



**Request for Proposal (RFP) for
Design, Development, Implementation, Integration,
Operation & Maintenance of SAP - Financial Accounting
and Controlling (FICO) Module in OSRTC**

Ref No: 8595

Date: 27-07-2026

Issued By:

Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Old Bus Stand, Sachivalaya Marg,
Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001

DISCLAIMER

This RFP is not an offer by Odisha State Road Transport Corporation (OSRTC), but an invitation to receive electronic proposals/ e-bids from interested eligible bidders for selection of a bidder for Design, Development, Implementation, Integration, Operation & Maintenance of an SAP-Financial Accounting and Controlling (FICO) Module.

No contractual obligation whatsoever shall arise from the RFP process unless and until a LOA is issued and accepted by successful bidder and signing of agreement, if any.

This RFP is being issued with no financial commitment and OSRTC reserves the right to withdraw from the RFP and change or vary any part thereof or foreclose the same or abolish the requirement at any stage.

INVITATION TO BID

Ref. No. _____

Date: _____

1. Odisha State Road Transport Corporation intends to invite e-bids for “Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module” for their Corporate Office situated in Bhubaneswar and units at different locations in Odisha and outside Odisha.
2. Interested bidders must go through the complete tender document for details before submission of their Bids on Tender Odisha portal. Interested bidders may obtain further information from below mentioned contact details.
3. The Tender Document shall be published on the Tender Odisha Portal. The timetable for bid process is as follows:

Publication of RFP	28 / 07 / 2026
Last date of submission of pre bid queries, if any	06 / 08 / 2026
Date of Pre-bid meeting (Hybrid mode – time & link will inform through E-mail and website)	07 / 08 / 2026
Date of reply of pre bid queries, if any	17 / 08 / 2026
Last date of Bid submission date on Tender Odisha portal	25 / 08 / 2026 till 01:00 PM
Date & Time of Opening of Technical Bids.	25 / 08 / 2026 at 04:00 PM
Date & Time of Opening of Financial Bids	- To be communicated -
Place of submission/ upload and opening of Bids	Tender Odisha Portal
Address and mail for communication	OSRTC HQ, Paribahan Bhavan, Sachivalaya Marg, Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001 E-mail: osrtc@od.gov.in

Bidders are requested to follow the above schedule on Tender Odisha portal in order to participate in the tender.

Thank you,

**General Manager (Admn.)
OSRTC, Bhubaneswar**

BID INVITATION SUMMARY

No. _____

Date: _____

Subject: Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module

Dear Sir,

Odisha State Road Transport Corporation (OSRTC) invites e-bids for “Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module” at the office at “OSRTC HQ, Paribahan Bhavan, Old Bus Stand, Sachivalaya Marg, Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001 and other units of OSRTC within and outside the State of Odisha. The summary of this RFP is as below:

Tender Title	Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module
Tender Reference Number & Date	
Tender Type	Open
Tender Category	SAP-FICO Module
No. of Covers	2
Bidding System	Two Stage
e-Reverse Auction to be held after financial bid opening	Yes
Is this item reserved for exclusive Procurement from MSEs	No
Nature of Bidders eligible – OEMs/ Dealers authorized by OEMs	Both
Is the requirement divisible for preference	No
Would the contract be split among more than one bidder	No
Cost of Tender Document (INR)	Rs. 11,800/- (10,000/- + 18% GST) in form of

	Demand Draft and in favour of OSRTC Security and EMD , Bhubaneswar.
Earnest Money Deposited (EMD)	The physical copy of the EMD document must be submitted on or before the bid submission date and time at OSRTC, Paribahan Bhavan, Old Bus stand, Sachivalaya Marg, Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001. EMD in shape of Demand Draft to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of “OSRTC Security and EMD”, Bhubaneswar. However, in case of Bank Guarantee the EMD is to be made from any Nationalized Bank or Scheduled Commercial Bank in favour of Odisha State Road Transport Corporation, Bhubaneswar payable at Bhubaneswar only.
Integrity Pact to be Signed and Submitted along with Bid	Yes
Price Variation Clause	No
Quantity Splitting/ Parallel Orders	NA

Tender document shall comprise of the following documents in addition to the terms and conditions:

Sl. No.	Description <u>Tender Documents</u>	
1.	General Conditions of Tender	Annexure I
2.	Instruction to Bidders (Section – INB)	Annexure II
3.	Scope of Work/ Detail Technical Specification	Annexure III

Sl. No.	Description <u>Tender Documents</u>	
4.	Schedule-1 (Qualifying Requirement Data) Schedule-2 (Technical Deviations) Schedule-3 (Commercial Deviations)	Annexure IV
5	Covering Letter Request for Clarification Details of Bidder Power of Attorney Bank Guarantee Format for EMD Financial Capacity of the Bidder Format for Financial Proposal	Appendix – I Appendix – II Appendix – III Appendix – IV Appendix – V Appendix – VI Appendix – VII

The bidders are required to submit EMD in the form of DD & BG as per Tender Odisha terms and conditions only.

Note:

Last date & time of Bid Submission: **17 / 08 / 2026 till 01:00 PM**

Technical Bid Opening date & Time: **18 / 08 / 2026 at 04:00 PM**

Financial Bid Opening date & Time: - **To be intimated -**

Thank you,
Yours faithfully,

**General Manager (Admn.)
OSRTC, Bhubaneswar**

SECTION GCC: GENERAL CONDITIONS OF TENDER

1. DEFINITION OF TERMS

- The 'Contract' means the agreement entered between Owner and Contractor by awarding a contract on Tender Odisha portal and acceptance of the same by contractor or as per the Contract Agreement signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 'Owner' shall mean the OSRTC, Paribahan Bhavan, Old Bus stand, Sachivalaya Marg, Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001 and shall include their legal representatives, successors and assigns.
- 'Contractor' or 'Manufacturer' shall mean the Bidder whose bid will be accepted by the Owner for the award of the Works and shall include such successful Bidder's legal representatives, successors and permitted assigns.
- 'Sub-Contractor' shall mean the person named in the Contract for any part of the Works or any person to whom any part of the Contract has been sublet by the Contractor with the consent in writing of the Engineer and will include the legal representatives, successors and permitted assigns of such person.
- 'Engineer' shall mean the officer appointed in writing by the Owner to act as Engineer from time to time for the purpose of the Contract by the Owner.
- 'Consulting Engineer'/'Consultant' shall mean any firm or person duly appointed as such from time to time by the Owner.
- The terms 'Equipment', 'Stores', and 'Materials' shall mean and include equipment, stores and materials to be provided by the Contractor under the Contract.
- 'Works shall mean and include the furnishing of equipment/ materials at site and if required, supervision of unloading, storage, handling at site, erection, testing & commissioning and putting into satisfactory operation as defined in the Contract.
- 'Specifications' shall mean the Specifications and Bidding Document forming a part of the Contract and such other Schedules and drawings as may be mutually agreed upon.
- 'Site' shall mean and include the land and other places on, into or through which

the Works and the related facilities are to be erected or installed and any adjacent land, paths, street or reservoir which may be allocated or used by the Owner or Contractor in the performance of the Contract.

