigenda/ addenda or alterations thereto. The documents are as follows:

- a) This Bid document;
 - b) Any corrigendum(a)/addendum(a) and clarification(s) to the Bid document issued by OMC subsequent to the issue of the Bid document will also be considered an integral part of the Bid document. Any reference to the Bid document in the Agreement shall include such corrigendum(a)/ addendum(a);
- 5.14 “OMC” means The Odisha Mining Corporation Limited having its registered office at Bhubaneswar – 751 001, Odisha including its successor and assignees or its representatives;
- 5.15 “Pre-bid Meeting” means Pre-bid meeting to be held as per the schedule indicated in the Schedule for the Tender hereof;
- 5.16 “Price Bid” means the Price Bid submitted by the Bidder, in accordance with Clause 8.15.2;
- 5.17 “Related Party” shall have the meaning ascribed to it in Section 2(76) of the Companies Act, 2013;
- 5.18 “Selected Bidder” shall have the meaning given to it in Clause 8.21;
- 5.19 “Service Provider” or “Agency” or “Vendor” means the Successful Bidder who will provide Operation & Maintenance Support for the Customer Integrated Management Services (CIMS) System of OMC post signing of the Agreement;
- 5.20 “Successful Bidder” shall have the meaning given to it in Clause 8.22;
- 5.21 “Technical Criteria” shall have the meaning given to it in Clause 7.1;
- 5.22 “Technically Qualified Bidder” means a Bidder whose Techno-Commercial Bid is responsive and meets the requirements to the satisfaction of OMC as per terms and condition of the Bid document and is qualified for opening of its Price Bid;
- 5.23 “Techno-Commercial Bid” means proposal submitted by the Bidder in accordance with Clause 8.15.1;
- 5.24 “Tender Paper Fee” shall have the meaning as set forth in Clause 8.6;
- 5.25 “Turnover” shall have the meaning ascribed to it in Section 2(91) of the Companies Act, 2013.

All other capitalized words not defined herein shall have the same meaning as ascribed to them in the Bid document. Terms and expressions not defined anywhere in the Bid Documents shall have the same meaning as are assigned to them in Indian Contract Act, 1872 and/or in General Clauses Act, 1897.

6. Scope of Services

- 6.1 The selected Service Provider shall provide following services to OMC as per the below mentioned timeframe:

Sl. No.	Name/ type of services	Brief description	Development Period	Contract Period
1	Estate Managemen t Portal	Development, Configuration and Implementation of Estate Management Portal with Cloud Hosting and Operational Support and Maintenance for 5 years	T+40 Weeks (Go-Live)	40 Weeks (Go-Live) + 2 Months (post Go-Live support) + 5 Years (O&M post Go-Live support)

Where, T is the date of signing of agreement

- 6.2 The detailed scope and specifications of the services, along with the contract period, payment terms, etc. are given in Special Conditions of Contract as enclosed in Annexure 2.
- 6.3 The “General Conditions of Contract-Services” as enclosed in the tender at Annexure 1 and “Special Conditions of Contract” as enclosed in the tender at Annexure 2, shall form an integral part of the Bid document and will also form a part of the Agreement placed against this tender.

7. Eligibility Criteria

The Bidders eligible to participate in this tender should fulfill the following Criteria:

#	Criteria	Required Documents
7.1	Technical Criteria The Bidder must have experience of successfully executed similar work during the last 5 (five) years, which shall be either of the following: i) Three similar completed Services of value not less than 25 Lakh Excluding GST each OR Two similar completed Services of value not less than 32 Lakh Excluding GST each OR Single similar completed Service of value not less than 50 Lakh Excluding GST Note: a. "Similar Completed Services" shall mean that the Bidder must have successfully designed, developed, and implemented a system/portal in the domain of Estate / Facility / Property / Accommodation / Space/ workplace/ Housing/ Society/ Residential/ Guest house/ Hospitality / Apartment Management System The system should cover at least one or more of the following functional areas: • Office Space Management • Residential / Staff Quarter Management • Guest House / Accommodation Management • Meeting Room / Conference Room Booking b. Applicable 5 (five) years shall be preceding five financial years of the bid due date (i.e. FY 2021-22, FY 2022-	Self-attested copies of a) Relevant contracts or work orders or agreements containing the scope of services, the value of the contract or work order or agreement, completion time with month/year of completion; and b) Completion certificate/ Go-Live certificate/ Certificate of Final Payment (COFP)/ proof of release of performance security/ any other documentary evidence that can substantiate satisfactory execution of the contracts from their clients/employers c) In case value of the contract is not mentioned in the contract or work order or agreement, then the value must be mentioned in the completion certificate issued by the client/ employers Note: In case the completion certificate/Go-Live certificate is not available from the client/employer, certificate signed by the statutory auditor of the bidder, certifying value of the Similar Completed Services shall be submitted *Statutory auditor: Auditor who is signing the last financial year Balance Sheet and Profit & Loss Statement of the Bidder.

#	Criteria	Required Documents
	23, FY 2023-24, FY 2024-25 and FY 2025-26)	
7.2	<u>Financial Criteria</u> Average Annual financial turnover of the Bidder during the last 3 (three) financial years should be at least 5 Crore <u>Note:</u> Applicable 3 (three) financial years - FY 2022-23, FY 2023-24 and FY 2024-25	(a) Copies of audited financial statements
7.3	Other Criteria	
7.3.1	The Bidder can be either i) a Company (Private or Public), or ii) a registered partnership firm, or iii) an LLP firm	Copies of a) Company (Private or Public) • Certificate of Incorporation • Memorandum of Association • Articles of Association • Board resolution authorizing the signatory of power of attorney. b) Registered partnership firm • Registration certificate under Indian Partnership Act 1932 or its subsequent amendment(s) • Deed of Partnership c) LLP firm • Certificate of Incorporation • Deed of Partnership
7.3.2	The Bidder should have valid PAN and GSTIN registration	▪ Copy of PAN ▪ Copy of GST registration certificate – REG 06
7.3.3.	The Bidder should not have been banned/blacklisted by OMC or any government agency or any PSU as on the date of submission of Bid	Affidavit to this effect, as per the format given in Annexure 5
7.3.4	Tender Fee, EMD amount and Power of Attorney	a) Proof of payment of Tender Fee; Please refer to Clause 8.6 for further details b) Proof of payment of EMD; Please refer to Clause 8.7 for further details.

#	Criteria	Required Documents
		c) Power of Attorney (as per the format given in Annexure 3) in favour of the Authorized Signatory of the Bidder who shall also be the DSC holder. Please refer to Clause 8.5 for further details
7.3.5	The Bidder whose Contract/Agreement with OMC had been terminated /failed to perform will not be eligible to participate in the bidding.	▪ Decision of OMC in this regard is final & binding on all such entities

Note

- a. The value of the contracts or work orders or agreements to be considered shall be exclusive of all taxes and duties.
- b. The word delivered means that the Bidder ought to have completed the scope of services in the technical capacity above, even if the total contract or Work Order is not completed/ closed. However, Bidder ought to have completed the entire range of services as specified in the Bid document, even if the total Contract is not completed/closed. The Bidder shall also be required to submit a part completion certificate which should clearly indicate the value and the completed portion (physical progress) of the work (which should satisfy requirement of the Bid document). The part completion certificate shall also highlight if the part performance/ progress of the work of the Bidder with respect to the services under consideration, was satisfactory or not.
- c. The technical experience as a sub-contractor to a main agency in a project/Contract awarded by the Competent Authority of principal employer may be considered subject to the condition that the detailed Contract/Work Order covers the entire range of services as mentioned in the Bid document. Following documents shall be furnished by the sub-contractor along with contracts or Work Orders and completion certificate from the main agency
 1. Relevant contracts or Work Orders issued by principal employer to main agency containing the scope of services and the value of the contract or Work Order; and
 2. Completion certificate issued by the Competent Authority of the principal employer / statutory auditor of the main agency in favour of the main agency showing due completion of the package.
 3. Approval from the principal employer for engaging the sub-contractor against the above contracts or Work Orders

Note: work order or contract reference must be available in all the subsequent documents.

- d. Bidding in the form of a **Consortium and Joint Venture** are NOT allowed.
- e. Any document submitted by the Bidder if found forged/ false, the Bidder shall be liable for appropriate action under the Bharatiya Nyaya Sanhita, 2023 at any point of time during the bid evaluation process or during the execution of Work.

8. Instruction to Bidders

- 8.1 The Bidders intending to participate in this tender are required to register on the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in.) This is a onetime activity for registering on the Government website. During registration, the Bidders will be required to attach a Digital Signature Certificate (DSC) to the Bidder's unique user ID. The DSC used should be of appropriate class (Class II or Class III) issued from a registered Certifying Authority. The registration of Bidders on the portal shall be free of cost. The registration shall be in the name of the Bidder, whereas the DSC holder shall be the duly Authorized Signatory of the Bidder.
- 8.2 The tender documents shall be available on the state e-procurement portal (www.tendersodisha.gov.in) and the website of OMC (www.omcltd.in). There shall be no sale of hard copies of the tender documents. Tenders can be accessed by the prospective Bidders at the above websites and may be downloaded by them free of cost. However, the Tender Paper Fee shall have to be paid at the time of bid submission, unless exempted to be paid by the competent authority.
- 8.3 E-tendering process is mentioned in Chapter 10.
- 8.4 The bids are to be submitted in two covers, consisting of: (i) **Techno-Commercial Bid (under Cover I)** and (ii) **Price Bid (under Cover II)**. Both the Techno-Commercial Bid and the Price Bid have to be submitted on the e-procurement portal of the Government of Odisha.
- 8.5 The Authorized Signatory of the Bidder shall be duly authorized by a registered/notarized Power of Attorney authorizing him/her to perform all tasks related to tender submission, including but not limited to sign and submit the bid and to participate in the bidding process on behalf of the Bidder. The format for the Power of Attorney is given in Annexure 3 of this Bid document. Each page of all scanned documents submitted as part of the Techno-Commercial Bid shall be initialed with date by the Authorized Signatory of the Bidder at the lower left-hand corner of each page.
- 8.6 **Tender Paper Fee**
- 8.6.1 The Bidder shall pay to OMC a non-refundable amount ("Tender Paper Fee"), indicated in the Data Sheet, as part of its Techno-Commercial Bid. The mode of payment of the Tender Paper Fee is also indicated in the Data Sheet.
- 8.6.2 The Bidders, who are exempted to deposit Tender Paper Fee due to any exemption granted by the Government of Odisha, are required to attach scanned copy of relevant documents evidencing such exemption granted, along with the Techno-Commercial Bid document while submitting online. For clarity, **it is being clarified that the Bidders registered in Micro & Small Enterprises (MSE) category in the state of Odisha for similar services are exempted from payment of Tender Paper Fee. Bidders other than above category shall be required to submit Tender Paper Fee.** The Bidder, who does not submit Tender Paper Fee claiming exemption but does not submit relevant document in support of exemption, are ineligible for bidding and such bids shall be summarily rejected.

8.7 Earnest Money Deposit (EMD)

8.7.1 Bidders as part of their Techno-Commercial Bid shall have to submit an Earnest Money Deposit; the amount of the EMD is indicated in the Data Sheet.

8.7.2 Mode of Payment:

The EMD shall be payable online on the e-tender portal of Government of Odisha (www.tendersodisha.gov.in).

For the avoidance of doubt, it is clarified that OMC shall not be liable to pay any interest on the EMD deposit so made and the same shall be interest free.

8.7.3 Return of EMD:

The EMD of the technically disqualified Bidders shall be returned after declaration of the list of such technically qualified Bidders in the portal. The EMD of other unsuccessful Bidders shall be refunded after signing of the Agreement with the Successful Bidder. The return of the EMD shall be in the form of bank transfer to the account of the Bidder through the e-procurement portal of the Government of Odisha.

8.7.4 The Bidders, who are exempted to deposit EMD amount due to any exemption granted by the Government of Odisha, are required to attach scanned copy of relevant documents evidencing such exemption granted, along with the Techno-Commercial Bid document while submitting online. For clarity, **it is being clarified that the Bidders registered in Micro & Small Enterprises (MSE) category in the state of Odisha for similar services are exempted from payment of EMD. Bidders other than above category shall be required to submit EMD.** The Bidder, who does not submit EMD claiming exemption but does not submit relevant document in support of exemption, are ineligible for bidding and such bids shall be summarily rejected.

8.7.5 The EMD of the Selected Bidder shall be returned upon the Selected Bidder furnishing the Performance Security.

8.7.6 **Forfeiture of EMD:** The EMD shall be forfeited and appropriated by OMC as a genuine pre-estimated compensation and damages payable to OMC for, inter alia, the time, cost and effort of OMC without prejudice to any other right or remedy that may be available to OMC hereunder, or otherwise, under the following conditions:

- i) if any of the documents submitted by a Bidder as part of the bid is found to be not genuine or forged or any of the claims, confirmations, statements or declarations of the Bidder is found to be incorrect or inconsistent, or is a case of any material misrepresentation of facts at any point of time during the bid evaluation process or till signing of the Agreement (for Selected Bidder(s));

- ii) if the Selected Bidder fails to acknowledge and return to OMC a signed copy of the LoA or Agreement within the timeframe allowed by OMC;
 - iii) if the Selected Bidder fails to submit the Performance Security within the timeframe allowed by OMC;
 - iv) if a Bidder withdraws its bid before completion of the bidding process during the bid validity period, except as provided in Clause 8.8;
 - v) If the Bidder has otherwise committed any breach of the terms of this Bid document;
 - vi) in case the Selected Bidder, does not comply with the requirements of the Price Bid or the revised Price Bid, as the case may be;
 - vii) in case the Techno-Commercial Bid of a Bidder contains any information on the Price Bid of the Bidder;
- 8.7.7 In case of cancellation of the tender before bid opening date and time, the EMD shall be refunded to respective Bidder's account.
- 8.8 **Bid validity period:** The bid shall initially remain valid and binding on the Bidder for at least 180 (one hundred and eighty) days from the Bid Due Date, as given in the Schedule for the Tender. Any bid with a shorter validity period shall be rejected by OMC. Under exceptional circumstances, OMC may in writing request the Bidders to extend the bid validity period of their bids. In case the Bidder refuses the request of OMC to extend its bid, the EMD of such Bidder will be returned to the Bidder and such bid will not be evaluated further.
- 8.9 **Issue of clarifications:** Bidders may also send their queries by email to the Nodal officer; queries received after the last date for sending queries (as per the Schedule for the Tender) may not be considered by OMC. The responses to the queries received shall be published by OMC on its website and also on the e-procurement portal of the Government of Odisha and the same shall also be considered to be a part of the tender documents; however, the source of queries shall not be mentioned.
- 8.10 **Issue of corrigendum / amendment:** At any time prior to the Bid Due Date, OMC may at its own initiative or in response to a query or clarification requested by a prospective Bidder if found appropriate, issue a corrigendum/ amendment to the tender documents, which shall be available for download on its website and also on the e-procurement portal of the Government of Odisha and the same shall also be considered to be part of the tender documents. Therefore, the Bidders are requested to visit the website of OMC as well as the e-procurement portal of the Government time to time to get themselves updated. In order to give Bidders reasonable amounts of time to take into account such corrigendum / amendment, OMC may at its own discretion also extend the Bid Due Date.

8.11 **Extension of Bid Due Date:** OMC may, at its discretion, extend the Bid Due Date which shall be related as an act of amendment of this Bid document.

8.12 **Acknowledgement by the Bidder:** It shall be deemed that by submitting its bid, the Bidder has:

- i) made a complete and careful examination of the tender documents, including the proforma agreement;
- ii) received all relevant information requested from OMC;
- iii) accepted the risk of inadequacy, error or mistake in the information provided in the tender documents or furnished by or on behalf of OMC relating to any of the matters related to this tender or otherwise;
- iv) satisfied itself about the scope of work and services to be delivered/rendered and the extant conditions and all matters, things and information necessary and required for submitting an informed bid and for providing the required services in accordance with the tender documents including the contract (to be signed with OMC) and performance of all of its obligations thereunder;
- v) acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information said to be in the bidding documents or ignorance of any of the matters shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from OMC;
- vi) agreed to be bound by the undertakings provided by it under and in terms; and

OMC shall not be liable for any omission or commission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the tender documents or the bidding process, including any error or mistake therein or in any information or data given by OMC.

8.13 **Right to accept or reject any/ all bids:** Notwithstanding anything contained in the Bid document, OMC reserves the right in its sole discretion, without any obligation or liability whatsoever, to accept or reject any or all of the Bids at any stage of the Bidding Process without assigning any reasons, thereof. Further OMC reserves the right to annul the Bidding Process and / or to reject any or all Bids at any stage prior to the signing of Agreement without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for OMC's action. Decision of OMC shall be final and binding in this regard. OMC reserves the right to reject any bid if at any time, a material misrepresentation is made or uncovered or if the bid received is conditional or qualified.

8.14 **Language of the bid:** The bid and all related correspondence and documents in relation to the bidding process shall be in the English language. Supporting documents and printed literature furnished by the Bidder with the bid may be in any other language provided that they are accompanied by translations of all the pertinent passages in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the bid, the English language translation shall prevail. The English translation

of the documents shall be carried out by professional translators and the translator shall certify that he/she is proficient in both languages in order to translate the document and that the translation is complete and accurate.

8.15 Bid to be submitted by Bidders: The bid to be submitted by Bidders shall consist of the Techno-Commercial Bid and the Price Bid.

