

**Request for Proposal
for**

**Selection of Service Provider for providing
Visualization & Analytics Platform to GMDC**

GMDC/CO/IT/CCC/01/2025-26



**Gujarat Mineral Development Corporation Limited
Khanij Bhavan, 132-ft Ring Road, Gujarat University Ground,
Vastrapur, Ahmedabad- 380052**

June 2025

DISCLAIMER

This RFP is being issued by the Gujarat Mineral Development Corporation Ltd (GMDC) (hereunder called "Authority"/ "GMDC") to the Bidders/service providers interested in assisting GMDC in its mine analytics platform with its Operations Maintenance services.

It is hereby clarified that this RFP is not an agreement, and the purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals/Bids. While the RFP has been prepared in good faith with due care and caution, GMDC does not accept any liability or responsibility for the accuracy, reasonableness, or completeness of the information, or for any errors, omissions, or misstatements, negligent or otherwise, relating to any feasibility / detailed project report or any other reference document mentioned, implied or referred herein. This RFP may not be appropriate for all people. It is not possible for GMDC to consider the investment objectives, financial situation and particular needs of each Proposer/Bidder who reads or uses this RFP. Each Proposer/Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and where necessary, obtain independent advice from appropriate sources.

Bidder should carefully examine and analyze the RFP and bring to the notice of GMDC any error, omission or inaccuracies therein that are apparent and to carry out its own investigation with respect to all matters related to the captioned subject, seek professional advice on technical, financial, legal, regulatory and taxation matters and satisfy himself consequences of entering into any agreement and / or arrangement relating to the captioned subject. GMDC and its employees make no representation or warranty, express or implied, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the information contained in the RFP or in any material on which this RFP is based or with respect to any written or verbal information made available to any Proposer or its representative(s).

GMDC may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP as per its requirements. GMDC reserves the right not to proceed with the project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Project further with any party submitting a Proposal. No reimbursement of the cost of any type will be paid to persons, entities submitting a Proposal/Bid.

The bidder shall bear all 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 GMDC or any other costs incurred in connection with or relating to its bid, regardless of the conduct or outcome of the bidding process.

TABLE OF CONTENTS

Table of Contents

| | |
|---|----|
| ABBREVIATIONS | 11 |
| SECTION I: BACKGROUND | 14 |
| SECTION II: SCOPE OF WORK | 16 |
| 1. SCOPE OF WORK..... | 16 |
| 2. ROLES AND RESPONSIBILITIES | 32 |
| SECTION III: LIST OF DELIVERABLES AND ITS TENTATIVE TIMELINES..... | 34 |
| SECTION IV: SERVICE LEVEL AGREEMENTS..... | 35 |
| SECTION V: INSTRUCTIONS TO BIDDERS | 38 |
| 1. INTRODUCTION | 38 |
| 1.1. Bidding Process | 38 |
| 1.2. Due Diligence | 38 |
| 1.3. Acknowledgement by Bidder | 38 |
| 1.4. Cost of Bidding..... | 39 |
| 1.5. RFP Fee | 39 |
| 1.6. Schedule of Bidding | 39 |
| 2. GENERAL..... | 43 |
| 2.1 Bid Validity | 43 |
| 2.2 Numbers of Bids by Bidder..... | 43 |
| 2.3 Governing Law and Jurisdiction | 43 |
| 2.4 Authority’s Right to Accept and Reject any Bids or all Bids..... | 43 |
| 2.5 Earnest Money Deposit (EMD)/Bid Security | 44 |
| 3. DOCUMENTS AND PRE-BID CONFERANCE..... | 45 |
| 3.1 Content of RFP | 45 |
| 3.2 Notice Inviting Tender..... | 46 |
| 3.3 Clarification to RFP Documents..... | 46 |
| 3.4 Pre-Bid Meeting | 46 |
| 3.5 Amendment of Bidding Documents | 47 |
| 4. PREPARATION AND SUBMISSION OF BIDS..... | 47 |
| 4.1 Language of Bid..... | 47 |
| 4.2 Bid Currency..... | 47 |

| | | |
|---|--|----|
| 4.3 | Format and Signing of Bid | 47 |
| 4.4 | Submission Format & Sealing and Marking of Proposals | 48 |
| 4.5 | Bid Due Date | 49 |
| 4.6 | Late Submission | 49 |
| 4.7 | Modification and Withdrawal of Bids..... | 50 |
| 5. | BID EVALUATION CRITERIA | 50 |
| 5.1 | Pre-Qualification Criteria | 50 |
| 5.2 | Technical Score Criteria..... | 52 |
| 5.3 | Evaluation of Price Bid and Financial Score..... | 56 |
| 5.4 | Composite Score | 56 |
| 5.5 | Credit from parent firm / Subsidiary / Sister Concern for meeting the Pre-Qualification and Technical Score criteria | 57 |
| 6. | EVALUATION PROCESS | 57 |
| 6.1. | Opening of Technical Bid | 57 |
| 6.2. | Evaluation of Technical Bid | 58 |
| 6.3. | Opening of Financial Bid | 59 |
| 6.4. | Composite Score | 59 |
| 6.5. | Clarification of Bids and Request for additional/missing information..... | 59 |
| 6.6. | Verification and Disqualification | 60 |
| 6.7. | Contacts during Bid Evaluation | 61 |
| 6.8. | Correspondence with Bidder | 61 |
| 6.9. | Confidentiality..... | 61 |
| 7. | SELECTION OF SERVICE PROVIDER AND SIGNING OF AGREEMENT | 61 |
| 7.1. | Notification of Award..... | 61 |
| 7.2. | Signing of Agreement..... | 62 |
| 7.3. | Performance Security..... | 62 |
| 7.4. | Commencement of Work/Assignment..... | 63 |
| 7.5. | Proprietary Data | 63 |
| 7.6. | Tax Liability | 63 |
| 8. | FRAUD AND CORRUPT PRACTICES | 63 |
| 9. | CONFLICT OF INTEREST..... | 65 |
| 10. | MISCELLANEOUS | 66 |
| SECTION VI: SERVICE FEES AND PAYMENT TERMS..... | | 68 |
| 1. | SERVICE FEES..... | 68 |

| | | |
|--|--|----|
| 2. | PAYMENT TERMS | 69 |
| SECTION VII: CONTRACT TERMS AND CONDITIONS | | 75 |
| 1. | GENERAL..... | 76 |
| 1.1. | Definition and Interpretation | 76 |
| 1.2. | Principles of Interpretation | 79 |
| 1.3. | Relationship between Parties | 79 |
| 1.4. | Rights and Obligations | 80 |
| 1.5. | Governing Law and Jurisdiction | 80 |
| 1.6. | Language..... | 80 |
| 1.7. | Table of Content and Heading | 80 |
| 1.8. | Notices | 80 |
| 1.9. | Location | 81 |
| 1.10. | Authorized Representative..... | 81 |
| 2. | COMMENCEMENT, COMPLETION AND TERMINATION OF AGREEMENT..... | 81 |
| 2.1. | Effectiveness of Agreement | 81 |
| 2.2. | Commencement of Services | 81 |
| 2.3. | Termination of Agreement for failure to commence Services. | 81 |
| 2.4. | Expiration of Agreement..... | 81 |
| 2.5. | Entire Agreement..... | 82 |
| 2.6. | Modification of Agreement..... | 82 |
| 2.7. | Force Majeure..... | 82 |
| 2.7.1. | Definition..... | 83 |
| 2.7.2. | Procedure in case of Force Majeure Event..... | 84 |
| 2.7.3. | Excuse from performance of obligations by Party affected by Force Majeure..... | 84 |
| 2.7.4. | No Breach of Agreement..... | 85 |
| 2.7.5. | Measures to be taken..... | 85 |
| 2.7.6. | Extension of Time | 85 |
| 2.7.7. | Payments..... | 85 |
| 2.7.8. | Consultation | 85 |
| 2.7.9. | Termination in case of Force Majeure Event..... | 86 |
| 2.7.10. | Termination Payment in case of Force Majeure Event | 86 |
| 2.7.11. | Allocation of Cost in case of Force Majeure Event not leading to Termination | 86 |
| 2.8. | Suspension of Agreement..... | 86 |

| | | |
|---------|---|----|
| 2.9.1 | Termination of Agreement | 87 |
| 3. | OBLIGATIONS OF THE SERVICE PROVIDER..... | 88 |
| 3.1. | General | 88 |
| 3.2. | Conflict of Interest | 88 |
| 3.3. | Confidentiality..... | 89 |
| 3.4. | Whitelist of IP address | 89 |
| 3.5. | Liability of the service provider | 89 |
| 3.6. | Accounting, Inspection and Auditing | 90 |
| 3.7. | Service providers' Actions requiring Authority's prior Approval. | 90 |
| 3.8. | Reporting Obligations | 90 |
| 3.9. | Documents Prepared by the service providers to be the Property of GMDC..... | 90 |
| 3.10. | Accuracy of Documents..... | 91 |
| 3.11. | Insurance to be taken out by the service provider | 91 |
| 3.11.1. | Insurance during the Contract Period | 91 |
| 3.11.2. | Evidence of Insurance Cover..... | 92 |
| 4 | SERVICE PROVIDER'S PERSONNEL | 92 |
| 4.1. | General | 92 |
| 4.2. | Deployment of Personnel | 92 |
| 4.3. | Substitution of Personnel..... | 93 |
| 4.4. | Working hours, Overtime, Leave etc..... | 93 |
| 4.5. | Staffing..... | 93 |
| 4.6. | Sub-service providers / Outsourcing..... | 93 |
| 5 | OBLIGATIONS OF GMDC..... | 93 |
| 5.1. | Payment..... | 94 |
| 5.2. | Documents and Other Support | 94 |
| 5.3. | Roles and Responsibilities of GMDC..... | 94 |
| 6 | PAYMENT TO THE SERVICE PROVIDER | 94 |
| 7 | PROJECT PLAN | 94 |
| 8 | WARRANTY PERIOD AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT PERIOD..... | 96 |
| 9 | SECURITY OF INFORMATION GENERATED FROM PROJECT | 97 |
| 9.1. | Reliability of Information | 97 |
| 9.2. | Integrity of Information | 97 |
| 9.3. | Security and Encryption of Information Stored and other database..... | 97 |

| | | |
|---|--|-----|
| 9.3.1. | Security and Encryption of Information Stored and other database | 97 |
| 9.3.2. | Security audit of the Project..... | 98 |
| 10 | EVENT OF DEFAULT | 98 |
| 10.1. | Service provider Event of Default..... | 98 |
| 10.2. | Authority Event of Default..... | 99 |
| 10.3. | Termination due to Event of Default..... | 99 |
| 10.4. | Termination for Insolvency, Dissolution etc. | 101 |
| 11 | LIQUIDATED DAMAGES | 101 |
| 11.1. | Performance Security..... | 101 |
| 11.2. | Encashment and appropriation of Performance Security..... | 102 |
| 11.3. | Liquidated Damages..... | 102 |
| 11.4. | Penalty for Deficiency and Services..... | 102 |
| 12 | OWNERSHIP OF PROJECT..... | 102 |
| 13 | INTELLECTUAL PROPERTY RIGHTS | 103 |
| 14 | PROJECT HANDOVER | 104 |
| 14.1. | Handing Over of Project | 104 |
| 14.2. | Inspection and Removal of Bugs and Deficiency | 104 |
| 14.3. | Recovery of Balance due of Authority from Service Provider..... | 104 |
| 15 | POST TERMINATION SUPPORT | 104 |
| 16 | FARENESS AND GOOD FAITH | 105 |
| 16.1. | Good Faith..... | 105 |
| 16.2. | Operation of Agreement | 105 |
| 17 | DISPUTE RESOLUTION | 105 |
| 17.1. | Amicable Solution..... | 105 |
| 17.2. | Arbitration..... | 105 |
| 17.3. | Performance during Dispute Resolution..... | 106 |
| 18 | CHANGE REQUEST AND CONTRACT AMMENDMENTS | 106 |
| SECTION VIII: ANNEXURES | | 108 |
| Annexure 1: Letter of Bid Submission | | 108 |
| Annexure 2: Bidder's Organization details | | 109 |
| Annexure 3: Auditor's Certificate for Turnover for bidder | | 110 |
| Annexure 4: Declaration for Non-Blacklisting | | 111 |
| Annexure 5: Earnest Money Deposit and RFP processing Fee details..... | | 112 |
| Annexure 6: Performance Bank Guarantee Format | | 113 |

| | |
|--|-----|
| Annexure 7: Format of Earnest Money deposit in the form of Bank Guarantee | 115 |
| Annexure 8A: Work Experience details as mentioned in the Pre-Qualification Criteria and Technical Criteria | 118 |
| Annexure 8B: Curriculum Vitae for the proposed experts and support staff | 119 |
| Annexure 9: Financial Bid Format | 121 |
| Annexure 10: Description Of Approach, Methodology And Work Plan For Performing the Assignment/TOR | 124 |
| Annexure 11: Undertaking | 125 |
| Annexure 12: Banks List | 126 |
| Annexure 13: Format for Change Request management | 127 |
| Annexure 14: Functional Requirements of the Platform..... | 128 |
| Annexure 15: Technical Requirements of the Platform | 132 |
| Annexure 16: Systems of GMDC for integration | 134 |
| Annexure 17: Non-Exhaustive list of KPIs..... | 135 |
| Annexure 18: List of GMDC's Projects..... | 139 |

DEFINITIONS

In this RFP, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

1. **“GMDC”/Authority** shall mean the Gujarat Mineral Development Corporation Ltd who shall appoint the service provider for the captioned work.
2. **“Bidder”** shall mean any firm or body corporate which is a Proprietorship firm or Limited Liability Partnership registered under LLP act or a company under the Indian Companies Act 1956/2013 which submits a Bid to provide GMDC’s Visualization and Analytics Platform and Comprehensive Annual Maintenance Services to GMDC along with Bid Security and RFP Fees as per the terms of this RFP within the stipulated time for submission of Bids. Consortiums are not permitted.
3. **“Bid/Proposal”** means the Bid submitted by the Bidder(s) in response to this RFP in accordance with the provisions hereof including Pre-Qualification, Technical Bid and Price Bid along with all other documents forming part and in support thereof as specified in this RFP.
4. **“Bid Due Date”** means last date of Bid submission as set out in clause 1.6 of SECTION V
5. **“Service Agreement/Agreement/Contract”** is the agreement entered into between ‘Gujarat Mineral Development Corporation Ltd (GMDC)’ and ‘Service Provider comprising of all terms and conditions stated in this RFP.
6. **“Corrupt practice”** shall have the meaning ascribed thereto under clause 8 of SECTION V.
7. **“Conflict of Interest”** shall have a meaning specified in clause 9 of SECTION V.
8. **“Charges/ Fees”** shall mean the charges payable by GMDC for the Software delivered and Services rendered by the service provider.
9. **“Composite Score”** shall mean score obtained by service provider as per the formula provided in clause 6.6 of Section V.
10. **“Pre-Qualification Criteria”** means criteria specified in clause 5.1 of SECTION V
11. **“Evaluation Process”** means steps of evaluation specified in clause 6 of SECTION V
12. **“EMD/ Bid Security”** means the Bid security/ earnest money deposit to be submitted by the Bidder as per clause 2.5 of SECTION V.
13. **Financial Score** shall mean score obtained by service provider as per the formula provided in clause 5.3 of SECTION V.
14. **Letter of Award”** shall have the meaning ascribed thereto under clause 7 of RFP SECTION V.
15. **“Service Provider/Bidder”** shall mean the successful Bidder who is selected by Authority/GMDC as per the process outlined in this RFP Document for assisting GMDC in executing the Scope of Work specified in this RFP.

- 16. “Parties”** means the parties to the Service Agreement and “Party” means either of them, as the context may admit or require.
- 17. “Preferred Bidder”** shall have a meaning specified in Clause 7 of RFP SECTION V.
- 18. “Successful Bidder”** means the Preferred Bidder selected in terms hereof and to whom GMDC shall issue the Letter of Award in accordance with the provisions hereof and who shall undertake the Terms of Reference as per the terms specified in RFP.
- 19. “Scope of Work”** means all the activities as per the Scope of work mentioned in the RFP which the service provider is required to carry out as per the Good Industry Practice. Detailed Scope of Work is specified in SECTION III of RFP.
- 20. Technical Score** shall mean score obtained by consultant as per the Technical Score system provided in clause 5.2 of RFP SECTION V.
- 21. “Third Party”** means any Person other than GMDC and the service provider.

Any other term(s), not defined herein above but defined elsewhere in this RFP shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

ABBREVIATIONS

| Abbreviation | Full Form |
|--------------|---|
| AD | Active Directory |
| AOA | Articles of Association |
| AWS | Amazon Web Services |
| BI | Business Intelligence |
| BRD | Business Requirement Document |
| CA | Chartered Accountant |
| CAMC | Comprehensive Annual Maintenance Contract |
| CCN | Change Control Note |
| CERT-In | The Indian Computer Emergency Response Team |
| CMMI | Capability Maturity Model Integration |
| CS | Composite Score |
| CSP | Cloud Service Provider |
| CSR | Corporate Social Responsibility |
| CV | Curriculum vitae |
| DBA | Database Administrator |
| DC | Data Center |
| DD | Demand Draft |
| DR | Disaster Recovery |
| EBIT | Earnings Before Interest Tax |
| EMD | Earnest Money Deposit |
| ERP | Enterprise Resource Planning |
| ESIC | Employees' State Insurance Corporation |
| ETL | Extract, Transform, and Load |
| FAQ | Frequently Asked Questions |
| FY | Financial Year |
| GCV | Gross Calorific Value |
| GIS | Geographic information system |
| GMDC | Gujarat Mineral Development Corporation Ltd. |
| GST | Goods and Services Tax |
| GSTIN | Goods and Services Tax Identification Number |
| GUI | Graphical User Interface |
| HO | Head Office |
| HQ | Headquarters |
| HR | Human Resource |
| HRMS | Human Resource Management System |
| ICICI | Industrial Credit and Investment Corporation of India |
| IFS Code | Indian Financial System Code |
| INR | Indian Rupees |
| IP | Internet Protocol |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Abbreviation | Full Form |
|---------------------|--|
| IPR | Intellectual Property Right |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| ITB | Instructions to Bidders |
| KPI | Key Performance Indicator |
| KVA | Kilo-Volt-Amperes |
| LDAP | Lightweight Directory Access Protocol |
| LLP | Limited Liability Partnership |
| LOA | Letter of Award |
| MIS | Management Information System |
| MOA | Memorandum of Association |
| MW | Mega Watt |
| MYSQL | My Structured Query Language |
| NDA | Non-Disclosure Agreement |
| NEFT | National Electronic Funds Transfer |
| OB | Overburden |
| OS | Operating System |
| OTL | Oracle Time and Labour |
| PAN | Permanent Account Number |
| PAT | Profit After Tax |
| PF | Provident Fund |
| PO | Purchase Order |
| POA | Power of Attorney |
| PSU | Public Sector Unit |
| QCBS | Quality and Cost Based Selection |
| RBI | Reserve Bank of India |
| RFID | Radio Frequency Identification |
| RFP | Request For Proposal |
| RO | Request Order |
| RPAD | Registered Post with Acknowledge Due. |
| RTGS | Real-Time Gross Settlement |
| SFMS | Structured Financial Messaging System |
| SI | System Integrator |
| SLA | Service Level Agreements |
| SMMS | Service Level Management and Monitoring System |
| SOW | Scope of Work |
| SP | Service Provider |
| SQL | Structured Query Language |
| SSL | Secure Sockets Layer |
| SSO | Single Sign-On |
| TDS | Tax deducted at source |
| UAT | User Acceptance Testing |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Abbreviation | Full Form |
|---------------------|--|
| UI | User Interface |
| UPS | Uninterruptible Power Supplies |
| VAPT | Vulnerability Assessment & Penetration Testing |
| WAN | Wide Area Network |
| XML | Extensible Markup Language |

SECTION I: BACKGROUND

Gujarat Mineral Development Corporation Ltd (GMDC) is a leading Public Sector Mining and Minerals Company of Gujarat with operational experience of over 60 years. GMDC's product portfolio spans across mining, value added products and power. Its power portfolio includes clean energy sources such as solar and wind besides thermal power.

GMDC's mining activities are spread across Gujarat in Kutch, Devbhoomi Dwarka, Panchmahal, Vadodara, Bhavnagar, Bharuch, Surat and Chhotaudepur districts of the State. It is currently mining minerals like Lignite with five operational lignite mines, Bauxite (11 operating mines), Fluorspar, Manganese, Ball Clay, Silica Sand, Bentonitic Clay and Limestone. GMDC also value adds to minerals through works such as Pyrite removal from Lignite, Beneficiation of Bauxite, Beneficiation of Low-Grade Manganese and Beneficiation of Fluorspar. The Company has set up a 250 MW lignite based Thermal Power Station at Nani Chher in Kutch as a forward integration, Wind power plant of 200.9 MW at Maliya, Jodiya, Godsar, Bhanvad, Bada, Verbal, Rojmal and Solar Power plant of 5 MW at Panandhro Project. GMDC's existing Metallic mineral portfolio includes Fluorspar, Manganese, Bauxite, and Multimetals in addition to other associated minerals like silica sand, Bentonite, Ball Clay and Limestone.

GMDC has undertaken a strategic transformation exercise with a view to achieve growth milestones, diversity its product portfolio, leverage existing assets, provide inputs to the industry and contribute to the growth of the state's economy. As part of its strategic transformation exercise, GMDC is already in the process of expanding its mining operations by setting up six new lignite-based projects in Kutch and South Gujarat. Further, GMDC through its metal division also intends to expand and develop metal mining portfolio by developing existing metal mining projects and exploring new opportunities in metal mining sector in India. A number of other projects are in the pipeline based on identified thrust areas.

Leveraging its capabilities in lignite thus, one of the key strategic diversifications for GMDC is in the area of domestic coal mining, where it would like to access domestic coal mostly occurring in the eastern part of the country. As part of this strategy, it has recently bid for a number of coal blocks in the recently concluded commercial mine auctions by the Ministry of Coal, Govt. of India. The PSU won the bids for Burapahar block and the Baitarani West Coal Mine in Odisha.

GMDC has also undertaken a digital transformation as part of the strategic transformation exercise. As part of digital transformation, it has planned/ initiated various activities such as migration of its on-Premises DC and ERP to cloud, enhancing communication backbone by providing robust and high quality MPLS to all project offices and head quarter and Enhancing security of its IT systems, and digitalize its truck dispatch circuit as well as Dispatch system from existing manual process at its mines. GMDC also intends to set up a Control Center at its Corporate office, Ahmedabad.

Through this RFP, GMDC intends to monitor different KPIs for its operations and its different functional units by leveraging the power of data through a combination of Business

intelligence report, integrated systems, and digitization of manual data for driving efficiency, productivity and making more informed decisions. The project envisions robust integration of the existing and future GMDC systems into a single Visualization Platform so as to monitor KPIs and quickly responds to alerts generated by different other systems.

Key objectives of the solution are as follows (but not limited to):

- Enhancing performance – through real time Monitoring of KPIs in different functional areas and Operations areas.
- End to end integrated view of functional key metrics/ KPIs in different functional areas
- Correlation of right metrics and data sources to present “Single version of truth” across levels.
- Tracking of real time updates, alerts, and notifications.
- Impactful visualization to generate strategic insights for business leadership.
- Automation of standard reports being currently generated by functions.
- Generation of ad-hoc reports by users as per requirements.

Considering the above objectives, GMDC is planning to implement Visualization & Analytics platform for all GMDC’s mines and its power assets. This would be scaled up to include KPIs of GMDC’s power assets in future. Under this RFP, GMDC intends to select the Service Provider who will undertake the development and implementation of GMDC’s visualization and Analytics platform on Oracle Analytics Cloud on OCI along with 3 years of Operations and Maintenance (O&M) for the developed platform.

SECTION II: SCOPE OF WORK

1. SCOPE OF WORK

The scope of work involves assessing, recommending, and sizing of required Oracle Analytics Cloud & Autonomous Data Warehouse and Cloud Infrastructure including storage capacity, deploying certified Oracle BI professionals, and providing operation and maintenance support for GMDC's developed Oracle Analytics and Oracle Data Warehouse module which will be known as GMDC's visualization and analytics Platform after development. The Platform is designed to effectively monitor a defined set of KPIs aimed at enhancing operational efficiency with Oracle Analytics platform across GMDC's multiple mining sites, power assets and different functional departments. In phase 1 - measurement of KPIs for mining operations and its multiple functional units shall have to be undertaken through integration of existing IT systems and receiving raw data from pre templated forms. This shall be scaled up to include GMDC's power assets in phase 2.

1.1 GMDC's Visualization and Analytics Platform Overview

The GMDC's Visualization and Analytics Platform overview is summarized in the figure below.