- The term 'Contract Price' shall mean the lumpsum price quoted by the Contractor in his bid with additions and/or deletions as may be agreed and incorporated in the Letter of Award, for the entire scope of the works.
- 'Manufacturer's Works' or 'Contractor's Works' shall mean the place of Works used by the manufacturer, the Contractor, their collaborators/associates or Sub-Contractors for the performance of the Contract.
- 'Inspector' shall mean the Owner, or any person nominated by the Owner from time to time, to inspect the equipment, stores or Works under the Contract and/or the duly authorized representative of the Owner.
- 'Notice of Award of the Contract' / 'Letter of Award' shall mean the official notice issued by the Owner notifying the Contractor that his bid has been accepted.
- 'Date of Contract' shall mean the date on which Notice of Award of Contract/Letter of award has been issued.
- 'Month' shall mean the calendar month. 'Day' or 'Days' unless herein otherwise expressly defined shall mean calendar day or days of 24 hours each.
- A 'Week' shall mean continuous period of 7 (seven) days.
- 'Writing' shall include any manuscript, type written or printed statement, under or over signature and/or seal.
- When the words 'Approved', 'Subject to Approval', 'Satisfactory', 'Equal to', 'Proper', 'Requested', 'As Directed', 'Where Directed', 'When Directed', 'Determined by', 'Accepted', 'Permitted', or words and phrases of like importance are used the approval, judgment, direction etc., is understood to be a function of the Owner/Engineer.
- Test on completion shall mean such tests as prescribed in the Contract to be performed by the Contractor before the work is taken over by the Owner.
- 'Startup' shall mean the time required to bring the equipment covered under the Contract from an inactive condition, when construction is essentially completed, to the state ready for trial operation. The startup period shall include preliminary inspection and checkout of equipment and supporting sub-system, initial operation of the

complete equipment covered under the Contract to obtain necessary pre-trial operation data, perform calibration and corrective action, shut down, inspection and adjustment prior to the trial operation period.

- 'Initial operation' shall mean the first integral operation of the complete equipment covered under the Contract with the sub-system and supporting equipment in service or available for service.
- 'Trial operation', 'Reliability Test', 'Trial Run', 'Completion test', shall mean the extended period after the start up period. During this trial operation period the unit shall be operated over the full load range. The length of Trial Operation shall be as determined by the Engineer, unless otherwise specified elsewhere in the Contract.
- 'Performance and Guarantee Test' shall mean all operational checks and tests required to determine and demonstrate capacity, efficiency, and operating characteristics as specified in the Contract Documents.
- The term 'Final Acceptance' shall mean the Owner's written acceptance of the Works performed under the Contract, after successful commissioning/completion of Performance and Guarantee Tests, as specified in the accompanying Technical Specifications or otherwise agreed in the Contract.
- 'Commercial Operation' shall mean the condition of operation in which the complete equipment covered under the Contract is officially declared by the Owner to be available for continuous operation at different loads upto and including rated capacity. Such declaration by the Owner, however, shall not relieve or prejudice the Contractor of any of his obligations under the Contract.
- 'Warranty Period'/'Maintenance Period' shall mean the period during which the Contractor shall remain liable for repair or replacement of any defective part of the Works performed under the Contract.
- 'Latent Defects' shall mean such defects caused by faulty design, material or workmanship which cannot be detected during inspection, testing etc. based on the technology available for carrying out such tests.

2. SUBMISSION OF BIDS

- The entire process of bidding shall be through e-procurement/ e-tendering on Tender Odisha portal. If require any brochures/ specifications relating to items in

such case their scan copy to be uploaded in technical bids.

3. SIGNATURE OF BIDS

- The bid must contain the name and place of business of the person or persons making the bid and must be signed by the Bidder with his usual signature as per Tender Odisha Terms and Conditions. The names of all persons signing should also be typed or printed below the signature.
- Bid by a partnership firm must be furnished with full names of all partners and be signed with the partnership name, followed by the signature(s) and designation(s) of the authorized partner(s) or other authorized representative(s).
- Bids by Corporation/ Company must be signed with the legal name of the Corporation/ Company by the President, Managing Director or by the Company Secretary or other person or persons authorized to bid on behalf of such Corporation/ Company in the matter.
- Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with the bid.
- The Name of the Bidder stated on the proposal shall be the exact legal name of the firm.

4. SEALING AND MARKING OF BIDS

- The envelope containing EMD document and tender cost fee (DD), if any shall indicate the name and address of the Bidder to enable the envelope to be returned unopened in case it is declared “late” or “rejected”. The softcopy of the EMD and Tender Cost Fee to be uploaded on Tender Odisha Portal and the hardcopy to be submitted at the Tender Box placed in the OSRTC HQ, Bhubaneswar on or before the schedule date mentioned in the RFP.

5. DEADLINE FOR SUBMISSION OF BIDS

- Bids submitted in physical form will not be accepted.
- Envelopes containing EMD document and tender cost fee, if any must be received by the Owner at the address specified above, not later than the time & date mentioned in the Invitation to Bid.

- The Owner may, at its discretion, extend this deadline for the submission of bids by amending the Invitation to Bid/ RFP, in which case all rights and obligations of the Owner and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

6. EARNEST MONEY DEPOSIT (EMD)

- Each bid shall be accompanied by a EMD amounting to **Rs.3,50,000/- (Three Lakhs fifty thousand Only)**.
- The EMD shall be valid for a period of six calendar months from the date of bid opening which shall be extended from time to time as desired by Owner. The successful Bidder shall keep his EMD valid till one month beyond the submission of Contract Performance Guarantee, if required.

7. THE EMD MAY BE SUBMITTED IN ONE OF THE FOLLOWING FORMS:

- EMD amount can be deposited through DD.
- An irrevocable bank guarantee from any Nationalized Indian Bank or reputed commercial bank in favour **Odisha State Road Transport Corporation (OSRTC), payable at Bhubaneswar only**.
- Any bid, not accompanied by the EMD is liable to be rejected by the Owner as non-responsive.
- EMD of the unsuccessful bidder shall be returned after the acceptance of the Purchase Order by the successful bidder.
- The EMD of the successful bidder may be converted into security deposit.
- The EMD may be forfeited without any notice or proof of damages etc., if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

OR

In the case of a successful Bidder, if the Bidder fails to accept Letter of Award/Purchase Order incorporating the agreements reached during pre-award discussion unconditionally.

- No interest will be payable by the owner on the above EMD.

8. EMD EXEMPTION:

- The bidder seeking EMD exemption, must submit the valid supporting document along with affidavit as per MSME Guidelines for the relevant category with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

9. MODIFICATION AND WITHDRAWAL OF BIDS

- No bid may be modified after the deadline for submission of bids.
- No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal / modification of a bid during this interval may result in the forfeiture of performance security.

10. INFORMATION REQUIRED WITH THE PROPOSAL

- The following information shall be required with technical bid in the form of scanned copies, if required.
- The complete information shall be provided by the Bidder in the form of separate sheets, drawing, catalogues, etc.
- Oral statements made by the Bidder at any time regarding quality, quantity or the equipment or any other matter will not be considered.
- Standard catalogue pages and other documents of the Bidder may be used in the bid to provide additional information and data as deemed necessary by the Bidder.
- In case the 'Bid Proposal' information contradicts RFP requirements, the RFP requirements will govern, unless otherwise brought out clearly in the technical/commercial deviation schedules.
- The Bidder / Service Provider / Vendor/ Supplier should not be owned or controlled by any Director or Employee of the owner, or their relatives and bidder shall submit an undertaking in this regard along with the technical bid.

11. OPENING OF BIDS BY THE OWNER

- The Bids shall be opened by the Owner on any date after the last date fixed for Bid

receipt as specified in Invitation of Bids or in the case any extension has been given thereto, after the extended Bid submission date as notified on Tender Odisha portal.

- The Bidders' names, bid prices, modifications, bid withdrawals and the presence or absence of the requisite EMD and such other details as the Owner, at its discretion may consider appropriate, will be announced at the opening.
- No electronic recording devices will be permitted during bid opening.

12. CLARIFICATION OF BIDS

- To assist in the examination, evaluation and comparison of bids the Owner may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be on Tender Odisha or in writing to OSRTC and no change in the price or substance of the bid shall be sought, offered or permitted.