8.15.1 **Techno-Commercial Bid:** Bidders shall have to submit their Techno-Commercial Bid on the e-procurement portal of the Government of Odisha. The Techno-Commercial Bid should consist of clear and legible scanned copies of all the required documents and should be submitted within the Bid Due Date, as indicated in the Schedule for the Tender. The Techno-Commercial Bid shall contain no information on the Price Bid of the Bidder. The Techno-Commercial Bid shall consist of all the documents as indicated in the Checklist -Annexure 6 of the Tender along with copy of Signed Checklist.

8.15.2 **Price Bid:** The Price Bid shall be submitted on the e-tender portal of the Government of Odisha as per the price bid format available in the e-Procurement portal against this tender. Annexure 4 is sample price bid only. The rates offered shall cover all the associated and incidental cost as applicable.

8.16 **Material deviation**

8.16.1 Bids shall be liable for rejection in case of material deviation as well as for submission false/forged documents. Apart from other conditions, material deviation shall include, inter alia, the following:

- i) The Techno-Commercial Bid or any accompanying document or Price Bid submitted by the Bidder is not in accordance with the formats given in this tender document.
- ii) The Techno-Commercial Bid is not accompanied by all the documents required to be submitted in terms of this tender document as per Clause 8.15.1
- iii) It does not contain all the information (complete in all respects) as requested in this tender document (in accordance with the formats provided in this tender document);
- iv) The Techno-Commercial Bid is not accompanied by documentary evidence of the credentials of the Bidder(s).
- v) The Techno-Commercial Bid or Price Bid submitted by the Bidder is conditional or qualified.
- vi) The bid submitted by the Bidder is not valid for the minimum bid validity period, as per Clause 8.8.
- vii) It is otherwise substantially/ materially in deviation of the terms and conditions of the tender document.

8.16.2 OMC may waive any nonconformity in the Bid that does not constitute a material deviation, reservation or omission. OMC may at its own discretion request a bidder to submit information or documentation, within a reasonable period of time (Refer Clause 8.19.3), to

rectify nonmaterial nonconformities in the Technical-Commercial Bid related to documentation requirements. Requesting information or documentation on such non-conformities shall not be related to any aspect of the Price Bid. Failure of the Bidder to comply with the request of OMC by the date specified therein, may result in the rejection of its Bid. OMC, however, is not bound to waive such non-conformity under this Clause 8.16.2.

- 8.17 **Bid preparation cost:** 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 OMC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and OMC 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.
- 8.18 **Opening of Techno-Commercial Bids:** The Techno-Commercial Bids shall be opened as per the schedule indicated in Schedule for the Tender.
- 8.19 **Evaluation of Techno-Commercial Bids:**
- 8.19.1 The Techno-Commercial Bids shall first be evaluated to determine whether they are complete, whether the required documents have been submitted in the correct formats and whether the documents have been properly signed by the Authorized Signatory and whether the Techno-Commercial Bid is generally in order. It will be determined whether the Techno-Commercial Bid is of acceptable quality, is generally complete and is substantially responsive to the tender documents. For purposes of this determination, a substantially responsive Techno-Commercial Bid is one that conforms to all the terms, conditions and specifications of the tender documents without any material deviations (as defined in Clause 8.16), objections, conditionalities or reservations.
- 8.19.2 A Techno-Commercial Bid which is not substantially responsive, may be rejected by OMC, and may not subsequently be made responsive by the Bidder by correction of the material deviations, as defined in Clause 8.16.
- 8.19.3 If required, OMC may ask Bidders to provide clarifications on the uploaded documents provided in the Techno-Commercial Bid, if necessary, with respect to any doubts or illegible documents. The Officer Inviting Tender may ask for any other documents of historical nature during Technical Evaluation of the tender. Non submission of legible documents may render the bid nonresponsive. The authority inviting bid reserves the right to accept any additional document. Such clarifications shall be submitted by the Bidder in the Upload Shortfall document section of the e-procurement portal or shall be submitted through email. The Bidders shall be allowed a maximum time period of 3 (three) working days for uploading on the e-procurement portal/ submitting the requisite shortfall documents through email. However, no changes in the Price Bid shall be sought, offered or permitted, nor shall the

documents sought be related to the EMD. No modification of the bid or any form of communication with OMC or submission of any additional documents, not specifically asked for by OMC will be allowed and even if submitted, they may not be considered by OMC. The Authority inviting Bid is not bound to accept/ consider any additional document submitted by the Bidder on his/ her/ its own will, without being called for to do so.

8.19.4 The responsive Techno-Commercial Bids shall then be evaluated in detail to determine whether they fulfill the eligibility criteria (as given in Chapter 7) and other requirements of the tender, such as submission of all the requisite documents as listed in Clause 8.15.1.

8.19.5 The Techno-Commercial Bids which fulfill the above criteria shall be evaluated further in accordance with the scoring criteria given in Clause 8.19.6 and a Technical Marks shall be assigned to each such Techno-Commercial Bid. Techno-Commercial Bids which do not fulfill the above criteria shall not be evaluated further and shall not be considered to be a technically qualified bid. Techno-Commercial Bids which fulfill the above criteria and which receive Technical Marks of 70 (seventy) or higher out of 100 shall be considered to be technically qualified bids.

8.19.6 The Technical Scoring criteria are specified below:

Sl. No.	Criteria	Maximum score	Marking scheme	Documents to be submitted in the Techno-Commercial Bid
1	Technical Capability	55		
1A	Number of Project successfully designed, developed and implemented a system/portal in the domain of Estate / Facility / Property / Accommodation / Space /workplace /Housing/ Society/ Residential/ Guest house/ Hospitality / Apartment Management System The system should cover at least one or more of the following functional areas: • Office Space Management • Residential / Staff Quarter Management • Guest House / Accommodation Management • Meeting Room / Conference Room	25	a) 20 marks b) Additional 2.5 marks for each additional project subject to maximum of 5 additional marks	Copies of relevant contracts or work orders or agreements containing the scope of services, the value of the contract or work order or agreement and completion certificate/Go-Live Certificate from their clients regarding successful completion of the services In case the completion certificate/Go-Live Certificate is not available from the client/ employer, certificate signed by the statutory auditor of the bidder, certifying scope and value of the events shall be submitted.

Sl. No.	Criteria	Maximum score	Marking scheme	Documents to be submitted in the Techno-Commercial Bid
	Booking a) As per Eligibility Criteria mentioned in clause 7.1 b) Additional project of value not less than 25 Lakh Applicable 5 (five) years shall be preceding five financial years of the bid due date (i.e. FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25 and FY 2025-26)			
1B	Number of years of experience in operation and maintenance of Estate Management Portal/System or Property/Asset Management System/Portal or Travel Management System/Portal during the last 5 (five) Years Applicable 5 (five) years shall be preceding five financial years of the bid due date (i.e. FY 2021-22, FY 2022-23, FY 2023-24, FY 2024-25 and FY 2025-26)	10	2 marks for every year of experience subject to maximum of 10 marks	Copies of relevant contracts or work orders or agreements containing the scope of services and completion certificate from their clients regarding successful completion of the services. In case the completion certificate is not available from the client/ employer, certificate signed by the statutory auditor of the bidder, certifying the detailed scope of work shall be submitted.
1C	The Bidder should have valid security and software development Certificates: a) CMMi level 3 or level 5 b) ISO 27001 c) ISO 20000	10	a) CMMi level 3 - 2 marks CMMi level 5 - 4 marks b) ISO 27001- 3 marks c) ISO 20000- 3 marks	Copy of valid CMMi/ ISO certificates issued by competent authorities

Sl. No.	Criteria	Maximum score	Marking scheme	Documents to be submitted in the Techno-Commercial Bid
1D	No of IT professionals in payroll of the bidder as on bid publication date: a) $\geq 50 - 100$ b) $> 100 - 200$ c) > 200	5	a) 3 marks b) 4 marks c) 5 marks	Declaration on company letterhead by Head of the company certifying the number of professional with Name, Employee ID, EPF number and experience
1E	The Bidder should have Presence in Odisha	5	a) Office in Odisha- 5 marks b) No presence- 0 mark	GST Registration document of Odisha
2	Financial capability	15		
2A	Average annual financial turnover of the Bidder during the last 3 (three) financial years a) 5-10 Crore b) $>10-50$ Crore c) More than 50 Crore Applicable 3 (three) financial years - FY 2022-23, FY 2023-24 and FY 2024-25	15	a) 10 marks b) 12.5 marks c) 15 marks	Copies of audited financial statements
3	Approach and Methodology	30		
3A	Technical Presentation shall be evaluated based on the following: - Understanding the Scope of Work - Approach and methodology - Team structure - Timeline - Risk and Mitigation plan - Demo of similar completed service		Only those bidders who will fulfil the Eligibility criteria (as given in Chapter 7) would be asked to give a presentation on their proposal. Copy of Presentation to be submitted at least one day before the declared date of presentation through mail to cmc@odishamining.in	
Technical marks		100		

8.20 Opening and Evaluation of Price Bids

8.20.1 The date and time of opening of the Price Bids shall be communicated automatically through portal to the technically qualified Bidders; the Price Bids of only technically qualified Bidders shall be opened. A comparative statement shall be prepared detailing each price component in the bid and including all components of the Price Bid, as per Clause 8.15.2. All the components of price bid (as described in Annexure 4) shall be considered to determine total Price Bid.

8.21 Preferred Bidder:

The Bidder who submits the lowest Price Bid shall be the Preferred Bidder. The Preferred Bidder shall be issued the LoA. OMC reserves the right to negotiate the price with the Preferred Bidder before issue of the LoA. The Preferred Bidder shall have to acknowledge and accept the LoA by returning a signed copy of the LoA within a period of 15 (fifteen) days of issue thereof, along with submission of the Performance Security, failing which the issued LoA may be cancelled and EMD of the Preferred Bidder shall be forfeited by OMC. In such a case, OMC reserves the right to approach the technically qualified Bidder(s) who has submitted the next lowest Price Bid and ask such Bidder(s) to match the L1 price and on acceptance of the same, issue a fresh LoA to such Bidder and proceed with such Bidder in terms of this Clause 8.21.

8.21.1 **Tie-Bidders:** In the event that 2 (two) or more technically qualified Bidders (the “Tie Bidders”) have submitted the lowest Price Bid, the Bidder with the highest Technical Score shall be considered as the Preferred Bidder.

8.22 **Signing of Agreement:** Within 15 (fifteen) days of receipt of the signed copy of the LoA, along with the Performance Security, the Agreement shall be signed by the Preferred Bidder, failing which the Performance Security shall be forfeited and appropriated by OMC. Upon signing of the Agreement, the preferred Bidder shall be considered to be the “**Successful Bidder**”. The pro-forma of the Agreement is provided in Annexure 2A hereof. Post signing of the Agreement, OMC shall issue Service Order(s) to the Successful Bidder.

8.23 **Performance Security:** The formula for calculating the amount of Performance Security is indicated in the Data Sheet. The Selected Bidder shall submit the Performance Security at the Head Office of OMC upon issue of LoA within a period of 15 (fifteen) days. Performance Security shall be in the form of a Bank Guarantee from any Nationalised/ Scheduled Bank invocable at their branch in Bhubaneswar as per the format given in Annexure 8 or in the form of demand draft from a scheduled commercial bank and payable in Bhubaneswar, Odisha. Performance Security in the form of BG/eBG should be operable for invocation at any Nationalised/ Scheduled bank at Bhubaneswar.

The Performance Security will be valid for 15 (fifteen) months for each Contractual Year and the Performance Security shall be extended and adjusted for the next Contractual Year upon receiving the letter from OMC to commence the subsequent Contractual Year’s operation. The Performance Security shall be released on completion of the scope of services and shall be released after a period of 60 (sixty) days post completion of the scope of services, as evidenced by issue of completion certificate by OMC designated officer/ key contact for this contract.

9. Additional Instructions to Bidders

9.1 Pre-bid meeting:

- 9.1.1 A pre-bid meeting shall be organized by OMC; the date and time of the pre-bid meeting is indicated in the Schedule for the Tender. Bidders wishing to attend the pre-bid meeting should inform OMC by email (sandipkumar.behera@odishamining.in/cmc@odishamining.in), along with the names and email ids of the officials/ representatives of the Bidder who would be attending the meeting, at least 1 (one) working days before the pre-bid meeting. OMC shall then send the invite for the pre-bid meeting to the email-ids that OMC would be receiving.
- 9.1.2 However, attendance of the Bidders at the pre-bid meeting is not mandatory. A maximum of two officials/ representatives from each Bidder may attend the pre-bid meeting. All costs of the Bidder related to attending the pre-bid meeting shall be borne by the Bidder.
- 9.1.3 The Bidder should share the list of queries before the pre-bid meeting as per format in Annexure 13.

10. Additional Information on E-tendering process

- 10.1 The e-tendering process shall be held on the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in). All the steps involved starting from hosting of tenders till determination of the Selected Bidder shall be conducted online on the e-procurement portal.
- 10.2 The Bidder will have to accept unconditionally the online user portal agreement which contains the acceptance of all the terms and conditions including commercial and general terms and conditions and other conditions, if any, along with on-line undertaking in support of the authenticity of the declarations regarding the facts, figures, information and documents furnished by the Bidder on-line in order to become an eligible Bidder. No conditional bid shall be allowed / accepted and will be rejected outrightly.
- 10.3 Deleted
- 10.4 The Bidder will submit their Techno-Commercial Bid and Price Bid on-line. The Bidders will have to upload a scanned copy of the Techno-Commercial Bid in Cover-I; the Price Bid is to be submitted in Cover-II.
- 10.5 **Procedure for bid submission and payment of Tender Paper Fee and EMD**
- 10.5.1 Log on to e-procurement portal: The Bidders have to log onto the e-procurement portal of the Government of Odisha (www.tendersodisha.gov.in) using their digital signature certificate and then search and then select the required active tender from the "Search Active Tender" option. Then the submit button can be clicked against the selected tender so that it comes to the "My Tenders" section.
- 10.5.2 Uploading of the Techno-Commercial Bid and the Price Bid: The Bidders have to upload the required Techno-Commercial Bid and the Price Bid, as mentioned in the tender document. OMC will not be responsible for any internet issues. Therefore, the bids shall be submitted much before the closing date and time. No complaint shall be entertained by OMC regarding internet issues on the last date of submission of Bids.
- 10.5.3 Payment of Tender Paper Fee and EMD: Tender Paper Fee and EMD shall be paid using a single banking transaction. The Bidders have to select and submit the bank name as available in the payment options. A Bidder shall make electronic payment using his/her internet banking enabled account with designated banks or their aggregator banks. The payment gateways of the designated banks (ICICI Bank) are integrated with the e-procurement portal. A Bidder having account in other banks can make payment using NEFT/RTGS facility of designated banks. Online NEFT/RTGS payment can be done using internet banking of the bank in which the Bidder holds his account, by adding the account number as mentioned in the challan as an interbank beneficiary.

Only those Bidders who successfully remit their EMD on submission of bids would be eligible to participate on the tender/bid process. The Bidders with pending or failure payment status shall not be able to submit their bid. Tender Inviting Authority, State Procurement Cell, NIC and the designated Banks shall not be held responsible for such pendency or failure.

- 10.5.4 **Bid submission:** Only after receipt of intimation at the e-procurement portal regarding successful transaction by Bidder, the system will activate the 'Freeze Bid Submission' button to conclude the bid submission process.
- 10.5.5 System generated acknowledgement receipt for successful bid submission: System will generate an acknowledgement receipt for successful bid submission. The Bidder should make a note of 'Bid ID' generated in the acknowledgement receipt for tracking their bid status.
- 10.5.6 Settlement of EMD on submission of bids: The Bank will remit the Earnest Money Deposit on cancellation of bids to respective Bidder's account as per direction received from Tender Inviting Authority through e-procurement system.
- 10.5.7 **Forfeiture of EMDs:** The forfeiture of EMD on submission of bid of defaulting Bidder may be occasioned for various reasons. In case the EMD Deposit on submission of bid is forfeited, the e-Procurement portal will direct the Bank to transfer the EMD value from the Pooling Account of SPC to the registered account of the Tender Inviting Authority, i.e. OMC.
- 10.5.8 **Price Bid:** The price bid containing the bill of quantity will be in Excel format (or any other format) and will be uploaded by OMC during tender creation. This will be downloaded by the Bidder and will be used to quote the Price Bid, inclusive of all taxes & duties etc. Thereafter, the Bidder will upload the same Excel file during bid submission in Cover-II. The L1 price will be decided for module as stipulated in the tender. The Price Bid of the Bidders will have no conditions. The Price Bid which is incomplete and not submitted as per the instructions given shall be summarily rejected by OMC without any further reference to the Bidder.
- 10.5.9 **Modification of bids:** Modification of the submitted bid shall be allowed online only before the Bid Due Date. A Bidder may modify and resubmit the bid online as many times as he may wish before the Bid Due Date. Bidder may withdraw only once its Bid online within the end date of Bid submission.
- 10.6 **Opening of Techno-Commercial Bids:** The Techno-Commercial Bids shall be opened as per the schedule given in the Schedule of Tender. The Techno Commercial bids (Cover-I) will be decrypted on-line and will be opened by the designated bid openers of OMC with their Digital Signature Certificates. The Techno-Commercial Bids shall be opened as per the schedule, irrespective of the number of bids received. Even in case of receipt of single bid, the Techno-Commercial Bid shall be opened for evaluation. In case no bids are received, the tender shall be automatically cancelled with approval of the competent authority of OMC.