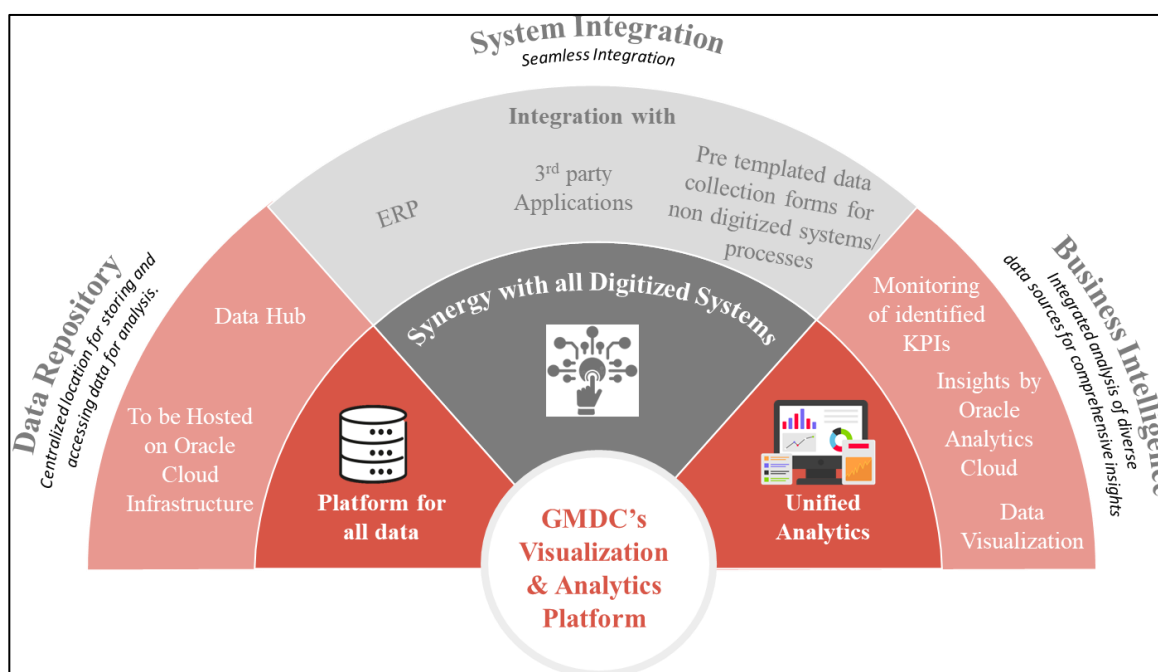


Figure 1 GMDC's Visualization and Analytics Platform overview for GMDC

GMDC intends to implement analytics Platform for monitoring the entire mining operations value chain as well as its power assets with its existing Oracle Analytics Cloud Platform and Autonomous Data Warehouse. The Oracle Analytics Cloud Platform should provide analytics from various sources of existing systems, future systems and pre-templated forms from non-digitized systems. The Oracle Analytics Cloud Platform should be capable of handling structured data and unstructured data. The structured data can be obtained through integration with existing IT systems and future IT systems. The unstructured data can be

obtained through pre-templated forms from the respective GMDC's departments/ project offices.

In line with the same, GMDC has identified a non-exhaustive list of KPIs for tracking holistic transformation of the entire GMDC's mining operations and its power assets. The details of the same are included in Annexure 17 of this RFP. The service provider may suggest additional KPIs apart from the ones identified.

Basis the same, data from all sources and formats can be combined in Autonomous Database for Analytics and data warehousing to drive secure collaboration around a single source of truth. A reference Architecture for EBS Analytics Cloud is provided as below.

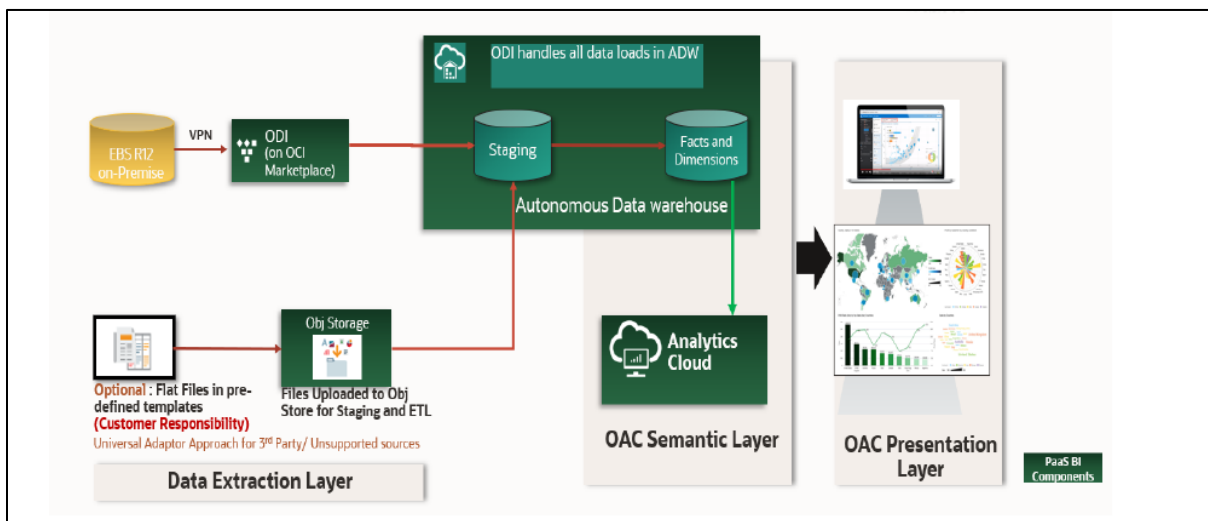


Figure 2 Reference Architecture for EBS Analytics Cloud

Above is a tentative solution envisaged at this juncture. The Service provider shall also be required to develop mobile app specifying KPI dashboards for GMDC management as per the Technical requirements specified in Annexure 15. The detailed scope of work is provided in Chapter 1.2 of this Section.

1.2 Detailed Scope of Work

The Scope of Work is broadly divided into six parts as mentioned below:

- Part 1: As-Is Assessment for the current state of digitization in all GMDC's existing Mines and multiple functional departments.
- Part 2: Assessment, recommendation, and sizing of required Oracle Analytics Cloud & Autonomous Data Warehouse along with Cloud Infrastructure including storage capacity with System Requirement Study (SRS) and Solution design
- Part 3: Development of GMDC's Visualization and Analytics Platform
- Part 4: Operations and Maintenance of GMDC's Visualization & Analytics Platform.
- Part 5: Scale up of GMDC's Visualization and Analytics Platform to upcoming GMDC's assets including Coal Lignite, Power, etc.
- Part 6: Development and Maintenance of Mobile Application (Optional Scope)

Detailed tasks under each of the above parts are specified as below:

Part 1: As-Is Assessment for the current state of digitization in all GMDC's existing Mines and multiple functional departments

The Service Provider shall carry out the following tasks under Part 1 of the Scope.

- The service provider shall undertake as is assessment of the current digitization state to understand the data collection practices, current reporting methods, frequency of reporting, list of reports generated daily/monthly from different existing systems and through manual data collections across all GMDC's existing projects and functional departments.
- The service provider shall undertake consultations with GMDC stakeholders from various departments (Mining, Processing, Sales, Finance, HR, Plant, etc.) and all mining projects to understand their data collection practices, current reporting formats, and a list of reports generated daily/monthly from different existing systems.
- The service provider shall perform gap analysis on digital readiness primarily with respect to following areas.
 1. Assessment of existing level of digitalization, the digital systems which are in process of implementation and the future systems which are envisaged to be implemented in future.
 2. In the absence of digital information, the service provider shall assess as to how and types of datasets are being shared from respective Project offices to Head office etc. along with periodicity.
- The service provider shall assess existing KPIs being monitored across multiple functions within GMDC, additional KPIs which GMDC intends to assess as per the Annexure 17 of this document, identify and suggest as per industry feedback for mining operations monitoring any additional KPIs / enhancement in KPIs required in order to increase the monitoring of the GMDC assets with the existing implemented systems.
- The service provider shall prepare data collection strategy where in:
 - Identification of system integration points for automizing data collection from existing digitalized systems and systems which GMDC intends to implement in near future shall be considered.
 - Identification of manual data collection points for which no existing digitalized system is in placed in predefined forms shall be included.
- The service provider shall undertake finalization of data collection methodologies and shall undertake identification of data sets requirements to prepare KPIs.
 - For existing IT systems – Identification of type of data required for preparing KPIs and integration touch points with existing systems with GMDC's visualization platform.
 - For Non digitized functions – Preparation of data collection forms or template, finalizing periodicity of data collection, and prepare method of sending data from mines/ project office to the platform.

- For Systems to be digitized in future – provisions of integration with system which are under implementation and systems which shall be implemented in future. GMDC has prepared an indicative list of systems which are under process of implementation/ to be implemented in future in phased manner. The list is specified in Annexure 16.
- Upon completion of this task, the service provider shall submit As-IS assessment report, Gap analysis report and Business Requirement document to GMDC for its review and comments.

Part 2: Assessment, recommendation, and sizing of required Oracle Analytics Cloud & Autonomous Data Warehouse along with evaluating OCI storage capacity requirement for the Platform with System Requirement Study (SRS) and Solution design

The Service Provider shall carry out the following tasks under Part 2 of the Scope Post completion and submission of As-IS assessment report, Gap analysis report and business requirement document preparation as Part 1 scope of work.

The service provider shall design and implement a scalable Oracle-based BI and data warehousing architecture tailored to GMDC's analytical needs, while ensuring integration with existing Oracle ERP Cloud and other internal systems. In order to design, develop and implement the above system, below scope shall be undertaken by the service provider:

- Evaluate existing Oracle ERP Cloud setup and integration requirements with other operational systems (e.g., mining applications, logistics, safety, SCADA, IoT platforms).
- Analyze data flow patterns and anticipated data growth (currently estimated at ~1 TB/year).
- Basis the analysis, the service provider shall recommend solution with the Oracle Analytics Cloud and Oracle Autonomous Data Warehouse products..
- The service provider shall define appropriate licensing models (e.g.: PaaS) in line with usage projections, cost efficiency, and GMDC's enterprise licensing framework.
- The service provider shall also specify number and type of licenses, users, and roles required based on approximately 30+ users with varied access needs. The same shall be done in consultation with GMDC team and Oracle. The cost for procurement of licenses for Oracle Analytics Cloud and Oracle Autonomous Data Warehouse products shall be borne by GMDC.
- The service provider shall finalize the quantities required for Oracle Cloud Infrastructure (OCI) - Cloud DC and Cloud DR with the designing the cloud architecture including compute, storage, memory, and network bandwidth sizing based on current and projected use in consultation with Oracle and GMDC team. The procurement of OCI shall be done by GMDC basis the finalization of the Cloud DC and DR quantities requirements. After procurement, the customization of the Oracle analytics Cloud platform shall be undertaken by the service provider and same shall be hosted on OCI by the service provider. The details for development of platform are mentioned in the Part 3 of this Section.

- The service provider shall define integration architecture and implement data pipelines to extract and load data from Oracle ERP Cloud and other identified systems.
- The service provider shall ensure data security, synchronization, and consistency across platforms.
- The service provider shall also recommend data archival and retention strategies aligned with compliance norms.
- The service provider shall provide system architecture documents, sizing reports, license inventories, and integration blueprints.
- The service provider shall at all time provide all access credentials, deployment guidelines, and configuration documents to GMDC's IT team throughout the contract period and after the contract period.

SRSD and Solution Design:

- The service provider shall undertake tasks related for the preparation of System Requirement and solution design document elaborating design and system requirements aspects along with the business rules and finalized list of KPIs to be monitored for the GMDC's Visualization Platform.
- The service provider shall design the Oracle Analytics platform encompassing followings aspects.
 - Integration touch points and architecture with ERP and all other third-party systems currently online or in process of implementation or envisaged to be implemented in future as per the list provided in Annexure 16.
 - Solution Architecture including dataflow design.
 - Cloud architecture
 - Detailed functional specification and technical specifications
 - Database design
 - Platform design
 - Graphical User Interfaces
 - Dashboard prototypes

The System Requirements and Solution Design document (SRSD) shall be prepared elaborating above but not limited to the above points;

- While preparing the SRSD and designing the solution, the Service Provider shall take cognizance of the indicative minimum functional and technical requirements specified in Annexure 14 and 15 of this document. The Service Provider should be required to meet minimum functional requirements and technical requirements specified in this RFP. In addition to this, the Service Provider may suggest additions/ modifications to the functional/ technical requirements as part of SRSD document.
- The customized Oracle Analytics Cloud platform should be interactive in nature with easy-to understand format and use intuitive and interactive visualization to enable

management users within GMDC to quickly navigate, understand, and investigate data elements to make informed decisions. The service provider shall build the dashboards as per the agreed prototypes keeping in mind the technical/ functional requirements as defined in Annexure 14 & 15 for all the systems data.

- The Service Provider shall get the sign off from GMDC for SRSD document. After the sign-off, the development of the Solution shall be started.

Part 3: Development of GMDC's Visualization & Analytics Platform

The Service Provider shall carry out the following tasks under Part 3.

A. Regarding Development of the Analytics Platform:

- The service provider shall customize Oracle Analytics Cloud platform as per the requirements of GMDC.
- The Oracle Analytics Cloud platform should be integrated with existing GMDC's Oracle ERP, other existing IT/ third party system & pre-templated forms for non-digitized system, and systems which shall be implemented in future. GMDC intends to increase digitization level in order to gain efficiency. The tentative phasing/ prioritization of future systems are specified in Annexure 16. The integration is in the Scope of the Service Provider. Required APIs for integration shall be provided by GMDC.
- The Oracle Analytics Cloud platform shall be integrated with other GMDC's existing applications (existing, 3rd party and systems to be implemented in future) which are linked with GMDC's mining operations.
- The service provider shall be responsible for the end-to-end management from customizing to undertaking the operation and management of the Oracle Analytics Cloud platform on the Cloud.
- The Oracle Analytics Cloud platform shall provide Single-Sign-On features with password encryption and capability to enforce changing the passwords at system-defined intervals for both applications.
- The Service provider shall use GMDC's tool for monitoring health and defined SLAs as per Section 4 of this document for developed Platform by integrating Service Level Monitoring and Maintenance System (SMMS) with developed visualization Platform of GMDC. One user license of GMDC's existing SMMS tool will be given to the service provider throughout the contract period. In case the service provider is requiring any additional user licenses then the service provider can purchase the same at their own cost. The cost of integration of all existing systems as well as systems under implementation shall be included in the development of Oracle Analytics Platform line item. For the future systems , the cost towards integration shall be paid based on man-day rates discovered through separate line item in price bid format under this RFP.
- The functional and technical requirements for the Platform are included in Annexure 14 and 15 of this document.
- Regarding Integration with different systems the service provider shall undertake the below activities but not limited to:

- The service provider shall develop data integration layer for the existing applications and create forms as defined in the BRD for various manual data sources.
- The service provider shall integrate the systems mentioned in Annexure 16 of this document.
- The service provider shall build reporting architecture as per the approved BRDs for all the integrated existing systems.
- The service provider shall develop a test environment – Before Go Live and UAT. It shall develop production environment after Go Live of the same Platform separately on the Cloud DC. For the test environment, the storage in Cloud DC should be minimal throughout the contract period. For each functionality to be developed as part of the scope of work and /or any change suggested, the service provider shall first undertake the development in the test environment and then replicate the same in UAT environment throughout the contract period. The service provider shall charge no extra cost for the development of test environment and the same shall be included as part of the designing of the Platform cost line item of the price bid. GMDC shall procure the licenses required for test environment and production environment and the cost for the same shall be borne by GMDC. However, the service provider shall need to assess and suggest sizing/ quantities of the licenses as well as storage and compute infrastructure.

B. Security related activities

The service provider will be responsible for full-proof security of the GMDC's visualization and Analytics platform. The service provider shall need to provision all tools / real time monitoring to ensure the security of the platform.

- The Platform and infrastructure shall have Authentication – Authorization – Access audit trails.
- The Platform shall be protected from security breaches and vulnerabilities.
- All service end-points- exposed over internet or intranet shall be secured with at least 256 bits SSL Certificates.
- All Servers, Services, platform shall have hardened security and reviewed regularly.
- Any unauthorized access / attempt shall be reported immediately.
- The service provider shall be responsible for Monitoring of performance, resource utilization and other events such as failure of services, degradation of services, availability of network, storage, Database systems, OS etc.

C. Activities related to SSL Certification

GMDC shall undertake the SSL certification related activities. However, the Service provider shall need to cooperate with GMDC.

D. Activities undertaken for Third Party Audit

- The service provider shall ensure that the platform is in compliance with the CERT-In Security Policy and Guidelines.
- The Service provider shall appoint CERT-In empaneled auditor who shall be responsible for performing the security audit of the platform.

- The cost of audit & rectification of non-compliance shall be borne by the service provider.
- Carry out security audit before Go-Live of platform and obtain the safe-to-host certification.
- Carryout the periodic audit & certification at every interval of six months or during major system upgrades whichever is earlier.
- The illustrative deliverables for this activity are mentioned below:

| Activity | Responsibility |
|---|-----------------------|
| First Round Audit Report | Auditor |
| Rectified solution and submission of next round of audit | Service provider |
| Next Round Audit Report | Auditor |
| If required, rectified solution & submission of next round of audit | Service provider |
| Compliance Confirmation | Auditor |

E. Activities related to User Acceptance Testing (UAT)

Upon implementation of the required Platform, the Service Provider shall notify the GMDC of conducting the UAT. The service provider shall be responsible for the following:

- Preparation and submission of test strategy, test cases and test results.
- Demonstration of features and functionalities to be undertaken before GMDC in staging environment for functionality and integration with all systems.
- Support GMDC and its designated authority for conducting the testing and provide access of the systems as required by them.
- The service provider shall undertake rectification in the Oracle Analytics platform for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested GMDC (if any) during the UAT without any additional cost.

F. Activities related to Go- Live/ Acceptance

The primary goal of Acceptance Testing is to ensure that the project meets requirements, standards, specifications, and performance prescribed in the RFP, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Availability
- Performance
- Security
- Manageability
- Standards and protocols

After incorporation of the suggestions made during UAT phase, the service provider shall host the Oracle Analytics Platform in the production environment on Cloud. The proposed Platform will be declared Go- Live after 15 days from making it available and undertaking all the suggested improvements and suggestions within the given time limit. GMDC shall issue “Go Live” certificate after completing this milestone.

G. Project Documentation

The service provider shall share below non-exhaustive list of documents to GMDC during the Go-Live. All the documentation should be shared in soft copy format.

- As-Is assessment report
- Business Requirement Document
- SRS and Solution design document
- Trouble shooting Manual
- User / Administrator Manuals
- Operational Procedures Manuals
- Test Plans
- Test Reports
- Other relevant technical documentation etc.
- Report on Security Audit & Safe-to-Host Certificate
- Latest version of Source Code
- Reports as and when required by GMDC.

Part 4: Operations and Maintenance of GMDC's Visualization & Analytics Platform

The Service Provider shall carry out the following tasks under this Part 4 of the Scope.

(i) The responsibilities of service provider during the Warranty Period shall be as follows.

- The Warranty Period shall be a period of six months starting from the date of issuance of "Go-Live Certificate "(the "Warranty Period").

The first three months of the warranty period shall be stabilization period. The scope of work for the stabilization period shall be the same as the Scope of warranty period as mentioned below:

The Service Provider shall undertake below mentioned activities during the Warranty and Stabilization Period:

- Provide resolution of any post-go-live issues, system errors, or bugs arising in BI dashboards, data integrations, access configurations, and reporting logic.
- Assist in resolving data mismatches or lags in synchronization between Oracle ERP Cloud and the Oracle Analytics platform.
- Fine-tune dashboard response times, refresh intervals, and data query performance based on real-world usage.Undertake any UI modifications as per business requirement
- Optimize data loading pipelines and storage parameters if required.
- Modify the Oracle Analytics Cloud Platform application / reports as per the day-to-day needs of the user in defined service period.
- Troubleshooting and resolution of issues reported by the user of the dashboard.
- Carrying out logical changes and developments in the existing dashboard elements as and when required.
- Carrying out additions, modifications & enhancements in the existing dashboards to improve utility and relevance to the functional users.
- Carry out cloud service optimization based on the usage of the cloud servers.

- Undertake related activities for customizations in any dashboard or KPI modifications as per the GMDC's requirement (if any).
 - The scope of warranty period shall be the same as the CAMC period as mentioned in below point (ii) of this section.
 - The Warranty Phase shall be included in the implementation cost and shall not attract any separate fee.
 - The on site deployment of personnels from the service provider's end for the warranty period and CAMC period are as follows:
 - The service provider shall deploy minimum two (2) personnels as Oracle certified data visualization engineer cum coordinator, data scientist and/or developer with UI and/or UX expertise during the entire Warranty Period for imparting uninterrupted maintenance services at GMDC central office as per GMDC's business hours, and during emergency. The data scientist and the data visualization engineer should be certified by the Oracle as proposed by the service provider.
 - The service provider shall also deploy a minimum team of experts as specified in technical marking Section on its own office premises/offsite for undertaking O&M during warranty period. The On-site and Offsite team shall include following but not limited to: Project Manager, Functional Experts, Technology Architects, Data visualization Engineers, Developers, Testing Engineers and Coordinator. The service provider shall also deploy additional experts if required to maintain SLAs at no extra cost to GMDC.
- (ii) Responsibilities of service provider during the Comprehensive Annual Maintenance Contract (CAMC) Period shall be as follows.

The service provider shall undertake the Comprehensive Annual Maintenance Contract (CAMC) for 3 years from the date of completion of the warranty period for the Platform.

- The service provider shall undertake monitoring and management of the Oracle analytics platform by using monitoring tools to track the performance and uptime availability of the Platform.
- Ensuring availability/uptime of the Oracle analytics platform as per the defined SLAs and network/Internet service provider of GMDC.
- The service provider shall configure & customize the following as per GMDC requirement during the CAMC period:
 - UI modifications as per business requirement
 - Additional reports/analysis implementations
 - Adding more data sources into the existing applications and additional integration as required
 - Aligning existing applications with the new released features in new version of Oracle Analytics Cloud Platform software
- VAPT testing of the GMDC's visualization and analytics Platform shall be undertaken by third party vendor appointed by GMDC. The service provider shall cooperate and coordinate with GMDC appointed vendor for VAPT tests. The service provider shall be responsible for correcting or implementing fixes/breaches/ vulnerabilities as identified during such VAPT tests at no extra cost to GMDC.

- The service provider shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate Cloud DR. DC-DR drills shall need to be performed by the service provider at an interval of every six months to assess disaster management preparedness. There should be a minimum of 90 days interval between two DC-DR Drills. In the event of occurrence of disaster/ issues at cloud-based DC, the service provider shall activate the services from Cloud DR ensuring there is no data loss during Cloud DC shutdown.
- The on site deployment of personnels from the service provider's end for the warranty period and CAMC period are as follows:
 - The service provider shall deploy minimum two (2) personnels as Oracle certified data visualization engineer cum coordinator, data scientist and/or developer with UI and/or UX expertise during the entire Warranty Period for imparting uninterrupted maintenance services at GMDC central office as per GMDC's business hours, and during emergency or as and when required by GMDC. The data scientist and the data visualization engineer should be certified by the Oracle as proposed by the service provider.
- The service provider shall also deploy a minimum team of experts as specified in technical marking Section on its own office premises/offsite for undertaking warranty period O&M activities as specified in this section. The On-site and Offsite team shall include following but not limited to: Project Manager, Functional Experts, Technology Architects, Data visualization Engineers, Developers, Testing Engineers and Coordinator. The service provider shall also deploy additional experts if required to maintain SLAs at no extra cost to GMDC.
- For additional requirement of manpower/ personnel, the service provider is required to deploy the respective personnel within 1 month from the date of GMDC's requirement announcement. The minimum qualification and experience of the respective personnel shall be as per above mentioned point. The cost of the same shall be separately filled in in the line item included as part of the price bid. The requirement of additional personnel shall be at the discretion of GMDC during the entire contract period.
- The service provider shall provide training to designated members of GMDC IT team and respective department teams and shall update training, user manuals etc. on a regular basis for the developed platform as and when required or asked by GMDC.
- The service provider shall be responsible for removing system bugs that are already identified/ will be identified during the contract period. Tickets raised against these bugs must be resolved by the service provider in a timely manner as per defined SLAs.
- The service provider shall undertake ticket(issue) resolution and technical assistance/discussion wherever required for issues reported by end users/departments for end issues in dashboard viewing/publishing/accessing.
- The service provider shall conduct standard maintenance activities like updates, and upgrades without any impact on regular business activities/functions. Any update requiring system downtime, the service provider will share the downtime window with GMDC for approval. Once approved the downtime to be carried out in that time frame. In case of failure the system is to revert to the same state without any defects.