13. PRELIMINARY EXAMINATION

- The Owner will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail. If the Bidder does not accept the correction of the errors as above, his Bid will be rejected and the amount of EMD forfeited.
- The Bidder should ensure that the prices furnished in various price schedules are consistent with each other. In the case of any inconsistency in the prices, furnished in the specified price schedules to be identified in Bid Form for this purpose, the Owner shall be entitled to consider the highest price for the purpose of evaluation and for the purpose of award of Contract use the lowest of the prices in these schedules.

- Prior to the detailed evaluation, the Owner will determine the substantial responsiveness of each bid to the RFP. To these Clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the RFP without material deviations. A material deviation is one which affects in any way the prices, quality, quantity or delivery period or which limits in any way the responsibilities or liabilities of the Bidder of any right of the Owner as required in these RFP documents and specifications. The Owner's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
- A bid determined as not substantially responsive will be rejected by the Owner and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

14. PRICE

- The Bidder shall quote prices valid till the complete implementation and execution of the order unless price variation clause is not included in Special Conditions of Contract.
- The Bidder shall quote on FOR Destination basis inclusive of Design, Development, Implementation, Integration, Operation, Maintenance charges etc., if any.

15. TAXES AND DUTIES

- All the Bidders are requested to familiarize themselves with the laws, rules and regulations prevailing in India and consider the same while developing and submitting their Proposal.
- All Customs duties, Excise Duties, Sales Tax, GST and other levies payable by the bidder on goods, equipment, components, Sub-assemblies, raw materials & any other items used for their consumption or dispatched directly to owner by the contractor or their sub-suppliers shall be included in the bid price & any such taxes, duties, levies additionally payable, will be to bidder's account & no separate claim on this account will be entertained by the owner.
- The Contractor shall be liable and pay all non-Indian taxes, duties, levies, lawfully

assessed against the Owner or the Contractor in pursuance of the Contract. Tax liability, if any, on Contractor's personal income & property shall be borne by the Contractor and shall be the responsibility of the Contractor as per Tax Laws of India.

- OSRTC shall be entitled to deduct applicable tax (if any) at source as per Indian Laws from all payments due to the Contractor under the contract.
- As regards the Indian Income Tax, surcharges on Income Tax and any other corporate tax, OSRTC shall not bear any tax liability, whatsoever, irrespective of the mode of contracting. The Contractor shall be liable and responsible for payment of all such taxes, if attracted under the provisions of the law. In this connection, attention of Contractors is invited to the provisions of Indian Income Tax Act and the circulars issued by the Central Board of Direct Taxes, Government of India.
- If any rates of taxes/ duties/ levies (hereinafter called 'Tax') are increased or decreased, a new Tax is introduced, an existing Tax is abolished or any change in interpretation or application of any Tax occurs in the course of the performance of Contract, which was or will be assessed on the Contractor in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take in to account any such change by addition to the Contract Price or deduction there from, as the case may be. However, these adjustments would be restricted to direct transactions between the Owner and the Contractor and not on procurement of components/products/services etc. by the Contractor and shall also not be applicable on the bought-out items dispatched directly from sub vendor's works to site.

16. BID CURRENCIES

- Prices shall be quoted in Indian Rupees only (INR).

17. PERIOD OF VALIDITY OF BIDS

- Bids shall remain valid and open for acceptance as specified on Tender Odisha portal.

18. BID OPENING – E-Procurement

- Those bids whose EMD and tender cost fee, if any is not submitted before the due date and time, shall not be opened.

19. PROCESS TO BE CONFIDENTIAL

- Any effort by a bidder to influence the Purchaser in the process of examination, clarification, evaluation and comparison of Bids, and in decisions concerning the award of Contract, may result in the rejection of his Bid.

20. CORRECTION OF ERRORS

- Bids determined to be sub-sequentially responsive will be checked by the Owner for any arithmetic errors in computation and summation, Errors will be corrected by the Owner as follows:
 - Where there is discrepancy between amounts in figures and in words, the amount in words will govern.
 - where there is a discrepancy between the unit rate and the total amount derived from the multiplication of the unit rate and the quantity, the unit rate as quoted will govern, unless in the opinion of the Owner there is an obviously gross misplacement of the decimal point in the unit rate, in which event the total amount as quoted will govern and the unit rate will be corrected.
- The amount stated in the Bid Form will be adjusted by the Purchaser in accordance with the above procedure for the correction of errors and shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of Bid, his Bid will be rejected and the EMD will be forfeited.

21. TIME SCHEDULE

- The basic consideration and the essence of the Contract shall be the strict adherence to the time schedule specified in the bidding documents and incorporated in the Contract for supplies and services.

22. EVALUATION AND COMPARISON OF BIDS

- The Owner will evaluate and compare the Bids previously determined to be substantially responsive to the requirements of the e-bidding documents, pursuant to the clauses mentioned.
- Selection will be made based on the **least cost (L1) method** from quoted prices.
- In evaluating Bids, the Owner will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:
 - Making any corrections for errors pursuant to the Clauses mentioned.
 - Excluding provisional sums.
 - Making an appropriate adjustment for any other acceptable quantifiable deviations subject to responsiveness test at Clause mentioned.
- Bidder shall state their Bid price for the payment schedules outlined in the specifications. Bids will be evaluated based on this base price.
- The purchaser reserves the right to accept or reject any variation, deviations or alternative offered. Variations, deviations, alternative offers and other factors which are more than the requirements of the bidding documents or otherwise result in the accrual of unsolicited benefits to the Owner, shall not be considered in Bid evaluation.
- Sales tax, GST and other levies legally payable on the transaction between the Owner, the bidder & sub-supplier shall be considered for Bid evaluation and should be included in offered prices.
- Preference to purchase from MSEs/ MIs will be given as per Dept. of Exp., Ministry of Finance OM no. F.1/4/2021-PPD dated 18.05.2023.

23. AWARD CRITERIA

- The Owner will award the Contract to the bidder whose Bid has been determined to be substantially responsive to the bidding documents as per evaluation criteria as the **lowest evaluated bid(L1)** pursuant to Clauses mentioned, provided further that the bidder has the capability and resources to carry out the Contract effectively.

24. OWNER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

- The Owner reserves the right to accept or reject any e-Bid and to annul the e-bidding process and reject all e-Bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidders or bidders of the grounds for the Owner's action.

25. NOTIFICATION OF AWARD

- Prior to the expiry of the period of Bid validity prescribed by the Owner, the Owner will notify the successful bidder. Successful bidder shall accept the same within 5 days' from the date of issuance of the notification..
- The Notification of Award will constitute the formation of the Contract.

26. DELIVERY/ SHIPMENT TERMS

- In case of service, all the study, recommendations and deliverables shall be completed within the completion period as stipulated in the DTS/ SCC/ Purchase Order/ LOA.

27. LOCAL CONDITIONS

- It will be imperative on each bidder to fully inform himself of all local conditions and factors which may have any effect on the performance of the Contract covered under these specifications and documents.

28. PAYMENT TERMS

- Any clarifications to the bills submitted will be sought within 7 working days of receipt of bills and payment will be released within 15 working days after receipt of clarifications so sought from the vendor.

29. ACCESS TO SUPPLIER'S PREMISES

- The Owner and/ or his authorized representative shall be provided access to Vendor's and or his sub-Vendors premises, at any time during the pendency of the order for expediting, inspection, checking etc. of the progress of the work.
- The successful bidder(s) will allow OSRTC (or its representatives) to conduct audits either by OSRTC's internal/ external auditors, or by external specialists appointed to act on behalf of OSRTC and to obtain copies of any audit or review

reports and findings made on the service provider in conjunction with the services performed for OSRTC.