- 10.7 **Evaluation of Techno-Commercial Bids:** The Techno-Commercial Bids shall be evaluated in terms of Clause 8.19. If required, OMC may ask Bidders to provide clarifications on their bid or provide shortfall documents within a period of 3 (three) working days. The Bidders will get this information on their personalized dash board under “Upload shortfall document/information” link. However, no changes in the Price Bid shall be sought, offered or permitted, nor shall the documents sought be related to the EMD or the Tender Paper Fee. No modification of the bid or any form of communication with OMC or submission of any additional documents which are not specifically asked for by OMC, will be allowed and even if submitted, they will not be considered by OMC. The Authority inviting the Bid is not bound to accept/ consider any additional document submitted by any Bidder on his/ her/ its own will without being called for to do so. Additionally, information shall also be sent by system generated e-mail and SMS, but it will be the Bidder’s responsibility to check the updated status/information on their personalized dash board at least once daily after opening of bid. No separate communication will be required in this regard. Non-receipt of email and SMS will not be accepted as a reason for non-submission of documents within prescribed time. The Bidder shall submit the requisite clarifications and the requested documents and in the Upload Shortfall document section of the e-procurement portal within the specified period and no additional time will be allowed for submission of the clarifications/ documents. In case of any failure of the Bidder to submit the requisite documents within the allowed timeframe, OMC shall proceed to evaluate its Techno-Commercial Bid without any further reference to the Bidder.
- 10.8 Based on the evaluation of the Techno-Commercials Bids, the list of technically qualified Bidders shall be prepared and the same shall be uploaded, along with the date and time of opening of Price bid in the portal and such Bidders shall also be informed through system generated e-mail and SMS alert. The Price Bid of such shortlisted Bidders shall be decrypted and opened on the scheduled date and time by the designated bid openers of OMC with their Digital Signature Certificates. The Bidders may view the price bid opening online remotely on their personalized dash board under the link “Bid Opening (Live)” and can see the Price Bid /BOQ submitted by all shortlisted Bidders.
- 10.9 A comparative statement of the Price Bids shall be generated by the e-procurement system. The same shall be downloaded and will be signed by the officers of OMC opening the Price Bids and submitted to the competent authority of OMC for approval and further necessary action. The comparative statement shall also be viewable to the participating Bidders whose Price Bids were opened. In case of tie bids, the same shall be dealt with in terms of Clause 8.21.
- 10.10 Upon approval and completion of the due process of OMC, the Selected Bidder shall be issued the LoA in terms of Clause 8.21. The LoA shall be sent through registered/ speed post to the office address of the Selected Bidder; a scanned copy of the Agreement/Service Order shall also be uploaded on the e-procurement portal.

Annexure 1: General Conditions of Contract-Services

1. Definitions

In the interpretation of the Contract and the general and special conditions governing it, unless the context otherwise requires:

- 1.1. "Contract Price" or "Contract Value" shall mean the price payable to the Service Provider under the Service Order / Agreement for the full and proper performance of his contractual obligations;
- 1.2. "Service Order" or "Contract" or "Agreement" shall mean the Service Order / Agreement and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto;
- 1.3. "Site" shall mean the place or places named in the Service Order / Agreement or such other place or places at which any work has to be carried out as may be approved by the OMC;
- 1.4. "Service Provider" or "Contractor" shall mean a firm or company with whom the Service Order / Agreement is placed and shall be deemed to include the supplier in successors (approved by OMC) representatives, heirs, executors, administrators and permitted assignee as the case may be;
- 1.5. "Services" means the services specified in the Service Order which the Service Provider has agreed to supply under Service Order / Agreement;

2. Scope of Services

- 2.1. Scope of Services shall be as defined in the Special Conditions of Contract and Annexure thereto.

3. Instructions, Direction & Correspondence

- A) All instructions and orders to Service Provider shall, excepting what is herein provided, be given by OMC.
- B) All the work shall be carried out under the direction of and to the satisfaction of OMC.
- C) All communications including technical/commercial clarifications and/or comments shall be addressed to OMC shall always bear reference to the Service Order / Agreement.
- D) Invoices for payment against Service Order / Agreement shall be addressed to OMC.
- E) The Service Order / Agreement number shall be shown on all challans / invoices, communications, packing lists, containers and bills of lading (as applicable), etc.

4. Service Order / Agreement Obligations

- 4.1. If after award of the LoA, the Service Provider does not acknowledge the receipt of award or fails to furnish the Performance Security within the prescribed time limit (as the case maybe), the OMC reserves the right to cancel the LoA and forfeit the EMD.
- 4.2. Once a Service Order / Agreement is accepted and confirmed and signed, the terms and conditions contained therein shall take precedence over the Service Provider's bid and all previous correspondence.
- 4.3. The Service Order/ Agreement shall, in all respects, deemed to be and shall construe and operate as an Indian Contract in conformity with the Indian Laws.

5. Modification in Service Order / Agreement

- 5.1. All modifications leading to changes in the Service Order / Agreement with respect to technical and/or commercial aspects including terms of delivery of services, shall be considered valid only when accepted in writing by OMC by issuing amendment to the Service Order / Agreement. Issuance of acceptance or otherwise in such cases shall not be any ground for extension of agreed delivery date and also shall not affect the performance of Service Order / Agreement in any manner except to the extent mutually agreed through a modification of Service Order / Agreement.
- 5.2. OMC shall not be bound by any printed conditions or provisions in the Service Provider's Bid Forms or acknowledgment of Service Order / Agreement, invoices and other documents which purport to impose any conditions at variance with or supplemental to Service Order / Agreement.

6. Use of Service Order / Agreement Documents & Information

- 6.1. The Service Provider shall not, without OMC's prior written consent, disclose any approved plan, drawing, pattern, sample or information furnished by or on behalf of the OMC in connection therewith, to any person other than a person employed by the Service Provider in the performance of the Service Order / Agreement. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purpose of such performance.
- 6.2. The Service Provider shall not, without OMC's prior written consent, make use of any document or information enumerated in Clause 6.1 except for purpose of performing the Service Order / Agreement.

7. Patent Rights, Liability & Compliance of Regulations

- 7.1. Service Provider hereby warrants that the use of the services delivered hereunder will not infringe claims of any patent covering such service and Service Provider agrees to be responsible for and to defend at his sole expense all suits and proceedings against OMC based on any such alleged patent infringement and to pay all costs, expenses and damages which OMC may have to pay or incur by reason of any such suit or proceedings.

7.2. The Service Provider shall indemnify OMC against all third-party claims of infringement of patent, trade mark or industrial design rights arising from the services delivered by the Service Provider.

7.3. Service Provider shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely the OMC from any claims/penalties arising out of any infringements.

8. Performance Security

8.1. The Service Provider shall furnish Performance Security as per the terms and conditions provided in the Bid document.

8.2. The Performance Security shall be for due and faithful performance during the period of execution of the services and is liable for forfeiture in the following cases:

- If the successful Bidder fails to undertake the work after issuance of LoA, or
- If the Service Provider abandons the work before its completion or during its extended period, or
- If the work performed by the Service Provider is not as per the Agreement, or
- On breach of Service Order / Agreement by the Service Provider.

8.3. The proceeds of Performance Security shall be appropriated by the OMC as compensation for any loss resulting from the Service Provider's failure to complete his obligations under the Service Order / Agreement without prejudice to any of the rights or remedies the OMC may be entitled to as per terms and conditions of Service Order / Agreement.

8.4. Performance Security shall be extended by the Service Provider in the event of delay in completion of work, as defined in the Service Order / Agreement for any reason whatsoever. OMC's claim period shall remain valid for twelve months after the expiry of the guarantee/warranty/Defect Liability Period or till the satisfactory performance of the objectives of the Service Order / Agreement, whichever is later.

8.5. For the avoidance of doubt, it is hereby clarified, that the Performance Security shall not carry any interest.

9. Delivery of Services

9.1. Delivery of the Services shall be made by the Service Provider in accordance with terms specified in the Special Conditions of Contract.

9.2. The delivery terms are binding and essential and consequently, no delay is allowed without the written approval of OMC. Any request concerning delay will be null and void unless accepted by OMC.

10. Terms of Payment

- 10.1. Details about the method of payment, payment terms, billings, place of payment, etc. under this Service Order / Agreement shall be specified in the Special Conditions of Contract.
- 10.2. All payments shall be made in INR only and shall be made directly to the bank account of the Service Provider.
- 10.3. No advance shall be paid and no letter of credit shall be issued.
- 10.4. Payment shall be released within 30 (thirty) days after receipt of relevant documents complete in all respects.
- 10.5. No interest charges for delay in payments, if any, shall be payable by OMC.
- 10.6. Defective bills shall be returned to the Service Provider within 7 (seven) working days. No payment shall be made on defective/incomplete bills.

11. Subcontracting /out-sourcing/ sub-letting/ Assignment

The Service Provider is not allowed to subcontract, outsource, sub-let or assign the contract and scope of services, either partly or wholly, without the written approval of the designated official from OMC side for the services for which such subletting is sought. However, the OMC management reserves the full right to refuse any such approval to the Service Provider without being bound to provide any reason or rationale for such decision. Provided, nevertheless, that any such consent shall not relieve the Service Provider from any obligation, duty or responsibility under the Service Order / Agreement.

12. Cancellation/Termination of Service Order / Agreement

- 12.1. If the Service Provider fails to fulfil the terms and conditions of the Service Order / Agreement which are spelt out in the Tender Document, OMC shall have the right to terminate the Service Order / Agreement and award the total or balance work (if any) to any other Service Provider at the risk and cost of the said Service Provider after giving 30 days' notice to the Service Provider as to why the said work shall not be terminated and awarded to another entity at his/ her/ its risk and cost. Further the Service Order/Agreement could be terminated by OMC if:
 - i) There is a force-majeure situation,
 - ii) Service Provider has given false declaration or forged document including Affidavit along with the Bid/ during the Bidding process
 - iii) There is conflict of interest between OMC & Service Provider during the Service Order / Agreement execution,
 - iv) The Service Provider defaults in proceeding with the work as per the milestones and/or in complying with any of the terms and conditions, stipulated in the Service Order / Agreement,

- v) The Service Provider or firm or any of the partner represented by the Service Provider, in the subject Service Order / Agreement is adjudged as Insolvent by the concerned authority and further if the Service Provider has been wound up and dissolved,
- vi) The Service Provider assigns/transfers/sub-lets the entire work or a portion thereof without the approval of the Competent Authority of OMC,
- vii) The Service Provider offers to give or agrees to give gift or any other consideration tangible or intangible, as inducement or reward for seeking or offering benefits in the Service Order / Agreement as the case may be,
- viii) A court order or an order of a competent statutory forum is received in respect of the Service under consideration of the Service Order / Agreement.

Termination of the agreement shall not relieve the Service Provider of any obligations which expressly or by necessary implication survives termination. Except as otherwise provided in any provisions of the agreement expressly limiting the liability of the Service Provider, shall not relieve the Service Provider of any obligations or liability for loss or damage to OMC arising out of or caused by acts or omissions of the Service Provider prior to the effective date of termination or arising out of such termination. Even if Service Order / Agreement is terminated/abandoned prematurely, OMC reserves the right to deduct/impose penalties and shall remain indemnified, till such time all or any such claims are suitably addressed. OMC reserves the right to appropriate the Performance Security, as a genuine pre-estimated damages suffered by OMC for the non-performance by the Service Provider/ due to submission of false declaration or forged document including Affidavit along with the Bid/ during the Bidding process. OMC may also impose further penalties on the Service Provider such as holidaying/banning/blacklisting for a specific period of time. In all such cases, the decision of OMC shall be final. This notice shall be in accordance with Clause 12.1.

13. Right to risk for procurement / rendering of services

If the Service Provider fails to fulfill the terms and conditions of the Service Order / Agreement, OMC shall have the right to procure the services from any other party for the execution/ completion of the scope of services under the Service Order / Agreement and recover from the Service Provider all charges/expenses/losses/damages which may be suffered by OMC, at the risk and cost of the Service Provider, after giving 15 (fifteen) days of notice to the Service Provider. This will be without prejudice to the rights of OMC for any other action including termination of the Service Order / Agreement.

14. Force Majeure

14.1. "Force Majeure Event" means any event or circumstances or combination of events or circumstances which:

- A) Are beyond the reasonable control of the Party affected by such event (the Affected Party); and cannot by exercise of reasonable diligence, reasonable precautions and reasonable alternative measures (where sufficient time to adopt such precautions or alternative measures before the occurrence of such event or circumstances is available), be prevented or caused to be prevented;

- B) Materially and adversely affects such Party's performance of its duties or obligations or enjoyment of its rights under this Service Order / Agreement.
- 14.2. As soon as practicable and in any case within 7 (seven) days from the date of occurrence of a Force Majeure Event or the date of knowledge thereof, the Affected Party shall notify the other Party of the same in writing, setting out the details of the Force Majeure Event.
- 14.3. If the Affected Party is rendered wholly or partially incapable of performing any of its obligations under this Service Order / Agreement because of a Force Majeure Event, it shall be excused from performance of such obligations to the extent it is unable to perform the same on account of such Force Majeure Event.
- 14.4. If a Force Majeure Event described above, in the reasonable judgment of the Parties, is likely to continue beyond a period of 6 (six) months or any other period as stipulated in the Bid document, the parties may mutually decide to terminate the Service Order / Agreement or continue the Service Order / Agreement on mutually agreed revised terms.
- 15. Dispute Resolution**
- 15.1. Any dispute, difference or controversy of whatever nature howsoever arising under, or out of, or in relation, to this tender or the Service Order / Agreement (including its interpretation) between OMC and the Service Provider, and so notified in writing by either party to the other party shall, in the first instance, be attempted to be resolved amicably and the parties agree to use their best efforts for resolving all disputes arising under or in respect of this tender promptly, equitably and in good faith. In the event of any dispute between the parties, it is agreed that a discussion shall be held between the Service Provider and OMC within 7 (seven) days from the date of reference to discuss and attempt to amicably resolve the dispute. If such meeting does not take place within the 7 (seven) day period or the dispute is not amicably settled within 15 (fifteen) days of the meeting, the dispute, if referred to, shall be decided by the Civil Court of competent jurisdiction at Bhubaneswar. There shall be no arbitration between the Parties. The provisions of Arbitration & Conciliation Act, 1996 as amended from time to time, shall have no application to the present work.
- 15.2. Governing law and jurisdiction: This Service Order / Agreement shall be construed and interpreted in accordance with and governed by the laws of State and Central Government in force in India. The Courts at Bhubaneswar shall have exclusive jurisdiction over all matters arising out of or relating to this Service Order / Agreement.
- 16. Governing Language**
- The Service Order / Agreement shall be written in English language as specified by the OMC in the Instruction to Bidders. All literature, correspondence and other documents pertaining to the Service Order / Agreement which are exchanged by the parties shall be written in English language. Printed literature in other language shall only be considered, if it is accompanied by an English translation. For the purposes of interpretation, English translation shall govern and be binding on all parties.

17. Notices

Any notice given by one party to the other pursuant to the Service Order / Agreement shall be sent in writing or by email. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

18. Permits & Certificates

Service Provider shall procure, at his expense, all necessary permits, certificates and licences required by virtue of all applicable laws, regulations, ordinances and other rules in effect at the place where any of the work is to be performed, and Service Provider further agrees to hold OMC harmless from liability or penalty which might be imposed by reason of any asserted or established violation of such laws, regulations, ordinances or other rules.

19. General

19.1. The Service Provider shall be deemed to have carefully examined all Service Order / Agreement documents to its entire satisfaction. Any lack of information shall not in any way relieve the Service Provider of his responsibility to fulfill his obligation under the Service Order / Agreement documents.

19.2. The General Conditions of Contract (GCC)-Services shall apply to the extent that they are not superseded by provisions of other parts of the Special Conditions of Contract.

19.3. Losses due to non-compliance of Instructions

Losses or damages occurring to the OMC owing to the Service Provider's failure to adhere to any of the instructions given by the OMC in connection with the contract execution shall be recoverable from the Service Provider.

19.4. Recovery of sums due

All costs, damages or expenses which the OMC may have paid, for which under the Service Order / Agreement, the Service Provider is liable, may be recovered by the OMC (he is hereby irrevocably authorized to do so) from any money due to or becoming due to the Service Provider under this Service Order / Agreement or other Service Orders / Agreements and/or may be recovered by action at law or otherwise. If the same due to the Service Provider be not sufficient to recover the recoverable amount, the Service Provider shall pay to the OMC, on demand, the balance amount.