- The service provider shall be responsible for data integrity and shall also identify the type & nature of data errors and generated reports shall be handed over to concerned GMDC team or any other nominated agency from GMDC for correction and resubmission.
- The service provider shall ensure adherence to SLA through regular scheduled maintenance activities to prevent any downtime.
- The service provider must provide and install software upgrades, updates, software enhancements during this period at no extra cost to GMDC within two (2) weeks from the date of confirmation from GMDC. However, the information for such upgrades shall be provided to GMDC within 3 days by the service provider.
- The service provider should maintain contact with GMDC's personnel for any assistance/guidance on technical issues pertaining to the solution, through telephone, e-mail, and/or letter.
- In case of any issue which cannot be sorted out through correspondence, GMDC may ask for on- site support of the expert at no extra cost to GMDC. The service provider shall depute such experts and the dates and duration of his/her visit may be decided mutually.
- The service provider shall be responsible for both planned and unplanned shutdowns for undertaking maintenance activities. In case of a planned shutdown for the software/ Platform, service provider shall need to get approval from GMDC team and convey well in advance of the system downtime. The downtime window will be conveyed by the service provider and scheduled maintenance will be carried out during that time period only. The service provider will make the system available with business-as-usual conditions within the downtime window.
- The service provider shall ensure regular backup of database from Cloud DC to Cloud DR as per GMDC needs. The frequency of backup will be decided as per discussions with the GMDC IT team. Backup report should be submitted every month to GMDC. Restore should be tested at a regular interval and reported to GMDC.
- Implement grievance and feedback solution and provide issue resolution support for addressing the issues reported by users of Oracle Analytics Platform.
- Regarding Problem Identification and Resolution:
 - Identification and resolution of application problems (e.g., system malfunctions, performance problems and data corruption etc.) shall be part of service provider's responsibility.
 - The service provider shall also be responsible to rectify the defects pointed out by GMDC and carry out the enhancements suggested. This shall be at no additional cost to the GMDC, in so far as the enhancements relate to items of work falling within the purview of the defined Scope of Work.
 - The service provider must submit the Root Cause Analysis for all the system failures to GMDC.
- Escalate risks/constraints and proactively solve through the bottlenecks taking leadership help as needed.
- The service provider shall also meet reporting requirements as below:
 - **MIS Reports** – The service provider shall submit the reports on a regular basis in a mutually decided format. The service provider shall workout the formats for the MIS reports and get these formats approved by the GMDC. The MIS reports shall be from

SMMS and the format for the same shall be finalized after mutual agreement with GMDC.

- **Daily reports**
 - Summary of resolved, unresolved and escalated issues / complaints
 - Log of backup and restoration undertaken
- **Weekly Reports**
 - Summary of systems rebooted.
 - Summary of issues / complaints logged with the OEMs.
 - Application monitoring report
- **Monthly Reports**
 - Summary of component wise uptime.
 - Log of preventive / scheduled maintenance undertaken
 - Log of break-fix maintenance undertaken
 - All relevant reports required for calculation of SLAs
- **Quarterly Reports**
 - Consolidated software availability with DC and DR availability and utilization reports.
 - All relevant reports required for calculation of SLAs.
- **Daily KPI reports / any report required from the OAC platform , Any other detailed KPI report as and when required by GMDC.**
- The service provider shall provide necessary details including sizing, current loads, utilization, expected growth/demand and other details for scale up/scale down on monthly basis or as and when required by the GMDC.

The MIS reports shall be in-line with the SLAs and the same shall be scrutinized by the GMDC.

- The service provider shall not delete any data before approval of GMDC during the period of Contract and will not delete any data after the expiry of Contract without written approval from GMDC.
- On expiration / termination of the contract, the service provider will hand over complete data in the desired format to GMDC which can be easily accessible and retrievable.
- The service provider will train and transfer the knowledge to the replacement agency or designated GMDC's staff to ensure continuity and performance of services post expiry of Contract.

Activities related to Training

The service provider shall conduct training's for the end users to make them informed with the functionalities of Oracle analytics platform, its uses etc. The training imparted would ensure that end users are adequately prepared and are able to perform the various functions through the new Platform such as generating reports / monitor KPIs etc. The service provider shall:

- Identify the users and classify into a set of user types and the number of participants in details for conducting the training sessions.
- Adopt fully bespoke training manuals and structured offline training sessions for various levels of staff throughout the contract period. The training plan and materials shall be finalized and prepared by the service provider in consultation with GMDC.
- Give training in a 3-layer format: Basic level, Walk-through, and Detailed training to all and also undertake training to GMDC staff on usage of the developed Oracle platform.
- Training's shall take place in a classroom environment with power-point presentations, Q&A sessions and revision sessions for which service provider has to prepare all the necessary documents as part of the training's module.
- Training will be conducted at a centralized location as suggested by GMDC like corporate office, mine headquarters and mine site. GMDC shall provide the necessary IT, Non-IT infrastructures and any other requirement for smoothly conducting the training.
- The training should be focused on the usage of Oracle Analytics platform with the defined KPI based approach and on the optimized data usage from their existing systems to the platform.

Part 5: Scale up of GMDC's Visualization and Analytics Platform to upcoming GMDC's assets including Coal Lignite, Power, etc.

- Upon successful implementation of GMDC's visualization Platform covering existing Lignite Mines, the Service Provider shall scale up to measure the KPIs of GMDC's coal assets, Thermal Power Station and Renewable power assets as well in Phase 2. The detailed phasing envisaged at this stage is in provided in Annexure 16 of this document.
- Furthermore, GMDC is in the advance stage of operationalization of two coal blocks in Odisha state and six lignite mines in Gujarat state. Subsequently the GMDC's visualization platform shall be scaled up to these upcoming mines as well.
- The list of GMDC's existing projects, upcoming mines and power assets are specified in **Annexure 18.**

Part 6: Development and Maintenance of Mobile Application (Optional Scope)

The Service provider shall be required to develop mobile application specifying KPI dashboards for GMDC management as per the Technical requirements specified below. The scope is optional and shall be undertaken by the service provider only if GMDC issues notice to proceed for development of mobile application.

- The service provider shall develop a mobile application which should provide real-time dashboard updates, mine wise dashboards as per the developed KPIs. The below activities shall be undertaken by the service provider:
 - Develop mobile application based on the latest technology (Android & iOS) which would have KPI based data dashboards. Mobile Application proposed must be compatible with tablets and smart phones and its Operating System viz. Android, iOS or any other upcoming platforms. The Mobile application shall be updated to any new/upcoming technology as per the GMDC requirement.
 - Allow support to updates, and information as per the defined KPIs and should also need to update the fixes if any.
 - Mobile App modules shall have the following general requirement feature for usable, highly secured, and stable apps:
 - Flexibility and customization.
 - Convenient user interface.
 - All the content should be accessed in the simplest way possible.
 - Speed of loading must not keep users waiting.
 - Communication should be as quick and simple as possible, with a minimum number of taps and minimum text input. Intuitive system of search and filters.
 - Mobile Application must be approved and available on play store / app store for respective platforms and any other upcoming platforms. For example, Google play for Android, AppStore for Apple.
 - It should have a user-friendly interface and should need minimum human touch points to access required content.
 - Mobile Application must cater to screen sizes and resolutions of all tablets, smart Phones. The service provider shall design the Mobile app GUI design in the development phase.
- The service provider shall perform data validation/ correction to enable easy and convenient user experience on mobile app. The service provider shall promptly diagnose and fix the issues such as crash or issues in Installation, Uninstallations etc. on priority for the mobile application.
- Application should work with most mobile phones and tablet devices. Upon implementation of the Mobile app, the Service Provider shall notify the GMDC of conducting the UAT. The service provider shall be responsible for the development and maintenance of all functionalities of the mobile app throughout the contract period. The below activities shall be undertaken as part of the UAT by the service provider.
 - Preparation and submission of test strategy, test cases and test results.
 - Demonstration of features and functionalities to be undertaken before GMDC in staging environment for functionality and integration with all systems.

- Support GMDC and its designated authority for conducting the testing and provide access of the systems as required by them.
 - The service provider shall undertake rectification in the mobile application for any issues/ bugs/ and improvements/ Enhancements / up-gradations suggested GMDC (if any) during the UAT without any additional cost.
- GMDC shall issue Go-Live certificate after the UAT and then the Operations and Maintenance of the developed mobile application shall be started.
- The Warranty Period shall be a period of six months starting from the date of issuance of “Go-Live Certificate “(the “Warranty Period”).
- The service provider shall also be responsible for undertaking any changes in mobile application as suggested by GMDC in the entire warranty period as required by GMDC team.
- The Service Provider shall provide maintenance support on a 24X 7 basis for mobile application.
- The Service Provider shall undertake below mentioned activities during the Warranty period:
 - Bug fixes, error resolutions on the developed mobile application
 - Addressing errors/ bugs in the functionality offered by mobile application
 - Modify the BI application as per the day-to-day needs of the user in defined service period.
 - Troubleshooting and resolution of issues reported by the user
- The service provider shall undertaken the Operations and Maintenance for 3 years from the end of warranty period.
- The O&M activities shall be in line with the Part 4 of this scope of work related to the mobile application.

2. ROLES AND RESPONSIBILITIES

The roles and responsibilities of GMDC and service provider are specified in table below.

| Sr. No. | List of Activities / Components | Responsibility | |
|----------|--|----------------|------------------|
| | | GMDC | Service Provider |
| A | Design and Development | | |
| 1 | Assessment and recommendation of Oracle Analytics Cloud Platform | | ✓ |
| 2 | Assessment and recommendation for Oracle Cloud Infrastructure storage and computing requirement for the Oracle Analytics Cloud deployment on OCI | | ✓ |
| 3 | Design and Development of Visualization Oracle Analytics Cloud Platform (Software) | | ✓ |
| 4 | Design and Development of Mobile Application | | ✓ |
| 5 | Integration with existing and/or future IT Systems of GMDC | | ✓ |
| 6 | Support for coordination with multiple existing system vendors for integration to Oracle Analytics Cloud Platform | ✓ | ✓ |
| 7 | Activities for system updates | | ✓ |
| 8 | Security related tests for Oracle Analytics Cloud Platform | | ✓ |
| 9 | Change Request Procedure | ✓ | ✓ |
| 10 | Issue resolution related to platform | | ✓ |
| 11 | Undertaking all require measures for safe and secure database of GMDC | | ✓ |
| B | Infrastructure | | |
| 12 | Hardware for Control Center | ✓ | |
| 13 | Procurement of Oracle Analytics Cloud | ✓ | |
| 14 | Procurement of Cloud DC and DR infrastructure from Oracle | ✓ | |
| 15 | Approval for system updates | ✓ | |
| 16 | Cloud Infrastructure O&M | ✓ | |
| 17 | Availability of Internet Connectivity in the Control Center | ✓ | |
| 18 | Availability of the existing GMDC's systems | ✓ | |
| 19 | Security related tests for OCI | ✓ | |
| 20 | DC-DR drills | ✓ | ✓ |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | List of Activities / Components | Responsibility | |
|----------|--|----------------|------------------|
| | | GMDC | Service Provider |
| C | Operations and Maintenance | | |
| 21 | Maintenance and Management of Oracle Analytics Cloud Platform | | ✓ |
| 22 | Maintenance and Management of Mobile application | | ✓ |
| 23 | Deployment of team (as per the scope) | | ✓ |
| 24 | Raise timely invoices as per the RFP defined Payment Terms and price bid along with supporting document | | ✓ |
| 25 | Payment to the service provider as per the RFP defined Payment Terms and price bid of the service provider | ✓ | |

Note: “✓” in the above table represents the respective activity to be done by respective stakeholder i.e.: Authority / service provider.

SECTION III: LIST OF DELIVERABLES AND ITS TENTATIVE TIMELINES

As part of the project scope, service provider shall follow the below timelines as per the defined scope of work activities. The service provider shall undertake successful implementation of the project within a timeframe of 8.5 months from the signing of the agreement with the successful service provider. Post successful Go-Live, the service provider shall need to maintain and support the application and cloud infrastructure for a period of 36 months as per the below timelines.

| Sl. No. | Milestone and Deliverables | Timeline (in months) |
|---------|---|--|
| 1. | Agreement Signing Date | T |
| 2. | Project Kick-Off meeting <ul style="list-style-type: none"> Project plan | T1= T+15 days |
| 3. | <ul style="list-style-type: none"> AS –IS Assessment from digital readiness perspective Gap Analysis for digital readiness Business Requirement Document | T1+3 |
| 4. | System requirement Study and Solution Design (SRSD) for Oracle Analytics Cloud | T1+5 |
| 5. | Development and customization of Oracle Analytics Cloud Platform | T1 + 7 |
| 6. | User Acceptance testing and Go-Live | T1+8 |
| 7. | Warranty period of 6 months (After issuance of Go-Live certificate) <ul style="list-style-type: none"> Any improvements recommended or directed by GMDC to undertake | T1+14 |
| 8. | Trainings <ul style="list-style-type: none"> Training material Training Plan for stakeholders FAQ document | T1+10 |
| 9. | Operations and Maintenance Support | 36 months from expiry of warranty period |

SECTION IV: SERVICE LEVEL AGREEMENTS

It is to be noted that the list of identified performance parameters is not exhaustive and can be added/ modified during the course of Contract as per mutual agreement of Authority and Service Provider. **Further the Damages payable for breach of SLAs specified hereunder shall be limited to 10% of Contract Price/ Contract Value.**

A. SLA for Analytics Platform Implementation and Operations and Maintenance services

The Service levels specified in this section shall have to be adhered to by the service provider during the visualization platform implementation and operations and maintenance services period.

i. Delay in Implementation and Go Live

| Sr. No. | Service Level Description | Milestone | Damages |
|---------|-------------------------------------|-------------------------------------|---|
| 1. | Delay in Implementation and Go-Live | As per Project Timelines Milestones | Damages equivalent to 0.5% of Value of Contract Price/Contract Value excluding CAMC charges (i.e. Value of design and implementation of Oracle analytics Cloud platform) per week of delay subject to maximum of 10% of Value of Contract Price excluding O&M charges |

ii. Default in Performance during the Warranty and Annual Maintenance Period

Below mentioned SLAs shall not be applied during the Stabilization Period of 3 months (3 months from the date of Go -Live).

| Sr. No. | Service Level Item | Description | Target Service Level | Measurement Period | Damages |
|---------|--|--|----------------------------------|--|--|
| 1. | Availability of Oracle Analytics Cloud** | GMDC's Oracle Analytics Cloud shall be available without any glitch | 99.00% | To be measured Daily but Quarterly average shall be considered for calculation of Damages. | <ul style="list-style-type: none"> - If availability is $\geq 95\%$ but $< 99.00\%$ - 3% of quarterly CAMC Value - If availability is $\geq 90\%$ but $< 95\%$ - 5% of quarterly CAMC Value - If availability is $< 90\%$ - 10% of quarterly CAMC Value <p>For Lower than 90% : For every fall of 5% in availability , the damages shall increase by additional 5%.</p> |
| 2. | Loading Graphs in the dashboards | Availability of graphs in the dashboards | < 30 sec | | If availability is ≥ 30 secs per incident then Rs 200 per incident penalty. *Note: Bidder to specify the need of the bandwidth. GMDC shall provide the same to the bidder. |
| 3. | Resolving major Software Bug/ Glitch | Any glitch logged/ registered shall be resolved within the target date | 1 day | | For each day of delay in fixing the major Software bug/ glitch , a penalty as follows shall be applicable: Priority 1 (P1) – Dashboard KPIs – Rs 2000 penalty Priority 2 (P2) – Remaining KPIs– Rs 1000 penalty |
| 4. | Availability of Manpower for maintenance | Availability of Manpower on Site | Daily 100% | | The penalty for Per day absence at site is INR 500/ day. Penalty for the absence for half day shall be INR 250 per person shall be applicable. |
| 5. | Integration | Delay in integration with upcoming systems | As per mutually decided timeline | | For each day of delay in fixing the major Software bug/ glitch , a penalty of Rs 2000 per days |
| 6. | Availability of Mobile Application | GMDC's visualization and analytics platform Mobile | 99.00% | | <ul style="list-style-type: none"> - If availability is $\geq 95\%$ but $< 99.00\%$ - Rs 1,000 - If availability is $\geq 90\%$ but $< 95\%$ - Rs. 3,000 |

| Sr. No. | Service Level Item | Description | Target Service Level | Measurement Period | Damages |
|---------|--------------------|--|----------------------|--------------------|--|
| | | Appl shall be available without any glitch | | | - If availability is < 90% - Rs. 5,000 For Lower than 90% : For every fall of 0.5% in availability , the damages shall increase by additional Rs. 1000. |

- **For the reasons/ issues associated entirely with OCI and Network Service provider, the service provider will have to submit substantiate proof with system generated reports (to be assessed/of the identified issue highlighting the root cause analysis associated from OCI and / or Network provider's side and not linked with service provider's obligations for the services linked with this project components). If the service provider fails to submit the said RCA/proof for the identified issue within one week from the issue log date, then service provider will be responsible for the damages as mentioned in the table below. For the issues attributed to OCI or network service provider, then below mentioned damages shall not become applicable to the service provider. In such case, the service provider shall support and undertake coordination activities in providing quick resolution for the issues.
- *For the reasons/ issues associated entirely with network speed and existing systems availability and or reasons not attributable to the Service Provider, the service provider will have to submit substantiate proof with system generated reports (to be assessed/of the identified issue highlighting the root cause analysis associated from network speed/ systems availability and not linked with service provider's obligations for the services linked with this project components). If the service provider fails to submit the said RCA/proof for the identified issue within one week from the issue log date, then service provider will be responsible for the damages as mentioned in the table above. In such case, the service provider shall support and undertake coordination activities with GMDC and other respective stakeholders in providing quick resolution for the issues.
- Above SLAs shall not become applicable during the Force Majeure Events.

SECTION V: INSTRUCTIONS TO BIDDERS

1. INTRODUCTION

1.1. Bidding Process

- a. GMDC has adopted a two-stage online bidding system separately for Technical Bid and Financial Bid with evaluation as per Quality cum Cost Based System (QCBS) Method as detailed out in **Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC** (the “**Bidding Process**”). Eligibility Bid and Technical Bid shall be submitted physically whereas Financial Bid shall be submitted online through <https://tender.nprocure.com>. The Bidders are required to place pen drive comprising of soft copy of Eligibility and Technical proposal/Bid as part of Technical Bid submission along with Physical copy. The Bids for which the Financial Bid is submitted in hard copy / physical form/ pen drive shall be rejected as non-responsive. Complete Bid shall be submitted on or before the time and date fixed for submission of Bid (“**Bid Due Date**”). Bid delivered after Bid Due Date will be rejected.
- b. The Bidders need to offer their Bid which conforms to Terms of Reference and Terms and Conditions provided as part of this RFP Document.
- c. In a first step, evaluation of Technical Bid will be carried out as specified in Clause 6.2 of SECTION V. Based on Technical evaluation, the Financial Bids of only Bidder’s meeting Responsiveness Test, Pre-Qualification Criteria and Technical Criteria as specified in clause 6.2(a), 5.1 and 5.2 respectively shall be opened.
- d. In the second stage, a Financial Bid/Price Bid Evaluation of Technically Qualified Bidders will be carried out as per Clause 5.3. The Bids will finally be ranked from the highest to lowest according to Composite Score derived from Quality cum Cost based method (the “QCBS”) specified in Clause 6.4 of RFP SECTION V. The Bidder obtaining highest composite score shall be considered as Preferred Bidder (the “**Preferred Bidder**”).
- e. The bidders are required to quote Services Fees as defined in the financial bid format as provided in Annexure 9 of this RFP for executing TOR as specified in SECTION VIII.

1.2. Due Diligence

The Bidders are encouraged to examine and familiarize themselves fully about the nature of assignment, scope of work, all instructions, forms, terms and conditions of RFP, local condition and any other matters considered relevant by them before submitting the Bid by paying a visit to the site, sending written queries to GMDC, and attending a Pre-Bid meeting.

1.3. Acknowledgement by Bidder

By submitted the bid or proposal, the bidder acknowledges that:

- 1) Made a complete and careful examination of the RFP.
- 2) Received all relevant information requested from GMDC;

- 3) Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of GMDC relating to any of the matters referred to in Clause 1.2 above; and
- 4) Acknowledged that it does not have a Conflict of Interest
- 5) Agreed to be bound by the undertakings provided by it under and in terms hereof.

GMDC shall not be liable for any omission, 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 RFP or the Bidding Process, including any error or mistake therein or in any information or data given by GMDC.

1.4. Cost of Bidding

The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bid Process. GMDC will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

1.5. RFP Fee

- a) Bidder will need to submit nonrefundable RFP Document/Tender Fee of **INR 17,700 (i.e. RFP fees of INR 15,000 plus 18% GST)**. The RFP Document Fees shall be submitted (i) in the form of a Demand Draft in favor of **“Gujarat Mineral Development Corporation Limited”** and payable at Ahmedabad along with the Bid as per marking and sealing section **or** (ii) by depositing the stated amount directly into GMDC bank account through NEFT/RTGS. In such a case, while submitting the online bid on npcocure, when Bidders are prompted to input the DD number, the Bidder may enter the NEFT/RTGS transaction number. Details for payment in favor of GMDC Limited through electronic mode is specified below:
ICICI Bank, Ahmedabad Branch
Account Number: 002405019379
- b) If payment is made through electronic mode, then Bidder shall submit the receipt of the same in the technical bid documents as per the format provided in Annexure 5.
- c) In case of Demand Draft then Demand Draft shall be from any bank among the list of scheduled commercial Bank in India published by RBI. This demand Draft for RFP document shall be non-refundable. Bids that are not accompanied by the RFP fees in acceptable amount and form shall considered non- responsive and shall be summarily rejected.

1.6. Schedule of Bidding

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Event Description | Date, Time and Address | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|----------------------|------------------------------|--|--|---|--|---|--|--|--|--|---------------------------|--|--|---------|---|--|----------------------|------------------------------|----|--|--|--|--|----|--|--|--|--|
| Brief Description of work | Services associated for Design and Implementation of Visualization and analytics platform for GMDC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Date from which RFP documents will be available | RFP shall be available from 05/06/2025 from website http://www.gmdcltd.com & https://tender.nprocure.com | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Last date for receiving Pre-Bid queries/clarifications | <p>Bidders may send their queries by 13/06/2025 up to 12:00 hrs. to following contacts or reach out for any assistance.</p> <p>Mr. R K Dash, General Manager (IT) Email: tenderit@gmdcltd.com Address: Khanij Bhavan, 132 ft Ring Road, Gujarat University Ground, Vastrapur, Ahmedabad.</p> <p>The queries to be submitted in following format in excel document:</p> <table border="1" data-bbox="635 981 1425 1617"> <thead> <tr> <th colspan="5" data-bbox="635 981 1425 1037">Bidders Request for Clarification</th> </tr> <tr> <th data-bbox="635 1037 794 1243">Name and Address of the Organization submitting request</th> <th data-bbox="794 1037 986 1243">Name and Position of Person submitting request</th> <th colspan="3" data-bbox="986 1037 1425 1243">Contact details of the Organization / Authorized Representative</th> </tr> </thead> <tbody> <tr> <td data-bbox="635 1243 794 1355"></td> <td data-bbox="794 1243 986 1355"></td> <td colspan="3" data-bbox="986 1243 1425 1355">Tel: Mobile: Email:</td> </tr> <tr> <th data-bbox="635 1355 794 1500">Sr. No.</th> <th data-bbox="794 1355 986 1500">RFP Document Reference (Section and Page no.)</th> <th data-bbox="986 1355 1157 1500">Content of RFP requiring clarification</th> <th data-bbox="1157 1355 1276 1500">Clarification sought</th> <th data-bbox="1276 1355 1425 1500">Rationale for Change request</th> </tr> <tr> <td data-bbox="635 1500 794 1563">1.</td> <td data-bbox="794 1500 986 1563"></td> <td data-bbox="986 1500 1157 1563"></td> <td data-bbox="1157 1500 1276 1563"></td> <td data-bbox="1276 1500 1425 1563"></td> </tr> <tr> <td data-bbox="635 1563 794 1617">2.</td> <td data-bbox="794 1563 986 1617"></td> <td data-bbox="986 1563 1157 1617"></td> <td data-bbox="1157 1563 1276 1617"></td> <td data-bbox="1276 1563 1425 1617"></td> </tr> </tbody> </table> | Bidders Request for Clarification | | | | | Name and Address of the Organization submitting request | Name and Position of Person submitting request | Contact details of the Organization / Authorized Representative | | | | | Tel: Mobile: Email: | | | Sr. No. | RFP Document Reference (Section and Page no.) | Content of RFP requiring clarification | Clarification sought | Rationale for Change request | 1. | | | | | 2. | | | | |
| Bidders Request for Clarification | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Name and Address of the Organization submitting request | Name and Position of Person submitting request | Contact details of the Organization / Authorized Representative | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Tel: Mobile: Email: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sr. No. | RFP Document Reference (Section and Page no.) | Content of RFP requiring clarification | Clarification sought | Rationale for Change request | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Event Description | Date, Time and Address |
|--|---|
| Pre-Bid Meeting | <p>Pre-Bid Meeting will be held on 17/06/2025 at 12.00 Hours. Venue of pre-bid meeting will be Corporate Office, GMDC, Ahmedabad (Gujarat).</p> <p>Online Meeting link:</p> <p>https://teams.microsoft.com/l/meetup-join/19%3ameeting_NmE2MzhjZGEtOGUxYy00Yjg3LWI4MDItNjY3OTdkZWQ1NGYz%40thread.v2/0?context=%7b%22Tid%22%3a%2295296ee3-fc6f-4888-b153-723631dcb95d%22%2c%22Oid%22%3a%2281b34483-2eb9-4513-83fd-b474a6439981%22%7d</p> <p>Microsoft Teams meeting Meeting ID: 474 951 816 032 4 Passcode: J55uk6o5</p> |
| Online Submission of Price Bid | <p>The Price Bid is to be submitted online only at designated place on https://tender.nprocure.com 11/07/2025 up-to 17:00 hrs. and (i) any submission of offline price bid (i.e., physical submission) or (ii) submission of price bid along with technical bid will lead to disqualification.</p> <p>A copy of instruments or information pertaining to it may be required to be submitted online at the time of submission of Price bid.</p> <p>Technical Bid is not to be submitted online, but should be submitted in physical offline mode after the submission of the Price Bid at the designated address by the deadline mentioned.</p> |
| Last Date and Time of Submission of Technical Bid, RFP Fees & EMD in Hard Copy | <p>The Technical Bid is to be submitted offline, strictly before the due date for online submission of price bid but on or before 11/07/2025 up to 17:00 Hrs. at GMDC office situated at Khanij Bhavan, 132-ft. Ring Road, Gujarat University Ground, Vastrapur, Ahmedabad- 380052, by Speed Post/RPAD/Hand delivery/Courier in sealed cover duly super scribed as mentioned in the RFP.</p> |
| Opening of Technical Bid | <p>On 12/07/2025 AT 10:00 Hrs. at GMDC office</p> |
| Opening of Price Bid | <p>To be indicated to later after completion of Technical Evaluation</p> |
| Signing of Agreement | <p>Within 30 days from the date of issuance of LOA.</p> |

| Event Description | Date, Time and Address |
|--|--|
| <p>General and Important Terms and Conditions</p> | <p>GMDC reserves absolute right/discretion to accept and/or reject any or all the RFPs received or invite fresh bid at any stage or split the work between more than one Bidders as the case may be.</p> <p>The Bidders are required to quote the rate strictly as per the terms and conditions mentioned in the RFP document. Conditional RFP shall not be entertained and will be rejected summarily without assigning any reasons.</p> <p>GMDC may issue amendments/corrigendum in the RFP documents, schedule, forms etc. at any time during the period between publication of notice and submission of bids of the RFP on website. The Bidders in their own interest are advised to visit the website regularly till the last date of submission of the bid. No separate newspaper advertisement will be released for amendments /corrigendum.</p> <p>GMDC reserves the rights to modify or alter any Condition of the RFP.</p> <p>The Bidders are advised to submit their price bid online on https://tender.nprocure.com only. Physical price bid shall not be accepted and shall be rejected summarily without assigning any reasons.</p> <p>Failure to submit bid online in stipulated time due to any reason whatsoever by any Bidder shall result in disqualification of bid. In such circumstances, bid submitted physically along with supporting documents, RFP processing fees, EMD amount etc. shall not be considered as bid submitted and the same will be returned back to the Bidder without opening the same. GMDC reserves the right to take suitable decision in this regard.</p> |

GMDC shall endeavor to adhere to the bidding schedule as specified above. However, there may be changes due to unavoidable circumstances. Any change shall be informed by placing the Corrigendum on the website and n-procurement portal.