30. SOURCE OF SUPPLY

- The Vendor will ensure that the indigenous capacity is utilized to the fullest extent possible in execution of this order. Where imports are unavoidable, all such items shall be imported by the Vendor in good time against his own import license without affecting the contractual delivery date/ delivery schedule.

31. LIQUIDATED DAMAGES FOR DELAY IN COMPLETION

- In case of any delay in execution of the order beyond stipulated date of delivery work schedule, including any extension permitted in writing, the Owner reserves the right to recover from the vendor a sum equivalent to ½ (half percent) of the value of delayed material/ equipment or unperformed services for each week of the delay and part thereof subject to a maximum of 5% of the total value of the order.
- Alternatively, the Owner reserves the right to procure / avail the services from elsewhere at the risk and cost of the vendor and recover all such extra cost incurred by the Owner in procuring the services by the above procedure.
- Alternatively, the Owner may cancel the order completely without prejudice to his right under the alternatives mentioned above.

32. FORCE MAJEURE

Force Majeure means any circumstances beyond the control of the parties, including but not limited to:

- war and other hostilities, (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo.
- ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosives, or other hazardous properties of any explosive nuclear assembly or nuclear components thereof.
- rebellion, revolution, insurrection, military or usurped power and civil war;

- not, commotion or disorder, except where solely restricted to employees of the Contractor.
- On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the OSRTC in writing, the contractor shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other, save and except those which had occurred under any other clause of this contract before such termination.

33. SPECIFICATIONS, DRAWINGS & DATA

- All drawings, data & documentation in respect of the ordered items are an integral part of the Purchase Order. The Vendor will furnish all such drawings, data and documentation to the Purchaser. The schedule for submission of these documents by the vendor and the required no. of the copies shall be specified by the Owner. The Vendor shall ensure strict compliance with the schedule.

34. ADDITIONS/ ALTERATIONS/ MODIFICATIONS

- The Owner reserves the right to make the additions/ alterations /modifications to the quantity of the items in the Purchase Order to the extent of $\pm 25\%$ of the value of the Purchase Order. Such an option shall be exercised by the Owner before completion of supplies under purchase order. The vendor shall supply such quantities also, at the same rate as originally agreed to and incorporated in the

Purchase Order. If, however the additional work is at variance in design, size and specifications & is not already covered by the Purchase Order of the amendments therein, the rates for such additional work shall be negotiated & mutually agreed upon.

35. SUB-LETTING

- The Vendor shall not sub-let, transfer or assign any part of this order without the prior written consent of the Owner. Copies of sub-contract order shall be forwarded to the Owner.

36. INFORMATION PROVIDED BY THE OWNER

- All drawings data & documentation that are given to the Vendor by the Owner for the execution of the order shall be the property of the Owner. The Vendor shall not make use of any of the above documents for any other purpose at any time except for the purpose of executing the order to the Owner. The Vendor shall not disclose above information to any person, firm corporate body and/or authority and shall use all endeavours to ensure that the above information is kept confidential.

37. COMPLIANCE OF REGULATIONS

- The Vendor shall warrant that all goods and services covered by the Purchase Order have been produced, sold, dispatched, delivered, tested and installed and are in strict compliance with all applicable laws, regulations including industries (development and regulations) Act 1951 and technical codes and requirements as applicable from time to time. Successful vendor shall ensure the compliance of the provisions of the carriage by Road Act 2007 & rules made hereunder.
- The Vendor should execute and deliver such documents as may be needed by the Purchaser in evidence of compliance. All laws and regulations required to be incorporated by the Purchase Order are hereby deemed to be incorporated by this reference. Any liability arising out of contravention of any of the laws in executing the order shall be the sole responsibility of the Vendor.

38. CONTRACTOR'S DEFAULT

Notice of Default

- If the Contractor is not executing the Works in accordance with the Contract or is neglecting to perform his obligations there under to seriously affect the programme for carrying out of the Works, the Owner may give notice to the Contractor requiring him to make good such failure or neglect.

Nature of Contractor's Default

If the Contractor:

- has failed to comply within a reasonable time with a notice, or
- assigns the Contract or sub-contracts the whole of the Works without the Owner's written consent or
- becomes bankrupt or insolvent and has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.
- The Owner may, after giving 15 days' notice to the Contractor terminate the Contract and expel the Contractor from this Site.
- Any such expulsion and termination shall be without prejudice to any other rights of powers of the Owner, or the Contractor under the Contract.
- The Owner may upon such termination complete the works himself or by any other Contractor. The Owner or such other Contractor may use for such completion any of the Contractor's equipment which is at the Site as he or they may think proper, and the Owner shall allow the Contractor a fair price for such use.

Valuation of Date of Termination

- The Owner shall, as soon as possible after such termination, certify the value of the works and all sums then due to the Contractor as on the date of termination.

Payment after Termination

- The Owner shall not be liable to make any further payments to the Contractor until the Works have been completed. When the Works are so completed, the Owner shall be entitled to recover from the Contractor the extra costs, if any, of completing the Works after allowing for any sum due to the. If there is no such extra cost the

Owner shall pay any balance due to the Contractor.

39. EFFECT ON LIABILITY FOR DELAY

- The Contractor's liability under clause 31.0 shall immediately cease when the Owner expels him from the Site without prejudice to any liability there under that may have already occurred.
- The Contractor and each of his Members (Contractor's personnel) shall be jointly and severally liable to the Owner for the performance of the Works/ Services under this Contract and further for any loss suffered by the Owner because of a default of the Contractor or his members in such performance, subject to the following limitations:
 - The Contractor shall not be liable for any damage or injury caused by or arising out of the act, neglect, default or omission of any persons other than the Vendor's Personnel.
 - The Contractor shall not be liable for any loss or damage caused by or arising out of circumstances of Force Majeure; and
 - Limit of liability will be maximum to contract price.

40. SALE CONDITIONS

- The order would constitute an entire agreement between the two parties thereto. With the Contractor's acceptance of the provisions of the Purchase Order, he waves and considers as cancelled any of this general/special sales conditions.

41. CANCELLATION

- The Owner reserves the right to cancel the order in part or in full by giving one-week advance notice thereby if:
 - The Contractor fails to comply with any of the terms of the order.
 - The Contractor becomes bankrupt or goes into liquidation.
 - The Contractor makes general assignment for the benefit of the creditors; and
 - Any receiver is appointed for the property owned by the Contractor.

42. DISPUTES AND ARBITRATION

- The Owner & Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- If after thirty (30) days from the commencement of such internal negotiations, the Owner & Contractor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution to the formal mechanism specified below.
- The dispute resolution mechanism to be applied shall be as follows:
In the case of dispute between the Owner and Contractor, the dispute shall be referred to adjudication/ arbitration in accordance with Indian Laws.

43. WORK TO CONTINUE

- Performance of the contract shall continue during arbitration proceedings unless the Owner shall order suspension. If any such suspension is ordered the reasonable costs incurred by the Contractor and occasioned thereby shall be added to the Contract Price.
- No payments due or payable by the Owner shall be withheld on account of pending reference to arbitration.

44. LAW AND PROCEDURE

The law which is to apply to the Contract and under which the Contract is to be constructed shall be Indian Law. The Courts of Bhubaneswar shall have exclusive jurisdiction in all the matters arising in the Contract including execution of Arbitration Award.