20. Liability and Indemnity

20.1. Service Provider shall indemnify, defend and hold OMC harmless against:

- a) any and all third party claims, actions, suits or proceedings against OMC, for any loss of or damage to property of such third party, or death or injury to such third party, arising out of breach by the Service Provider of any of its obligations under the Service

Order / Agreement, except to the extent that any such claim, action, suit or proceeding has arisen due to a negligent act or omission, breach of the Service Order / Agreement, or breach of statutory duty on the part of OMC, its suppliers and Service Providers, employees, servants or agents; and

- b) any and all losses, damages, costs, and expenses including legal costs, fines, penalties and interest actually suffered or incurred by OMC from third party claims arising by reason of breach by the Service Provider of any of its obligations under this Service Order / Agreement, except to the extent that any such losses, damages, cost & expenses including legal costs, fines, penalties and interest (together to constitute “Indemnifiable Losses”) have arisen due to negligent act or omission breach of the Service Order / Agreement, or breach of statutory duty on the part of OMC, its suppliers or Service Providers, employees, servants or agents or any of the representations; and
- c) to the extent of the value of free issue materials to be issued till such time the entire Service Order / Agreement is executed and proper account for the free issue materials is rendered and the left over / surplus and scrap items are returned to OMC. The Service Provider shall not utilize OMC’s free issue materials for any job other than the one contracted out in this case and also not indulge in any act, commission or negligence which will cause / result in any loss/damage to the OMC and in which case, the Service Provider shall be liable to OMC to pay compensation to the full extent of damage / loss and undertake to pay the same.

20.2. OMC remains indemnified (even if the Service Order / Agreement ends pre-maturely) towards all or any obligations due to OMC by the Service Provider and shall continue to remain in force till such time all or any such claims are suitably addressed.

21. Publicity & Advertising

Service Provider shall not without the prior written permission of OMC make a reference to OMC or any Company affiliated with OMC or to the destination or the description of goods or services supplied under the Service Order / Agreement in any publication, publicity or advertising media.

22. Holidaying/Banning/Blacklisting

22.1 Circumstances of Holiday Listing

Holiday Listing of a business concern/entity or supplier may be resorted to in following cases:-

- i. not responded to request for quotations/tenders consecutively 3 times without furnishing a valid reason,
- ii. performance is below specified standard and/or below approved /specified limits,
- iii. the service provider is undergoing any process for removal from registration and consequently banning and blacklisting.

22.2 Circumstances of Banning

Banning of a business concern/entity or supplier may be resorted to in following cases:-

- i. If the Proprietor or Partner or Director of the business concern/entity is convicted by a Court of Law, following prosecution under the normal process of Law for an offence involving moral turpitude in relations to business dealings;
- ii. If the business concern/entity refuses / fails to return OMC's dues without adequate cause;
- iii. If violation of important conditions of contract/agreement.
- iv. Any other violation as may be decided by the competent authority (MD)

22.3 Circumstances of Blacklisting

Blacklisting of a business concern/entity or supplier may be resorted to in following cases:-

- i. If security consideration of the state i.e. any action that jeopardize the security of the State.
- ii. If there is justification for believing that the Proprietor or Partner or Director of the Concern/entity has been guilty of malpractices such as bribery, corruption, cheating, fraud and tender fixing etc.
- iii. If the business concern/entity is blacklisted by any Department of the Central Government / State Government/Central PSU/State PSU.
- iv. If the business concern/entity is a concern/entity evader of Central / State taxes / duties for which OMC has received notice from the concerned department of Central / State Govt.
- v. If submission of false/fabricated/forged documents for consideration of a tender
- vi. Any other violation as may be decided by the competent authority (MD)

23. Insurance

- 23.1. The Service Provider will obtain an insurance policy covering all risks, damages, loss etc. The insurance cover in favour of employer shall be from the start date to the end of Defect Liability Period. Insurance shall cover the following.
- I. loss of or damage to the works, plant and materials
 - II. loss of or damage to Equipment
 - III. loss of or damage of property (except the Works, Plant, Materials and Equipment) in connection with the Contract and
 - IV. personal injury or death
- 23.2. Policies and certificates for insurance shall be delivered by the Service Provider to the Officer-in-Charge/Head of Department or his nominee for the approval before the start date of the Contract. All such insurances shall provide for compensation to be payable in the types and proportions of currencies required to rectify the incurred loss or damage.
- 23.3. If the Service Provider does not provide any of the policies and certificates required, OMC may take insurance which the Service Provider should have obtained and provided and recover the premiums from payments otherwise due to the Service Provider.

24. Statutory and Legal requirements

- 24.1. The Service Provider shall comply with all the statutory and legal requirements and requirements for obtaining license under the Contract Labour (Regulation and Abolition) Act 1970 and shall bear all necessary expenses in this regard.
- 24.2. The Service Provider shall abide by the applicable statutory provisions on minimum wages, payment of wages, EPF, ESI, gratuity, retrenchment, leave and leave encashment, health care, uniform and compensation to its employees and workmen.
- 24.3. The Service Provider shall not take any action in relation to handling of its personnel which may adversely affect the existing labour relations of OMC. The Service Provider has to maintain close liaison and cordial relations with the local people and the unions.

25. Compliances to policies and standards adopted or to be adopted by OMC

- 25.1. The Service Provider shall abide by and ensure compliance with the following policies and standards adopted or to be adopted by OMC:
- i) Social accountability standard SA8000 standard – details available at the website. OMC has adopted this certification standard. Towards this, the Service Provider shall ensure that all certification requirements applicable to it are met by it at its own costs. The selected bidder shall fill and submit the signed copy of Annexure 9: SA 8000 compliance format before signing of the agreement.
 - ii) ISO certification: OMC is an ISO 9001: 2000 certified organization. The Service Provider shall ensure that all certification requirements applicable to it are met by it at its own costs and to the satisfaction of OMC and the certifying authority.

26. Safety

- 26.1. The Service Provider shall comply with all the stipulations and requirements of DGMS as well as with other applicable laws concerning mine safety and as applicable and relevant to its scope of services. The Service Provider shall at all times be responsible to carry out all operations as per the extant applicable laws. The Service Provider shall also be responsible for complying with the statutory obligations of the state Pollution Control Board and other environmental and safety regulations. The Service Provider shall ensure that its operations create no hazards or disturbance for the surrounding inhabitants and areas.
- 26.2. OMC may from time to time audit the safety practices employed by the Service Provider and the Service Provider shall comply with the recommendations/ directions made by OMC as a result of such audit.
- 26.3. During the course of the contract period, if any accident occurs whether major or minor in which the Service Provider or its employees are involved or are responsible, the Service Provider shall immediately inform OMC without any delay.

- 26.4. The Service Provider shall indemnify OMC from any liability falling on OMC due to any accident, whether minor or major, or by any act of commission/omission by the Service Provider or by its representatives or by its employees. If OMC is made liable for any such claim by the court of law or any other authority, the same shall be reimbursed to OMC by the Service Provider as if OMC has paid on their behalf. The same shall be adjusted from the invoices payable by OMC to the Service Provider, if not paid within a period of 30 (thirty) days of such payment being made by OMC. The amount so paid by OMC on behalf of the Service Provider can also be recovered from the other Contracts of the Service Provider with OMC. If the amount so paid by OMC cannot be recovered in either of the two modes, in that event, the amount so paid by OMC on behalf of the Service Provider shall be treated as a Public Demand and recovered as per the provisions of O.P.D.R. Act, 1962 & Rules framed thereunder/ Civil suit may be instituted against the Service Provider for the purpose.

Annexure 2: Special Conditions of Contract

1. General:

These Special Conditions of Contract delete, amend or add to the clauses in the General Conditions of Contract. In the event of an inconsistency, these Special Conditions of Contract shall supersede or take precedence over the General Conditions of Contract to the extent of that inconsistency.

2. Background:

The Odisha Mining Corporation Limited (OMC) is a wholly owned corporation of Odisha State Government, established on 16th May 1956 with an objective to harness the mineral wealth of the State of Odisha through exploration, extraction as well as value addition. OMC is a gold category State PSU and one of the largest companies in the mining sector of the country.

There are various IT systems implemented in OMC to streamline the day-to-day transaction process. Now, OMC proposes to build a unified Office Facility Portal to digitize and streamline the management of various infrastructure and facility resources across all its locations. This system aims to provide a centralized platform for booking, managing, and maintaining office spaces, staff quarters, guest houses, and meeting rooms, along with a comprehensive support and maintenance ticketing system.

3. Objectives:

3.1 To develop a web-based and mobile application with WhatsApp integration that will:

- Enable real-time visibility and booking & allotment of office spaces, staff quarters, guest houses, and meeting rooms.
- Track availability and occupancy with visual mapping.
- Automate workflows for approvals.
- Manage facility support and maintenance through configurable routing based on activity and sub-activity.
- Offer dashboards and reports for effective decision-making.
- Ensure seamless user experience across HO, Delhi office, Paradeep Port, regional offices, and mine locations.

4. Scope of work:

4.1 Facility Overview

Location Type	Locations
Head Office (HO)	Bhubaneswar
Other Offices	New Delhi Office, Paradeep Port Office
Regions	Daitari, Barbil, JK Road, Gandhamardan, Koira, Rayagada, Khondalite
Mines	Multiple mines under each region

4.2 Modules Overview

4.2.1 Module 1: Office Space Management

Purpose: Manage allocation, availability, and occupancy of office spaces.

Features:

- Visual mapping of office spaces (interactive floor plans).
- Occupancy tracking by department/employee.
- Space booking requests and automated approvals.
- Historical occupancy and utilization data.
- Configurable space types (cabins, cubicles, halls, open seating).
- Document upload (floor plan, lease, etc.).

4.2.2 Module 2: Staff Quarter Management

Purpose: Manage application, allocation, maintenance, and occupancy of over 1500+ staff quarters.

Features:

- Interactive quarter mapping by colony/location.
- Quarters searchable by type (A, B, C, D), availability and occupant.
- Application for quarter allotment request based on grade, seniority, quarter type etc.
- Quarter allocation/release workflow with approval.
- Transfer requests, waitlist management.
- Maintenance history and service requests.
- Cost incurred against the service request or maintenance request.
- Occupancy reports and dashboards.

4.2.3 Module 3: Guest House Booking Management

Purpose: Facilitate reservation and usage of 30+ guest houses and 150+ rooms.

Features:

- Calendar and map-based room availability.
- Guest info registration with stay purpose.
- Multi-level approval based on designation.
- Meal service option with daily billing.
- Integration with HR travel module.
- Guest-wise and usage-based reporting.

4.2.4 Module 4: Meeting Room Booking Management

Purpose: Provide a platform to book and manage 25+ meeting rooms.

Features:

- Real-time availability calendar and visual floor plans.
- Booking for meetings with purpose, attendees, and resources.
- Optional add-ons: lunch/snacks, VC setup, guest house room.
- Approval routing (auto/manual based on meeting type).
- Email/WhatsApp reminders & post-meeting feedback.
- Usage logs and departmental reporting.

4.2.5 Module 5: Support & Maintenance Request Module

Purpose: Facilitate support and maintenance ticketing across facilities.

Features:

- Ticket creation by selecting module → activity → sub-activity.
- Smart routing to concerned team based on location and issue type.
- Real-time tracking and status updates.
- WhatsApp & mobile app-based request raising and updates.
- SLA-based escalation and closure rules.
- Daily/Monthly/Annual report and analytics.

4.3 Common Features Across Modules

- **Visual Interface:** Pictorial floor plans and status indicators with mouse-over details (color-coded for occupied, available, under maintenance).
- **Dynamic Workflow Engine:** Configurable approval workflows based on hierarchy, facility type, urgency, etc.
- **Notifications:** Integration with WhatsApp and Email for all approval, booking, and status notifications.
- **Reports & Dashboards:**
 - Role-based dashboards (Admin, Region Head, Facility Manager, Employee).
 - Daily/Monthly/Yearly MIS reports.
 - Occupancy vs capacity trends.
 - Booking vs cancellation trends.
 - SLA reports for support tickets.

4.4 Platform Requirements

Platform	Details
Cloud hosting	Hosting of the application in MeitY empaneled cloud environment. At least TIRE 3 data center, it should be within the geographical boundary of INDIA
Web App	Responsive portal accessible across browsers and devices.
Mobile App	Android & iOS app with full feature parity for booking & support.
WhatsApp Integration	Bot-enabled for raising tickets, receiving updates, approvals.

4.5 User Roles and Permissions

- Employee
- Facility Admin
- Approver (as per location and department)
- Support/Maintenance Personnel
- Region Admin
- Super Admin (Head Office oversight)

4.6 Security, Compliance & Audit

- Role-based access control.
- Complete audit trail for booking, approval, ticket updates.
- Regular backups and DR strategy.
- Secure API integration for HRMS, WhatsApp and SMS gateways.
- Data encryption and hosting on OMC's cloud infrastructure.

4.7 Deliverables

- Functional Requirement Specification (FRS)
- Wireframes for each module
- Mobile App UI/UX design
- Workflow matrix and routing logic
- Integration plan for WhatsApp and email gateways
- Training and user manual

5. Detailed scope for each module

5.1 Module 1: Office Space Management

5.1.1 Module Overview

The Office Space Management Module will serve as a centralized system to manage the allocation, booking, visualization, and tracking of office spaces (cabins, cubicles, halls, etc.) across all OMC offices and mines.

5.1.2 Purpose and Business Objective

- i) Ensure optimal utilization of office space across 20+ offices.
- ii) Enable real-time tracking of space occupancy, availability, and utilization.
- iii) Provide transparency in space allocation with visual mapping and reporting.
- iv) Streamline space booking with dynamic workflow-based approval system.
- v) Reduce administrative overhead and manual record-keeping.

5.1.3 Functional Requirements

5.1.3.1 Space Inventory Setup

- i) Admin should be able to configure office buildings, floors, and room layouts.
- ii) Each space (e.g., cubicle, cabin, hall, store) will have:
 - Space ID
 - Type (Cabin/Cubicle/Conference/Open Area etc)
 - Location (Office → Floor → Block)
 - Size (in sqft)
 - Asset allotted with the allocated space (Asset ID if any, Description, Type of Asset (Electrical/IT/Furniture etc), Sub category (AC, Desktop, Printer, Sofa etc) Provision to integrate with Asset Management system in future for auto fetch the Asset details.
 - Assigned department or employee (if applicable)
 - Status (Available / Occupied / Reserved / Under Maintenance)

5.1.3.2 Interactive Visual Mapping

- i) Display pictorial floor plans with color-coded status:
 - Green: Available
 - Red: Occupied
 - Yellow: Reserved
 - Grey: Under Maintenance
- ii) Hover-over tooltips showing:
 - Assigned user name, designation, and department
 - Space details (type, size, etc.)
- iii) Zoom, pan, and filter features (by floor, department, space type)

5.1.3.3 Booking Request Workflow

- i) Employee selects space from the visual interface or list view
- ii) Fills in request form with:
 - (a) Purpose of booking
 - (b) Duration (start date/time – end date/time)
 - (c) Departmental details
- iii) Booking routed to designated approver as per workflow rules
- iv) Approver can approve/reject with comments
- v) Notifications sent on each status update (via email and WhatsApp)
- vi) Link expense to specific space (e.g., cabin, hall etc.)
- vii) Option with Admin to book office space on behalf of employee.

5.1.3.4 Allocation and Occupancy Tracking

- i) Facility Admin assigns spaces permanently or temporarily
- ii) Transfers or reallocations supported with audit logs
- iii) View of historical occupancy and changes over time

5.1.3.5 Document Management

- i) Upload blueprints, lease agreements, or internal memos against each space
- ii) Versioning and access control

5.1.3.6 Notifications & Alerts

- i) Booking confirmation/cancellation alerts
- ii) Occupancy threshold alerts
- iii) Approver reminders for pending actions
- iv) WhatsApp integration for real-time updates

5.1.4 Technical Requirements

5.1.4.1 System Architecture

- i) Web-based application using responsive design
- ii) Android/iOS mobile app with near real-time sync

5.1.4.2 Integration Points

- i) **HRMS:** To fetch user details, role, department for workflow routing
- ii) **Outlook Calendar:** Optional sync with space booking
- iii) **WhatsApp API:** Notification engine for booking confirmation/alerts
- iv) **Active Directory (AD):** For user authentication and single sign-on (SSO)

5.1.4.3 Data Storage

- i) Space data stored hierarchically (OMC->Region/Head office->Mines/Units->Sites->Office → Floor → Room → Space)
- ii) Secure storage for documents and layout plans

5.1.4.4 Security & Access Control

- i) Role-based access for each feature
- ii) Field-level access control for space details and actions
- iii) Audit logs for create/update/delete actions
- iv) HTTPS and TLS 1.2+ for secure communication

5.1.4.5 Performance

- i) Fast rendering of floor plans with 000+ spaces
- ii) Real-time conflict checks during bookings

5.1.5 User Roles and Access Rights

Role	Access Level
Employee	View & request available spaces
Facility Admin	Manage allocations, view all statuses, upload docs
Approver	Approve/reject booking requests
Super Admin	Configure master data, manage access, run reports

5.1.6 Visual Interface Requirements

- i) Dashboard showing total, available, and occupied spaces
- ii) Office-wise and floor-wise drill-down
- iii) Toggle view: Visual map / List / Table
- iv) Color coding for different statuses
- v) Filters: By type, department, status, floor, etc.

5.1.7 Reports & Dashboards

Report Name	Frequency	Description
Space Occupancy Report	Real-time	Current occupancy vs availability
Allocation History Report	On-demand	Who occupied what, when
Department-wise Utilization Report	Monthly	Office space used by each department
Booking Request Status Report	Daily	Approved/Pending/Rejected bookings
Space Type Distribution Report	On-demand	Cubicle vs cabin vs shared space utilization
Monthly renovation expense report	Monthly	
Office-wise expense summary	On-Demand	

5.1.8 Approval Workflow Logic

- i) Based on space type and duration:
 - a. Short bookings (<1 day)
 - b. Long bookings (>1 day)
 - c. High-value space (conference halls)
- ii) Configurable per office/department
- iii) Delegation and escalation rules supported

5.1.9 Audit Trail & Logging

- i) Every booking, allocation, change logged with:
 - a. Timestamp
 - b. Action
 - c. Performed by
 - d. System-triggered or user-initiated
- ii) Downloadable logs for review by admin

5.1.10 Expenses Tracking

This module will allow tracking of expenses related to office infrastructure such as renovation and civil work through the following features:

- i) Expense Type: Capital or Operational.
- ii) Expense Category/Subcategory (e.g., Renovation, Electrical Work).
- iii) Linkage to space ID or maintenance request.
- iv) Cost Split: Material, Labour, Tax.