2. GENERAL

2.1 Bid Validity

- a. Bids shall remain valid for a period of not less than 180 days (One Hundred and Eighty days) from the Bid Due Date/Bid Submission Date (the “**Bid Validity Period**”). The Bid of the Bidder shall be considered non-responsive if such Bid is valid for a period less than the Bid Validity Period.
- b. In exceptional circumstances, prior to expiry of the original Bid Validity Period, Authority may request the Bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting his Bid Security/EMD. A Bidder agreeing to the request will not be required or permitted to modify his Bid but will be required to extend the validity of his Bid Security/EMD for the period of the extension, and in compliance with Clause 2.5 of RFP SECTION V in all respects.

2.2 Numbers of Bids by Bidder

No Bidder shall submit more than one Bid pursuant to this RFP. If a Bidder submits or participates in more than one Bid, such Bids shall be disqualified.

2.3 Governing Law and Jurisdiction

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.

2.4 Authority’s Right to Accept and Reject any Bids or all Bids

- a) Notwithstanding anything contained in this RFP, GMDC reserves the right to accept or reject any Bid and to annul the Bidding Process /Bid Evaluation Process and reject all Bids, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b) It shall be deemed that by submitting the Bids, the Bidder agrees and releases GMDC, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.
- c) Without prejudice to the generality of Clause (a) and (b) above, GMDC reserves the right to reject any Proposal/Bid if:
 - 1) Bid does not meet the Pre-qualification qualification criteria specified in this RFP.
 - 2) at any time, a material misrepresentation is made or discovered, or

- 3) The Bidder found to be indulging in Fraudulent and Corrupt Practices as defined in this RFP.
 - 4) the Bidder does not provide, within the time specified by GMDC, the supplemental information sought by GMDC for evaluation of the Bid.
 - 5) Bidder submits conditional Bid.
- d) If such disqualification / rejection occurs after the Bids have been opened and the Preferred Bidder as per award criteria gets disqualified / rejected, then GMDC reserves the right to consider the next best Preferred Bidder or take any other measure as may be deemed fit in the sole discretion of GMDC, including annulment of the Selection Process.

2.5 Earnest Money Deposit (EMD)/Bid Security

- a) The bidder shall furnish, a separate Bid Security (also referred to as "Earnest Money Deposit" (EMD)/ Bid Security") for Captioned work as part of his Bid as per the given format. The Bid Security/EMD shall be sealed in a separate sealed envelope along with RFP Fees and super scribing "Earnest Money Deposit and RFP Fees ". An Earnest Money Deposit of amount INR 10 lakh (INR Ten Lakh) shall be provided in favor of "Gujarat Mineral Development Corporation Ltd", in any one of the following forms/formats. The List of Approved Banks is provided in Annexure 12.
 - i. Account payee Demand Draft /Banker's Cheque from any bank among the list of scheduled commercial Bank in India published by RBI.
 - ii. An irrevocable Bank Guarantee (the "**Bank Guarantee**"), payable at Ahmedabad from Approved Bank (except Cooperative Banks)to Authority as per the Annexure 12 and valid for a period of 210 days (Two Hundred and Ten Days) from the Bid Due Date in the format prescribed in the bid documents. The validity of Bank Guarantee may be extended as may be mutually agreed between Authority and Bidder from time to time as per clause 2 of RFP SECTION V. In case Bidder intends to provide Bank Guarantee then it should be provided Compulsory e-Bank Guarantee Confirmation through ICICI Bank through SFMS¹ under our IFS Code: ICIC0000024 and UIC GMDC530265584 for Field 7037. Bank Name: ICICI BANK LTD.
- b) Any bid not accompanied with valid Earnest Money Deposit and RFP fee in the acceptable amount, form and validity period will be summarily rejected by GMDC as being non-responsive and bids of such Bidder shall not be evaluated further.
- c) GMDC shall not be liable to pay any interest on the Bid Security/EMD deposit and the same shall be interest free. The EMD shall be furnished in Indian Rupees only.

¹ Structured Finance Messaging System (SFMS) is a RBI mandated Bank Guarantee Messaging System.

- d) The Bid Security of unsuccessful Bidders will be returned by GMDC, as promptly as possible on acceptance of the Bid of the Preferred Bidder or if and when GMDC cancels the Bidding Process. Bidders may by specific instructions in writing to GMDC give the name and address of the person in whose favor the said demand draft shall be drawn by GMDC for refund, failing which it shall be drawn in the name of the Bidder and shall be mailed to the address given on the Bid.
- e) The Preferred Bidder's EMD will be returned, without any interest, upon the Preferred Bidder signing the Agreement and furnishing the Performance Security in accordance with the provision thereof or if and when GMDC cancels the bidding.
- f) GMDC shall be entitled to forfeit and appropriate the Bid Security as Damages inter alia in any of the events specified below. The Bidder, by submitting its Bid, shall be deemed to have acknowledged and confirmed that GMDC will suffer loss and damage on account of withdrawal of its Bid or for any other default by the Bidder during the period of Bid validity as specified in this RFP. No relaxation of any kind on Bid Security shall be given to any Bidder.
 - i. If a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified in Clause 8 of this RFP SECTION V;
 - ii. If a Bidder withdraws its Bid during the Bid Validity Period as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and GMDC;
 - iii. In the case of Successful Bidder, if it fails within the specified time limit –
 - 1) to sign and return the duplicate copy of LOA
 - 2) to sign the Agreement within the time period specified by GMDC.
 - 3) to furnish the Performance Security within the period prescribed therefore in the RFP; or
 - 4) In case the Successful Bidder, having signed the Contract, commits any breach thereof prior to furnishing the Performance Security.
- g) The Bidder having valid MSME registration as on Bid submission date is exempted from submission of Bid Security.

3. DOCUMENTS AND PRE-BID CONFERENCE

3.1 Content of RFP

This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below, and will additionally include any Addenda issued in accordance with Clause 3.4 of this section.

3.2 Notice Inviting Tender

SECTION I: Background

SECTION II: Scope of Work

SECTION III: List of Deliverables and Project Timelines

SECTION IV: Service Level Agreements

SECTION V: Instructions to Bidders (ITB)

SECTION VI: Payment Terms

SECTION VII: Contract Terms & Conditions

SECTION VIII: Annexure

3.3 Clarification to RFP Documents

- a) Bidders requiring any clarification on the RFP may notify GMDC in writing through email at the address provided in clause 1.6 of Section V. They should send in their queries on or before the date mentioned in clause 1.6 in order to enable Authority to have adequate notice of the said queries so that the same can be addressed at the Pre-Bid Meeting or shortly later. GMDC shall Endeavour to respond to the queries at short span of time prior to Bid Due Date. The responses to queries will be uploaded on website of GMDC <http://www.gmdcltd.com> and <https://tender.nprocure.com>. GMDC is not bound to take cognizance of any queries raised after the date mentioned in the Bid Sheet Section for sending queries.
- b) GMDC shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, GMDC reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring GMDC to respond to any question or to provide any clarification.
- c) GMDC may also on its own motion, if deemed necessary, issue interpretations and clarifications and amendment to RFP. All clarifications and interpretations issued by GMDC shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by Authority, or its employees or representatives, shall not in any way or manner be binding on GMDC.

3.4 Pre-Bid Meeting

- a) A pre-bid meeting would be held at time and an address specified in clause 1.6 of Section V. Bidders shall bear their own cost of attending any pre-bid meeting.
- b) During the course of pre-bid meeting, the Bidders will be free to seek clarifications and make suggestions for consideration of GMDC. GMDC shall endeavor to provide clarifications and such further information as it may, in its sole discretion, considered appropriate for facilitating a fair, transparent and competitive Bidding Process.
- c) Clarifications/responses would be shared by uploading such responses online only at website of Authority (i.e. <http://www.gmdcltd.com> and <https://tender.nprocure.com>) if required in the form of an addendum and or corrigendum.
- d) Non-attendance at the pre-bid conference shall not be a cause for disqualification of a Bidder. However, terms and conditions of the Addendum(s) shall be legally binding

on all the Bidders irrespective of their attendance at the Pre-Bid Conference.

3.5 Amendment of Bidding Documents

- a) At any time prior to the Bid Due Date, GMDC may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP by the issuance of Addenda/corrigendum.
- b) Any Addendum/Corrigendum issued hereunder and shall be uploaded only on Authority website <http://www.gmdcltd.com> and <https://tender.nprocure.com>,
- c) In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, GMDC may, in its sole discretion, extend the Bid Due Date.

4. PREPARATION AND SUBMISSION OF BIDS

4.1 Language of Bid

- a) The Bids and all related correspondence and documents in relation to the Bidding Process shall be in English language. All supporting documents and printed literature furnished by the Bidders with the Bid may be in any other language provided that they are accompanied by translations in the English language, duly authenticated and certified by the Bidder.
- b) The Bidders shall ensure that any number mentioned in the Bid shall be followed by words in relation to such numerical format of the number, and in the event, there is a conflict in the numerical and the word format of the number, the number provided in words shall prevail.

4.2 Bid Currency

All prices quoted in the Bid shall be quoted in Indian National Rupee(s) (INR).

4.3 Format and Signing of Bid

- a) The Bidder shall provide all the information sought under this RFP. GMDC will evaluate only those Bids that are received in the required formats and complete in all respects.
- b) The Bid must be properly signed by the authorized signatory (the “Authorized Signatory”) as detailed below:
 - (1) by a duly authorized person holding the Power of Attorney, in case Bidder is either a Limited Company or a Limited Liability Partnership firm.
- c) In case of the Bidder being Company incorporated under Indian Companies Act 1956/2013, the Power of Attorney shall be supported by a Board Resolution in favor of the person vesting power to the person signing the Bid.

4.4 Submission Format & Sealing and Marking of Proposals

- a) The original instruments of the Bid Security of the required value and in approved format as specified in clause 2.5 of Section V and RFP Fees as specified in clause 1.5 of Section V shall be sealed in an envelope on which the following shall be superscribed:

“Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform to GMDC. – EMD and RFP Fees.”

- b) **The Technical Bid** shall be submitted in **Hard copy**. The documents and format to be submitted for Technical Bid shall be as follows.

| Sr. No | Annexure No. | Particulars |
|--------|--------------|---|
| 1. | 1 | Letter of Bid Submissions signed by authorized signatory of Bidder |
| 2. | 2 | Bidder’s Organization details: Certificate of registration, GSTIN certificate, PAN details OR Partnership deed, GSTIN registration, PAN details OR Incorporation certificate, MOA, AOA, GSTIN Registration, PAN details as may be applicable |
| 3. | 3 | Statutory Auditor/Registered Chartered accountants statement specifying audited Turnover for last three Years as per clause 5.1 of Section V Audited Financial statements for last three years as per clause 5.1 of Section V |
| 4. | 4 | No Blacklisting certificate on Stamp Paper |
| 5. | 5 | Earnest Money Deposit and RFP Processing Fees |
| 6. | 8A | Work Experience details |
| 7. | 8B | Curriculum Vitae (CV) for Proposed Team and Support Staff |
| 8. | 10 | Description of Approach, Methodology and Work Plan for Performing the Assignment/SOW |
| 9. | 11 | Undertaking information and document provided are true. |
| 10. | 14 | Compliance for Functional requirements |
| 11. | 15 | Compliance for technical requirements |
| 12. | | Authorization of signatory in the form of Board Resolution/ or Power of Attorney (POA notarized and Applicable in case of bid not being signed by the person directly authorized by the firm), as applicable |
| 13. | | Original RFP documents issued along with updated addendums /amendments thereto, duly signed by the Bidder through its authorized signatory on all pages. |
| 14. | | A pen drive comprising of soft copy of Technical Bid also to be submitted as part of Technical Bid |

The documents of Technical Bid shall be submitted in hard copy (physical submission) as per the list of submittals provided in table hereinabove of this RFP and should comprise of all documents required to be submitted as per the said Annexure. All documents of the technical proposal/Bid shall be placed and sealed in an envelope on which the following shall be super scribed:

“Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform to GMDC. - Technical Bid”

Both envelopes specified in sub clause a) and b) shall be placed in outer envelopes, super scribed and delivered by the Due date as per the address given :

“Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform to GMDC.– Bid submission”

Addressed to :

Mr. R K Dash, General Manager IT,
Gujarat Mineral Development Corp.

Khanij Bhavan, 132-ft. Ring Road, Gujarat University Ground, Vastrapur, Ahmedabad- 380052

- c) **Financial Bid (Online) to** be filled up at designated places **only on <https://tender.nprocure.com>** as per the format provided in the Annexure 9.
- d) The Bidders are required to submit their Bids (i.e. Technical Bid and Price Bid) on or before the Bid Due Date specified in clause 4.5 of Section V.

4.5 Bid Due Date

- a) The last date and time of submission of the Bids (the “Bid Due Date/Bid Submission Date”) is specified in clause 1.6 of Section V.
- b) GMDC may, in its sole discretion, extend the Bid Due Date by issuing an Addendum uniformly for all Bidders as per clause 3.4. In such event, all rights and obligations of Authority and Bidders previously subject to the earlier deadline will thereafter be subject to the Bid Due Date as extended. Any such change in the Bid Due Date shall be notified to the Bidders by dissemination of requisite information in this behalf by uploading the Addenda on Authority website of GMDC <https://tender.nprocure.com>.

4.6 Late Submission

- a) Physical submissions for Technical Bid and EMD & RFP fees received by GMDC after the specified time and Date shall not be eligible for consideration and shall be summarily rejected.
- b) Authority shall not be responsible for any delay or non-receipt / non-delivery of any documents/ or technical issues pertaining to online Bid. The bidder is expected to take its registration for e tendering well in time and complete all procedure relating to e submission well in time so that there is time for handling any technical glitches.

Bidders who are not familiar with the procedure for online bidding may advantage of training made available by e bidding platform nprocure. The contact details of (n)Procure are as follows:

(n)Code Solutions (A Division of GNFC Ltd.)

403, GNFC Info tower, Bodakdev,

Ahmedabad - 380054. India

Sales : 079- 4000 7323

Support : 079- 4000 7300

Email : nprocure@ncode.in

4.7 Modification and Withdrawal of Bids

- a) Bidder shall not be able to modify any part of its Bid after the Bid Due Date. In order to avoid forfeiture of Bid Security, a Bidder may withdraw his Bid after online submission thereof. The Bidder may online modify, substitute or withdraw its bid after submission, prior to the Bid Due Date and time.
- b) Any alteration/ modification in the Bid or additional information supplied subsequent to the Bid Due Date, unless the same has been expressly sought for by GMDC, shall be disregarded.

5. BID EVALUATION CRITERIA

All bids must be considered responsive as described in **clause 6.2** in order to be considered fit to be evaluated. To be considered eligible and qualified, each Bidder should meet Pre-Qualification Criteria and obtaining minimum **60 marks** in the technical scores specified hereunder and will progress to the next stage of Price Bid opening. The Pre-Qualification Criteria and Technical Score are described below.

5.1 Pre-Qualification Criteria

A Bidder must meet Pre-Qualification Criteria as specified hereunder in order to qualify for next stage of evaluation.

| Sl. No. | Pre- Qualification Criteria | Documentary Requirements |
|---------|---|---|
| 1) | The bidder should be a company registered under the Indian Companies Act 1956 / 2013 or LLP Act 2008 or registered partnership firm or Proprietorship firm. | Certificate of registration, GSTIN certificate, PAN details OR Partnership deed, GSTIN registration, PAN details OR Incorporation certificate, MOA, AOA, GSTIN Registration, PAN details as may be applicable |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sl. No. | Pre- Qualification Criteria | Documentary Requirements |
|----------------|---|---|
| 2) | <p>The bidder must have experience in successfully executing/ completing at least 01 (one) similar work of minimum value of Rs. 1,00,00,000 (Indian Rupees one Crore Only) with experience under a single Contract in previous 07 (seven) years from the bid closing date.</p> <p>Similar work shall broadly include:</p> <ul style="list-style-type: none"> - Implementation of Oracle Analytics Cloud (OAC) platform - Integration of OAC with ERP and /or other diff systems | Copy of Work Orders / Contracts/relevant evidence of work from client. |
| 3) | The bidder should have an average audited annual turnover of at least INR 50 Crore in any 3 consecutive financial years out of last five financial years (FY 19-20, FY 20-21, FY 21-22, FY 22-23, FY 23-24). | Certificate(s) from statutory auditor with all relevant details from the bidder. The bidder shall provide a copy of any 3 of audited annual report to ascertain its turnover & net worth. |
| 4) | The bidder should be a profitable organization in any three financial years out of last five financial years (FY 19-20, FY20-21, FY 21-22, FY 22-23, FY 23-24) | Annual Audited Financial Statements for FY 18-19, FY 19-20, FY20-21, FY 21-22, FY 22-23/ Statutory Auditor Certificate |
| 5) | <p>Non- Blacklisting</p> <p>The bidder should not have been blacklisted by State/ Central Government Agencies in India as on the date of bid Submission.</p> | Self-Certification from the authorized signatory of the service provider as per the RFP Annexure 4. |
| 6) | Submission of Undertaking by the Bidder on the following as per Annexure – 11. | Annexure 11 of the RFP document |

5.2 Technical Score Criteria

The Bids of the Bidders meeting Pre-Qualification criteria shall be considered for assessment and assigning of Technical Score. The Technical Score of the Bidder shall be evaluated as per the Technical Score system provided hereunder.

| Sr. No | Criterion | Conditions | Max. Marks | Total Marks for the Sub head |
|---------------------------------|--|---|------------|------------------------------|
| A | Organizational Strength: Turnover and Employee Strength; Implementation References & Certifications | | | 60 |
| A1 | Average Annual audited turnover of the Bidder in any 3 financial years out of last 5 financial years (FY 19-20, FY 20-21, FY 21-22, FY 22-23, FY 23-24). | >=50 Crore to < 70 Crore | 01 | |
| | | >=70 Crore to < 100 Crore | 03 | |
| | | > =100 Crore | 05 | |
| A2 | No. of experienced resources Team for solution deployment and Project Management | | 18 | |
| | Project Manager | Minimum Qualification and Marking criteria for Project Team are specified in table below. | 05 | |
| | Oracle Cloud Infrastructure Architect | | 03 | |
| | Oracle Analytics Cloud Specialist | | 03 | |
| | Data Integration Expert (ETL Specialist) | | 03 | |
| | Data Visualization Engineer (UI/UX Expert) | | 02 | |
| BI Developer (Oracle Certified) | 02 | | | |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No | Criterion | Conditions | Max. Marks | Total Marks for the Sub head |
|----------|--|---|----------------|------------------------------|
| A3 | <p>Experience of Implementing similar Projects in last seven years in India / Globally.</p> <p>Similar projects are defined below:</p> <ul style="list-style-type: none"> - Implementation of Oracle Analytics Cloud platform with KPI analysis - Integration with ERP and or other different systems - Operations and Maintenance for atleast one year <p>Client: Corporates/ Private Sector/ Government /PSUs.</p> <p>Project value shall be > INR 1,00,00,000 (Indian Rupees One Crores Only) for each project.</p> | <p>1 Project = 10 Marks Max. 3 projects = 30 Marks</p> | 30 | |
| A4 | Certifications owned by the service provider organization | <p>CMMI Level 3 or above/ ISO 9001:2015</p> <p>ISO 27001:2013</p> | 01 | |
| A5 | Oracle Certified resources on bidder's payroll | <p>>=50 to <100</p> <p>>=100 to <150</p> <p>> =150</p> | 01 03 05 | |
| B | <p>Technical Solution Offered:</p> <p>The bidder to submit the complete document with Approach Methodology mechanism on task to be executed (Design, Develop, Implement and, O&M post Go-Live)</p> <p>Bidder to submit the document and GMDC will invite for the presentation.</p> | | | 40 |
| | <ul style="list-style-type: none"> • Understanding of scope of work, deliverables, and business context for GMDC • Understanding of KPI based analysis in different sectors • Detailed approach, understanding of system architectures required for the Visualization & Analytics platform (incl. cloud, integration etc.), implementation plan addressing GMDC's requirements • Showcase of assets/ prototypes of Analytics and Visualization platform done for Private / Government sector in India (min 2) Deep in house expertise of Cloud Provisioning & Maintenance, System Integration Capabilities | | | |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No | Criterion | Conditions | Max. Marks | Total Marks for the Sub head |
|--------------------|-----------|------------|------------|------------------------------|
| Total (A+B) | | | | 100 |

CVs of the respective team members are to be submitted basis the format as included in Annexure 8B of this RFP document.

| Team Member | Minimum Qualification | Marking |
|---|--|--|
| Project Manager | <ul style="list-style-type: none"> Graduate / Postgraduate degree with minimum of 10 years of Business & Digital Strategy implementation projects Minimum 7 years' experience in BI and Analytics Platform implementation out of total experience. | <p>Relevance of Experience</p> <ul style="list-style-type: none"> 2 – 3 relevant projects / assignments: 1.5 mark 4 or above relevant projects / assignments: 3 marks <p>Length of Experience</p> <ul style="list-style-type: none"> 10-12 years of experience: 1 mark More than 12 years of experience: 2 marks <p>Total Marks : 3+2 = 3 Marks</p> |
| Oracle Infrastructure Architect Cloud (OCI) | <ul style="list-style-type: none"> Graduate / Postgraduate with Minimum of 8 years of total experience in IT. Oracle Cloud Certified Architect with minimum 8 years' of experience in Cloud Architecture sizing , deployment | <p>1.Relevance of experience: 2 marks</p> <ul style="list-style-type: none"> 2 relevant projects / assignments: 1 mark 4 or above relevant projects / assignments: 2 marks <p>2. Length of total experience: 1 mark</p> <ul style="list-style-type: none"> 8 – 10 years of experience: 0.5 mark More than 10 years of experience: 1 mark <p>Total (1+2) : 3 Marks</p> |
| Oracle Analytics Cloud Specialist | <ul style="list-style-type: none"> Graduate /Postgraduate with Minimum of 8 years of total experience in IT. Minimum 6 years' experience in Oracle Analytics | <p>1.Relevance of experience: 2 marks</p> <ul style="list-style-type: none"> 2-3 relevant projects / assignments: 0.5 mark 4 or above relevant projects / assignments: 1 mark <p>2. Length of total experience: 1 mark</p> |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Team Member | Minimum Qualification | Marking |
|---|--|--|
| | | <ul style="list-style-type: none"> ● 8 – 10 years of experience: 0.5 mark ● More than 10 years of experience: 1 mark <p>Total (1+1) : 2 Marks</p> |
| Data Integration Expert (ETL Specialist) | <ul style="list-style-type: none"> ● Graduate /Postgraduate with Minimum of 8 years of total experience in IT. ● Minimum 5 years' experience in Oracle Data Integrator, API-based integration | <p>Relevance of Experience</p> <ul style="list-style-type: none"> ● 2 – 3 relevant projects / assignments: 0.5 mark ● 4 or above relevant projects / assignments: 1 mark <p>Length of Experience</p> <ul style="list-style-type: none"> ● 8- 10 years of experience: 1 mark ● More than 10 years of experience: 2 marks <p>Total Marks : 1+2 = 3 Marks</p> |
| Data Visualization Engineer (UI/UX Expert) | <ul style="list-style-type: none"> ● Graduate /Postgraduate with Minimum of 8 years of total experience in IT. ● Minimum 5 years' experience in BI report/dashboard design | <p>Relevance of Experience</p> <ul style="list-style-type: none"> ● 2 – 3 relevant projects / assignments: 0.5 mark ● 4 or above relevant projects / assignments: 1 mark <p>Length of Experience</p> <ul style="list-style-type: none"> ● 8 – 10 years of experience: 0.5 mark ● More than 10 years of experience: 1 marks <p>Total Marks : 1+1 = 2 Marks</p> |
| BI Developer (Oracle Certified) | <ul style="list-style-type: none"> ● Graduate / Postgraduate with Minimum of 5 years of total experience in IT. ● Minimum 3 year's experience in projects with hands-on experience in building BI report, dashboard, KPI development out of total experience. ● Oracle Certified Professional | <p>Relevance of Experience</p> <ul style="list-style-type: none"> ● 1-2 relevant projects / assignments: 0.5 mark ● 2 or above relevant projects / assignments: 1 mark <p>Length of Experience</p> <ul style="list-style-type: none"> ● 5 – 7 years of experience: 0.5 mark |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Team Member | Minimum Qualification | Marking |
|--------------------|--|--|
| | | <ul style="list-style-type: none"> • More than 7 years of experience: 1 marks Total Marks : 1+1= 2 Marks |
| Coordinator | Experience of working on site with PSUs / Government /Private sector clients | |

Bidder must Score minimum **60 marks** out of total 100 marks in Technical Marking Section specified herein above. The bids of bidders obtaining lower than **60 score** will be declared disqualified and not be processed further for price bid evaluation stage.