45. ACCEPTANCE OF TERMS AND CONDITIONS

The Bidder / Contractor must confirm his acceptance of the terms and conditions mentioned herein above and the enclosed documents. In case any clause is not acceptable to the Bidder / Contractor, the same should be specifically brought out in deviation schedule given in the Bid Proposal Sheets with categorical confirmation that all other clauses are acceptable to the Bidder / Contractor. If no mention is made in this

regard, it shall be presumed that all clauses mentioned hereinabove are acceptable to the Bidder.

46. DAMAGE DUE TO CONTRACTOR'S NEGLIGENCE

- If the Contractor or his Maintenance Engineer/ Employee cause damage to the Equipment or any part thereof, the Contractor shall, upon receipt of notice in writing in that behalf from Owner/ Engineer, arrange to make the same good at his costs. The decision of the Engineer/ Owner in this regard shall be final and binding on the Contractor.
- The successful bidder must ensure that the workforce (if any) to be deployed in OSRTC under the terms and conditions of this contract (after award of the contract), would be skilled through Recognition of Prior Learning (RPL) within two months from the date of commencement of contract at the cost of successful bidder.
- Upon acceptance of contract on Tender Odisha portal, the successful bidder shall be liable to give unconditional access to Reserve Bank of India (RBI) for inspection including its books and accounts.

SECTION INB : INSTRUCTION TO BIDDERS

1. GENERAL INSTRUCTIONS

- OSRTC (hereinafter called Owner) invites E-Bids in respect of “**Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module**” at the “OSRTC Office, Paribahan Bhavan, Old Bus Stand, Sachivalaya Marg, Unit-2, Ashok Nagar, Bhubaneswar, Odisha 751001” and other units of OSRTC within and outside the State of Odisha . All Bids shall be prepared and submitted strictly in accordance with these instructions.
- The Owner reserves the right to itself to accept any Bid or reject any or all Bids or cancel/ withdraw Invitation to Bid without assigning any reason for such decisions. Such decisions by the Owner shall bear no liability whatsoever consequent upon such a decision.

2. QUALIFYING REQUIREMENTS FOR BIDDERS

As mentioned in Tender Odisha bidding document and Special Conditions of Contract.

3. COST OF BIDDING

All the costs and expenses incidental to preparation and submission of the proposals, discussions including pre-award discussions with the successful Bidder etc. shall be to the account of the Bidders and the Owner shall not be responsible in any way whatsoever, and shall bear no liability whatsoever, on such costs and expenses, regardless of the conduct or outcome of the Bidding process.

4. DOCUMENT COMPRISING THE BID

- The Bidder shall complete all the e-Bid Forms inclusive of Price Schedules, Schedule of Requirements etc. furnished in the RFP, indicating, for the products to be supplied and services to be rendered, a brief description of products and services, quantities and prices.
- The Bidder shall also upload documentary evidence to establish that the Bidder

meets the Qualifications Requirements as detailed in above.

5. SCOPE OF THE PROPOSAL

The scope of the proposal shall be based on a sole responsibility of the bidder, completely covering all the materials and services specified under the accompanying RFP documents.

6. FORMAT AND SIGNING OF BID

- The Bidder shall complete all the procedure and format of the bid through Tender Odisha portal.
- Bids not confirming to the above requirements may be disqualified.

7. BID PRICES

The Bidder shall indicate the total prices on Tender Odisha portal only as per Scope of Work.

8. PERFORMANCE SECURITY

- A Performance security should be 5% of project cost to be deposited as per this bid document.

OR

The bidders may submit an unconditional irrevocable bank guarantee as per of section under Tender conditions from any Nationalized Indian Bank or reputed commercial bank equivalent to 5% of project cost in favour of General Manager (Admin), Odisha State Road Transport Corporation (OSRTC), Bhubaneswar, Odisha.

- The performance security shall be made payable to the Owner without any condition. If the Performance security is to be submitted in the form of Bank Guarantee, then The Bank guarantee (towards Performance Security) shall be valid for a period of Twelve (12) calendar months from the date of opening of Bids which shall be extended from time to time as desired by the Purchaser.
- The Performance security is required to protect the Owner against the risk of Bidders conduct which would warrant the security forfeiture.
- If the successful Bidder fails to accept letter of award / purchase order, the

Performance security amount shall be forfeited. Performance security amount may also be forfeited if a Bidder withdraws his Bid during the period of Bid validity.

- The Performance security of all the Bidders except that of the successful Bidder will be returned within Thirty (30) days after the Award of Contract or 15 days after the expiration of the period of Bid validity whichever is earlier.
- Any Bid not accompanied by a Performance security in accordance with above provisions will be treated as non-responsive and will be rejected by the Owner.
- No interest or any other cost will be payable by the Owner on the Performance security.
- The Performance Security of the awardee agency shall be converted into Security Deposit and shall be released on the submission of contract performance security, the amount of which shall be 5% of the total bid / contract value. No interest shall be payable by the Owner on the Security Deposit.
- The successful Bidder's Earnest Money Deposit (EMD) will be returned, without any interest, upon such Successful Bidder signing the Agreement and furnishing the Performance Bank Guarantee in accordance with the provisions thereof.
- The Earnest Money Deposit (EMD) shall be forfeited and appropriated by OSRTC as mutually agreed genuine pre-estimated compensation and Damages payable to OSRTC for, inter alia, time, cost, and effort of OSRTC without prejudice to any other right or remedy that may be available to OSRTC hereunder or otherwise, under the following conditions:
 - If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice as specified in this RFP.
 - If a Bidder withdraws its Bid during the period of Bid validity as specified in this RFP and as extended by the Bidder from time to time.
- In the case of successful Bidder, fails within the specified time limit:
 - To sign the Agreement and/or
 - To furnish the Performance Bank Guarantee within the period prescribed in the Contract Agreement; or
 - In case the successful Bidder, having signed the Agreement, commits any breach thereof prior to furnishing the Performance Bank Guarantee.

9. PERIOD OF VALIDITY OF BIDS

- As per Tender Odisha portal. A Bid valid for a shorter period may be rejected by the Owner as non-responsive.

10. SUBMISSION OF BIDS TO THE OWNER

- The Bidder shall submit the entire bids on Tender Odisha portal. The details of undertaking related to EMD shall be forwarded to us before the opening date of technical bid. However, scanned copy of the same to be uploaded in the system on Tender Odisha. The bids are to be uploaded on above portal in two parts i.e. Technical and Price bid. The technical bid should have all the technical details along with scanned copy of EMD. Price bid should have all price details.
- Any Bid received by the Owner after the deadline for submission of e-Bids prescribed by the Owner, in the Invitation to Bid shall be automatically rejected by the system.

11. WITHDRAWAL OF BIDS

- No Bid shall be withdrawn in the interval between the deadline for submission of Bids and expiration of the period of Bid validity. Withdrawal of a Bid during this interval shall result in the forfeiture of Performance Security of the Bidder.

12. OPENING OF THE BIDS BY THE OWNER

- The Bids shall be opened by the Owner on/after scheduled bid opening date and time as specified in Invitation of Bids or in the case any extension has been given thereto, after the extended Bid submission date.

13. PRELIMINARY EXAMINATION

- The Owner will examine the Bids to determine whether they are complete, whether required Performance security has been furnished, whether Bidder fulfils the qualifying requirements and whether the Bids are generally in order.
- Prior to detailed evaluation, the Owner will determine the substantial

responsiveness of each Bid with reference to the Bidding documents. A substantial responsive Bid is one which confirms to all the terms and conditions of the Bidding documents without material deviation. The Owner's determination of Bids responsiveness will be based on the contents of the Bid itself.

- A Bid determined as not substantially responsive will be rejected by the Owner and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- The Owner may waive any minor informality or non-conformity or irregularity in a Bid which does not constitute a material deviation. The decision of the Owner with regards to the deviation being material or not shall be final and binding.