5.2 Module 2: Staff Quarter Management

5.2.1 Module Overview

This module will serve as a centralized platform to manage over 1,500 staff quarters across OMC's mining regions and residential colonies. It enables allocation, transfer, maintenance tracking, and occupancy monitoring with visual representations and automated workflows.

5.2.2 Purpose and Business Objective

- i) Digitize and automate quarter allotment, transfer, and surrender process.
- ii) Provide visual status of each quarter (occupied, available, under maintenance).
- iii) Enable employees to apply and track the status of their quarter applications.
- iv) Ensure transparency in housing allocation based on eligibility and seniority.
- v) Facilitate maintenance/service requests linked to the Support Module.
- vi) Managing expenses incurred against each maintenance work of quarters.

5.2.3 Functional Requirements

5.2.3.1 Quarter Inventory Management

Define and manage inventory of staff quarters:

- i) Block ID, Quarter ID, Type (A/B/C/D), Size, Location (Colony, Region, Unit),
- ii) Amenities (Garage, Garden, A/C, FAN etc.)
- iii) Status: Available / Occupied / Under Maintenance / Reserved
- iv) Occupant details (Employee ID, Name, Department, Allotment Date)
- v) Location wise different inventory

5.2.3.2 Visual Mapping Interface

- i) Visual layout of each colony or housing block
- ii) Color-coded indicators for:
 - a. Green – Available
 - b. Red – Occupied
 - c. Yellow – Under Maintenance
 - d. D Grey- Reserved
- iii) Mouse-over tooltips with:
 - a. Quarter number
 - b. Allottee details (Name, Employee Code, Department, Designation)
 - c. Occupancy duration (From-to, total duration)
- iv) Filters: By location, type, status, and department

5.2.3.3 Quarter Allotment Workflow

- i) Employee logs in to view available quarters
- ii) Applies for a quarter:
 - a. Selects preferred type/location etc
 - b. Uploads documents (e.g., transfer order, family details)
 - c. Provide Type under which applied ,(Child education, Self)
 - d. In case of self option for family quarter or bachelor accommodation.
 - e. Option to allot one quarter to multi agency people .
- iii) Request is routed based on:
 - a. Availability
 - b. Eligibility (grade, tenure)
 - c. Seniority list
- iv) Admin/Approver allots quarter after validation
- v) System sends notification and updates occupancy data

5.2.3.4 Transfer and Surrender Process

- i) Transfer request form available under self-service portal
- ii) System checks for available alternate quarters
- iii) Admin approves transfer or places on waitlist
- iv) Surrender form with move-out date and clearance checklist
- v) Quarter moves back to “Available” after inspection

5.2.3.5 Waitlist Management

- i) Employees can apply and be queued for specific quarters
- ii) Waitlist visible to Housing Admin with auto-priority rank
- iii) System notifies employee when a preferred quarter becomes available

5.2.3.6 Maintenance History & Requests

- i) Link with Support Module for:
 - a. Plumbing, electrical, sanitation issues, etc.
- ii) View maintenance history per quarter
- iii) Raise ticket directly from quarter details screen

5.2.3.7 Document Management

Upload scanned documents per quarter:

- i) Allotment orders
- ii) Occupancy certificate
- iii) Lease agreement (if any)

5.2.3.8 Notifications & Alerts

Email and WhatsApp notifications for:

- i) Application status
- ii) Approval/Rejection updates
- iii) Upcoming expiry of allotment
- iv) Maintenance ticket updates

5.2.4 Technical Requirements

5.2.4.1 Architecture

- i) Centralized web-based application
- ii) Native Android/iOS app with offline notification sync

5.2.4.2 Integration

- i) **HRMS Integration:**
 - a. Fetch employee profile, eligibility, grade
- ii) **Support Module Integration:**
 - a. Link service tickets to quarters
- iii) **WhatsApp Business API:**
 - a. For updates and reminders
- iv) **AD Integration:**
 - a. Role-based access and authentication

5.2.4.3 Data Model

- i) Quarters stored by Region → Colony → Block → Unit
- ii) Linkage with Employee ID and maintenance records

5.2.4.4 Security & Access

- i) Role-based access:
 - a. Employees can view/apply
 - b. Admins can allocate/update
- ii) Action logs and audit trail
- iii) End-to-end encrypted communication

5.2.4.5 Performance

- i) Handle up to 10,000 quarter records across multiple locations
- ii) Optimized visual UI to avoid rendering delays

5.2.5 User Roles and Access Rights

Role	Access Level
Employee	View & apply for quarters, track requests
Housing Admin	Manage allocations, transfer, waitlist
Regional Admin	Oversee allocation within assigned region
Approver	Validate and approve quarter applications
Super Admin	System setup, reports, and audits

5.2.6 Visual Interface Requirements

- i) Colony/Block map with:
 - a. Color-coded quarters
 - b. Clickable unit details
 - c. Filter and zoom
- ii) Sidebar panel for:
 - a. Allottee info
 - b. Application links
 - c. Ticket history (from support)

5.2.7 Reports & Dashboards

Report Name	Frequency	Description
Occupancy Report	Real-time	Allocation status of each colony
Quarter History Report	On-demand	Timeline of occupants for each unit
Application Status Report	Daily	Pending, Approved, Rejected
Maintenance History Report	Monthly	Issue categories per quarter
Eligibility vs Allocation Gap	On-demand	Comparison of eligible employees vs allotments
Colony/region-wise expense	On-demand	
Type-wise maintenance cost (A/B/C/D quarters)	On-demand	
Repeat maintenance analysis	On-demand	

5.2.8 Approval Workflow Logic

- i) Configurable per location and employee grade:
 - a. Type A → Regional Head + Housing Admin
 - b. Type B/C/D → Housing Admin only
- ii) Auto-escalation if pending for more than X days
- iii) Transfer and surrender follow the same hierarchy

5.2.9 Audit Trail & Logging

- i) Log every action:
 - a. Application submitted
 - b. Approved/Rejected with comments
 - c. Transfers and reallocations
- ii) Logs downloadable by admin
- iii) Linked to employee ID and IP/device (for security)

5.2.10 Expenses Tracking

This module enables expense logging for maintenance and repairs of staff quarters with these features:

- i) Expense Type: Maintenance/Operational.
- ii) Activity Category (e.g., Plumbing, Electrical, Painting).
- iii) Linkage to quarter ID and maintenance request.
- iv) Cost Components: Labour, Material, Taxes.

5.3 Module 3: Guest House Booking

5.3.1 Module Overview

This module will manage the end-to-end reservation, allocation, approval, and billing of guest house rooms across OMC's 30+ guest houses comprising 150+ rooms. It supports bookings for both internal (employees) and external (official guests) visitors and integrates with travel and hospitality workflows.

5.3.2 Purpose and Business Objective

- i) Digitize the guest house booking process with transparency and accountability.
- ii) Maintain a live inventory of all rooms, their occupancy, and status.
- iii) Automate booking approvals based on role, purpose, and guest category.
- iv) Link additional services like meals, transport, and meeting room bookings.
- v) Generate detailed reports for billing, usage analysis, and audits.

5.3.3 Functional Requirements

5.3.3.1 Guest House and Room Inventory Setup

Admin creates and configures:

- i) Guest House Name, Address, Region, Unit/Mines, Location
- ii) Rooms with Room ID, Type (AC/Non-AC, VIP/Standard), Capacity
- iii) Status: Available / Occupied / Blocked / Under Maintenance
- iv) Amenities (TV, AC, Wi-Fi, etc.)

5.3.3.2 Room Booking

Employee/Approver initiates a room booking request:

- i) Purpose: Official Visit, Personal, Guest of Employee, External Dignitary
- ii) Guest details: Name, ID, contact, gender, designation (if external)
- iii) Check-in and check-out date/time
- iv) Room preferences and add-on services (meals, vehicle, etc.)

5.3.3.3 Approval Workflow

- i) System routes request as per configured logic:
 - a. Official Booking: Auto-approve up to certain level, else send to HOD/Admin
 - b. Guest of employee: Department Head + Facility Manager
 - c. External guests: Additional layer of approval by Admin/HO
- ii) Approvers receive email/WhatsApp alerts with one-click approval link

5.3.3.4 Calendar View and Conflict Detection

- i) Visual room calendar with daily/weekly/monthly views
- ii) System auto-checks for conflicts and displays alternate options

5.3.3.5 Check-In and Check-Out Process

- i) Admin marks guest check-in with optional ID verification
- ii) Check-out screen records:
 - a. Departure date/time
 - b. Services availed
 - c. Room condition remarks
- iii) Generates automated invoice (if required) for internal billing or audit

5.3.3.6 Meal Booking and Add-ons

- i) Option to select meals during booking:
 - a. Breakfast, Lunch, Dinner, Snacks
 - b. General Meal, VIP Meal, VVIP Meal, etc
- ii) Admin inputs actual meal consumption for billing
- iii) Transport and other services (e.g., cab) may be attached and costed

5.3.3.7 Guest Register & History

- i) Maintains log of all guests with searchable filters
- ii) Check-in/out summary for audit purposes

5.3.3.8 Notifications

- i) Booking confirmation, reminders, and check-in alerts via:
 - a. Email
 - b. WhatsApp
- ii) Approver alerts for pending actions

5.3.4 Technical Requirements

5.3.4.1 System Architecture

- i) Centralized web and mobile application
- ii) Guest House Manager app for real-time room management

5.3.4.2 Integration Points

- i) **HRMS:** To fetch employee and designation details
- ii) **WhatsApp API:** Booking and approval communication
- iii) **Email Server:** Booking slips, approval links
- iv) **Support Module:** Raise maintenance for rooms on check-out
- v) **Travel Management Module (optional):** Sync booking with travel itinerary

5.3.4.3 Data Handling

- i) Store guest records securely
- ii) Maintain room status history and service logs
- iii) Attach ID documents or government-issued proofs

5.3.4.4 Security

- i) Role-based access: Employees, Admins, Approvers, Finance
- ii) Document upload protection (e.g., photo ID)
- iii) Logging of all booking/modification/cancellation actions
- iv) OTP-based validation (optional) for external guest check-ins

5.3.5 User Roles and Access Rights

Role	Access Description
Employee	Book rooms, view status
Guest House Manager	Approve/check-in/out, manage inventory
Approver (Dept Head)	Approve bookings based on designation
Admin/HO	Set policies, override approvals
Finance (Optional)	View billing reports, occupancy costs

Visual Interface Requirements

- i) Room Calendar View (by guest house)
- ii) Color-coded availability:
 - a. Green: Available
 - b. Orange: Reserved
 - c. Red: Occupied
 - d. Grey: Maintenance
- iii) Guest detail view pop-ups
- iv) Toggle between list and calendar view
- v) Quick filters: Guest name, dates, room type, purpose

5.3.6 Reports & Dashboards

Report Name	Frequency	Description
Room Occupancy Report	Real-time	Guest house-wise status
Booking Summary Report	Daily	Confirmed, Pending, Cancelled
Guest Register	On-demand	Check-in/out log with filters
Meal Consumption Report	Monthly	Meal cost by guest and date
Billing Summary (if applicable)	On-demand	Billable usage and services
Monthly guest house cost analysis	Monthly	
Cost per guest night	On-demand	
Meal cost recovery vs. actual expense	On-demand	

5.3.7 Approval Workflow Logic

- i) Configurable per region or guest house
- ii) Approval hierarchy based on:
 - a. Guest type
 - b. Designation
 - c. Room category
- iii) Optional fast-track for internal VIPs or system-generated bookings
- iv) Escalation if pending > X hours

5.3.8 Audit Trail & Logging

- i) Logs all booking actions, approvals, cancellations
- ii) Logs who approved, who modified, with timestamps
- iii) Exportable in PDF/Excel for compliance audits

5.3.9 Expenses Tracking

Track expenses for hospitality services rendered at guest houses via:

- i) Service Category: Meals, Laundry, Transport, Room Cleaning.
- ii) Linkage to Guest Booking ID.
- iii) Vendor or In-house Service Flag.
- iv) Meal-wise Consumption Entry.
- v) Department-wise Booking Mapping.

5.4 Module 4: Meeting Room Booking

5.4.1 Module Overview

This module will manage the reservation, scheduling, approval, and usage tracking of 25+ meeting rooms across OMC's offices and regional locations. It will offer a real-time calendar view, resource add-ons, and a streamlined approval system.

5.4.2 Purpose and Business Objective

- i) Streamline the process of booking meeting rooms across departments and locations.
- ii) Avoid double-booking and enhance transparency in room usage.
- iii) Enable booking of auxiliary services (e.g., VC setup, snacks, IT support).
- iv) Provide audit logs and reports to monitor usage and cost.
- v) Allow users to view availability and book via mobile, web, or WhatsApp.

5.4.3 Functional Requirements

5.4.3.1 Room Inventory Management

Configuration of:

- i) Room ID, Name, Location (Office → Floor)
- ii) Seating capacity, VC capability, projector availability
- iii) Time slots (e.g., 30-min, 1-hour intervals)
- iv) Status: Available / Reserved / In-use / Maintenance

5.4.3.2 Room Inventory Management

- i) Employee selects:
 - a. Meeting Room, Date, Time slot(s)
 - b. Purpose of meeting, Attendees
 - c. Add-on services (snacks, VC setup, IT support)
- ii) Attach meeting agenda or supporting documents (PDF/DOC)

5.4.3.3 Approval Workflow

- i) Based on:
 - a. Type of meeting (Internal, Vendor, VIP)
 - b. Location and room type (e.g., Executive boardroom)
 - c. Time sensitivity (emergency meeting = auto-approve)
- ii) Approver receives WhatsApp/email notification with approval link
- iii) Admin override for urgent bookings

5.4.3.4 Calendar Interface

- i) Room calendar with:
 - a. Daily/Weekly/Monthly views
 - b. Visual indication of slots (Free / Booked / Blocked)
- ii) Filters: Room type, capacity, VC-equipped, Office location
- iii) One-click booking from calendar grid

5.4.3.5 Auxiliary Services Booking

- i) Users can request:
 - a. VC setup
 - b. Catering/snacks
 - c. Laptop/projector
 - d. IT or Housekeeping support
- ii) Request routed to respective service teams with auto-assignment

5.4.3.6 Conflict Detection & Auto-suggestions

- i) Auto-blocks double-bookings
- ii) Suggests alternate rooms or slots if selected one is unavailable

5.4.3.7 Notifications

- i) Booking confirmation, reminder 15 mins before meeting
- ii) Alerts to auxiliary teams (IT, catering, etc.)
- iii) Post-meeting feedback option (optional)

5.4.4 Technical Requirements

5.4.4.1 System Architecture

- i) Centralized web-based system and mobile application
- ii) Modular API-based integration with add-on services

5.4.4.2 Integration

- i) **Email/Outlook/Google Calendar:** Optional sync for meetings
- ii) **WhatsApp:** Notifications, confirmations, and reminders
- iii) **Support Module:** Service team assignments
- iv) **HRMS/AD:** To fetch department/role details for routing

5.4.4.3 Data Handling

- i) Storage of booking records, meeting metadata, feedback
- ii) Linking of support service logs to specific bookings

5.4.4.4 Security & Compliance

- i) Role-based access:
 - a. Employees: Booking
 - b. Department Heads: Approval
 - c. Facility Admin: Override and view
- ii) Time-stamped audit logs
- iii) SSL encryption of all data exchanges

5.4.5 User Roles and Access Rights

Role	Access Description
Employee	Book meetings, view room calendar
Approver	Approve bookings based on rules
IT/Catering Staff	Receive service requests, mark completion
Facility Admin	Manage inventory, view all bookings
Super Admin	System-wide configuration and reporting

5.4.6 Visual Interface Requirements

- i) Calendar grid for each meeting room (color-coded slots)
- ii) Tooltips with meeting details on hover
- iii) Quick book panel with pre-filled fields
- iv) Real-time filter and availability check

5.4.7 Reports & Dashboards

Report Name	Frequency	Description
Room Usage Report	Daily/Monthly	Booked hours vs availability
Department-wise Booking Report	Monthly	Usage by departments
Add-on Services Consumption Report	Monthly	Count of VC/snacks/projector requests
Approval Trend Report	On-demand	Time taken per approval, rejected bookings
Conflict & Override Report	On-demand	Manual overrides and conflicts logged
Monthly snack/VC setup costs	On-demand	
Meeting-wise expense ledger	On-demand	
Department-wise consumption pattern	On-demand	

5.4.8 Approval Workflow Logic

- i) Configurable logic per room type and booking window:
 - a. Short meetings (<30 mins) → Auto-approved
 - b. VIP or external guest meetings → Requires dual approval
 - c. Repeated bookings → Pre-approval for fixed days
- ii) Escalation logic if pending > 1 hour
- iii) Approver substitution for planned absence

5.4.9 Audit Trail & Logging

- i) Track every action:
 - a. Booking created/modified/cancelled
 - b. Approvals, Rejections
 - c. Service team completion logs
- ii) Exportable audit logs for internal use

5.4.10 Expenses Tracking

This module includes booking-related expenses such as snacks, VC setup, and logistics via:

- i) Service Category: Snacks, Tea, VC Setup, IT Support.
- ii) Link to Meeting ID and Schedule.
- iii) Expense Entry: Per Service/Item Level.