5.3 Evaluation of Price Bid and Financial Score

The Price Bid of only Technically qualified (Bidders meeting Pre-Qualification Criteria and obtaining minimum 60 marks in the technical score system as specified in clauses 5.1 and 5.2 respectively) Bidders shall be opened. The bidders are required to fill the price bid as per the Price Bid format provided in Annexure 9 of this document.

The aggregate services fees shall be considered for Price Bid Evaluation and determination of Financial Score as below.

$$\text{Financial Score (FIS)} = 100 \times \text{FiL}/\text{FiC}$$

Where;

FiL is the L1 (Lowest Bidder)'s Services Fees

FiC is the Services Fees quoted by Bidder

Services Fees refers to the total aggregate services Fees as per the Price Bid Format specified in Annexure-9.

Bidder scoring Lowest services fees shall be given 100 marks

5.4 Composite Score

(i) The Composite Score of the Bidder shall be determined by combining Technical and Financial Scores based on following formula;

$$\text{Composite Score (CS)} = \text{Technical Score (TeS)} * 0.70 + \text{Financial Score (Fis)} * 0.30$$

The technical experience has been assigned 70% of weightage while price quote is assigned 30% weightage.

(ii) The Bidder Obtaining Highest Composite Score shall be generally declared as Preferred Bidder. After negotiations at the discretion of GMDC, the LOA would be

granted to the preferred bidder who would then be the Successful Bidder with whom the Agreement shall be signed.

(iii) In the event of any preferred bidders withdrawing or disqualifying for any reason, the respective Rank lists for shall be used to arrive at the next Preferred Bidder.

5.5 Credit from parent firm / Subsidiary / Sister Concern for meeting the Pre-Qualification and Technical Score criteria

- i. Taking credit from Associate (i.e. subsidiary/parent/sister concern firm) for meeting the Pre – Qualification Criteria and Technical Qualification Criteria is permitted subject to clauses specified hereunder.
- ii. In case a bidder is relying on qualifications of subsidiary/parent/sister concern firm for being considered for determination of compliance/meeting requirement with regards to the Pre- Qualification and Technical Score Criteria, then under such circumstances, the bidder shall clearly indicate, with supporting documentation, the relationship between the bidder and the entity whose qualifications it is seeking to rely upon.
 - a) *The bidder, if a subsidiary of another company, may claim such qualification only if the parent company has a more than 50% shareholding in it.*
 - b) *Similarly, a bidder may claim such qualification from its subsidiary only if it has a more than 50% shareholding in the subsidiary.*
 - c) *Finally, a bidder may claim credit from a sister concern only if the parent company holds a more than 50% shareholding in both the bidding company and sister concern.*

If the firms are not in the nature of companies, then the determination of the relationship would be based on possessing a controlling stake. If bidding firm is a partnership firm, then determination of relationship is based percentage of profit sharing. In such case more than 50% of profit-sharing shall be considered eligible for claiming credit from Parent (Parent firm or common partners holds more than 50% profit sharing in bidding firm) / Subsidiary (Bidding firm or common partners holds more than 50% profit sharing in subsidiary firm) / Sister Concern (Parent firm holds more than 50% profit sharing in both bidding firm and sister concern firm).

- iii. Any claims of credit from Parent/Subsidiary/Sister Concern firm must be accompanied by a certificate by a registered chartered accountant clearly explaining how the Parent/Subsidiary/Sister Concern firm meets the above definition of the Parent/Subsidiary/Sister Concern firm with relation to Bidding Firm.

6. EVALUATION PROCESS

6.1. Opening of Technical Bid

- (i) GMDC shall open the Technical Bids received to this RFP, at time, date and Place specified in clause 1.6 of Section V in the presence of the Bidders who choose to attend. The Bidders' representatives who are present at such opening shall sign a register evidencing their attendance as a witness to the Bids opening process.

- (ii) The Bidder's name, the presence or absence of requisite RFP Fees and Bid Security and such other details as Authority in its sole discretion may consider appropriate, shall be announced at the opening of Technical Bid.
- (iii) GMDC will subsequently examine and evaluate Technical Bids in accordance with the provisions set out hereunder in clause 5.2.

6.2. Evaluation of Technical Bid

The Bidders shall be required to submit documents as listed in this RFP document as per **clause 5.2 of Section V** along with supporting documents. GMDC shall examine and evaluate the Technical Bids as per the evaluation steps specified below.

a) Test of Responsiveness for EMD, RFP Fee, Timely and proper Submission

- 1) Prior to evaluation of Technical Bids (i.e., Qualification Criteria), GMDC shall determine whether each Bid is responsive to the requirements of the RFP. A Bid shall be considered responsive only if:
 - (i) The Technical Bid is submitted in Hard copy and Price Bid online properly as per the terms of the RFP.
 - (ii) Technical Bid is accompanied by RFP fee and the EMD as specified in the clause 1.5 and 2.5 of ITB respectively.
 - (iii) Physical submission of Technical Bid, RFP fee and EMD is made within specified timeline.
 - (iv) The Bid and physical submissions are received by the Bid Due Date including any extension thereof pursuant hereto.
 - (v) It contains all the information (complete in all aspects) as requested in this RFP and/or Bid Documents (in formats same as those specified in the RFP);
 - (vi) It does not contain any conditionality; and
 - (vii) It is not non-responsive in terms hereof and any other conditions specified elsewhere in RFP.
- 2) GMDC reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by GMDC in respect of such Bid.
- 3) Evaluation of Pre-Qualification Criteria and document checks of only those Bidders shall be carried out whose Bids are determined to be responsive.

b) Assessment of Pre-Qualification Criteria

- 1) GMDC shall examine and evaluate the Pre-qualification of each received Bid upon determining its responsiveness as per sub clause (a) above.
- 2) The Bidder must meet Pre-Qualification Criteria specified in clause 5 and have submitted all documents as per clause 5.1 of Section V in order to qualify for next stage of assessment.
- 3) Assessment of technical bids to assign Technical Score of only those Bidders shall be carried out whose Bids are meeting Pre-Qualification Criteria and submitted all

required documents pursuant to sub clause 2) above.

c) Determination of Technical Score

- 1) GMDC shall examine and assign technical score to each pre-qualified Technical Bid as per Technical Marking System provided clause 5.2 of Section V of Bid Evaluation Criteria Section.
- 2) Responsive and Pre-Qualified Bidders may be called to make presentation on “Approach and Methodology” by GMDC as part of the technical evaluation process.
- 3) The Bids of the Bidder determined to be responsive, meeting Pre-Qualification criteria and securing minimum score of 60 in Technical Score shall be declared Technically Qualified Bids (the “Qualified Bids”/ “Qualified Bidder”).
- 4) The Financial Bids of only Qualified Bids shall be opened. Evaluation of Financial Bids of only Qualified Bids shall be carried out.

6.3. Opening of Financial Bid

- (i) The Financial Bid shall be filled up by the Bidder as per E-Tendering at designated places through <https://tender.nprocure.com> as per the indicative format specified in Annexure 9 to this RFP.
- (ii) The Price Bids of only the Bidders determined to be Responsive and meeting the Pre-Qualification Criteria and obtaining required Technical Score in accordance with Clause 5.2 shall be opened in the presence of such of the Bidders and/or their authorized representatives who choose to attend.
- (iii) The time and date of opening of Financial Bids shall be informed to the Bidders who are declared as Qualified Bidders pursuant to sub clause 6.2 in advance. The Bidders’ authorized representatives who are present shall be required to sign and record their attendance. The name of Bidder, bid rates, etc. will be announced at such opening.
- (iv) GMDC shall allot Financial Score to each eligible bid in accordance with the provision set forth in clause 5.3.

6.4. Composite Score

- (i) The Technical Score and Financial Score obtained by the Bidder shall be combined as per the formula provided in clause 5.4.
- (ii) The Bidder achieving “Highest Composite Score” shall be generally declared as Preferred Bidder (the “Preferred Bidder”) and considered for award after following the due process including negotiation.

6.5. Clarification of Bids and Request for additional/missing information

To facilitate evaluation of Bids, GMDC may, at its sole discretion, seek in writing clarifications / documents / missing information in writing from any Bidder regarding its Bid. If the response from the Bidder is not received by GMDC before the expiration of the deadline prescribed in the written request, GMDC reserves the right to proceed with evaluation process at the total risk and cost of the Bidder.

6.6. Verification and Disqualification

- (i) GMDC reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP and the Bidder shall, when so required by GMDC, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by GMDC shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of GMDC there under.
- (ii) GMDC reserves the right to reject any Bid and/or appropriate the EMD if:
- at any time, a material misrepresentation in terms of misleading or false representation is made or uncovered, or
 - Bidder is blacklisted/barred by any Government Agency.
 - In case of fraudulent Bid and the Bidder found to be involved in fraudulent and corrupt practice as per RFP Clause 8 of section V.
 - In case the Bidder has Conflict of Interest as per clause 9 of Section V.
 - a Bidder makes an effort to influence Authority in its decisions on Evaluation process/Selection process.
 - while evaluating the Bid, if it comes to Authority's knowledge expressly or implied, that some Bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance resulting in distorting competitive price discovery or delaying the processing of proposal.
 - Record of poor performance such as abandoning the work, rescinding of contract for which the reasons are attributable to the non-performance of the Bidder, consistent history of litigation awarded against the applicant or financial failure due to bankruptcy.
 - A bidder who submits or participates in more than one Bid under this RFP.

Such misrepresentation/ improper response/blacklisting/record of poor performance shall lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Bids have been opened and the Preferred Bidder gets disqualified / rejected, then GMDC reserves the right to:

- a) invite the remaining Bidders to submit their Bids or
- b) take any such measure as may be deemed fit in the sole discretion of GMDC, including annulment of the Bidding Process.
- c) In case it is found during the evaluation of Bids or at any time before signing of the Contract or after its execution and during the period of subsistence thereof, that one or more of the prequalification criteria/ Technical Score Criteria /conditions have not been met by the Bidder, or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Consultant either by issue of the LOA or entering into of the Contract, and if the Successful Bidder has already been issued the LOA or has entered into the Contract, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in

this RFP, be liable to be terminated, by a communication in writing by GMDC to the Successful Bidder or the Consultant, as the case may be, without GMDC being liable in any manner whatsoever to the Successful Bidder or the Consultant. In such an event, GMDC shall be entitled to forfeit and appropriate the EMD or Performance Security, as the case may be, without prejudice to any other right or remedy that may be available to GMDC under the RFP and/or the Contract.

6.7. Contacts during Bid Evaluation

Bids shall be deemed to be under consideration immediately after they are opened and until such time GMDC makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the Bidding Documents, from contacting by any means, GMDC and/ or their consultants/ employees/representatives on matters related to the Bids under consideration.

6.8. Correspondence with Bidder

Save and except as provided in this RFP, GMDC shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

6.9. Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising GMDC in relation to, or matters arising out of, or concerning the Bidding Process. GMDC will treat all information submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. GMDC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or GMDC or as may be required by law or in connection with any legal process.

7. SELECTION OF SERVICE PROVIDER AND SIGNING OF AGREEMENT

7.1. Notification of Award

- (i) Prior to expiry of the Bid Validity Period, Authority shall notify the Preferred Bidder(s) as the Successful Bidders through letter/email that his/their Bid has/have been accepted (the "Successful Bidder(s)"). The LOA ("Letter of Award") shall be issued, in duplicate and shall specify the sum which GMDC shall pay to the Successful Bidder and sum that the Successful Bidder shall pay to Authority in consideration of Project scope as per the terms of Contract.
- (ii) Successful Bidder shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Successful Bidder is not received by the stipulated date, GMDC may, unless it consents to extension of time for

submission thereof, appropriate the Bid Security of such Bidder as damages on account of failure of the Successful Bidder to acknowledge the LOA, and the next Eligible and Qualified Bidder may be considered.

7.2. Signing of Agreement

- (i) After acknowledgement of the LOA as aforesaid by the Successful Bidder, it shall cause the Successful Bidder, subject to furnishing the performance security as per the RFP provisions, to execute/sign the Agreement within the 30 (thirty) days from the date of LOA (the "Execution Date"). The Successful Bidder shall not be entitled to seek any deviation, modification or amendment in the Draft Agreement
- (ii) The Draft copy of Agreement (the "Contract") is specified in Section VIII of this RFP.
- (iii) The Successful Bidder shall get correct amount of Stamp Duty adjudicated (Stamp Paper of Rs. 100 denominations can be used), at Ahmedabad in accordance with applicable law, and submit the same in two copies duly stamped and executed within thirty (30) days from the dispatch of Letter of Award. GMDC shall return one copy duly sealed and signed as a token of acceptance of the Contract. Stamp Duty, and any other charges as may be levied under applicable law, shall be paid by the Successful Bidder.
- (iv) After the signing of Agreement, the Successful Bidder shall be called the "Service Provider".

7.3. Performance Security

- (i) The Successful Bidder shall furnish Performance Security to Authority for securing the due and faithful performance of its obligations under the Agreement, within 20 days from the LOA, in the form of Demand Draft or an unconditional and irrevocable bank guarantee (Annexure 6) for amount of equivalent to **10% (Ten percent) of total Services Fees (without GST) quoted for the Scope of Work** payable to GMDC by the Successful Bidders (the "**Performance Security**") from Approved Bank to Authority. Such performance Security shall be in favor of **Gujarat Mineral Development Corporation Ltd** and admissible and payable at Ahmedabad branch from Approved Bank to Authority.
- (ii) The service provider shall maintain a valid and binding Performance Security for the Contract Period. The Consultant shall ensure that the Performance Security shall subsist in full force and effect in terms hereof, throughout the Agreement Period and thereafter until expiry of three months. In case Contract Period is extended then the service provider shall have to renew Performance Security for a period of extended Contract Period.
- (iii) If the Bidder fails to furnish the Performance Security, it shall be lawful for GMDC to forfeit the EMD and cancel the contract or any part thereof.
- (iv) GMDC shall be entitled to forfeit and appropriate the amount of the Performance Security in whole or in part:

- a) in the event GMDC requires to recover any sum due and payable to it by the service provider including but not limited to Damages; and which the service provider has failed to pay in relation thereof; and
- b) in relation to service provider's breach in accordance with the terms contained in the Agreement.
- (v) At any time during the Validity Period, the Performance Security has either been partially or completely been encashed by GMDC in accordance with the provision of the Agreement. The Consultant shall within 15 (fifteen) days of such encashment either replenish, or provide fresh performance security, as the case may be, failing which GMDC shall be entitled to terminate this Agreement.
- (vi) At the end of the Contract Period, the Performance Security shall be returned to the service provider without any interest, subject to any deductions which may be made by GMDC in respect of any outstanding dues under the terms of the Agreement.

7.4. Commencement of Work/Assignment

The Consultant shall commence the services from the Contract Agreement date, or such other date as GMDC may permit. If the service provider fails to either sign the Agreement as specified in Clause 7.2 of Section V or commence the assignment as specified herein, GMDC may invite the second ranked Bidder for negotiations. In such an event, the LOA or the Agreement, as the case may be, may be cancelled / terminated.

7.5. Proprietary Data

Subject to the provisions of Clause 6.9, all documents and other information provided by GMDC or submitted by Bidder to GMDC shall remain or become the property of GMDC. Bidder and the service provider, as the case may be, are to treat all information as strictly confidential. GMDC will not return any Bid or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the service provider to GMDC in relation to the service provider Assignment pursuant to TOR shall be the property of GMDC.

7.6. Tax Liability

- (i) The rates quoted in Price Bid Annexure 9 shall be inclusive of all taxes, duties, surcharge Levies etc. as applicable ("Price Quote") except applicable Goods and Service Tax. Applicable GST at the time of invoicing shall be reimbursed by GMDC.
- (ii) GMDC shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.

8. FRAUD AND CORRUPT PRACTICES

- a) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Contract. Notwithstanding

anything to the contrary contained herein, or in the LOA or the Contract, GMDC may reject a Bid, withdraw the LOA, or terminate the Contract, without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder or as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, GMDC shall be entitled to forfeit and appropriate the EMD, as the case may be, without prejudice to any other right or remedy that may be available to GMDC under the Bidding Documents and/ or the Contract, or otherwise. In case of cancellation of Contract, if already awarded, Authority shall be entitled to recover from the Bidder the amount of any loss arising from such cancellation in accordance with provisions of RFP Document.

- b) Without prejudice to the rights of GMDC under sub Clause (a) hereinabove and the rights and remedies which GMDC may have under the LOA or the Contract or otherwise if a Bidder or service provider as the case may be, is found by GMDC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the LOA or the execution of the Contract and/or otherwise, such Bidder or Consultant shall not be eligible to participate in any tender or RFP issued by GMDC during a period of 2 (two) years from the date such Bidder or service provider as the case may be, is found by GMDC to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.
- c) For the purposes of this Clause 8, the following terms shall have the meaning hereinafter respectively assigned to them:
- (i) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of GMDC who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Contract or arising there from, before or
 - (ii) after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of GMDC, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Contract, any person in respect of any matter relating to the Project or the LOA or the Contract or otherwise, who at any time has been or is a legal, financial or technical adviser of GMDC in relation to any matter concerning the Project;
 - (iii) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the

Bidding Process;

- (iv) “**Coercive practice**” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- (v) “**Undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by GMDC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- (vi) “**Restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

9. CONFLICT OF INTEREST

- a) The Bidder shall not have a conflict of interest that may affect the Selection Process or the Consultancy (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, GMDC shall forfeit and appropriate the Bid Security, if available, or as mutually agreed genuine pre-estimated compensation and damages payable to GMDC for, inter alia, the time, cost and effort of GMDC including consideration of such Bidder’s Proposal/Bid, without prejudice to any other right or remedy that may be available to GMDC hereunder or otherwise.
 - b) GMDC requires that the service provider provides professional, objective, and impartial advice and at all times hold GMDC’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The service provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of GMDC.
 - c) Without limiting the generality of the above, shall be deemed to have a Conflict of Interest affecting the Selection Process, if the relationship between two Bidders is established through common holding, either directly or through Associates, of at least 26% holding of equity/profit sharing in another company/firm, or in each other and other terms as specified hereunder;
- A. The Bidder, its member or Associate (or any constituent thereof) and any other Bidder, its Member or Associate (or any constituent thereof) have common controlling ownership interest. Common controlling ownership interest for Company, Limited Liability Partnership Firm is defined as follows. Associates of the Bidding firm shall mean Parent and/or Subsidiary and/or sister concerned firm having meaning specified in **definition section**.
- (1) **If Bidder is a Company:** In such case, the Bidder (including its Associate or any shareholder thereof of Bidder and/or its Associates) possessing over 26% of the paid up and subscribed capital in its own company or Associate as the case may be, also

- holds:
- a) more than 26% of the paid up and subscribed equity capital in the other Bidder, its member or Associate of such other Bidder or Associates is Company; and/or
 - b) more than 26% of profit sharing in other Bidder or Associates such other Bidder or Associates is a Limited Liability Partnership firm. and/or
- (2) **If Bidder is a Limited Liability Partnership Firm:** In such case, the Bidder or its Partners or Associate having a profit sharing of more than 26% of such Bidder or its Partners or Associate as the case may be also holds;
- a) more than 26% of the paid up and subscribed equity capital in the other Bidder or Associate of such other Bidder, its member or Associates is Company; and/or
 - b) more than 26% of profit sharing in other Bidder or its Associates such other Bidder or its Associates is a Limited Liability Partnership firm. and/or
- B. a constituent of such Bidders is also a constituent of another Bidders; or.
- C. such Bidders receives or has received any direct or indirect subsidy or grant from any other Bidder/s, or has provided any such subsidy to any other Bidders; or
- D. such Bidder has the same legal representative for purposes of this Bid as any other Bidders; or
- E. such Bidders has a relationship with another Bidders, directly or through common third parties, that puts them in a position to have access to each other's' information about, or to influence the Bid of either or each of the other Bidders; or
- F. there is a conflict among this and other consulting/services assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the service provider will depend on the circumstances of each case. While providing consultancy services to GMDC for this particular assignment, the service provider shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- G. Bidder shall furnish an affirmative statement as to the existence of, or potential for conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current contracts, engagements, or affiliations with Authority. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.

10. MISCELLANEOUS

- a) The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ahmedabad shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.
- b) GMDC, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;

- (i) Suspend and/ or cancel the Bidding Process and/ or amend and/ or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
 - (ii) consult with any Bidder in order to receive clarification or further information;
 - (iii) retain any information and/ or evidence submitted to GMDC by, on behalf of, and/ or in relation to any Bidder; and/ or
 - (iv) Independently verify, disqualify, reject and/ or accept any and all submissions or other information and/ or evidence submitted by or on behalf of any Bidder.
- c) It shall be deemed that by submitting the Bid, the Bidder agrees and releases GMDC, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/ or performance of any obligations hereunder, pursuant hereto and/ or in connection with the Bidding Process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.
- d) No Partnership: Nothing contained in the RFP shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever other than as per provisions laid out in this Agreement.
- e) The service provider shall be deemed to be acting as an independent contractor of Authority and shall not be deemed an agent, legal representative, joint venture or partner of Authority. Neither party is authorized to bind the other to any obligation, affirmation or commitment with respect to any other person or entity.

SECTION VI: SERVICE FEES AND PAYMENT TERMS

1. SERVICE FEES

- a) Authority hereby covenants to pay the Fees to the service provider for Scope of the Work / TOR specified in SECTION – II of the RFP and as per the payment terms specified in clause 2 of this section at agreed price specified hereunder.

| Sr. No. | Scope Items | Unit (A) | Quantities (B) | Unit Price In INR (Excl. Tax) (C) | Total Rate in INR (Excl. Tax) (D = B x C) |
|---------|--|------------|----------------|-----------------------------------|---|
| 1. | Design and Implementation of Oracle Analytics Cloud Platform with integration charges of GMDC's existing systems and Systems which are under implementation or at RFP stage | Lumpsum | 1 | | |
| 2. | Design and Implementation of GMDC's Visualization and analytics Mobile Application (Optional scope) | Lumpsum | 1 | | |
| 3. | Operations and Maintenance of the Oracle analytics Cloud Platform Maintenance | Quarterly | 12 | | |
| 4. | Man day Rates for Integration of future additional systems (except the Existing systems of GMDC's existing systems and Systems which are under implementation or at RFP stage) | No of days | 200 | | |
| 5. | Change Request | No of days | 100 | | |
| 6. | Additional Manpower for O and M period | Quarterly | 1 | | |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Scope Items | Unit (A) | Quantities (B) | Unit Price In INR (Excl. Tax) (C) | Total Rate in INR (Excl. Tax) (D = B x C) |
|-------------------------|---|-----------|----------------|-----------------------------------|---|
| 7. | Operations and Maintenance of Mobile Application (Optional scope) | Quarterly | 12 | | |
| Total Fees (INR) | | | | | |

- b) The Service Fees specified in subclause a) hereinabove represent the net amounts payable exclusive of GST but inclusive of all other applicable taxes, duties, surcharge, and levies for execution of the Scope. Applicable GST, over and above Service Provision Fees, at the time of invoicing shall be reimbursed by GMDC.
- c) The Service Fees specified in subclause a) hereinabove also includes remuneration of service provider’s staff, Travel expense at Ahmedabad, expense towards dine, hotel stay, office rents, conveyance, stationary and any other expense to be incurred for executing Scope of Work.