14. EVALUATION OF BIDS

- The Owner will evaluate and compare the Bids previously determined to be substantially responsive.
- The Bids submitted by the Bidders which do not meet the qualifying requirements as per the RFP will be treated as non-responsive and will be rejected.
- The Bids shall be evaluated and compared based on total price quoted on Tender Odisha portal for the entire Scope of Work defined in the Detailed Technical Specifications and as per Tender Odisha terms and conditions.

15. AWARD OF WORK

- Notification of Award of Contract on Tender Odisha will be made on Tender Odisha portal to the successful Bidder by the Owner. The notification of award and submission of Contract Performance Security shall constitute the formation of Contract.
- Because of indivisible nature of work, contract will be awarded on single responsibility basis only as per outcome of evaluation on Tender Odisha portal.
- The Owner reserves the right, to accept any Bid (not necessarily the Bid having lowest Bid prices) or to reject any or all Bids or to cancel/ withdraw the Invitation to Bid or to annul the Bidding process at any time prior to Award of Contract, without assigning any reason for such decision. Such decision by the Owner shall not be subject to question by any Bidder and the Owner shall bear no liability

whatsoever consequent upon such a decision, nor shall he have any obligation to inform the affected Bidder or Bidders of the grounds for the Owner's action.

16. CONTRACT PERFORMANCE GUARANTEE:

- Within 15 days of notification of award of the contract, as a Contract Performance Security, the successful bidder, to whom the work is awarded, shall be required to furnish a Demand Draft / performance bank guarantee from (a) a Public Sector Bank or (b) a scheduled Bank, in Favor of owner in the prescribed proforma or in form of Insurance Security bond. The guaranteed amount shall be equal to 5% of the total contract price and it shall guarantee the faithful performance of the contract in accordance with the terms and conditions specified in these documents and specifications. The Contract Performance Guarantee shall be valid up to three months beyond the contract validity period or as specified on Tender Odisha. The contract Performance Guarantee shall be as per the provisions of Tender Odisha terms and conditions.

ANNEXURE II-A (MSME)

1. SCOPE OF WORK (SAP-SAP BUSINESS ONE):

Odisha State Road Transport Corporation (OSRTC), Government of Odisha, intends to select a System Integrator (SI) for the Design, Development, Implementation, Integration, Operation & Maintenance of SAP (SAP BUSINESS ONE) - Financial Accounting and Controlling (FICO) Module.

- The Licenses shall be Procured by Selected Vendor, (35 Professional License) during the implementation Phase from SAP in the name of OSRTC. The number of professional license may increase / decrease from time to time as per the sole discretion of Authority.
- SAP Annual Licence fees (Post implementation) will be paid by the OSRTC on a yearly basis. The number of user licenses may increase / decrease as per the requirement from time to time.
- The proposed solution shall automate financial management, of OSRTC.

The selected bidder shall be responsible for end-to-end implementation including supply, configuration, customization, integration, training, migration, support and maintenance of the SAP (SAP BUSINESS ONE)-FICO module.

The key objectives of this RFP are:

- To implement SAP (SAP BUSINESS ONE) - FICO module for comprehensive financial management.
- To ensure transparency, accuracy, audit compliance and real-time reporting.
- To reduce manual intervention and eliminate payment delays.

2. COMPONENTS OF SCOPE OF WORK:

The scope of work shall include, but not be limited to, the following components:

2.1 SAP (SAP BUSINESS ONE)-FICO Module

The bidder shall design, configure and implement SAP (SAP BUSINESS ONE)-FICO module covering:

- a. Balance Sheet

- b. Profit & Loss Account
- c. Trial Balance
- d. General Ledger (GL)
- e. Accounts Payable (AP)
- f. Accounts Receivable (AR)
- g. Asset Accounting
- h. Cost Centre Accounting
- i. Budget Control
- j. Bank Reconciliation
- k. Fund Management
- l. Financial Reporting & MIS
- m. Integration with IFMS / PFMS / Treasury Systems
- n. Automated payment advice generation
- o. Audit trail and statutory compliance reporting
- p. The system shall support Government accounting standards and CAG audit requirements.

3. INTEGRATION REQUIREMENTS

The proposed solution must integrate with:

- a. IFMS Odisha/ PFMS
- b. Banking systems (NEFT/RTGS/Payment Gateway)
- c. Existing OSRTC operational systems
- d. GPS/ ITS systems (for GCC validation if required)
- e. APIs shall be provided and maintained by the selected bidder.

4. IMPLEMENTATION APPROACH

The bidder shall adopt a structured implementation methodology covering:

- a. Requirement Study & Gap Analysis
- b. System Design & Architecture Finalization
- c. Configuration & Customization
- d. Data Migration from legacy systems

- e. Integration & API Development
- f. User Acceptance Testing (UAT)
- g. Go-Live & Stabilization
- h. Post-Go-Live Support
- i. Training & Knowledge Transfer

5. DELIVERABLES

The selected bidder shall deliver:

- a. Detailed Project Report (DPR)
- b. System Requirement Specification (SRS)
- c. System Design Document (SDD)
- d. Configured SAP modules
- e. Data migration report
- f. UAT sign-off document
- g. Training manuals
- h. User manuals
- i. Technical documentation
- j. Go-Live
- k. Annual Maintenance & Support services

6. SERVICE LEVEL AGREEMENT (SLA)

- The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following tables are applicable for the entire duration of the Contract /Project, failing which the selected bidder(s) is liable to be penalized:

Sl. No.	SLA Description	Penalty Amount
1	Minimum 99.5% system uptime	5,000/- Per Day Per Downtime
2	Resolution of critical issues within 4 hours	1,000/- Per Instance

Sl. No.	SLA Description	Penalty Amount
3	Resolution of major issues within 24 hours	10,000/- Per Instance
4	Regular system backup and disaster recovery	3,000/- Per Day
5	Security compliance as per Government IT standards	50,000/- Per Instance

Note: -

1. The upper limit of the penalties due to default in SLA Warranty is 10% of the entire PO value.

7. DATA SECURITY & COMPLIANCE

The solution must comply with:

- a. Government of Odisha IT Policy
- b. CERT-In guidelines
- c. Data localization norms
- d. Role-based access control
- e. Audit logs and traceability
- f. Encryption of financial data

8. TRAINING & CAPACITY BUILDING

The bidder shall conduct:

- a. Administrator training
- b. Finance department training
- c. User manuals and SOP documentation

9. SUPPORT & MAINTENANCE

The bidder shall provide:

- a. Comprehensive support for a minimum period of 3 years
- b. Dedicated Support during AMC

- c. System upgrades and patches
- d. Performance optimization
- e. Knowledge transfer to OSRTC staff

10. COMPREHENSIVE SUPPORT SERVICES

The Successful bidder shall:

- Provide comprehensive Carry-in support services through its designated Support Service Centres / Resident Engineers/ Support Staff available for this purpose for three-year (03) period post completion of the 1st Six (06) Months for all components at the Client's location.
- The support shall start from the date of final delivery of all the components and acceptance of the components. Support to start from date of acceptance or one (01) month from the date of implementation, whichever is earlier, in case acceptance is delayed by OSRTC.
- Be responsible for ensuring adequate and timely availability of the supports needed service support centres/ Resident Engineers/ Support Staff during the support period.

11. ROLES AND RESPONSIBILITIES

Odisha State Road Transport Corporation (OSRTC): OSRTC shall

- Conduct Pre-design, development/ post-implementation, integration Inspection.
- Nominate an officer to co-ordinate with selected bidder for successful execution of the project.
- Intimate regarding the details of concerned location and persons where the components will be implemented.