5.5 Module 5: Support & Maintenance Request

5.5.1 Module Overview

This module acts as a centralized digital helpdesk system where employees can raise maintenance or service requests related to staff quarters, office spaces, guest houses, and meeting rooms. It routes each request dynamically to the concerned personnel/team based on category, location, and activity type and enables real-time tracking, escalations, and reporting.

5.5.2 Purpose and Business Objective

- i) Digitize and automate the facility support and maintenance process.
- ii) Route requests intelligently to relevant teams without manual intervention.
- iii) Track progress and closure of each issue with defined SLAs.
- iv) Ensure transparency and accountability with audit logs and reporting.
- v) Enable support via multiple channels: web, mobile, and WhatsApp.

5.5.3 Functional Requirements

5.5.3.1 Request Submission

- i) Users raise requests by selecting:
 - a. **Module:** Office, Quarter, Guest House, Meeting Room
 - b. **Activity:** Electrical, Plumbing, AC, Housekeeping, Internet, etc.
 - c. **Sub-activity:** Fan repair, Pipe leakage, AC cooling issue, etc.
- ii) Fields captured:
 - a. Location details auto-filled or selected
 - b. Description, priority (Low, Medium, High)
 - c. Optional photo or file attachment

5.5.3.2 Auto-Routing and Assignment

- i) System dynamically assigns the request to:
 - a. Designated team/technician based on activity, sub-activity, and location
- ii) Escalation routing if:
 - a. Technician is not assigned in X minutes
 - b. Issue not resolved in SLA time

5.5.3.3 Real-Time Tracking

- i) Requestor can track status:
 - a. Assigned, In Progress, On Hold, Completed, Closed
- ii) Time-stamped logs of each action/response
- iii) Technicians update progress via mobile app or web interface

5.5.3.4 WhatsApp and Mobile Support

- i) Raise a support ticket via WhatsApp bot
- ii) Get real-time status updates and reminders
- iii) Mark issues resolved with feedback through mobile interface

5.5.3.5 Feedback and Closure

- i) Once the issue is marked “Resolved”, user receives notification
- ii) Feedback collected:
 - a. Rating (1–5 stars)
 - b. Comments
- iii) Admin verifies and marks ticket “Closed”

5.5.3.6 Service Master Configuration

- i) Admin configures:
 - a. List of activities/sub-activities
 - b. Team mapping per region or department
 - c. SLA times per category (e.g., 2 hours for AC repair)

5.5.4 Technical Requirements

5.5.4.1 Architecture

- i) Service-oriented architecture with modular activity routing
- ii) Web app + mobile app + WhatsApp interface

5.5.4.2 Integration Points

- i) **HRMS/Active Directory:** For user identity and role mapping
- ii) **WhatsApp Business API:** Ticket raising, notifications, reminders
- iii) **Modules 1–4:** To link tickets to specific assets (rooms, quarters, etc.)

5.5.4.3 SLA Monitoring Engine

- i) Configurable per activity/sub-activity
- ii) Sends reminders and escalates tickets automatically
- iii) SLA dashboard with average resolution time metrics

5.5.4.4 Data Security

- i) Access based on user roles
- ii) All requests logged with user ID, timestamp, and IP/device
- iii) Attachments and sensitive info encrypted

5.5.5 User Roles and Access Rights

Role	Access Description
Employee	Raise & track support requests
Technician	View assigned requests, update progress
Supervisor/Admin	Assign, monitor, close tickets
Escalation Officer	Handle overdue or escalated issues
Super Admin	Configure SLAs, reports, master setup

5.5.6 Visual Interface Requirements

i) Employee Portal:

- a. Raise ticket wizard
- b. View open/past tickets
- c. Real-time status cards with color-coded tags

ii) Admin Dashboard:

- a. Open vs closed tickets
- b. Tickets by location, category
- c. SLA compliance chart

5.5.7 Reports & Dashboards

Report Name	Frequency	Description
Ticket Volume Report	Daily	Count of requests per category
SLA Compliance Report	Monthly	% of tickets resolved on time
Technician Performance Report	Monthly	Avg response time, ticket closure rates
Escalation Report	Weekly	Tickets auto-escalated with reasons
Feedback & Satisfaction Report	Monthly	User ratings and comments
SLA compliance	On-Demand	
Category-wise cost (AC, plumbing, etc.)	On-Demand	
Region-wise ticket cost comparison	On-Demand	

5.5.8 Approval Workflow Logic

- i. Generally, no approvals required for routine tickets.
- ii. Optional routing for:
 - a. High-priority requests needing budget or department intervention
 - b. External vendor involvement
- iii. Configurable logic:
 - a. Priority-based routing
 - b. Activity-specific handling rules

5.5.9 Audit Trail & Logging

- i) Every action recorded:
 - a. Ticket raised, assigned, updated, closed
 - b. Device, user ID, timestamp
- ii) Logs stored for at least 2 years for audit
- iii) Exportable logs for external review

6. Deliverables

The Estate Management Portal implementation shall include (but is not limited to) the following key deliverables:

6.1 Software

Design, Develop, customize, install and configure Estate Management Portal to facilitate seamless integration with OMC's existing HRMS system.

6.2 Implementation Services

The implementing agency for Estate Management System must develop a comprehensive and detailed approach and strategy for the implementation of ESTATE Management System for OMC including, but not limited to the following (ESTATE Management System Implementer may propose others, based on their strategy / methodology):

- Project Scope and Plan
- Overall implementation plan and work plan (in phases)
- Testing plan
- Training plan
- Go-Live plan
- Post Go-Live support

Customization / Development should be done in a manner that it gives a reasonable assurance of upward compatibility with future versions of the platform.

The solution should meet industry standards and quality control parameters.

All the development must meet the requirements for security, performance, ease of use for operations, administration and management. Typically only industry standard methodologies should be used.

6.3 Testing Services

Conduct testing for the system, application and any customized components. Testing shall include, but not limited to the following (ESTATE Management System Implementer may propose others, based on their strategy / methodology):

- Unit Testing
- System Integration Testing (ESTATE Management System Implementer)
- User Acceptance Testing (UAT) Facilitation
- Training

Functional and technical training to business & IT staff in operating and using the solution including database and application software. ESTATE Management System Implementer should provide training on the application software and other areas to the project team

from OMC. The training duration will be suggested by the ESTATE Management System Implementer and shall be conducted in the OMC premises.

The test environment required for the training has to be set up by the ESTATE Management System Implementer before the training commences. The ESTATE Management System Implementer should provide detailed training on the solution to officials of OMC.

6.4 Managing Go-live event

ESTATE Management System Implementer will provide a detailed list of specific activities for go live event. The project plan submitted by the vendor must ensure that the activities are completed before the event.

Before the go-live event Cloud procurement, purchase and deployment should be completed. The go-live event will be dependent on the successful UAT sign-off.

6.5 Change Request Management

6.5.1 The basic functionalities of the Change Request tasks are as follows:

- Functional changes in the application
- Development of new modules/Form/Report in the existing Software
- Changes in the Core application framework
- Integration with any new system

6.5.2 The process to address the change request is as follows:

- Documenting change request requirement: The details of scope of change will be analyzed and documented. The implementing Agency will submit the effort and timeline for incorporation of changes in the application.
- Approval or disapproval of the change request: The Project team of OMC will discuss with the implementing Agency and approve or disapprove the change request submitted by the selected bidder.
- The implementation of the change Request - After the final decision is taken implementing Agency shall start the process of incorporation of changes in the application. The change will be implemented in accordance to the agreed cost, effort, and schedule.
- Validating CR implementation - The end user group/Project team of OMC will review the changes incorporated in the application and confirm on the same.
- CR Cost Request - The change request cost shall be calculated based on the man hour rate finalized in the tendering process. The bidder needs to quote the man-hour rate for Change Request component in the financial bid format. After receiving confirmation from OMC the implementing Agency shall raise the invoice.

6.5.3 The change request suggested by OMC shall be limited to 20 % of the value of this Project, however any variation beyond +20% of the total Contract value, requires the approval of Competent Authority.

6.5.4 There shall be no extra cost towards O&M for any change request implemented during the contract period.

6.6 Post Go-live support

The ESTATE Management System Implementer will provide handholding support for at least two month after Go-live stage to resolve all implementation, operational and production issues, if any.

The post Go-live support will address all user level queries, fixing bugs, incorporation of new requirements owing to legal, statutory and policy changes, upgrades, database administration, security, etc.

For this purpose, the successful bidder is required to provide the detailed processes to be followed for logging requests, assigning requests to specific individuals, recording resolution, tracking overall time taken for resolution, etc. The successful bidder must also submit an escalation matrix as part of deliverable. The successful bidder would also need to provide a detailed support plan with defined SLA's for issues reported by OMC, an escalation matrix for resolution as well as a plan to undertake any change requests that might be considered important.

6.7 Operational Support and Maintenance

Operational Support and Maintenance shall be provided for a period of 5 years after post go- live support of 2 months. O&M period(beyond the 5 year period) can be extended for a period of one year on satisfactory performance and at sole discretion of OMC.

6.8 Project Governance

ESTATE Management System Implementer should propose a suitable project manager/team with diversified expertise to meet the requirement of OMC. The manager/team will do the overall project management throughout the life cycle of the project to ensure successful completion of the project.

Project management will include the following:

- Ensure timely delivery of all the deliverable related to ESTATE Management System mentioned in this RFP.
- Manage the total project i.e. ESTATE Management System delivery, development/customization and implementation, coordination for site preparation
- Participate in all meetings
- Define and control project scope
- Monitor risk management aspects and project delays
- Ensure synchronization of all the activities of the project i.e. development, customization, implementation, training etc. in a time bound manner.

6.9 Change Adaptability

Implementation of new or changed business processes will affect users in OMC and require change in the functional processes followed. During implementation, the ESTATE Management System Implementer will help in creating and maintaining effective communication and change management vital to the successful adoption of the new or changed processes.

The ESTATE Management System Implementer shall ensure change management to ensure the successful implementation and usage of the ESTATE Management System by the officials of OMC. Towards this end the ESTATE Management System Implementer should detail out a plan to ensure change management focused on proper implementation and integration with SAP.

6.10 Non-functional Requirement

Sl. No.	System features
	Hosting
1	Bidder should provide the Managed cloud hosting services of the application on VPC/GCC cloud inside India with required data storage in data centre inside Geographical Location of India
2	The Data Centre should comply with at least Tier III standard and should be compliant to TIA-942 norms.
3	The Cloud service provider should be empaneled with Ministry Of Electronics & IT, Gol.
4	The bidder must ensure availability and uptime of the entire system landscape as per mentioned SLA parameter as mentioned under section 12 SLA & penalty
5	The bidder should provide system architecture and cloud hosting landscape, Backup plan with all resource details before implementation of Vendor Management System.
6	License/subscription will commence from actual hosting of application in production system after the UAT signoff, security audit certification & 2 months post Go-live support.
7	The vendor must provide a Vendor Management System (VMS) with two distinct environments: staging /pre-production, and Production (Prod). Each environment serves a specific purpose in the system lifecycle and must meet the following requirements: Staging/Pre-production: Dedicated for comprehensive testing, validation, performance and quality assurance of system functionalities and integrations. Prod: Live environment for day-to-day operations, managing supplier interactions, transactions and data having the following but not limited to typical industry standard production environment features: • High availability and reliability to support continuous operations and minimize downtime during critical business hours. • Scalability to accommodate growth in transaction volumes and data storage requirements over time. • Data backup, disaster recovery, and failover mechanisms to ensure data integrity and business continuity. • Compliance with industry standards, security regulations, and data protection laws applicable to production environments.
8	The Vendor Portal system must efficiently handle and store attachments, ensuring optimal performance and responsiveness. The Attachments shall include documents, images, and other file types associated with supplier interactions and transactions. • Response time for retrieving attachments should not exceed, 1000 milliseconds under normal operating conditions • This response time should be consistently achievable across different user loads and system usage scenarios. The Vendor may consider deploying industry standard solution in form of typical document management system or any alternative to achieve above mentioned functionality objectively.

Sl. No.	System features
	Security and Audit trails
1	The application should have message unicast/ multi cast/ broadcast facility to users for proper information dissemination.
2	The proposed solution should have facility to maintain audit log of changes carried out in the Vendor Portal system.
3	Should be able to export logs as a file or syslog for analysis, supporting log file formats such as RAW, .CSV, etc.
4	All system generated reports should be compatible to be printed on industry standard printers.
5	The application should be configured such that the access to the customer information must support user level authentication and access rights.
6	The application should be configured to enforce role-based access based on users, groups, roles, etc. The application should be configured to setup users, groups, roles, and their permissions.
7	The application should be configured to manage and provide access control to different modules so that not all users should be able to access all the modules.
8	The application should be implemented to delegate some additional functionality at the user level, e.g.: change password functionality should be given to user.
9	Complete and comprehensive security from unauthorized access and misuse should be available along with necessary audit trail detailing every user's activity.
10	Security audit for first year will be done by the vendor through a third-party certified vendor, before making the application live & after hosting of the application. For subsequent audit if required ,OMC may opted the service from vendor at quoted price.
11	The Bidder should have the network and data security of the application.
12	The application should have been through proper code integrity and validation testing. The application should be secured from all the latest malware and security vulnerability.
	Solution Capabilities
1	The Solution should have an appropriate interface through which it can be integrated with SAP/ERP at the application level. The implementing agency must be able to integrate the Vendor Management System with SAP.
2	Workflow should be an integral part of the solution and should interface with email systems supporting SMTP and IMAP.

Sl. No.	System features
3	The product/ solution should have the ability to generate report output directly in excel, PDF, text and XML.
4	The system should have the ability to allow users to Select column, Apply filters and sort orders, apply Aggregate functions, Drill down / drill up for creating their own views or reports and charts with ease wherever necessary. (Customizable report)
5	The future versions of the solution should support functionalities provided in the earlier versions.
6	Ability to support remote operation of System administration.
7	Client software for system users should be browser based or smart client based supporting Microsoft Internet Explorer/Mozilla Firefox/Google Chrome.
8	System should provide APIs for interoperability of the product with other systems.
9	The proposed solution should provide technical tools to configure & customize the technical features of the product.
10	Configuration of workflow, dashboards & searches should be possible in the technical tool.
11	User interface design should cover addition of fields, controls, tabs & grouping into flexible sets of functions on each form.
12	Should have the capabilities to integrate with other third-party like GEM portal, E Tender Portal, MSTC portal, EBG, etc.
	Web Portals
1	Must be SSL enabled & support secure (encrypted) access to the portal over the Internet/Intranet.
2	The solution is expected to be device agnostic/ responsive one which can be accessible seamlessly from various user devices like desktop, mobile, tab etc.
	User Access and Security
1	User friendly GUI based user administration.
2	Ability to group the customer based on commodity.
3	Should support single sign-on and encrypt user password.
4	Ability to configure the number of permissible log-in attempts
5	Ability to configure automatic time out for entry transaction
6	Ability to configure automatic time out (log out) for user
7	Should maintain error log.
8	Password policies should be configurable in the proposed solution.

Sl. No.	System features
	Scalability
1	The system should be scalable to allow increase in the number of users to at least 5 times the current number of users.
2	The proposed application & infrastructure should have ability to On- demand storage enhancement.
3	As per data retention policy the system should have provision of data archive.
	Localization
1	The system should have adequate localization to handle specific requirements of Indian Laws and regulations (Central and state), taxes and duties, and other regulations applicable.

7. Contract period

The contract shall be for a period of 6 (Six) Years from the effective date of the contract. The contract period consists of the delivery period, post Go-Live support and Operational Support and Maintenance. Effective Date of Contract shall be the date of Signing of the Agreement. The contract shall be extended for a period of one year at 5th Year rate and same terms & conditions based on sole discretion of OMC.

7.1 Delivery period

The Agency shall complete the implementation of the project within a timeframe of 40 (Forty) weeks from the date of signing of the agreement

7.2 Post Go-Live Support

Post successful Go-Live, The Agency shall support and maintain the application for a period of 2 (two) months

7.3 Operational Support and Maintenance (O&M) Period

Operational Support and maintenance shall be for a period of 5 years from the post go- live support. The O&M period may be extended for one year based on satisfactory performance and at the sole discretion of OMC.

8. Milestones

Sl. No.	Milestone	Time of Completion
Implementation of ESTATE Management System		
1	Project Start (Kick-off)	T= Date to Agreement
2	Preparation of System Requirement Specification Document (Study of the AS IS Process and Requirement Gathering)	T+ 6 Weeks
3	SRS Finalization & Sign-off	T+15 Weeks
4	Prototype Preparation and Sign-off	T+18 Weeks
5	Software Development	T+30 Weeks
6	Unit, Functional and Integration Testing with UAT Signoff	T+37Weeks

Training and Capacity Building		
7	Development of Training Plan (Location & Department wise) and training material	T+38Weeks
9	Training to all stake holders (wave/phase wise)	T+40Weeks
10	Preparation of User Manual	T+40 Weeks
11	Approval of User Manual	T+40 Weeks
Go-Live		
12	Go-Live	T+40 Weeks
Stabilization Period		
13	Post Go-Live Support	2 months after the actual Go-live date
Support & Maintenance		
14	Overall portal maintenance and support	For a period of 60 months post Go-Live after Post-Go-live support period i.e. 2 months after the go-live date

Where T is the date of signing of agreement

Note:

- i. The above schedule is indicative. The detailed time schedule shall be finalized in joint consultation between the Agency and OMC.
- ii. In case the work has to be done at any other locations of OMC outside Bhubaneswar, OMC shall arrange for the to and fro travel from Bhubaneswar to such locations as well as for food and accommodation at the guest houses of OMC at such locations on a free of cost basis.