2. PAYMENT TERMS

- a) The payment shall be made by GMDC as per the payment terms specified hereunder.

| Sr. No. | Scope Items | Deliverables / Sub scope items | Payment Milestone/ Frequency of Payment | Submission and Approval required for the Payment |
|---------|--|--|---|--|
| 1 | Design and Implementation of Oracle Analytics Cloud Platform with integration charges of GMDC’s existing systems and Systems which are under implementation /RFP stage | (A) Sr. No 3 of Section III : AS IS Assessment , Gap assessment and Data collection strategy | 20% of Sr. no. 1 of Service Fees upon submission and approval of Report | 1) Submission of Invoice 2) Deliverables as per Sr no 3 of Section III. |
| | | (B) Sr. No 4 of Section III : Business Requirement Document creation & | 30% of Sr. no. 1 of Service Fees upon submission and approval of Report | 1) Submission of Invoice 2) Submission and approval of reports as specified below (i) BRD report |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Scope Items | Deliverables / Sub scope items | Payment Milestone/ Frequency of Payment | Submission and Approval required for the Payment |
|---------|---|--|---|---|
| | | platform prototype approval | | (ii) Created prototypes (iii) Any other Deliverables as per Sr no 4 of Section III |
| | | (C) Sr. No 6 of Section III: User Acceptance testing and Go-Live | 40% of Sr. no. 1 of Service Fees upon issuance of Go-Live Certificate. | 1) Submission of Invoice 2) Submission of Completion of UAT , incorporation of changes as suggested by GMDC and thereafter issuance of Go-Live Certificate. 3) Any other Deliverables as per Sr no 6 of Section III |
| | | (D) Sr. No 7 of Section III Warranty Period | (i) 10% of Sr. no. 1 of Service Fees upon completion of 6 months of warranty period | 1) Submission of Invoice 2) Submission of following report (i) SLA Reports (ii) Project Acceptance Certificate. (iii) MIS Reports as specified in clause Part 3 of section II. |
| 2 | Design and Implementation of GMDC's Visualization and analytics Mobile Application (Optional scope) | Part 6 of the Section 2: Scope of Work | 100% upon completion of development and Go-Live of the mobile application | 1) Submission of Invoice 2) Submission and Go-Live certificate from GMDC. |
| 3 | Operations and Maintenance of the Oracle Analytics Cloud software | Operations and Maintenance | The O&M period shall commence from | 1) Submission of Quarterly invoice. |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Scope Items | Deliverables / Sub scope items | Payment Milestone/ Frequency of Payment | Submission and Approval required for the Payment |
|---------|---|---|---|--|
| | | services for Oracle Analytics Cloud | <p>expiry of warranty period. However, the payment shall be made at the end of each Quarter from the date of end of Warranty Period as per the quarterly rate specified in a table placed in clause 1a) hereinabove shall be applicable</p> <p>Authority shall issue Project Acceptance Certificate upon successfully</p> | <p>2) Submission of the following report.</p> <p>3) Project Acceptance Certificate.</p> <p>4) SLA Reports</p> <p>5) MIS Reports as specified in clause Part 3 of section II.</p> |
| 4 | Integration of future additional systems (except the Existing systems of GMDC's existing systems and Systems which are under implementation /RFP stage) | User Acceptance testing and Go-Live for additional integrated system | Payment to be disbursed on actual usage of man days and upon completion of integration. If the request/Indent for integration of additional system is not requested, then payment shall not be made. | <p>1) Submission of invoice.</p> <p>2) Submission of Completion of UAT, incorporation of changes as suggested by GMDC and thereafter issuance of Go-Live Certificate.</p> |
| 5 | Change Request | As per the approved man-days rate for approved man-days upon completion of task as specified in Change Control Note | Payment to be disbursed on actual usage of resources and upon completion of change request (if any). If a change request is not requested, then payment shall not be made. | <p>1) Submission of invoice.</p> <p>2) Submission of Completion Certificate for the Change Request requested through Indent.</p> |
| 6 | Additional Manpower for O&M period | | Payment to be made quarterly for the | 1) Submission of invoice. |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Scope Items | Deliverables / Sub scope items | Payment Milestone/ Frequency of Payment | Submission and Approval required for the Payment |
|---------|---|--|--|---|
| | | | deployed additional manpower. If no additional manpower is required then no payment shall be made. | 2) Submission of attendance sheet for deployed manpower for quarterly O&M period. |
| 7 | Operations and Maintenance of Mobile Application (Optional Scope) | Operations and Maintenance services for mobile application | <p>The O&M period shall commence from expiry of warranty period of 6 months. However, the payment shall be made at the end of each Quarter from the date of end of Warranty Period as per the quarterly rate specified in a table placed in clause 1a) hereinabove shall be applicable</p> <p>Authority shall issue mobile application Acceptance Certificate.</p> | <p>1) Submission of Quarterly invoice. 2) Submission of the following report. 3) Project Acceptance Certificate. 4) SLA Reports 5) MIS Reports as specified in clause Part 3 of section II.</p> |

- b) The Service Provider shall raise the invoice for each of the item as per the payment terms in a table specified in subclause a) hereinabove. GMDC shall make payment within 15 days of submission of invoices upon verifying the milestone for which invoice is submitted subject to deduction of any damages pursuant to SLAs and contract conditions.
- c) Applicable GST, over and above approved Service Provision Fees, at the time of invoicing shall be reimbursed by GMDC. The risk of applicability of any taxes, duties and levies except GST, shall rest with the service provider.
- d) GMDC shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.
- e) Other Payment terms related to Sr no 4 of the table specified in sub clause a) hereinabove**

- (i) GMDC shall issue indents/ requirements from time to time as per the integration requirements for new system during the contract period. Such indents shall specify (i) the system to be integrated and (ii) Number of man-days required for the execution of such work. The Service Provider shall accordingly carry out the work.
- (ii) The Service Provider shall submit invoices upon completion of the work stated in each indent if no of man-days specified in such indent is ≤ 30 days. In case no. of man days. specified in indent is higher than 30 days then the Service Provider shall place the invoice at the interval of every 30 days.
- (iii) Authority shall make payment within 15 days of submission of invoices upon verifying the deliverables for which invoice is submitted subject to deduction of any damages pursuant to contract conditions. The following information must be included in the invoice:
 - i. Details of indents issued by GMDC
 - ii. Type of Manpower deployed
 - iii. Number of days for each person is deployed
 - iv. Agreed man day rates of manpower deployed
- (iv) Applicable GST, over and above approved servicing Fees, at the time of invoicing shall be reimbursed by GMDC. The risk of applicability of any taxes, duties and levies except GST, shall rest with the Service Provider.
- (v) GMDC shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.

f) Other Payment terms related to Sr no 5 of the table specified in sub clause a) hereinabove

- (i) Change Management can be initiated by the Service Provider or by Authority/GMDC during the project Contract Period if need so arise.
- (ii) For every Change Request initiated by the Service Provider or Authority, Change Control Note (as per Annexure 13 of this RFP document) shall be submitted by the Service Provider mentioning the details w.r.t. to brief details of work to be undertaken, no. of resources required, man days required, work completion timelines and Impact details.
- (iii) Upon receipt of the Change Control Note, GMDC shall have the right to vet the change request details and its quotation from third party at its sole discretion.
- (iv) If GMDC concludes that the cost of the change request is higher than the prevailing market rates then In such cases GMDC shall have the right to execute the said Change request from the third party for which the O&M shall be undertaken by the Service Provider until the entire contract period at no additional cost.
- (v) In case where Change Request is to be executed by Service Provider, then GMDC shall issue the indent mentioning Change Request brief, No. of resources and work completion timelines and man days required to the Service Provider for undertaking the Change Request work and there by undertaking the O&M of the same until the entire contract period.
- (vi) Upon execution of the work, the Service Provider shall submit the invoice as per the payment terms.

g) Other payment terms related to Sr. no. 2 and Sr. no. 7 of table specified in sub clause a) hereinabove

- (i) The Bidders shall need to mandatorily quote Service Fees separately as per the Price Bid format for Part 6 of the Scope of Work. However, the award of the work pertaining to Part 6 is optional and GMDC in its sole discretion shall decide to award the work pertaining Part 6 to the service provider.
- (ii) For Sr. no. 7, In case GMDC decides to award of the Work pertaining to Part 6 of the Scope to the service provider, in such case service provider shall submit invoice at the end of the Quarter from the date of Go Live of the application as per the payment terms specified in a) herein above.
- (iii) Authority shall make payment within 15 days of submission of invoice upon verifying the milestone for which invoice is submitted subject to deduction of any damages pursuant to SLAs and contract conditions.
- (iv) GMDC shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act.

SECTION VII: CONTRACT TERMS AND CONDITIONS

THIS AGREEMENT is entered into on this the _____ day of _____, 20_____

BETWEEN

Gujarat Mineral Development Corporation Ltd, a company incorporated under Indian Companies act, 1953 and having its corporate office at Khanij Bhavan, 132-Ring Road, Gujarat University Ground, Vastrapur, Ahmedabad- 380052 (hereinafter referred to as the "Authority/GMDC" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors, and assigns) of ONE PART.

AND

_____, having its registered office at _____, hereunder referred to as the "**Service Provider**" which expression shall unless repugnant to the context include its successors and permitted assigns, of the OTHER PART.

GMDC and the service provider are hereinafter individually referred to as "Party" and collectively as "Parties".

WHEREAS

- A. GMDC vide its Request for Proposal, dated ____ invited Bids from competent parties through transparent and competitive bidding process for **Request for Proposal (RFP) for Selection of Service Provider for providing GMDC's Visualization & Analytics Platform to GMDC**.as per the terms specified in RFP and this Agreement (hereinafter called the "**Project/ Work/ Assignment**");
- B. Pursuant to the evaluation of the bids received, GMDC has accepted the bid of the service provider dated _____ as per the terms and conditions specified in RFP documents, subsequent Addendum and terms specified in this Agreement and issued a Letter of Award (LOA) No. _____ dated _____ accepting the particular Bid Proposal.
- C. The service provider has accepted the LOA by its letter dated _____, requiring inter alia the execution of the Contract. GMDC hereby agrees to appoint and avail of services of the Selection of service provider for providing analytics platform services and Operations and Maintenance Services on the terms, conditions and covenants hereinafter set forth in this Agreement.

NOW, THEREFORE, in consideration of the foregoing and the respective covenants and agreements set forth in this Agreement, the receipt and sufficiency of which is hereby acknowledged, and intending to be legally bound hereby, the Parties (GMDC and service provider) hereto **hereby agree as follows:**

The following documents attached hereto shall be deemed to form an integral part of this Agreement:

This Agreement along with all Annexure/schedule hereto.

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

1. Request for Proposal Document issued by GMDC in its entirety including all its parts/sections, annexure, corrigendum, and Addendums thereto.
2. Letter of Acceptance (LOA) no. _____ issued on _____.
3. Terms of Reference/Scope of Work provided in RFP SECTION II.
4. Payment Terms provided in RFP SECTION VI.
5. Any relevant correspondence between the two parties that the signatories have agreed to include as part of the Contract for validating and clarifying any points in the Contract or by way of revised or improved understanding of any terms of the Contract as appended herein.

While all above documents are deemed to be part of the Agreement, in the event of any discrepancy / conflict in the terms of the above referred documents or interpretation thereof, the provisions of the more recent document, date wise, shall prevail over the older document.

1. GENERAL

1.1. Definition and Interpretation

In this Agreement, the following words and expressions shall, unless repugnant to the context or meaning thereof, have the meaning hereinafter respectively ascribed to them hereunder:

“Applicable Law” means all the laws, acts, ordinances, rules, regulations, notifications, guidelines or bye-laws, in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of any court of record, as may be in force and effect during the subsistence of this Contract, including without limitation those laws/regulations applicable to the Project;

“Arbitration” means a process of an odd number of persons known as arbitrators, who decide on the solution to a dispute between the signatories to this Agreement.

“Arbitration Act” means the Arbitration and Conciliation Act, 1996 as in force today and shall include any and all modifications/ amendments thereto or any re-enactment thereof as in force from time to time.

“Applicable Clearances” means all clearances, permits, no-objection certifications, exemptions, authorizations, consents, and approvals required to be obtained or maintained under Applicable Law, in connection with the Project during the subsistence of this Agreement;

"Authority" or "GMDC" means the Gujarat Mineral Development Corporation Ltd having its office at Khanij Bhavan, 132-ft. Ring Road, Gujarat University Ground, Vastrapur, Ahmedabad- 380052 and shall include its authorized successors and assigns at all times [including without limitation its authorized representatives];

“Contract” means the Contract signed by the Parties and all the attached documents listed in Preliminary and the Annexures/schedules.

“Commencement Date” means the date at which the Service Provider shall commence the services as defined in Clause 2.2 of this document.

“Contract Period”/“ Agreement Period” shall have a meaning specified in clause 2.4 of this Agreement.

“Confidential Information” shall have a meaning specified in clause 3.3 of this Agreement.

“Contract Price/ Total Contract Value/ TCV” shall mean the approved services fees (without GST) for the scope of work as quoted by the Service Provider according to Price Bid Format Annexure 9 of the RFP document. The Contract Price shall thereafter adjusted for additional scope demanded as per provision of Contract.

“Day” means calendar day.

“Dispute” shall have a meaning specified in clause 16 of this Agreement.

“Defect” means any part of the Project not completed/functioning as per the Technical and Functional Requirements specified in Section II of the RFP document.

“Effective Date” shall have meant specified in clause 2.1 of this Agreement.

“Force Majeure” shall have a meaning specified in clause 2.7 of this Agreement.

“Insurance” shall have a meaning specified in clause 3.11 of this Agreement.

“Local Currency” means Indian Rupees.

“Liquidated Damages” shall have a meaning specified in clause 11 of this Agreement.

“Material Adverse Effect” means any act or event of either Party which causes a material financial burden or loss to the counter party.

“Material Breach” means breach serious enough to destroy the value of this Agreement and to give a basis for an action for breach of Agreement.

“Service Provider’s Event of Default” shall have a meaning specified in clause 10.1 of this Agreement.

“Oracle Analytics Cloud Platform/ GMDC’s Visualization & Analytics Platform” shall mean the Oracle Analytics Cloud Platform customized to GMDC’s requirements for undertaking the KPI based analysis and generation of reports with multiple existing and future systems integration.

“Obligations of the Service Provider” shall mean Service Provider’s responsibilities specified in this Service Provider Agreement with respect to the Project unless such responsibilities/obligations are waived by the Authority.

“Obligations of the Authority” shall mean Authority’s responsibilities specified in this Service Provider Agreement with respect to the Project unless such responsibilities/obligations are waived by the Service Provider.

“O&M Report” shall have a meaning specified in Scope of Work of this Agreement.

“Operations and Maintenance” shall start on the end of Warranty period and ends on termination of the agreement.

“Go Live Certificate” means the certificate issued by the Authority upon successful completion of implementation of the GMDC’s Visualization Platform as per the Technical Specification and Functionalities of the platform as specified in RFP Section II: Scope of Work as determined in User Acceptance Tests.

“Project Acceptance Certificate” means the certificate issued by the Authority upon successful completion of Warranty Period of 6 months.

“Party” means the “Authority” or “GMDC”.

“Performance Security” shall have a meaning specified in clause 11.1 of section V of this RFP document.

“Personnel/project team” means professionals and support staff provided by the service provider assigned to perform the Services or any part thereof.

“Service Provider” shall mean the person selected pursuant to this RFP for services associated to GMDC’s Visualization and analytics platform and undertaking its O&M.

“Services/Scope of Services/ Scope of Work” means the work to be performed by the service provider pursuant to this Contract, as described in RFP SECTION II;

“Termination” shall mean early termination of this Agreement pursuant to Termination Notice or otherwise in accordance with the provisions of this Agreement but shall not, unless the context otherwise requires, include expiry of this Agreement due to efflux of time in the normal course.

“Termination Date” shall mean the date specified in the Termination Notice or Notice of Termination as the date on which Termination occurs.

“Termination Notice” means communication issued in accordance with this Agreement by one Party to the other Party specifying intention of terminating this Agreement.

“Termination Payment” means the amount payable by the Authority to the Service Provider upon early Termination.

“Test” means the Tests carried out by the Service Provider to determine the conformity of the Project and Operations and Maintenance procedures to the requirements set in this Agreement.

“Taxes and Duties” shall mean all taxes, duties, fees etc. payable as per applicable laws in India in connection with the procurement, development, installation, operation, maintenance, and management of Project.

“Third Party” means any person or entity other than the “Authority”, or the service provider.

“Vandalism” shall mean destroying or damaging project property, deliberately and for no good reason by the persons other than the employee or sub contractor of the Service Provider.

“Warranty Period” shall mean 6 months period from issuance of Go-Live certificate to the service provider.

All other/Remaining Definitions are specified in section II of RFP and elsewhere in the Agreement.

1.2. Principles of Interpretation

- a. The table of contents, numbers, headings, and marginal headings in this Agreement are solely for the purpose of facilitating reference and shall not impact the construction or interpretation of this Agreement.
- b. Words importing Persons or Parties shall include firms, companies, corporations, trusts, associations, and any organizations having legal capacity to sue and be sued in their names.
- c. Words importing the singular also include the plural and vice versa where the context requires.
- d. Words importing one gender also include other gender.
- e. In case of ambiguities or discrepancies in this Agreement, the following shall apply:
 - (i) Between the Articles and the Schedules, the Articles shall prevail:
 - (ii) Between any value written in numerals and that in words, the latter shall prevail.

1.3. Relationship between Parties

Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between GMDC and the service provider. The service provider shall, subject to this Agreement, have complete charge of Personnel performing the Services

and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.4. Rights and Obligations

The mutual rights and obligations of GMDC and the service provider shall be as set forth in the Agreement, in particular:

- (i) the service provider shall carry out the Services in accordance with the provisions of the Agreement; and
- (ii) GMDC shall make payments to the service provider in accordance with the provisions of the Agreement.

1.5. Governing Law and Jurisdiction

This Agreement shall be construed and interpreted in accordance with and governed by the laws of India, and the courts at Ahmedabad shall have exclusive jurisdiction over matters arising out of or relating to this Agreement.

1.6. Language

All notices required to be given by one Party to the other Party and all other communications, documentation and proceedings which are in any way relevant to this Agreement shall be in writing and in English language.

1.7. Table of Content and Heading

The table of contents, headings or sub-headings in this Agreement are for convenience of reference only and shall not be used in, and shall not affect, the construction or interpretation of this Agreement.

1.8. Notices

Any notice, request or consent required or permitted to be given or made pursuant to this Contract shall be in writing. Any such notice request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent by registered mail, telex, telegram, or facsimile to such Party at the address specified hereunder.

If to Authority.

_____.

Gujarat Mineral Development Corporation Ltd, Ahmedabad

If to service provider;

1.9. Location

The Services shall be performed at GMDC Corporate office Ahmedabad and its associated places.

1.10. Authorized Representative

- a) Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the “Authority” or the service provider may be taken or executed by the officials specified hereunder.
- b) GMDC may, from time to time, designate one of its officials as GMDC Representative. Unless otherwise notified, GMDC Representative shall be: -----
- c) The service provider may designate one of its employees as service provider’s Representative. Unless otherwise notified, the service provider’s representative shall be: -----

2. COMMENCEMENT, COMPLETION AND TERMINATION OF AGREEMENT

2.1. Effectiveness of Agreement

This Agreement shall come into force and effect on the date of this Agreement (the “Effective Date”).

2.2. Commencement of Services

The service provider shall commence the Services from the 7 (seven) days from the Effective Date, unless otherwise agreed by the Parties.

2.3. Termination of Agreement for failure to commence Services.

If the service provider does not commence the Services within the period specified in Clause 2.2 above, GMDC may, by not less than 1 (one) weeks’ notice to the service provider, declare this Agreement to be null and void, and in the event of such a declaration, this Agreement shall stand terminated and the service provider shall be deemed to have accepted such termination.

2.4. Expiration of Agreement

- a) Unless terminated earlier pursuant to Clauses 2.3 or 2.9 hereof, this Agreement shall, unless extended by the Parties by mutual consent as per the sub clause (b) hereunder, the Agreement shall remain in force for a period of **three years and eight (8) months from the issuance of “Go-Live” Certificate (the “Contract Period”)**. The Go- Live Certificate shall be issued by Authority upon successful commissioning of the Project as per the terms of this RFP.
- b) Upon Termination, GMDC shall make payments of all amounts due to the service provider hereunder for which milestone achieved/services delivered. Subject to the satisfactory performance of the service provider, the Authority may, at its sole discretion, extend this Contract Period of three years and eight (8) months for an additional one + one year. In

case of extension, the rates for the extended Operations and Maintenance Period shall be revised with **5% annual escalation from the preceding year.**

- c) In case, the execution of Scope of work i.e. issuance of Go Live certificate delayed due to reasons not attributable to the service provider then the Contract Period shall be extended suitably until completion of Scope. In case, the execution of Scope of work delayed due to reasons attributable to the service provider then the Contract Period shall be extended suitably at no extra cost to GMDC and subject to recovery of Liquidated damages as per clause 11.

2.5. Entire Agreement

- a) This Agreement and the Annexes/ schedules together constitute a complete and exclusive statement of the terms of the agreement between the Parties on the subject hereof, and no amendment or modification hereto shall be valid and effective unless such modification or amendment is agreed to in writing by the Parties and duly executed by persons especially empowered in this behalf by the respective Parties. All prior written or oral understandings, offers or other communications of every kind pertaining to this Agreement are abrogated and withdrawn; provided, however, that the obligations of the service provider arising out of the provisions of the RFP shall continue to subsist and shall be deemed to form part of this Agreement.
- b) Without prejudice to the generality of the provisions of Clause 2.5(a), on matters not covered by this Agreement, the provisions of RFP shall apply.

2.6. Modification of Agreement

Modification of the terms and conditions of this Agreement, including any modification of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification made by the other Party without Prejudice to the provision stated in para hereinabove, Managing Director, GMDC shall have rights to take suitable decision and action in case of requirement to amend/ alter the Agreement conditions/ quantities of the work/ extension of the Contract Period/ allotment of additional quantities of work/ fees etc., if necessary, after considering the conditions prevailing at that time.

2.7. Force Majeure

Force Majeure Event means occurrence of any act, event or circumstance or a combination of events and circumstances which affects the Party claiming such Force Majeure Event from performing its obligations under this Agreement ("Affected Party"), which act or event satisfies all the following conditions:

- (i) are beyond the reasonable control of the Affected Party and materially and adversely affects the performance of an obligation by a Party;
- (ii) the Affected Party could not have prevented or reasonably overcome the event or circumstance with the exercise of Good Industry Practices or reasonable skill and care;
- (iii) does not result from the negligence or misconduct of the Affected Party or the failure of such Party to perform its obligations hereunder; and

- (iv) any consequences of which, prevent, hinder, or delay in whole or in part the performance by such Party of its obligations under this Agreement.

2.7.1. Definition

Force Majeure includes the following events and/ or circumstances to the extent that they or their consequences satisfy each of the requirements set forth in this Clause.

- a) An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, civil commotion, or politically motivated sabotage, act of terrorism, Industry wide or state wide or India wide strikes or industrial action which prevents the operation of the Project, Facilities and Facilities sites for a period exceeding a continuous period of 15 (Fifteen) days in an accounting year.
- b) The occurrence of pressure waves caused by aircraft or other aerial devices travelling at supersonic speeds, fire or explosion, radioactive or chemical contamination or ionizing radiation directly affecting the Project, unless the source or cause of the explosion, contamination, radiation or hazardous substance is brought to or near the Project Site by the Service Provider or any affiliate of the Service Provider or any Contractor or any such affiliate or any of their respective employees, servants or agents;
- c) strikes, go-slows and/or lockouts or other industrial action or labor dispute which are in each case widespread, nationwide, or political and other than those involving the Service Provider, Contractors or their respective employees/representatives or attributable to any act or omission of any of them.
- d) Any effect of the natural elements, including lightning, fire, earthquake, unprecedented rains, tidal wave, flood, storm, cyclone, typhoon, or tornado, and other unusual or extreme adverse weather or environmental conditions or actions of the elements within India;
- e) Epidemic or plague within India;
- f) Compliance with a request from the Authority pursuant to the directions of any Government decree, the effect of which is to close all or any part of the Project Site.
- g) any judgment or order of any court of competent jurisdiction or statutory authority in India made against the Service Provider in any proceedings for reasons other than failure of the Service Provider to comply with any Applicable Law or Applicable Permits or on account of breach thereof, or of any contract, or enforcement of Service Provider Agreement or exercise of any of its rights under of Service Provider Agreement by the Authority;
- h) any public agitation which prevents the operation of the Facility for a continuous period exceeding 15 (Fifteen) days in an accounting year.
- i) Change in Law, only when provisions pertaining to the Clause on Change in Law cannot be applied; expropriation or compulsory acquisition by any Government Agency of Project site or rights of Service Provider.
- j) any unlawful or unauthorized or without jurisdiction revocation of, or refusal to renew or grant without valid cause any consent or approval required by the Service Provider.