12. DETAILED SYSTEM AND FUNCTIONAL REQUIREMENTS

Sl. No.	Requirements	Quantities/ Description
1	Total Keys	35 Nos.
2	Training and Capacity Building for Staff	Minimum 100 Nos.

Sl. No.	Requirements	Quantities/ Description
3	OS Compatibility	Windows, Mac

13. ADDITIONAL TERMS & CONDITIONS

- Bidder to submit BID Specific authorization with name, address, mail id of authorized signatory (For all product).
- Specific Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents which must be there in the public domain. (Datasheet must be with model wise not respective series). Support period information should be available in public domain.
- Compliance sheet and EOL (End of Life) certificate must be in Letterhead with company seal & sign by Local Business Manager. Malicious Quote and Warranty Certificate must be provided by the OEM. (For all product).
- Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.
- The authority reserves the right to cancel the bid at any time without assigning any reasons thereof.

14. CONTRACT PERIOD

The total contract period shall be for **Three (03) years and Six (06) Months**; where the entire platform must be operational within the 1st Six (06) Months; unless terminated by any of the clauses included in this Contract, subject to satisfactory services by bidder. Further, contract shall be reviewed on annual basis for continuation of the contract considering satisfactory performance of the Vendor, maintenance of SLA etc. Subject to satisfactory performance the contract can be renewed for further period with acceptable mutual terms and conditions like (Operation and maintenance / other services / License Fees.

15. PAYMENT TERMS

50% of the order value will be paid to the selected bidder after design, development, installation, integration and commissioning of services as per implementation schedule

at onsite and due inspection by OSRTC team. From the remaining 50%, 1st : 20% will be paid after completion of inspection and authorization from OSRTC. Then after each year of service 10% will be paid and so on till the completion of 3rd year.

SI No	Milestones/ Deliverables	Billable Fee (as % of Contract Value)
1	Complete design, delivery, implementation, integration and commissioning of services	50% of the order value of the Lot will be paid.
2	Inspection of work	20% of the Total order value will be paid the company after inspection and testing of the work by OSRTC team.
3	1 st Year of the execution of the project	10% of the Total order value will be paid.
4	2 nd Year of the execution of the project	10% of the Total order value will be paid.
5	3 rd Year of the execution of the project	10% of the Total order value will be paid.

16. EXIT CLAUSE

- OSRTC reserves all the rights to terminate the contract at any time during the concurrency of the contract without assigning any reason thereof by serving a notice period of One (03) Month to the vendor and final billing shall be done on pro rata basis.

17. MINIMUM QUALIFYING REQUIREMENTS (MQR)

Bidder should submit documentary evidence in respect of all below mentioned criteria while submitting the proposal. Vendors whose Proposal do not fulfil the below mentioned criteria or who fail to submit documentary evidence to the satisfaction would be rejected.

Note 1: "Similar work" means that the Bidder has successfully IT related services/ supports for Central / State Govt. Organization / PSU/ Large Private Companies.

Note 2: "Documentary evidence" for satisfactory completion / execution of work will

include:

- Letters of award from clients for each project along with Completion certificate issued by the client/ Third party inspection agency (or)
- Letter of award along with at least 90% payment receipt duly attested by CA/auditor/Authorized bid signatory/ Third party inspection agency (or)

In case of any other document, the same shall be considered with the approval of competent authority while taking approval for opening of financial bid.

Note 3: “Last Financial Year” means the financial year immediately preceding the financial year in which the tender document has been published on Tender Odisha.

Minimum Qualifying Criteria			
Parameter	Sl. No.	Criteria	Supporting Document
Organizational	i.	Bidder should have valid PAN, GST registration as on bill submission date.	Copy of PAN & GST registration duly attested by authorized bid signatory.
	ii.	The Bidder should have Registered Office / Head Office / Branch Office in Bhubaneswar, operational at least 5 years or more for easy and quick service support.	Valid proof of office in Bhubaneswar duly attested by the authorized bid signatory.
Financial	iii.	Annual Turnover of the bidder should have minimum of Rs. 10 Crore during the last three financial years. (2022-23, 2023-24, 2024-25)	Copy of audited Balance Sheet and Profit & Loss account & CA certificate should be submitted for FY 2024-25, statements should be submitted (with UDIN) duly attested by CA / statutory auditor.
	iv.	Bidder should have at least Average Net worth of ₹ 50 Lkhs in last financial years. (2022-23, 2023-24, 2024-25)	
Experience	v.	a) A Company / Firm / LLP registered in India for a period of at least Five (5) years before the bid submission date and. b) Minimum five years'	Copy of Certificate of Incorporation/ Registration / Incorporation/ another relevant document duly attested by authorized bid signatory and

Minimum Qualifying Criteria			
Parameter	Sl. No.	Criteria	Supporting Document
		experience in execution of similar works as on the last date of bid submission.	Copy of Purchase Order along with execution proof showing a minimum of three years' experience.
	vi.	Service Provider must have the CMMi Level 3 or Higher, ISO 9001, ISO 20001, ISO 27001 certificate, bidder should submit at the time of participation in the Bid.	Documentary evidence/ Copy of valid certifications should be submitted.
Obligatory	vii.	Bidder must not stand being declared ineligible/ blacklisted/ banned/ debarred by any PSU/ Ministry/ Govt. organization from participation in its Tender Processes.	Bidders submit the affidavit after the Bid Publication regarding non blacklisted/ banned/ debarred from any Govt. Organization in Non-Judicial stamp paper with appropriate value of Rs 20/-.
Functional	viii.	Bidder / OEM must have service centers in Odisha	Documentary evidence should be submitted.

Appendix I: Covering Letter

{On Company's Letter Head}

To

Date: _____

**The General Manager (Admn.)
Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha.**

Ref: RFP for Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module.

1. Being duly authorized to represent and act on behalf of
(hereinafter referred to as "the Applicant") and having reviewed and fully understood all of the information provided in the RFP document provided by the Authority in respect of the captioned selection, the undersigned hereby submits the Applications in response to the RFP.
2. I/We have studied the RFP document carefully and understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority in respect of any matter arising out of or concerning or relating to the Selection Process.
3. This statement is made for the selection purpose of qualifying as an Applicant for the selection.
4. I/We shall make available to the Authority any additional information it may find necessary or requires to supplement or authenticate the qualification statement.
5. I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor have we been expelled from any project or contract by any public authority nor have any contract terminated by any public authority for breach on our part.
6. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any application that you may receive nor to invite the Applicants, without incurring any liability to the Applicants.
7. My/our Application is consistent with all requirements of submission as stated in the Selection Document or in any of the subsequent communications issued by the Authority. I/We would be solely responsible for any errors or omissions in our Application.

8. I/We understand that any omission, commission or misstatement in facts provided by us will make our Application invalid at any time during the Selection Process and also after the Selection; the Authority reserves the right to take appropriate action accordingly.
9. I/We understand that the Authority reserves the right to accept or reject any or all the Applications and reserves the right to withhold and/or cancel the Selection Process without assigning any reason or otherwise.
10. I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the Selection of Agencies, or in connection with the Selection Process itself, in respect of the above-mentioned activities and the terms and implementation thereof.
11. I/We agree and undertake to abide by all the terms and conditions of the RFP Document.
12. I/We submit cost of RFP document of Rs. _____/- (Rupees _____ Only) vide _____ [DD no./ BD No., name of bank] to the Authority in accordance with the RFP Document.
13. I/We offer an EMD of Rs. _____/- (Rupees _____ Only) vide _____ [DD no./ BD No., name of bank] to the Authority in accordance with the RFP Document.
14. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in my/our Application, i/we hereby represent and confirm that my/our Application is unqualified and unconditional in all respect. -----Signature of the Authorized Person ----- Name of the Authorized Person Dt -----

Appendix II: Request for Clarification

{On Company's Letter Head}

The bidder requiring specific points of clarification may communicate with OSRTC during the specified period using the following format.