9. Payment terms

- 9.1. The place of payment shall be Head Office, OMC. Invoices shall be placed to Head, IT for verification & processing.
 - 9.1.1 The Service Provider shall raise invoice/ bills for each milestone. The invoice/bills shall be raised only after 7 days from the completion/submission of all deliverables against each milestone Job as indicated in the Deliverables of respective part of the Scope of Work. Prior to this 7 days' time period, Service provider's invoice will not be considered for payment.
 - 9.1.2 The invoice/bills shall be raised to the concerned officer/project in charge of OMC as designated by Head (IT), OMC for this purpose along with the acceptance certificate from the concerned/designated site in charge of OMC confirming that the services have been delivered and the respective deliverables have been submitted in the time period in question and it will be payable within 30 days from the date of submission.
 - 9.1.3 Concerned officer/project in charge of OMC shall process the invoice and forward to Head (IT), OMC along with all the supporting documents

- 9.1.4 The invoice amount in respect of completed work would be released by Head (IT), OMC, as per the recommendation of the concerned officer/project in charge.
- 9.1.5 Invoices/bills should be submitted within the 15th of the subsequent month, failing which they may be processed by OMC only in the next month.
- 9.1.6 For any reason if OMC stop/suspend/terminate the work then the actual work done till date of termination shall be considered for payment as per the approved rate.
- 9.1.7 Submissions of documents for the above payments are listed below.
- Tax Invoice indicating the incidence of GST, Period of work, GSTIN, PAN, contact details, HSN codes of goods or accounting code of services, description of goods or services, quantity rate of tax etc. Name, address & GSTIN of Agency, Name, address & GSTIN of OMC.
 - Any other necessary documents as per GST Act and Rules
 - Undertaking that Agency has complied with all statutory requirements as per LoA/Work Order during the period for which the progress payment has been claimed.
- 9.1.8 OMC will not be responsible for delay in payments in case of non-receipt of documents/ receipt of incorrect & incomplete documents.
- 9.1.9 Income tax and other statutory deductions as applicable shall be deducted from each running bill and the same shall be deposited with the Government authorities by OMC Ltd. TDS certificate for Income Tax TDS shall be issued by OMC.
- 9.1.10 The payment will be made through RTGS/NEFT. The bidder will submit Bank details before release of payment.

9.2. Payment Schedule

9.2.1 Payment for Development, Configuration & Implementation of Estate Management Portal

Sl. No.	Milestone	Payment
1	Study of the AS IS Process, SRS Finalization, Study Report duly accepted by OMC and Sign off of SRS and Prototype presentation	10% of development and implementation charges
2	Software Development and UAT Sign off	50% of development and implementation charges
3	Launch of Estate Management Portal and Go-Live	30% of development and implementation charges
4	2 months post Go-Live of the application	10% of development and implementation charges

9.2.2 Payment for HRMS or any other 3rd Party Integration

Sl. No.	Milestone	Payment
1	Integration with HRMS or any other 3 rd Party Portal	100% charges with applicable GST

9.2.3 Payment for Security Audit Charges

Sl. No.	Milestone	Payment
1	Completion of Security Audit	100% charges with applicable GST

9.2.4 Payment for Annual Hosting of Application in cloud platform

SL. No.	Milestone	Payment
1	Completion of each Quarter of Hosting of Application in cloud platform	25% of Annual Charges with applicable GST on completion of each quarter

9.2.5 Payment for Annual Operational Support and Maintenance (O&M)

SL. No.	Milestone	Payment
1	Completion of each Quarter of Operational Support and maintenance	25% of Annual Charges with applicable GST on completion of each quarter

9.2.6 Payment for future Change Request

SL. No.	Milestone	Payment
1	Completion of each change request	As per the approved effort estimate of man day rate for the change request with applicable GST, on completion of the change request

10. Price Revision

No price revision shall be applicable throughout the Delivery Period and the contract period.

11. Taxes & Duties

11.1. Indirect Taxes

- A) The Service Provider agrees to and, hereby accepts full and exclusive liability for payment of any and all taxes, duties, charges and levies as per the Applicable Laws as applicable for the Scope of Supply in accordance with the provisions of this Service Order / Agreement. In case it is increased or decreased under any statute, rules, regulations, notifications, etc. of any Authority, the impact shall be to the account of OMC subject to submission of documentary evidence to the satisfaction of OMC.
- B) In case any fresh tax is imposed by any Authority under any Applicable Law during the Contract Period, the Service Provider shall deposit the same to the appropriate Authority which shall be reimbursed by OMC on actuals and upon submission of documents evidencing such payment.
- C) Obligations relating to Goods and Services Tax (GST)
 - i) The Service Provider should have registration under GST Acts
 - ii) The Service Provider has to raise Invoice as required under section 31 of the GST Act and relevant Rules made there under.
 - iii) The Service Provider shall comply with provisions of E-Invoicing under GST Act, wherever applicable.
 - iv) The Service Provider shall comply with provisions relating to E-Way Bill under GST Act for movement of goods.
 - v) The Invoice should contain the following particulars as required under Rule 46 of CGST Rules;
 - a. Name, address and Goods and Services Tax Identification Number of the Supplier;
 - b. A consecutive serial number not exceeding sixteen characters, in one or multiple series, containing alphabets or numerals or special characters-hyphen or dash and slash symbolised as “-” and “/” respectively, and any combination thereof, unique for a financial year;
 - c. Date of its issue;
 - d. Name, address and Goods and Services Tax Identification Number or Unique Identity Number, if registered, of the recipient;
 - e. Harmonised System of Nomenclature code for goods or SAC code for services;
 - f. Description of goods or services;
 - g. Quantity in case of goods and unit or Unique Quantity Code thereof;
 - h. Total value of supply of goods or services or both;
 - i. Taxable value of the supply of goods or services or both taking into account discount or abatement, if any;
 - j. Rate of tax (Central tax, State tax, integrated tax, Union territory tax or

- Cess);
 - k. Amount of tax charged in respect of taxable goods or services (Central tax, State tax, integrated tax, Union territory tax or Cess);
 - l. Place of supply along with the name of the State, in the case of a supply in the course of Inter-State Trade or Commerce;
 - m. Address of delivery where the same is different from the place of supply;
 - n. Whether the tax is payable on reverse charge basis; and
 - o. Signature or digital signature of the supplier or his authorised representative.
- vi) The Service Provider should file the GST Returns as required in the GST Acts, and details of Invoice submitted to OMC and GST amount charged thereon should reflect in Form GSTR-2A within a reasonable time, so as to make OMC enable to take Input Tax Credit (ITC) of the GST amount paid against those invoices.
 - vii) If due to any reason attributable to the Service Provider, Input credit of the GST amount paid on Invoices raised by the Service Provider is not available to OMC/denied by the dept. then the same will be recovered from the payments of the Service Provider or the Service Provider has to deposit an equivalent amount.
 - viii) The Service Provider has to comply with all the Provisions of GST Acts, Rules and Notifications issued there under.
 - ix) The Service Provider will comply with the "Anti profiteering Measure" as required under Section 171 of the CGST Act.
 - x) The Service Provider hereby undertakes to indemnify OMC, from any liabilities arising in future due to noncompliance by the Service Provider of the GST Acts, Rules and any other Acts currently in force and applicable to the Service Provider in relation to the job assigned to the Service Provider by OMC.

11.2. Direct Taxes

TDS as applicable shall be deducted under Income Tax Act,1961 and certificate of deduction shall be provided by OMC to the Service Provider in accordance with the provisions of Income Tax Act,1961.

12. Service level agreements (SLA)

The Estate Management Portal should have an uptime of 99.5%. The system should be capable of generating reports regarding down time/complaint resolution time and the period of non-availability should be clearly separated with specific reason like network down time, server down time, manpower service failure, bug in system etc.

The uptime shall be calculated as per the below formulae.

Up-time (Availability) = $\frac{MTBF}{(MTBF + MTTR)}$

where MTBF = Mean Time between Failures, MTTR = Mean Time to Repair.

Illustration as below:

Availability	Down time per year
99.5	43.8 hours
95	438 hours
94	525 hours
93	613.2 hours
92	700.8 hours
91	788.4 hours

13. Penalties for not meeting the Service Level Agreements (SLAs)

The decrease in service levels will be monitored and the penalties will be imposed based on severity, unless such failure is due to force majeure situation or due to OMC's default or Periodic/Scheduled maintenance. However, imposition of penalty shall be without prejudice to the other remedies available to OMC under the terms of the Agreement.

In case of uptime falls below 90%, the contract shall be liable for termination.

Sl. No	Component	SLA Requirement	Falls By Unit	Quarterly Base Penalty Rate (INR)
1	Application Server, Storage	99.5%	0.25%	For every decrease of 0.25% in availability of application Server, Storage in a quarter, a penalty of INR 5,000 shall be imposed.

14. Liquidated Damages

- 14.1. If the Service Provider fails to deliver the services within the delivery period and any extension thereof, unless such failure is due to force majeure situation or due to OMC's default, liquidated damages (LD) shall be imposed by OMC on the Service Provider. However, imposition of LD shall be without prejudice to the other remedies available to OMC under the terms of the Service Order / Agreement.
- 14.2. In case of delay in achievement of Go-Live of Estate Management Portal, the LD shall be calculated as 2% (two per cent) of the total value of Development, Configuration and Implementation of Estate Management Portal (excluding taxes and duties) for each month or part thereof of delay, subject to a maximum value of 10% of the value of Development, Configuration and Implementation of Estate Management Portal (excluding GST). GST on LD shall be recovered in addition to the LD amount.
- 14.3. The delivery period shall start from the effective date of contract.
- 14.4. OMC shall have full liberty to realise the LD through the following ways:
 - A) Appropriation of the Performance Security; OR

- B) Appropriation the of EMD (in case provision of Performance Security does not exist);
OR
C) Reduction of the invoice/document value and release of the payment accordingly
- 14.5. Any waiver of LD shall be at the sole option of OMC only and any extension must be in writing and with the approval of the competent authority of OMC.
- 14.6. If at any time during the Service Order / Agreement, the Service Provider encounters conditions that may impact the timely performance of services, the Service Provider shall promptly notify to OMC in writing of the fact of the delay, it's likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the OMC shall evaluate the situation and may at its discretion waive the LD on the request of the Service Provider.

Note: During any contract year, maximum LD & Penalty together payable under clause 13 and 14.2 shall be subject to a maximum amount equal to 10% (Ten per cent) of the total Contract Value (excluding GST) of that particular year and upon reaching such maximum limit, OMC may, in its sole discretion, terminate the Agreement.

15. Designated nodal officer and key contacts of OMC

For execution of the Agreement

Name: P.K Biswal

Designation: CGM(IT)

Email: pkbiswal@odishamining.in

Contact No: 8763311110

For execution of the contract

Name: Bikram Keshari Giri

Designation: DGM(IT ERP)

Email: bkgiri@odishamining.in

Contact No: 7504211626

16. Limitation of Liability

Notwithstanding anything contrary contained herein, the aggregate total liability of Service Provider under the Service Order / Agreement or otherwise shall be limited to 100% of Service Order / Agreement price. However, neither party shall be liable to the other party for any indirect and consequential damages, loss of profits or loss of production.

17. Indemnity

The successful Bidder shall indemnify OMC, being unlimited with the time, against all claims which may be made in respect of infringement of any rights protected by patent registration, design or trademark or for any other reason for performance of the Contract by the successful Bidder. In the event of any claim in respect of any alleged breach of a patent, registered design or trademark being made against OMC, it shall notify to the Bidder and the Bidder shall at his own expense, either settle any such dispute or conduct any litigation that

may arise, there from and indemnify OMC for any loss/damage/cost/expenses etc. The successful bidder shall fill and submit the signed copy of Annexure 11: Indemnity Bond before starting of work.

18. Confidentiality, IP Rights and Legal Matters

The successful Bidder will, at all times, hold in strict confidence all information obtained from OMC and will not disclose such information to others or use such information except in connection with the performance of the services detailed in the agreement/work order to be executed. All intellectual property rights generated during the process of execution of this project will lie with OMC and shall not be used by the implementing Agency without getting the prior written permission of OMC.

19. Compliances to policies and standards adopted or to be adopted by OMC

The service provider shall abide by and ensure compliance with policies and standards adopted or to be adopted by OMC time to time.

Annexure 2A: Proforma of the Agreement to be Signed between OMC and Service Provider
(to be executed on INR 100 non judicial stamp paper and to be duly notarized)

Ref: [•]

This Agreement (hereinafter called the “Agreement”) is made on this [•] day of the month of [month], [year].

BETWEEN

The Odisha Mining Corporation Limited, an undertaking of the Government of Odisha and having its head office at OMC House, Bhubaneswar-751001 (hereinafter referred to as “OMC”, which expression shall, unless repugnant to or inconsistent with the context, mean and include its successors and assigns) of the first part.

AND

M/s. [•], a company incorporated under the provisions of the Companies Act, 1956/2013 or a registered partnership firm under the provisions of the Indian Partnership Act, 1932 or a LLP firm registered under LLP Act, 2008 and having its registered office at [•] (hereinafter referred to as the “Service Provider” which expression shall unless repugnant to or inconsistent with the context, mean and include its successors and assigns) of the other part.

WHEREAS

- i) the Service Provider, in the ordinary course of its business, is engaged in providing [•] services to its clients, and have represented to OMC through their bid(s), against Bid document No. [•] dated [•] (hereinafter called the “Tender”) for the Procurement of Services - [•] (through e-tendering);
- ii) on the basis of the said Tender, OMC has adjudged the Service Provider as a successful Bidder and issued Letter of Award (LoA) No. [•] dated [•] for the same;
- iii) the Service Provider has agreed through their letter of acknowledgement vide letter No. [•] dated [•] to perform and undertake the scope of work as described in the Tender;
- iv) the Service Provider is being engaged to provide the required services on the terms and conditions set forth in this Agreement;

NOW THEREFORE THE PARTIES hereby agree as follows:

- 1. The mutual rights and obligations of the Service Provider and OMC shall be as set forth in this Agreement, in particular:
 - (a) The Service Provider shall provide out the services in accordance with the provisions of this Agreement; and

- (b) OMC shall make payments to the Service Provider in accordance with the provisions of this Agreement.

2. Conditions of Contract

- (a) Contract Period: <include relevant clauses from SCC>
- (b) Payment Terms: <include details related to the final quoted /negotiated prices>
- (c) <Other important terms and conditions may be included>
- (d) The Agreement shall be governed by the laws of India and the courts of Bhubaneswar shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with this Agreement
- (e) This Agreement has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Agreement
- (f) All the terms and conditions as per the Bid document No. [•] dated [•] (including the General Conditions of Contract and Special Conditions of Contract) shall be applicable for this Agreement

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their respective authorized representatives on the day and year first before written.

For and on behalf of Odisha Mining Corporation

For and on behalf of M/s.

(Authorized Representative)

(Authorized Signatory)

Name:

Name:

Designation:

Designation:

Odisha Mining Corporation

Name of the Service Provider:

OMC House, Bhubaneswar-751001

Address:

In presence of the following witnesses

Name:

Name:

Designation:

Designation:

Odisha Mining Corporation

Name of the Service Provider:

OMC House, Bhubaneswar-751001

Address:

Annexure 3: Format for Power of Attorney

(to be executed on INR 100 non judicial stamp paper and to be duly notarized)

Known 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 tender against the Bid document no. [•] dated [•] published by the Odisha Mining Corporation Limited for the “Procurement of Services – [•]”, including but not limited to signing and submission of all applications, bids and other documents and writings,

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

Witnesses

.....
(Signature, name, designation and address)

1.

2.

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Annexure 4: Price Bid Format

Sl. No.	Items	UOM	Quantity	Basic Rate per quantity in figures To be entered by the Bidder (INR)	Total Amount without GST
1	Development, Configuration and Implementation of Estate Management Portal including 2 months post Go Live Support	Lumpsum	1	This is price bid sample format only. The price to be quoted in BoQ format available in e-procurement portal against this tender.	
2	HRMS Integration	Lumpsum	1		
3	3 rd Party Integration	Lumpsum	1		
4	1 st year security audit cost	Lumpsum	1		
5	Cloud hosting charges: Application and Storage				
5.1	Hosting for Year 1	Lumpsum	1		
5.2	Hosting for Year 2	Lumpsum	1		
5.3	Hosting for Year 3	Lumpsum	1		
5.4	Hosting for Year 4	Lumpsum	1		
5.5	Hosting for Year 5	Lumpsum	1		
6	O&M Charges for 5 years				
6.1	O&M for Year 1	Lumpsum	1		
6.2	O&M for Year 2	Lumpsum	1		
6.3	O&M for Year 3	Lumpsum	1		
6.4	O&M for Year 4	Lumpsum	1		
6.5	O&M for Year 5	Lumpsum	1		
7	Change Request				
7.1	On Site Man-day rate for Future Change Request	Man-day	30		
7.2	Off Site Man-day rate for Future Change Request	Man-day	50		
	Grand Total (1-7)				

Note:

- i) Grand Total (1-7) shall be considered for L1
- ii) Man-days under Sl. No. 7 are indicative in nature which may or may not be consumed as per the given estimate above. However, the value of effort for any future customization/development work which will be part of change request shall be considered based on the actual requirement and the agreed man-day rate

Annexure 5: Declaration by the Bidder

(to be executed on INR 100 non judicial stamp paper and to be duly notarized)

Date: _____

Sub: Tender No. _____

In response to the Tender Document above stated, I/We hereby declare and solemnly swear that our Company/ firm _____ is not banned/blacklisted as on date by any competent court of Law, forum or any State Government or Central Government or their agencies or by any statutory entities or any PSUs.