- k) any event or circumstances of a nature analogous to any events set forth above within India.
- l) Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.

2.7.2. Procedure in case of Force Majeure Event

- a) If a Party (Affected Party) claims relief on account of a Force Majeure Event, then the Party claiming to be affected by the Force Majeure event shall, immediately on becoming aware of the Force Majeure Event, give notice of and describe in detail:
 - i. the Force Majeure Event(s) that has occurred.
 - ii. the date of commencement, nature, and estimated duration of such event of Force Majeure Event and
 - iii. the manner in which the Force Majeure event affects the Affected Party's obligation(s) under this Agreement.
 - iv. the measures which the Affected Party has taken or proposes to take, to alleviate the impact of the Force Majeure Event
 - v. any other relevant information.
- b) Within a reasonable time following the date of such notice of such event of Force Majeure Event, the Affected Party having invoked such Force Majeure Event as a cause for such delay shall submit to the other Party sufficient proof of the nature of such delay or failure and its anticipated effect upon the time for performance.
- c) No Party shall be able to suspend or excuse the non-performance of its obligations hereunder unless such Party has given notice specified above.

2.7.3. Excuse from performance of obligations by Party affected by Force Majeure.

- a) If the Affected Party is rendered wholly or partially unable to perform its obligations under this Agreement because of a Force Majeure Event, it shall be excused from performance of such of its obligations, upon delivery of the notice of the occurrence of a Force Majeure Event to the other Party to the extent it is unable to perform on account of such Force Majeure Event provided that:
 - b) the Suspension of performance shall be of no greater scope and of no longer duration than is reasonably required by the Force Majeure Event;
 - c) the Affected Party shall make all reasonable efforts to mitigate or limit damage to the other Party arising out of or as a result of the existence or occurrence of such Force Majeure Event and to cure the same with due diligence.
 - d) When the Affected Party is able to resume performance of its obligations under this Agreement, it shall give to the other Party written notice to that effect and shall promptly resume performance of its obligations hereunder.
 - (i) Where the Affected Party is the Service Provider and the Force Majeure Event has reduced the Service Provider incapable /unable to perform the Scope of work,

then in such an event the Payment for Services shall stand suspended until such time as the Service Provider resumes activities in terms of the Service Provider Agreement.

- (ii) Authority shall not forfeit Service Provider's Performance Security or charge liquidated damages or SLA penalty or terminate the Service Provider Agreement for default, if and to the extent that delay in performance or failure to perform Service Provider's obligations under the Service Provider Agreement is the result of an event of Force Majeure.
- (iii) The Authority shall extend the Contract Period equivalent to the time Period for which Force Majeure subsists.

2.7.4. No Breach of Agreement

The failure of a Party to fulfill any of its obligations hereunder shall not be considered to be a breach of, or default under, this Agreement insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care, and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement.

2.7.5. Measures to be taken

- a) A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party's inability to fulfill its obligations hereunder with a minimum of delay.
- b) A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any event not later than 14 (fourteen) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible.
- c) The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

2.7.6. Extension of Time

Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.7.7. Payments

During the period of its inability to perform the Services as a result of an event of Force Majeure, the service provider shall be entitled to be reimbursed for payment due up to the Services Delivered as per the payment terms specified in RFP document.

2.7.8. Consultation

Not later than 30 (thirty) days after the service provider has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.

2.7.9. Termination in case of Force Majeure Event

In case of Termination Due to force majeure, the Service Provider shall handover all Standard third party software Licenses, Customized Software developed for the Project except its proprietary Software to Authority.

If Force Majeure event continues for more than 180 (one hundred and eighty) days then either Party shall have the right to terminate this Agreement by giving a notice of 30 days in respect thereof (“Termination Notice”) and the date of which Termination shall become effective will be called the “Termination Date”.

2.7.10. Termination Payment in case of Force Majeure Event

In the event of Termination due to force Majeure.

- a) Authority shall return the Performance Security to the Service Provider in full after deduction of any due/ damages payable by the Service Provider under this Agreement.
- b) Authority shall not be liable to pay any termination payment to the Service Provider in respect of such termination, except the payment to be made for the services delivered by the Service Provider and to which the Go Live Certificate has been issued to Service Provider and all O&M services rendered by the Service Provider.
- c) The authority shall make payment pursuant to all services rendered after adjusting against any payment/damages due and as the case may be.
- d) Service Provider shall handover the Project with all Customized Software, Standard Software, database and all third party software licenses procured during the subsistence of this Agreement to Authority.
- e) Authority shall have rights to appoint another Service Provider and transfer the entire Project components or part of the Project components to any replacement Service Provider selected by the Authority in its sole discretion

2.7.11. Allocation of Cost in case of Force Majeure Event not leading to Termination

Upon occurrence of a Force Majeure Event and both the Parties shall be agreed to not to Terminate the Agreement, then both the parties shall bear their respective costs arising out of such event.

2.8. Suspension of Agreement

GMDC may, by written notice of suspension to the service provider, suspend all payments to the service provider hereunder if the service provider shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension (i) shall specify the nature of the breach or failure, and (ii) shall provide an opportunity to the service provider to remedy such breach or failure within a period not exceeding 15 (fifteen) days after receipt by the service provider of such notice of suspension.

2.9.1 Termination of Agreement

Termination of Agreement due to the Force Majeure is specified in clause 2.7.10 . Termination of Agreement due to Service Provider Event of Default and Authority Event of Default are specified in clauses 10.3 and 10.4 of this Agreement.

2.9.2 Cessation of rights and obligations

Upon termination of this Agreement pursuant to Clauses 2.3 or 2.9 hereof, or upon expiration of this Agreement pursuant to Clause 2.4 hereof, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, or which expressly survives such Termination; (ii) the obligation of confidentiality set forth in Clause 3.5 hereof; (iii) the service provider's obligation to permit inspection, copying and auditing of such of its accounts and records set forth in Clause 3.6, as relate to the service provider's Services provided under this Agreement, and (iv) any right or remedy which a Party may have under this Agreement or the Applicable Laws.

2.9.3 Cessation of Services

Upon termination of this Agreement by notice of either Party to the other pursuant to Clauses 2.9 hereof, the service provider shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the service provider and materials furnished by GMDC, the service provider shall proceed as provided respectively by Clauses 3.9 or 3.10 or 3.11 hereof.

2.9.4 Payment upon Termination

Upon termination of this Agreement pursuant to Force Majeure, Service Provider Event of Default or Authority Event of Default, the Authority shall pay Termination payment in accordance with clauses 2.7.10 and 10.3 respectively.

2.9.5 Disputes about Events of Termination

If either Party disputes whether an event specified in Force Majeure, service provider Event of default or authority event of default hereof has occurred, such Party may, within 30 (thirty) days after receipt of notice of termination from the other Party, refer the matter to arbitration pursuant to Clause 17.2 hereof, and this Agreement shall not be terminated on account of such event except in accordance with the terms of any resulting arbitral award.

3. OBLIGATIONS OF THE SERVICE PROVIDER

3.1. General

3.1.1 Standard of Performance

The service providers shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The service providers shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to GMDC, and shall at all times support and safeguard GMDC's legitimate interests in any dealings with Sub-service providers or Third Parties.

3.1.2 Scope of Work

The scope of Services to be performed by the service provider is specified in the Scope of Work (the "SOW") RFP SECTION II. The service provider shall provide the Deliverables specified therein in conformity with the time schedule stated therein as per Section III of this RFP document.

3.1.3 Applicable Laws

The service provider shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that any Sub-service provider, as well as the Personnel and agents of the service provider and any Sub-service provider, comply with the Applicable Laws.

3.2. Conflict of Interest

The service provider shall not have a Conflict of Interest and any breach hereof shall constitute a breach of the Agreement.

3.1.2 Service providers not to Benefit from Commission, Discounts etc.

The remuneration of the service providers pursuant to Payment Terms specified in RFP SECTION VI hereof shall constitute the service provider's sole remuneration in connection with this Contract or the Services and, the service provider's shall not accept for their own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations hereunder, and the service provider shall use their best efforts to ensure that any Sub-service providers, as well as Personnel and agents of either of them, similarly shall not receive any such additional remuneration.

3.1.3 Service provider's and Affiliates not to engage in Certain Activities

The service provider shall hold the GMDC's interest paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their corporate interests.

The clause shall not prohibit the service provider to serve competing clients and clients with potentially conflicting interests as well as counterparties in merger, acquisition and alliance opportunities. However, in such cases the service provider agrees to a professional responsibility to maintain the confidentiality of Client information.

3.3. Confidentiality

The service provider's agree that themselves, their Sub-service provider's and the Personnel of either of them shall not, either during the term or after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract or GMDC's business or operations without the prior written consent of GMDC, provided however that this clause shall not apply to any information (a) which already forms part of the public domain; or (b) which is received from a third party; or (c) which is independently developed; or (d) which is required to be submitted to any regulatory, statutory or governmental authority.

3.4. Whitelist of IP address

The service provider shall maintain and provide a list of specific IP addresses or IP address ranges (the "Whitelist") that are authorized to access or interact with authority's systems, networks, services, or data (collectively referred to as "Services"). Service provider shall throughout the contract period acknowledge that only IP addresses explicitly listed in the Whitelist shall be permitted access to the Services. Any IP address not listed in the Whitelist shall be denied access.

- a) Service provider shall comply with all the applicable laws, regulations, and industry standards related to the use of the Whitelist, including but not limited to data security, privacy, and confidentiality requirements.
- b) Service provider shall take all necessary measures to ensure the security and integrity of the authorized IP addresses listed in the Whitelist and shall promptly notify Company of any unauthorized access or suspected breaches.
- c) Authority reserves the right to update or modify the Whitelist at its discretion, with reasonable notice to service provider. Service provider shall promptly implement any necessary changes to remain in compliance with the updated Whitelist.
- d) Service provider shall also acknowledge that any attempt to access the Services using IP addresses not listed in the Whitelist constitutes a material breach of this Contract Condition and may result in immediate termination of the Agreement, legal action, or other remedies as specified in the Agreement Clause 2.8 or 2.9.
- e) Service provider to agree for treating the Whitelist and related information as confidential and proprietary to GMDC, and shall not disclose or share this information with any third parties without prior written consent from GMDC.

3.5. Liability of the service provider

- a) The service provider's liability under this Agreement shall be determined by the Applicable Laws and the provisions hereof.

- b) The service provider shall, subject to the limitations specified in **Section IV Service Levels (first para)** , be liable to GMDC for any direct loss or damage accrued or likely to accrue due to deficiency in Services rendered by it.
- c) Notwithstanding anything to the contrary, the aggregate maximum liability of the service provider under this Contract shall not exceed the fees received by the service provider under this Contract (including all types of liabilities).
- d) Neither party shall be responsible for any lost profits. Beyond the limits of liability set in the Agreement, neither party will be liable for any indirect, consequential, incidental, punitive or special damage.

3.6. Accounting, Inspection and Auditing

- (i) The service provider's shall keep accurate and systematic accounts and records of the work performed by it under the Contract including details of all invoices raised and payments received and shall make the same available to GMDC as and when requested by GMDC.
- (ii) Any such inspection shall be subject to prior notice and conducted within reasonable office hours and limited to working papers and files relating to the assignment. Nothing herein shall obligate the service provider to disclose to Authority any documents or other material relating to the profitability or internal profit and loss/balance sheets associated with service provider's business, payroll information, or information or material that constitute, in the opinion of service provider's legal counsel, legally privileged documents or information that service provider is bound to maintain as confidential by written obligation to a third party.

3.7. Service providers' Actions requiring Authority's prior Approval.

The service providers shall obtain GMDC's prior approval in writing before taking any of the following actions:

- (i) appointing such members of the Personnel as specified in Scope of Services not proposed as part of its Proposal;
- (ii) entering into a subcontract for the performance of the Services as per provision of RFP.
- (iii) any other action that may be specified by GMDC during the course of this Contract.

3.8. Reporting Obligations

The service provider shall submit to GMDC the reports and documents specified in scope of work specified in RFP SECTION II, within the time periods set forth in the said Clause and the anywhere else in the RFP document.

3.9. Documents Prepared by the service providers to be the Property of GMDC

- (i) All plans, drawings, specifications, designs, documents, reports, frameworks, software, databases, content and any other documents prepared by the service providers solely in performing the Services under this Contract shall become and remain the property of GMDC, and the service providers shall, not later than upon termination or expiration of

this Contract, deliver all such documents to GMDC, together with a detailed inventory thereof.

- (ii) Any pre-existing Intellectual Property Right (IPR) developed by the service provider independent of the Contract, including know-how, questionnaires, assessments, modules, courses, frameworks, software, algorithms, databases, content, models, industry perspectives, designs, etc. (“service provider Tools”), for which the service provider at the time of signing of this Agreement has a legal right, or otherwise, if it does not have a legal right, which would meet the commonly used tests and criteria for IPR identification will be and remain owned by the service provider including any and all derivative works, modifications or enhancements of the same made before, during, and after the Contract. To the extent the deliverables under this contract include any service provider Tools, the service provider hereby grants GMDC a non-exclusive, non-transferable, non-sub licensable, worldwide, royalty-free license to use and copy the service provider Tools solely as part of the deliverables. GMDC agrees that, without service provider's prior written permission, it will not, or permit any third party to (a) access, copy or reverse engineer any service provider Tool or Deliverable, or (b) remove or circumvent security or technological safeguards, including notices, digital protection mechanisms, metadata, watermarks, or disclaimers provided with any service provider Tool or Deliverable.

3.10. Accuracy of Documents

- (i) The service provider shall be responsible for accuracy of the documents drafted and/ or vetted and data collected by it directly or procured from other agencies/authorities, estimates and all other details prepared by it as part of these services. Subject to the provisions of Clause 3.5, it shall indemnify GMDC against any inaccuracy in its work which might surface during implementation of the Project, if such inaccuracy is the result of any negligence or inadequate due diligence on part of the service provider or arises out of its failure to conform to good industry practice. The service provider shall also be responsible for promptly correcting, at its own cost and risk, the documents including any re-survey / investigations.
- (ii) Notwithstanding anything, the service provider will have no obligation to independently verify information provided by GMDC or their service providers.
- (iii) Authority acknowledges and agrees that service provider shall not provide professional legal, accounting, or tax advice.

3.11. Insurance to be taken out by the service provider

3.11.1. Insurance during the Contract Period

The Service Provider shall, at its cost and expense, purchase and maintain during the Contract Period, such insurances as are necessary including but not limited to the following:

- (i) The Service provider shall procure and maintain, at its own cost, Professional Liability Insurance or other appropriate insurance required as per the Good Industry Practice or service provider’s own standard practices during the Contract Period insurance (the “Insurance”). At the Authority’s request, the Service Provider shall

provide evidence of insurance covers, or a certificate of all insurances maintained on request of Authority.

- (ii) The Service provider shall indemnify the Authority for any liability pertaining to loss of any life, health, accidents, travel, and any other losses to its personnel including sub Service Provider/specialist deployed by the Service Provider to perform scope of work specified under this Contract.
- (iii) The Authority undertakes no responsibility in respect of any life, health, accident, travel, and other insurance which may be necessary or desirable for the Personnel of the Service Provider or its sub-contractors / sub Service provider / specialists associated with the Service Provider for the purposes of the Services, nor for any member of any such person.
- (iv) The Service Provider shall raise regular invoices for payment of Service Charges as specified in Schedule 3 of this document and submit it to Authority.

3.11.2. Evidence of Insurance Cover

- (a) The Service Provider shall, from time to time, provide to the Authority copies of all insurance policies (or appropriate endorsements, certifications or other satisfactory evidence of insurance) obtained by it in accordance with Service Provider Agreement.
- (b) If Service Provider shall fail to effect and keep in force the insurance for which it is responsible pursuant hereto, Authority shall have the option to take or keep in force any such insurance, and pay such premium and recover all costs thereof from Service Provider.

4 SERVICE PROVIDER'S PERSONNEL

4.1. General

The service provider shall employ and provide such qualified and experienced Personnel as specified in Section V clause 5.2 (i.e. Technical score criteria) of this RFP and as may be required to carry out the Services.

4.2. Deployment of Personnel

- (i) The designations, names and other particulars of each of the service provider's Key Personnel required in carrying out the Services are described in Section II of this RFP document.
- (ii) If the service provider hereafter proposes to engage any person as Professional Personnel, it shall submit to GMDC the details for the same and shall be provided at no extra cost to GMDC.
- (iii) The on site deployment of personnels from the service provider's end for the warranty period and CAMC period are as follows:
 - a. The service provider shall deploy minimum two (2) personnels as Oracle certified data visualization engineer cum coordinator, data scientist and/or developer with UI and/or UX expertise during the entire Warranty Period for imparting uninterrupted maintenance services at GMDC central office as per GMDC's business hours, and during emergency. The data scientist and the data

visualization engineer should be certified by the Oracle as proposed by the service provider.

- (iv) The service provider shall also deploy a minimum team of experts as specified in technical marking Section on its own office premises/offsite for undertaking warranty period O&M activities as specified in this section. The On-site and Offsite team shall include following but not limited to: Project Manager, Functional Experts, Technology Architects, Data visualization Engineers, Developers, Testing Engineers and Coordinator. The service provider shall also deploy additional experts if required to maintain SLAs at no extra cost to GMDC.
- (v) GMDC may require additional manpower consisting a Data scientist , Developer with UI or UX expertise on site at additional cost.

4.3. Substitution of Personnel

GMDC expects all the Key Personnel as specified in the Proposal for implementation and O&M services of analytics platform as per the defined scope to be deployed. GMDC will not consider any substitution for Key Personnel except under compelling circumstances beyond the control of the service provider. Such a substitution shall be subject to equally or better qualified and experienced personnel being provided to the satisfaction of GMDC.

4.4. Working hours, Overtime, Leave etc.

The working days and working hours of the deployed Personnel will be as per the GMDC's policy provided the service provider shall support GMDC as and when required during the contract period and maintain SLAs as specified in this Agreement. Max 2 days leaves per month are allowed for deployed personnel and during that period online support should be provided by service provider. Exceeding 2 days respective suitable personnel shall be deployed by the service provider and shall perform the activities as per the RFP without any disturbance to business operations.

4.5. Staffing

- a) The person designated as the defined RFP roles of the service provider's Personnel as specified in Technical score criteria shall be responsible for the coordinated, timely and efficient functioning of the Personnel.
- b) The team will be deployed full time for the project during the Contract Period.

4.6. Sub-service providers / Outsourcing

- a) Sub-contracting of entire Scope of Work is not permitted. However, for any specific technical matter requiring advice/inputs from experts or specific agencies, the service provider may engage sub Service provider under intimation/ or approval from Authority. Sub-contracting and / or outsourcing does not absolve the service provider from its obligations provided in this Agreement.

5 OBLIGATIONS OF GMDC

5.1. Payment

In consideration of the Services performed by the service provider under this Agreement, GMDC shall make to the service provider such payments and in such manner as is provided in Clause 6 of Section VII of this Agreement.

5.2. Documents and Other Support

GMDC will provide all necessary information/documents/data as required by the service provider upon signing of Non-Disclosure Agreement (NDA) after issuance of the LOA. GMDC shall also facilitate scheduling meetings with all its departments and site offices team.

5.3. Roles and Responsibilities of GMDC

The Roles and Responsibilities specified hereunder and elsewhere in the Agreement shall constitute the Roles and Responsibilities /Obligations of GMDC with respect to analytics platform project (the “Authority’s Obligations”) unless such obligations are waived by Service Provider.

- a) Approve the Project solution design, dashboards, reports or any other submittal submitted by the Service Provider, provided Service Provider incorporated suggestions made by the Authority or its representative. Any approvals herein above by the Authority shall not absolve the Service Provider from its obligations and responsibilities under this Agreement.
- b) Work closely with the Service Provider and providing clarifications sought by Service Provider.
- c) Coordinate with Authority appointed agency’s or contractors or service providers to make available interfacing protocols, Application Programming Interface (APIs) /key for integration of all third party systems as per the RFP Section II defined scope of work.
- d) Bear the expense of Videowall, desktops and internet bandwidth at Head Office.
- e) Support for providing the APIs for all the existing systems to be integrated in the platform.
- f) Carry out Testing and acceptance of the system as per the required tests for running smooth visualization and analytics platform as per the RFP Section II scope of work.
- g) Make payments to Service Provider as per Payment terms.
- h) Attempt to grant in a timely manner all such approvals, permissions and authorizations which the Service Provider may require or is obliged to seek from the Authority in connection with development, operation and maintenance of the GMDC’s visualization and analytics platform and the performance of the Service Provider’s obligations under this Agreement.

6 PAYMENT TO THE SERVICE PROVIDER

Authority shall make payment to service provider as per the terms specified in SECTION VI of RFP.

7 PROJECT PLAN

7.1 Submission of Documents

- a) The Service Provider shall provide to the Authority clear project plan and system requirement study document and other documents specified in the RFP Section II.
 - i. Project Plan shall include details of the project team and integration with different systems, dashboards preparation and Testing Plan for assigned Order specified in Agreement.
 - ii. Service Provider shall carry effective designing of the platform and also in order to ensure integration with the existing systems. The Business Requirement Document preparation & System requirement Study (SRS) and Solution design shall comprise of identification of KPIs, data sets, integration architecture, platform functionalities, architecture and dashboard prototypes for implementing Visualization Platform, cloud architecture, functional specs, Database design, Platform design, GUIs. The business requirement study shall comprise of all other details specified in RFP Section II and shall be submitted as per the RFP Section III Timelines.
- b) Each submittal specified in sub clause (a) above, should contain sufficient information to determine that the platform shall comply with the functional requirements specified in RFP Annexure 14 and 15.
- c) Service Provider shall incorporate inputs and suggestions received from Authority or Authority appointed supervision Service Provider in all submittals. Upon approval by the Authority and after the signed off, the same shall form an integral part of the Service Provider Agreement. Approval of any such submittals shall not absolve the Service Provider from its responsibilities and obligations specified in this Agreement.
- d) Service Provider shall provide weekly/fortnightly/Monthly Progress Report during the execution / development of the platform as per the direction of GMDC.

7.2 Testing and System Audit during Implementation of the Project

- a) Upon completing the installation and commissioning of the Visualization Platform as per the terms of the Scope of Work and Functional and Technical requirements stated in the RFP, the Service Provider shall do a test run , undertake Security audit as per the Scope of Work and remove any shortcomings and resolve any bugs.
- b) After successful test run as specified hereinabove (a), the Service Provider shall inform the Authority/ its authorized representative who shall conduct demonstration / testing of the GMDC's visualisation Project to Technical requirements and functional requirements as per the Tests specified RFP Section II, user acceptance test manual and Good Industry Practice.
- c) The system shall be checked for full functionality in an integrated environment through test run and tests specified herein above sub clause (b). Upon successful outcome of the Test results, the Authority/ its authorized representative shall issue a Go Live Certificate (the "**Go Live Certificate**") after 15 days from making the platform available and undertaking all the suggested improvements and suggestions within the given time limit. No certificate shall be issued against only partial installation & Commissioning or incomplete commissioning.
- d) The Authority shall issue Project Acceptance Certificate (the "**Project Acceptance Certificate**") after the operation is tested during the Warranty Period/ for the period of 6 months from the date of issuance of Go Live Certificate and determines to be meeting the RFP requirements during the that period.

8 WARRANTY PERIOD AND COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT PERIOD

8.1 Warranty period

The Service Provider agrees to provide the warranty free of cost to items forming part of the GMDC's Visualization Platform Project for a period of 6 (six) months from the date of issuance of Go Live Certificate (the "Warranty Period").

8.2 Comprehensive Annual Maintenance Period / CAMC period

- a) The Service Provider agrees to provide the Services pertaining to the Comprehensive Maintenance of the cloud infrastructure and Software forming the part of the Visualisation Platform Project for a period of three (3) years from the date of end of the Warranty Period ("Comprehensive Annual Maintenance Period / CAMC period").
- b) The Payment for the services rendered during the CAMC period shall made as per the Payment Terms specified in Section VI.

8.3 Warranty and CAMC Terms

8.3.1 Warranty Terms

In addition to the Terms of Warranty specified hereunder, the Service Provider shall pass on standard manufacturer's Warranty benefits to Authority, provided such terms shall not conflict with the terms specified hereunder.