Bidder's Request for Clarification				
<<Name of RFP & RFP No.>>				
<<Name of Organization submitting query/ request for clarification>>				
<<Full address of the Organization including e-mail, phone and fax for all points of contact>>				
Sl. No.	RFP Reference (Section No., Clause, Page No.)	Content of RFP	Clarification Sought	OSRTC Response(space to be left blank by the Bidder)
1				
2				
3				

Appendix III: Details of Bidder

{On Company's Letter Head}

Sl. No.	Description	Details
1	Name of the firm	
2	Status (Legal entity)	
3	Address with Pin Code	
4	Authorized Contact Person	
5	Contact Number	
6	Fax No.	
7	Mobile No.	
8	Email Id	
9	Web Address	
10	Any other relevant information	

.....

Signature of the Authorised Person

.....

Name of the Authorised Person

Date

Appendix IV: Power of Attorney

{On Requisite Stamp Paper}

KNOW ALL MEN by these presents that we, _____ [name of the company/partnership/ proprietary firm], a _____ [Company/partnership/ proprietary firm] incorporated under the _____ [Insert relevant act], having its Registered Office at _____ (hereinafter referred to as “company/partnership/ proprietary firm”):

WHEREAS in response to the Invitation for **RFP for Design, Development, Implementation, Integration, Operation & Maintenance of SAP-Financial Accounting and Controlling (FICO) Module** (“Project”), the company/partnership/ proprietary firm is submitting its Application for the Project issued by the OSRTC and is desirous of appointing an attorney for the purpose thereof.

Whereas the company/partnership/ proprietary firm deems it expedient to appoint Ms./Mr. _____ daughter/son of _____ resident of _____, holding the post of _____ as the Attorney of the Company.

NOW KNOW ALL MEN BY THESE PRESENTS, that _____ [name of the Company] do hereby nominate, constitute and appoint _____ [name & designation of the person] son/daughter/wife of _____ as its true and lawful Attorney so long as she/ he is in the employment of the company/partnership/ proprietary firm to do and execute all or any of the following acts, deed and things for the company/partnership/ proprietary firm in its name and on its behalf, that is to say:

- to act as the company/partnership/proprietary firm official representative for submitting the Application for the Project and other relevant documents in connection with the RFP.
- to sign all documents in relation to the Application (including clarifications and queries to the RFP) and participate in Applicants and other conferences, respond to queries, submit information/documents, sign and execute contracts and undertakings consequent to acceptance of the Application.
- to submit documents, receive and make inquiries, make the necessary corrections and clarifications to the Project documents, as may be necessary.
- to sign and execute contracts relating to the Project, including any variations and modifications thereto.
- to represent the company/partnership/ proprietary firm at meetings, discussions, negotiations and presentations with Authority, Government Authorities, Independent Engineer and any other Project related entity.

- to receive notices, instructions and information for and on behalf of the company/partnership firm.
- to execute all necessary agreements or documents for implementation of the Project, including the Agreement for and on behalf of the company/partnership/ proprietary firm; and
- to do all such acts, deeds and things in the name and on behalf of the company/ partnership/ proprietary firm as necessary for the purpose aforesaid.

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 power hereby conferred shall always be deemed to have been done by us.

The common seal of [name of the company/partnership/ proprietary firm] was here unto affixed pursuant to a resolution passed at the meeting of Committee of Directors held on the ____day of _____,20____ in the presence of [name & designation of the person] and countersigned by [name & designation of the person] of the company/partnership/ proprietary firm of [name of the company/partnership/ proprietary firm]	----- [name & designation of the person] [name & designation of the person]
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Instructions:

- The mode of execution of the power of attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this power of attorney for the delegation of power hereunder on behalf of the Applicant.
- For a power of attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the power of attorney is being issued. However, the power of attorney provided by Applicants from countries that have signed the Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

Appendix V: Bank Guarantee Format for EMD

To

**The General Manager (Admn.)
Odisha State Road Transport Corporation,
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha**

In accordance with the provisions of the RFP document, (Name and Address of the Bidder) here by deposits with the (Name of the TIA).

We the (Bank or Financial Institution) agree that the Bidder shall have right to demand, not exceeding, full or part of the amount of (amount of guarantee) (In words).

It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of Rs. 50,00,000/- (Rupees Fifty Lakhs only) as Earnest Money Deposit.

M/s. (Hereinafter called Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish EMD in respect of the said sum of Rs. 50,00,000/- (Rupees Fifty Lakhs only) without any demur, merely on a demand in writing from the Authority stating that the amount claimed is due and payable by the Bidder. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. We, the Bank, further undertake to pay to the Authority any money so demanded notwithstanding any dispute raised by the Bidder in any manner whatsoever and our liability under these presents is absolute, unconditional, unequivocal and irrevocable.

We, the Bank, further agree that the Guarantee herein contained shall remain in full force and effect during the period that will be taken for the EMD of the said agreement.

This EMD is valid for a period of (Duration in days (months) in figures and words) from the date of bidding. (The initial period for which this EMD will be valid must be at least days/months longer than the anticipated expiry date of the said RFP (as the case may be) as stated in the 'RFP'. We undertake not to revoke this EMD during its currency without the written consent of the Authority.

The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Bidder.

We, the Bank, undertake not to revoke this EMD except with the previous consent of the Authority in writing. This EMD shall be valid up to and we undertake to

renew/extend this EMD from time to time till the completion of Bidding process by the Bidder of its obligations under the Contract and/or as demanded by the Authority.

The expressions “the Authority”, “the Bank” and “the Bidder” hereinbefore used shall include their respective successors and assignees.

In witness whereof I/We of the Bank have signed and sealed this EMD on the day of 20 being herewith duly authorized.

For and on behalf of the Bank

Signature of authorized Bank official

Name:

Designation:

Stamp/Seal of the Bank:

Signed, sealed and delivered For

and on behalf of the Bank

by the above named

in the presence of:

Witness 1.

Signature:

Name:

Address:

Witness 2.

Signature:

Name:

Address

Appendix VI: Financial Capacity of the Bidder

Format for CA Certificate

{The format should be certified by Chartered Accountant with UDIN}

Sl. No.	Financial Year	Annual Turnover (INR Crores)	Net worth (INR Crores)
1	2022-23		
2	2023-24		
3	2024-25		
Average			

UDIN: _____

Name of Bidder's Bankers:

Address of Bidder's Bankers:

Instructions

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

Dated this _____ day of 2026.

Name of the CA:

Signature of certifying CA

UDIN Number:

Appendix VII: Format for Financial Proposal

Date: _____

To

The General Manager (Admn.)
Odisha State Road Transport Corporation (OSRTC)
Paribahan Bhavan, Sachivalaya Marg, Unit-II,
Bhubaneswar-751001, Odisha.

Ref: RFP for Design, Development, Implementation, Integration, Operation & Maintenance of
SAP-Financial Accounting and Controlling (FICO) Module.

Description	Quantity	Unit Price	UoM	Total Price	GST	Total Price (Inc Tax)
Professional License	35		Nos.			
Implementation Cost	1		Lot			
Annual Maintenance Cost	3		Yearly			
Total						
Total (In Words)						

This Financial Proposal is without any condition.

Yours faithfully,

For and on behalf of (Name of Applicant)

Duly signed by the Authorized Signatory of the Applicant

Name, Title, and Address of the Authorized Signatory