We further undertake that the information/declaration/scanned documents furnished along with the Bid are not false or forged or wrong or misleading.

AND, if at any stage the declaration/statement on oath is found to be false in part or otherwise, then without prejudice to any other action that may be taken, I/We, hereby agree to be treated as a disqualified Bidder for the ongoing Contract.

In addition to the disqualification our concern/entity may be banned/blacklisted.

AND, that I/We, shall have no right whatsoever, to claim for consideration of my/our bid at any stage and the money deposited in the form of EMD shall be liable for forfeiture in full, and the tender, if any to the extent accepted may be cancelled.

Signature of the Deponent
(Authorized signatory of the Bidder with Seal)

Date:

Place:

Annexure 6: Check-list for the Techno-Commercial Bid

(to be enclosed with the Techno-Commercial Bid)

1. Name of the Bidder, Postal address & Registered Office:
2. Type of organization:
3. Contact name & designation of the Authorized Signatory of the Bidder & contact number:
4. Official email, phone, fax:
5. Official website:

Sl. No.	Qualification Requirement	Complied	Documents
1	Bidder's Experience – Documents in support of meeting Technical and Financial Criteria (Refer Clause 7.1 and 7.2)		
2	Incorporation related documents (Refer Clause 7.3.1)		
3	Tax related documents (Refer Clause 7.3.2)		
4	Declaration by the Bidder - Annexure 5		
5	Proof of payment of Tender Paper Fee		
6	Proof of payment of EMD/ documents related- to exemption from the same		
7	Power of Attorney - Annexure 3		
8	Signed copy of check list with seal - Annexure 6		
9	Bank details – Annexure 7		
10	Description of Approach, Methodology and Work Plan (Annexure 10)		
11	Documents towards fulfillment of Technical Scoring criteria as per Clause 8.19.6		
12	Rate of GST (Annexure-12)		
13	Others		

Date

Signature of the Authorized Signatory of the Bidder with Seal

Annexure 7: Mandate Form - on the letterhead of the Bidder

To

Odisha Mining Corporation Limited
OMC House, Post Box No. – 34, Unit 5, Bhubaneswar
Odisha – 751001

Sub: Mandate for payment through electronic mode i.e. EFT/NEFT/RTGS

Dear Sir,

We are hereby giving our consent to get all our payments due from The Odisha Mining Corporation Ltd. through electronic mode i.e. EFT/NEFT/RTGS. We also agree to bear all the bank charges payable in this regard.

(Please furnish the information in capital letter)

1. Name of the Bidder

2. Address of the Bidder

PIN Code			
IT PAN			
e-mail Id		Mobile No	
Phone		FAX No	

3. Bank Particulars

Bank Name					
Branch Name					
Branch Place					
Account No.					
Account Type	Saving/Current/Cash Credit		Branch State		
RTGS Enable	Yes/No	NEFT Enabled	Yes/No	Core-Bank Enabled *	Yes/No
Branch Code		MICR Code		IFSC Code	

* In case of Bidders having Bank account in Union Bank of India

4. Effective Date

We hereby declare that the particulars furnished are correct & complete. If any transaction is delayed or not effected for incomplete/incorrect information/any other technical reasons, we will not hold the OMC Ltd. responsible.

Date
Seal

Signature of the Authorized Signatory of the Bidder with

Certified that the Bank particulars furnished are correct as per our record.

Date:
seal

Signature of the Bank with

Annexure 8: Format for Performance Security

BG should be obtained from Nationalised/ Scheduled Bank and should be operable and invokable at its Branch in Bhubaneswar

(To be executed on INR 100/- non-judicial stamp paper)

B.G. No.

Dated:

WHEREAS:

- (A) (“AGENCY”) and The Odisha Mining Corporation having its office at OMC House, Bhubaneswar – 751 001 ("OMC") has issued a Letter of Award (LoA) dated (the "LoA") whereby OMC has agreed to engage the Agency for (the “agreement”).
- (B) The LOA requires the AGENCY to furnish Performance Security to OMC of a sum of INR _____/- (the "Guarantee Amount") as security for due and faithful performance of its obligations, under and in accordance with the AGREEMENT, for a period of _____ (the “Guarantee Period”).
- (C) We, through our branch at(Bhubaneswar) (the "Bank") have agreed to furnish this bank guarantee ("Bank Guarantee") as Performance Security. NOW, THEREFORE, the Bank hereby, unconditionally and irrevocably, guarantees and affirms as follows:
1. The Bank hereby, unconditionally and irrevocably, guarantees and undertakes to pay to OMC upon occurrence of any failure or default in due and faithful performance of all or any of the AGENCY’s obligations, under and in accordance with the provisions of the agreement, on its mere first written demand, and without any demur, reservation, recourse, contest or protest, and without any reference to the Agency, such sum or sums up to an aggregate sum of the Guarantee Amount as OMC shall claim, without OMC being required to prove or to show grounds or reasons for its demand and/ or for the sum specified therein.
 2. A letter from OMC that the AGENCY has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the agreement shall be conclusive, final and binding on the Bank. The Bank further agrees that OMC shall be the sole judge as to whether the AGENCY is in default in due and faithful performance of its obligations under the agreement and its decision that the Agency is in default shall be final, and binding on the Bank, notwithstanding any difference between OMC and the Agency, or any dispute between them pending before any court, tribunal, arbitrator or any other judicial or quasi-judicial body or by the discharge of the Agency for any reason whatsoever.
 3. In order to give effect to this Bank Guarantee, OMC shall be entitled to act as if the Bank were the principal debtor and any change in the constitution of the Agency and/ or the Bank, whether by their absorption with any other body or corporation or otherwise, shall not in any way or manner affect the liability or obligation of the Bank under this Bank Guarantee.

4. It shall not be necessary, and the Bank hereby waives any necessity, for OMC to proceed against the Agency before presenting to the Bank its demand under this Bank Guarantee.
5. OMC shall have the liberty, without affecting in any manner the liability of the Bank under this Bank Guarantee, to vary at any time, the terms and conditions of the agreement or to extend the time or period for the compliance with, fulfilment and/ or performance of all or any of the obligations of the AGENCY contained in the agreement or to postpone for anytime, and from time to time, any of the rights and powers exercisable by OMC against the AGENCY, and either to enforce or forbear from enforcing any of the terms and conditions contained in the agreement and/ or the securities available to OMC, and the Bank shall not be released from its liability and obligation under this Bank Guarantee by any exercise by OMC of the liberty with reference to the matters aforesaid or by reason of time being given to the AGENCY or any other forbearance, indulgence, act or omission on the part of OMC or of any other matter or thing whatsoever which under any law relating to sureties and guarantors would, but for this provision, have the effect of releasing the Bank from its liability and obligation under this Bank Guarantee and the Bank hereby waives all of its rights under any such law.
6. This Bank Guarantee is in addition to, and not in substitution of, any other guarantee or security now or which may hereafter be held by OMC in respect of, or relating to, the agreement or for the fulfillment, compliance and/ or performance of all or any of the obligations of the Agency under the agreement .
7. Notwithstanding anything contained hereinbefore, the liability of the Bank under this Bank Guarantee is restricted to the Guarantee Amount and this Bank Guarantee will remain in force until the expiry of the Guarantee Period, and unless a demand or claim in writing is made by OMC on the Bank under this Bank Guarantee no later than twelve (12) months from the date of expiry of the Guarantee Period, all rights of OMC under this Bank Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder.
8. The Bank undertakes not to revoke this Bank Guarantee during its validity, except with the previous express consent of OMC in writing, and declares and warrants that it has the power to issue this Bank Guarantee and the undersigned has full powers to do so on behalf of the Bank.
9. Any notice by way of request, demand or otherwise hereunder may be sent by hand/messenger or by post addressed to the Bank at its above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of OMC that the envelope was so posted shall be conclusive.

10. This Bank Guarantee shall come into force with immediate effect and shall remain in force and effect until the expiry of the Guarantee Period (including the claim period) or until it is released earlier by OMC pursuant to the provisions of the agreement.
11. Capitalized terms used herein, unless defined herein, shall have the meaning assigned to them in the agreement.
12. Notwithstanding anything contained herein:
 - i) Our liability under this Bank Guarantee shall not exceed INR
 - ii) The Bank Guarantee shall be valid up to ("Expiry Date including claim period" of the Bank Guarantee).
 - iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and if you serve upon us a written claim or demand made in the manner prescribed in this Bank Guarantee on or before (Claim Period of the Bank Guarantee) at our Branch at _____ Bhubaneswar.
 - iv) After claim period all your rights under this Bank Guarantee will be forfeited and we shall be relived and discharged from all liabilities thereunder, irrespective of whether the original has been returned to us or not.
13. The Bank Guarantee is issued in paper form and Advice transmitted through SFMS with required details to the beneficiary's advising bank (UNION BANK OF INDIA, OMC CAMPUS BRANCH, BHUBANESWAR, IFSC Code UBIN0810592)

Signed and Delivered by _____ Bank By the hand of Mr./Ms. _____, its _____ and authorized official.

(Signature of the Authorized Signatory) (Official Seal)

NOTE:

- (i) The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Bank Guarantee.
- (ii) The address, telephone number and other details of the head office of the Bank as well as of issuing branch should be mentioned on the covering letter of issuing Branch.

For _____ [Indicate name of Bank]

Signature.....

Full Name.....

Designation.....

Power of Attorney No.....

Date.....

Seal of the Bank.....

WITNESS: (SIGNATURE WITH NAME AND ADDRESS)

(1)

Signature.....

Full Name.....

(2)

Signature.....

Full Name.....

Annexure 9: SA 8000 Compliance Format

A. Basic information

Name of the organization	
Registered Office Address	
Telephone No / Mobile No.	
Name of the contact person	
Number of employees (staff and Workers)	

B. Information regarding Social Accountability

- What is the minimum age required to join your organization? _____ Years
- Do you engage child labour in any light work? Yes / No
- What types of certificates / ID proof (Like mark sheet, Birth certificate, aadhar card) you keep with you? Original / Photocopy
- Do you require to keep any kind of deposit at the time of employment? Yes / No
- Do the workers know the risk / hazard associated with their work? Yes / No
- Do you provide personal protective equipment(s) to your employees free of cost? Yes / No
- Do you ensure canteen facility for your employees? Yes / No
- What types of medical benefits you provide to your employees?

- Do you allow trade union and collective bargaining? Yes / No
If no, how do you ensure freedom of expression? (Write NA if you mark as yes)

- In case of non-performance of any employee, how do you deal with such situations?

- What are the procedures of hiring /promotion in your organization?

- Do you provide appointment letter to your employees? Yes / No
- Do you maintain a documented terms and conditions of employment, or personnel file? Yes / No
- If no, how do you terminate your employee?

- How do you ensure that your employees are not discrimination on the basis of cast creed, gender, religion, age etc?

- How many shift you have? _____ shifts
- Which day is off day in your organization? _____
- In case, a person works in off day or holiday, how he / she is compensated?

- Do you engage worker in overtime? Yes / No
- Do you pay overtime to your employees as per law? Yes / No

- Lowest amount (salary / wage) you pay to your employees? Rs. _____/- (per day)
- Highest amount paid by you? Rs. _____/- (per day)
- Is there any case of deduction in wage? Yes / No
- In case, it is yes, what are the general reasons for such deduction?

- Have you taken care to look into issues related to child labour Forced labour, health & safety, working hours and remuneration of your suppliers Yes / No

Declaration:

We do hereby declare that our organization is committed to the principles of social accountability. We will promptly implement remedial / corrective actions identified against the requirement and will promptly inform your organization. We also declare that the sub contractors / sub supplier's performances are monitored by us regarding issues related to SA8000.

Moreover, we declare that if invited, we shall participate in awareness programme as well as monitoring programme organized by you.

We declare that the above-mentioned information are correct to the best of our knowledge

(Signature)

Name of the person: _____

Designation: _____

Date _____/_____/_____

Seal of the organization

Annexure 10: Description of Approach, Methodology and Work Plan for Performing the Assignment

[Technical approach, methodology and work plan are key components of the Techno-Commercial Bid. In this Section, Bidder should explain his understanding of the scope and objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Further, the Bidder should highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections]

- A) Understanding of Scope, Objectives and Completeness of response
Please explain your understanding of the scope and objectives of the assignment based on the scope of work, the technical approach, and the proposed methodology adopted for implementation of the tasks and activities to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/ copy the ToR here.
- B) Description of Approach and Methodology:
- Key guiding principles for the study.
 - Proposed Framework.
 - Information matrix
 - Any other issues
- C) Methodology to be adopted
Explaining of the proposed methodologies to be adopted highlighting of the compatibility of the same with the proposed approach. This includes:
- Detail research design including sample design and estimation procedure.
 - Field Process Protocol control
 - Suggestive tools for data collection.
 - Analysis of field data and preparation of reports
 - Any other issues
- D) Staffing and Study Management Plan:
- The Bidder should propose and justify the structure and composition of the team and should enlist the main activities under the assignment in respect of the Key Staff members responsible for it. Further, it is necessary to enlist of the activities under the proposed assignment with sub-activities (week wise). (Graphical representation)

Authorized Signatory [In full and initials]: _____

Name and Designation with Date and Seal: _____

Annexure 11: Format Indemnity Bond

(To be furnished in Stamp paper as per Stamp Act)

(Stamp Paper should be purchased in the name of the Service provider)

This deed of Indemnity executed by hereinafter referred to as 'Indemnifier' which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, representative and assignees in favour of M/s. Odisha Mining Corporation Ltd., Bhubaneswar, hereinafter referred to as the 'Indemnified' which expression shall unless repugnant to the context or meaning thereof, include its successors and assignees witnesses as to.

Whereas the indemnified herein has awarded to the Indemnifier herein a purchase order/ service order for the supply of on terms and conditions set out inter alia in the Purchase order/ Service Order No..... valued at Rs.....(Rupees only)

And Whereas, it is required under the above mentioned purchase order/ service order to provide an Indemnity bond to the indemnified to safeguard its interest, to be free from defect due to faulty material or workmanship for a period of.....calendar months from the date of receipt of stores or actual working hours from the date of commissioning whichever is earlier of the stores supplied by the Indemnifier to the indemnified.

The indemnifier hereby irrevocably agrees to indemnify the indemnified that for any and all claims, liabilities, damages, losses, costs, charges, expenses, proceedings & actions of any nature whatsoever made or instituted against or caused to be suffered by the Indemnified directly or indirectly by reasons of.

- I. any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard of its duties and obligation, act or omission by the Indemnifier.
- II. any theft robbery, fraud, or other wrongful action or omission by the Indemnifier and /or any of its staff

The indemnifier hereby irrevocably agrees to indemnify the indemnified that any items/ services loaned by indemnified for use by the indemnifier in the event of the products/ services getting damaged/ non-operational, or such that it affects its life guarantee, the indemnifier shall as may be deemed necessary repair or make good the defective assets at site, free of cost, within a reasonable time specified by the indemnified or reimburse the pro-rata cost of the stores to the extent the life not achieved as per the guarantee, or supply spare stores for the defective portion only free of cost at site in respect of the purchase order/ service order obligations that emanate from the same already referred to the extent of ₹.....(Rupees..... only)

For
(Signature with Name and Designation)

Station:

Date:

Company

Seal

Witness

1.....

Signature with Name, Designation and Address

2.....

Signature with Name, Designation and Address

Annexure 12: Rate of GST

The bidders are required to provide the description of activities and applicable GST in the below format

Sl. No.	Description	SAC/HSN Code	Rate of GST
1	Development, Configuration and Implementation of Estate Management Portal including 2 months post Go Live Support		
2	Integration Charges		
3	Security Audit Cost		
4	Hosting Charges of Estate Management Portal in Cloud Platform		
5	Operations & Maintenance charges		
6	Person-Days Rate for Future Change Request		

Signature

Seal

Annexure 13: Format of Prebid Queries

(Bidder to submit the pre-bid queries in following format in both pdf format as well as excel)

Name of Bidder:

Address of Bidder:

Name of contact person:

Email:

Phone:

Sl. No.	Page No	Clause No	Clause Description	Queries / Suggestions

Date

Signature of the Authorized Signatory of the Bidder with Seal

Annexure 14: Effort Estimation Format for Change Requests

Sl. No.	Change Request Description	Estimated Effort (Person-Days)	Number of Use Cases	Category (Simple/ Average/ Complex)	Remarks

Detail Use case:

#	Use Case	Short Description	Type	Complexity	Reusable	Effort Estimation (Person-Days)

Date

Signature of the Authorized Signatory of the Bidder with Seal