- a) The Service Provider shall provide warranty free of cost for Software items forming part of the project during the Warranty Period.
- b) The Service Provider shall be responsible for any defect or failure of the Project Components during the Warranty period. The rectification, changes/ modification and software upgrades shall have to be undertaken by the Service Provider free of charges/cost to cure the faults/defects/deficiency in order to raise speed, efficiency and/or effectiveness of the Project sub systems and achieve a higher performance level and service levels of the Visualization platform Project.
- c) Warranty Terms shall not be applicable in the event of damages due to Vandalism, tempering of any project components by authority's staff. In such an event, the Authority shall request the Service Provider to repair/replace the damaged component of the project and reinstall the same. Reasonable repair/replacement costs towards the same shall be reimbursed by the Authority to the Service Provider less of insurance proceeds.
- d) All the terms specified in clause 8.3.2 hereunder shall also become applicable during the Warranty Period.

8.3.2 CAMC Terms /O&M Terms

- a) The Comprehensive Annual Maintenance Period (the “CAMC Period”) / Operations and Maintenance Period (the “O&M Period”) shall start from the date of end of the Warranty Period and end at the end of the Contract Period/ Agreement Period.
- b) The Service Provider shall maintain the visualisation platform project and its components, modify, repair or otherwise make improvements to comply with Technical Requirements, Functional Requirements, Service Level Agreement, Good Industry Practice, Applicable Laws and Applicable Permits, and CSP’s/OCI’s guidelines and instructions and ensuring the uptime and availability of the project all time during the O&M Period/ CAMC Period by resolving any bug and technical problems as soon as possible.
- c) The Service Provider shall be responsible for undertaking routine and periodic maintenance including software upgrades if needed in order to maintain the Minimum Service Levels specified in RFP Section IV.
- d) The Service Provider shall undertake scope pertaining to CAMC as per the terms and scope specified in Section II.

9 SECURITY OF INFORMATION GENERATED FROM PROJECT

The Service Provider shall take all necessary steps to ensure security, safety, confidentiality and integrity of data and keep Authority informed of all such steps taken from time to time.

9.1. Reliability of Information

The Service Provider undertakes to guarantee the authenticity of information submitted to Authority as a part of MIS Report any other information demanded by Authority during the Contract period.

9.2. Integrity of Information

The system shall have routine checks for the verification of integrity of information. Errors detected will be automatically corrected, in order to prevent propagation of invalid data across the database. If there is interruption in communication, the part of the system affected shall be repaired immediately and record the error.

9.3. Security and Encryption of Information Stored and other database

- a) The Service Provider shall take all other necessary measures to protect the database generated from the Project.
- b) The Service Provider shall take all necessary steps to ensure security, safety, confidentiality and integrity of Database and shall not share or transfer any information from Database to any person except with prior written consent of Authority.
- c) The Service Provider shall ensure that an appropriate firewall is implemented to protect the Database and Project component from external access and outside connections.

9.3.1. Security and Encryption of Information Stored and other database

- (a) The Service Provider shall take all other necessary measures to protect the database generated from the mine analytics platform Project.
- (b) The Service Provider shall implement highly protected, hierarchical access control system and/or bio-metric system and whitelist IP to control access of analytics platform to only to authorized personnel.

- (c) The Service Provider shall take all necessary steps to ensure security, safety, confidentiality and integrity of Database and shall not share or transfer any information from the Database to any person except with prior written consent of GMDC.
- (d) The Service Provider shall ensure that appropriate firewall is implemented to protect the Database and platform component from external access and outside connections.

9.3.2. Security audit of the Project

The Service Provider shall also get approved third-party auditor to carry out security audit of the database and mine analytics platform system on half yearly basis or during the time of major enhancement whichever is earlier during the Contract Period as per the direction of the Authority and as per the provisions of RFP Section II: Scope of Work and furnish report/certificate thereof to Authority as an evidence. Service Provider shall take prompt measure to rectify any bug/default found during such audit.

10 EVENT OF DEFAULT

10.1. Service provider Event of Default

Following events shall constitute an Event of Default by Service Provider (the "Service Provider's Event of Default") unless such event has occurred as a result of a Force Majeure Event:

- a) If Service Provider fails to undertake the services associated with analytics/ visualization platform project within the timeline as mentioned in the RFP, without valid response or any reasons attributed to breach on part of Authority.
- b) If the Service Provider fails to furnish Performance Security as per the terms of the agreement.
- c) Any representation made given by the Service Provider under this Agreement is found to be false or misleading
- d) If Service Provider fails to carry out required security measures of the analytics platform project as per the provisions of contract
- e) If service provider fails to implement the analytics platform beyond the additional reasonable time granted by GMDC .
- f) In the event of repetitive occurrence of offences with respect to breach of any of the Service Levels and Maintenance Terms and its obligations specified in this Agreement and which has Material Adverse Effect on Authority or analytics platform project
- g) The service provider is in Material Breach of this Agreement or has by an act of commission created circumstances that have a Material Adverse Effect on the performance of its obligations and has failed to cure the same within 60 days of notice thereof by the Authority.
- h) In case of pre-decided Liquidated Damages or Damages due to breach in Service Levels, together exceeds the 10% Contract Value/ Total Contract Value.

- i) If the Service Provider fails to submit documentation and user manuals and fails to undertake required training as specified in RFP.
- j) Service Provider suspends or abandons the operations and/ or implementation of analytics platform project without the prior consent of Authority, provided that the Service Provider shall be deemed not to have suspended/ abandoned operation if such suspension/ abandonment was (i) as a result of Force Majeure Event and is only for the period such Force Majeure is continuing, or (ii) is on account of a breach of its obligations under this Agreement by Authority or (iii) suspension on account of failure of component and systems provided by other suppliers.
- k) Service Provider repudiates this Agreement or otherwise evidences an intention not to be bound by this Agreement.
- l) If Service Provider fails to protect the security of Cloud DC-DR systems and entire database.
- m) If Service Provider or any of its staff members are found to be involved in fraudulent and corrupt practices specified in Section V Clause 8 of RFP.
- n) If Services Provider fails to perform its scope, responsibilities and obligations specified in this Agreement repetitively and such breaches not cured/rectified in Remedial Period granted by the Authority.

10.2. Authority Event of Default

Following events shall constitute an Event of Default by Authority (the “Authority Event of Default”) unless such event has occurred as a result of a Force Majeure Event

- a) The authority repeatedly fails to make any payments due to the Service Provider as per Section VI of the RFP within period specified in this Agreement without any valid reason.
- b) The Authority repudiates this Agreement or otherwise evidences an intention not to be bound by this Agreement.
- c) Authority or any Governmental Agency is in Material Breach of this Agreement or has by an act of commission created circumstances that have a Material Adverse Effect on the performance of its obligations by the service provider and has failed to cure the same within 60 days of notice thereof by the service provider.
- d) Any representation made or warranties given by the Authority under this Agreement is found to be false or misleading.
- e) If the Authority fails to perform repetitively any other responsibilities and obligation(s) specified in this Agreement.

10.3. Termination due to Event of Default

- (a) Without prejudice to any other right or remedies which the Authority may have under this Contract, upon occurrence of Service Provider Event of Default, the Authority shall

be entitled to terminate this Contract by issuing a Termination Notice to the Service Provider; provided that before issuing the Termination Notice, the Authority shall by a notice inform the Service Provider of its intention to issue such Termination Notice and grant 30 (thirty) days or reasonable period to the Service Provider to remedy the default (“Remedial Period/Cure Period”) and/or make representations, and may after the expiry of such Remedial Period on non-remedy of breach/default at the satisfaction of the Authority within the Remedial Period, whether or not it is in receipt of such representation, or repeated failure to remedy the default/breach, the Authority issue Termination Notice providing 30 days’ time stating the intention of the termination (the “Termination Notice”) and then terminate the Contract.

- (b) In the event of termination due to the service provider Event of Default, Authority shall have the right to;
- i. Invoke/encash and retain the Performance Guarantee amount in full.
 - ii. Take over the Project
 - iii. The authority shall have the right to appoint another service provider and transfer the entire Project components or part of the Project components to any replacement service provider selected by the Authority in its sole discretion.
 - iv. The Service Provider shall handover the Project and shall handover all third party software licenses, Customized Software developed for the Project except its proprietary Software to Authority. The Authority shall make payments for items implemented and Services rendered till the time of Termination.
 - v. The authority shall not be liable to pay any termination payment to the service provider in respect of such termination.
- (c) Without prejudice to any other right or remedies which the service provider may have under this Contract, upon occurrence of Authority Provider Event of Default, the Service Provider shall be entitled to terminate this Contract by issuing a Termination Notice to the Authority; provided that before issuing the Termination Notice, the Authority shall by a notice inform the Authority of its intention to issue such Termination Notice and grant 30 (thirty) days or reasonable period to the Authority to remedy the default (“Remedial Period”) and/or make representations, and may after the expiry of such Remedial Period on non-remedy of breach/default at the satisfaction of the Service Provider, whether or not it is in receipt of such representation, or repeated failure to remedy the default/breach, the Service Provider issue Termination Notice providing 30 days’ time stating the intention of the termination (the “Termination Notice”) and then terminate the Contract.
- (d) In the event of termination due to Authority Event of Default,
- i. The authority shall return the Performance Security to the service provider in full after deduction of any due payable by the service provider under this Agreement.
 - ii. The Service Provider shall handover the Project and shall handover all third party software licenses, Customized Software developed for the Project except its proprietary Software to Authority. The Authority shall make payments for items implemented and Services rendered till the time of Termination.

- iii. The authority shall make payment pursuant to all services rendered to Service Provider after adjusting against any payment /damages due.

10.4. Termination for Insolvency, Dissolution etc.

- (a) Authority may at any time terminate the Agreement by giving written notice to Service Provider without any compensation to Service Provider, if Service Provider becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of the company, provided that such termination will not prejudice any other rights of the Authority.
- (b) Notwithstanding the generality of the foregoing, On occurrence of Termination due to Service Provider's insolvency, dissolution the Authority shall have rights as specified in above clause 9.3 (b).

11 LIQUIDATED DAMAGES

11.1. Performance Security

- (a) For securing the due and faithful performance of the obligations of the service provider under this agreement, during the Agreement Period, the service provider, has in terms of the RFP and letter of award furnished to GMDC the required Performance Security dated _____ of amount _____ drawn in favour of " _____ " from _____ Bank in the form of Bank Guarantee/DD and valid till _____ and admissible and payable at Ahmedabad branch, the receipt & veracity of which, is hereby acknowledged by GMDC (the "Performance Security").
- (b) The service provider shall maintain a valid and binding Performance Security for a period of three months after the expiry of the Contract Period ("Validity Period"). The service provider shall ensure that the Performance Security shall subsist in full force and effect in terms hereof, throughout the Contract Period and thereafter until expiry of three months from end of Contract Period. In case Contract Period is extended then the service provider shall have to renew Performance Security for a period of extended Contract Period.
- (c) GMDC shall be entitled to forfeit and appropriate the amount of the Performance Security in whole or in part:
 - i. In the event GMDC requires to recover any sum due and payable to it by the service provider including but not limited to Damages; and which the service provider has failed to pay in relation thereof; and
 - ii. In the event of the service provider's breach and if such breach is not cured with the remedial period as per the terms of the Agreement.
 - iii. If the service provider fails to purchase, renew and maintain in full force and effect, any or all of the insurances required under the Contract as per provisions of this Agreement.
 - iv. Upon such encashment and appropriation from the Performance Security, the service provider shall, within 15 (fifteen) days replenish, in case of partial

appropriation, to its original level the Performance Security and in case of appropriation of entire Performance Security to provide a fresh Performance Security and the service provider shall, within the time so granted replenish or furnish to GMDC a fresh Performance Security as aforesaid, failing which the same shall

constitute a service provider's breach and entitle Authority to terminate this Contract in terms hereof.

- v. On the performance and completion of the Contract by expiry of its term in all respects the Performance Security shall be returned to the service provider without any interest, provided the service provider is not in default of the terms hereof and there are no outstanding dues of GMDC with the service provider.

11.2. Encashment and appropriation of Performance Security

GMDC shall have the right to invoke and appropriate the proceeds of the Performance Security, in whole or in part, without notice to the service provider in the event of breach of this Agreement or for recovery of liquidated damages specified in this Clause 11.1.

11.3. Liquidated Damages

- a) The Service Provider agrees that Liquidated Damages specified in sub clause (b) hereunder are fair and genuine pre-estimate of damages and not by way of penalty and agree to not to dispute the same in future in any manner.
- b) In the event of delay by the Service Provider to comply with RFP Section IV service level agreements.
- c) Liquidated Damages shall not be applicable in case delay caused due to Force Majeure events or reasons attributable due to delay in part of the Authority or any other approvals required under this Agreement .

11.4. Penalty for Deficiency and Services

In addition to the liquidated damages not amounting to penalty, as specified in Clause 11.3, warning may be issued to the service provider for minor deficiencies on its part. In the case of significant deficiencies in Services causing adverse effect on the Project or on the reputation of GMDC and such deficiencies not cured within the reasonable cure period granted by the Authority then Authority may initiate penal actions as permitted under law.

12 OWNERSHIP OF PROJECT

- a) In cases where the customized software is developed and installed exclusively for the Authority, the ownership of all such shall rest exclusively with Authority upon delivery and installation.
- b) The Software Licenses and Licenses for other proprietary, all third-party software license other than what GMDC has provided to fulfill the scope shall be transferred to the Authority upon delivery and installation. All such Software Licenses shall be taken in the name of Authority if taken/purchased by service provider.

- c) The License Period of proprietary software of the Service provider or all third-party software procured for the purpose of the Project shall be similar to the Contract Period.
- d) Authority shall remain sole owner of the Database designed, developed and maintained by Service Provider all times during the Contract period. Authority shall own any and all data created out of the Project at all the times, i.e. both during and after the expiry / termination of the Service Provider Agreement. Service Provider shall not have any claim on and for such data and shall not for any reason withhold such data from Authority.
- e) Service Provider shall exercise all due caution to protect and maintain the data created out of Project.
- f) Service Provider shall not share, sell or in any manner use the data created by Service Provider out of this Project otherwise than in accordance with the terms of the Service Provider Agreement.

13 INTELLECTUAL PROPERTY RIGHTS

- a) The Intellectual Property Rights in all Standard and Proprietary Software/ platform shall remain vested in the owner of such rights. The GMDC shall have rights to use the same during the Contract Period exclusively for purposes of effective implementation, operation, maintenance and management of the analytics platform project at GMDC's across India. GMDC shall not assign license, or otherwise voluntarily transfer its contractual rights to any other third party without approval from the Service Provider provided such assignment is required for performance of the mine analytics platform project.
- b) The Intellectual Property Rights of customized software which is developed and installed exclusively for the GMDC shall be transferred to the GMDC upon delivery and installation. The Service Provider shall handover the source code for all customized software correspond 100% to the operational module to the Authority and shall be verified and certified by an independent agency as identified by the Authority. The Service Provider shall have the right to possess and use the same during the Contract Period exclusively for purposes of effective implementation, operation and maintenance of the analytics platform project and shall not assign license, or otherwise voluntarily transfer its contractual rights to any other third party without approval from the Authority.
- c) After the expiry or termination of the Service Provider Agreement, the Service Provider shall have no right, title or interest in or to any work including without limitation the designs, software, programs, modifications or derivative works developed and customized for the Authority by Service Provider for the analytics platform project for any purpose whatsoever.
- d) For purposes of this Agreement and the Service Provider Agreement the terms "software", and "software programs/ Software License " shall include without limitation the source code, object code, any and all related design concepts and ideas, specifications, documentation, technical information, and all corrections, modifications, additions, improvements and enhancements to any of the foregoing provided to Authority by the Service Provider in relation to the GMDC's visualization and analytics platform project pursuant to the Service Provider Agreement.

14 PROJECT HANDOVER

14.1. Handing Over of Project

Upon expiry of the Agreement by efflux of time and in the normal course or prior termination of this Agreement due to Event of Default or dissolution or insolvency or Force Majeure, the Service Provider shall at the end of the Agreement Period or prior termination of this Agreement, as the case may be, hand over free from encumbrances the peaceful possession of the assets including all Customized Software, Standard Software, entire GMDC's database and all third party software licenses procured during the subsistence of this Agreement at no cost to Authority except in case of Termination due to Authority Event of Default or Force Majeure where in Authority shall make payments as specified in clause 10.3 (d) or 2.7.10 of this agreement as the case may be.

14.2. Inspection and Removal of Bugs and Deficiency

- a) The handing over process shall be initiated at least 3 months before the actual date of expiry of the Agreement Period in normal course or during the Notice Period in case of early termination by a joint inspection by the Authority and the Service Provider.
- b) The objective of this stage will be to conduct full tests of the functionality of each piece of Project as a whole, progressively, in order to identify faults, isolate them and rectify them in the most efficient manner in terms of cost and time before handing over to Authority.
- c) The Service Provider shall be entitled to remove promptly any bugs or defects observed during the Tests in the Project Components. Such bugs and deficiencies shall be removed and cured respectively in a time period commensurate with type of bugs and defects.

14.3. Recovery of Balance due of Authority from Service Provider

The dues payable to Authority by the Service Provider on any account, if any, at the end of the Agreement shall be recovered by the Authority from the Performance Guarantee.

15 POST TERMINATION SUPPORT

- a) In case the Agreement between the Authority and Service Provider is terminated for any reason whatsoever, either on account of Service Provider Event of Default and /or Authority Event of Default or even for any reason not envisaged in the Agreement, then the Service Provider shall be responsible for operation, maintenance and management of GMDC's visualization and analytics platform project at agreed terms specified in this Agreement till Authority appoints and handover the GMDC's visualization project to new /replacement Service Provider.
- b) Service Provider shall provide support in terms of smooth transition and handing over of database, APIs, protocols, passwords and all other interfacing requirements to any other service provider for purposes of integration, interfacing, or linking in any manner to the system or systems operated by the Service Provider. Inability or unwillingness of the Service Provider shall be considered an Event of Default.

16 FARENESS AND GOOD FAITH

16.1. Good Faith

The Parties undertake to act in good faith with respect to each other's rights under this Agreement and to adopt all reasonable measures to ensure the realization of the objectives of this Agreement.

16.2. Operation of Agreement

The Parties recognize that it is impractical in this Agreement to provide for every contingency which may arise during the life of the Agreement, and the Parties hereby agree that it is their intention that this Agreement shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Agreement either Party believes that this Agreement is operating unfairly, the Parties will use their best efforts to agree on such action as may be necessary to remove the cause or causes of such unfairness, but failure to agree on any action pursuant to this Clause shall not give rise to a dispute subject to arbitration in accordance with Clause 17.2 hereof.

17 DISPUTE RESOLUTION

17.1. Amicable Solution

- (a) Save where expressly stated otherwise in this Agreement, any dispute, difference or controversy of whatever nature howsoever arising under, out of or in relation to the Agreement including incompleteness of the Services/ TOR /Payment between the Parties and so notified in writing by either Party to the other (the "**Dispute**") in the first instance shall be attempted to be resolved amicably by GMDC and service provider in accordance with the procedure set forth in sub-article (b) below.
- (b) Either Party may require the Dispute to be referred to committee of two senior executives of each Authority and the service provider, for the time being for amicable settlement. Upon such reference, the committee shall meet at the earliest mutual convenience and in any event within 15 days of such reference to discuss and attempt to amicably resolve the Dispute. If the Dispute is not amicably settled within 15 (fifteen) days of such meeting between the two, either Party may refer the Dispute to an independent Dispute Review Expert (also referred to as adjudicator) who may be an impartial person of experience in legal / dispute matters and both parties mutually select Dispute Review Expert
- (c) Dispute Review Expert shall give a decision in writing within 28 days of receipt of Notification of the Dispute. Reimbursable expense pertaining to Dispute Review Expert shall be divided equally between GMDC and the service provider. Either Party may refer a decision of the Dispute Review Expert to the Arbitrators within 28 days of Dispute Review Experts written Decision as per the agreement. If neither party refers the dispute to the Arbitration within the next 28 days, the decision of Dispute Review Expert will be final and binding.

17.2. Arbitration

(a) Arbitrators

Any Dispute/questions/differences whatsoever, which may at any time arises between the parties to this RFP and subsequent contract in connection with the RFP and subsequent contract or any matter arising out of or in relation thereto and which is not resolved amicably as provided shall be finally settled by binding Arbitration under the Arbitration and Conciliation Act, 1996. The Dispute shall be referred for the fast-track Arbitration to sole Arbitrator as per the provisions of Arbitration and Conciliation Act, 1996 and subsequent amendment thereto (clause 29B of said act).

(b) Place of Arbitration

The place of arbitration shall be Ahmedabad. The Language of the Arbitration shall be in English only.

(c) Procedure

The procedure to be followed within the arbitration, including appointment of arbitrator / arbitral tribunal, the rules of evidence which are to apply shall be in accordance with the Arbitration and Conciliation Act, 1996.

(d) Enforcement of Award

Any decision or award resulting from arbitration shall be final and binding upon the Parties. The Parties hereto hereby waive, to the extent permitted by law, any right to appeal or to review of such award by any court or tribunal. The Parties hereto agree that the arbitral award may be enforced against the Parties to the arbitration proceeding or their assets wherever they may be found and that a judgment upon the arbitral award may be entered in any court having jurisdiction in Ahmedabad only.

(e) Fees and Expenses

The fees and expenses of the arbitrators and all other expenses of the arbitration shall be initially borne and paid by respective Parties subject to determination by the arbitrators. The arbitrators may provide in the arbitral award for the reimbursement to the prevailing party of its costs and expenses in bringing or defending the arbitration claim, including legal fees and expenses incurred by Party.

17.3. Performance during Dispute Resolution

Pending the submission of and/or decision on a Dispute, difference or claim or until the amicable solution or arbitral award is published; the Parties shall continue to perform all of their obligations under this Agreement without prejudice to a final adjustment in accordance with such solution or award.

18 CHANGE REQUEST AND CONTRACT AMMENDMENTS

- a) Any changes will have to be mutually agreed upon in advance, prior to making the change. The change request shall be quantified with per man day work and submitted to GMDC for further approval. For avoidance of doubt, the parties expressly agree that
 - (i) Change Request shall only be effective and binding unless agreed in writing and signed by both Authority and Service Provider.

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

- (ii) The man-days rate as discovered through this RFP shall become applicable for executing the change request.
- b) The number of man days required for executing the change request shall be mutually decided by the Authority and the Service Provider.

SECTION VIII: ANNEXURES

Annexure 1: Letter of Bid Submission

{On Bidder's letterhead}

Dated:

To,

General Manager IT,
Gujarat Mineral Development Corporation Ltd
Khanij Bhavan,
132-Ring Road, Gujarat University Ground, Vastrapur,
Ahmedabad- 380052.

Subject: Submission of Bid in response to Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform to GMDC.

Dear Sir/Madam,

We, the undersigned, offer to provide the services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Bid. We are hereby submitting our Bid, which includes this Technical Bid, and a Price Bid as follows.

A. Physical submission of

- (i) **Technical Bid- Pre-Qualification and Qualification documents and**
- (ii) **RFP Fee and EMD as per the requirement of the RFP**

B. Online submission of Price Bid: Price Quote per the provisions of RFP.

We are submitting our Bid in individual capacity. We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Bid, i.e., before the date indicated in RFP, we undertake to negotiate on the basis of the proposed personnel. Our Bid/Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Bid is accepted, to initiate the services related to the assignment not later than the period specified in the RFP.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure 2: Bidder's Organization details

A - Bidder's Organization

[Provide here a brief description of the background and organization of your firm/entity. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm etc. The Bidder shall be a legal entity registered in India under the relevant legislation. In order to meet above requirements, the Bidder may submit any of the following documentary evidence as applicable. Certificate of registration in India ,GSTIN certificate, PAN details OR Partnership deed, GSTIN registration, PAN details OR Incorporation certificate, MOA, AOA, GSTIN Registration, PAN details]

B - Bidder's Experience

[Using the format below, provide information on each Assignment/job for which your firm, was legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out Assignment/job similar to the ones specified in Technical Marking system set forth in the RFP (If possible, the Bidder shall specify exact assignment / job for which experience details may be submitted)]

| Particulars | Details |
|--|---------|
| Name of Employer: | |
| Details of Public Sector/Pvt sector Employer | |
| Address: | |
| Country: | |
| Location within country: | |
| Assignment/job name | |
| Description of Project/Assignment | |
| Approx. value of the contract (in Rupees): | |
| Duration of Assignment/job (months): | |
| Total No of staff-months of the Assignment/job: | |
| Start date (month/year): | |
| Completion date (month/year): | |
| Name of associated team, if any: | |
| Name of senior professional staff of your firm involved and functions performed | |
| Description of actual Assignment/job provided by your staff within the Assignment/job: | |

Note: *Relevant portion of Work Order/contract/Client completion certificate/ CA certificate evidencing the Project Experience to be submitted.*

Annexure 3: Auditor's Certificate for Turnover for bidder

{On Statutory Auditor's/ Registered Chartered Accountant's letterhead}

I hereby declare that I have scrutinized and audited the financial statement of M/s_____. Following is the audited, for the last three years.

| Years* | Average Annual Audited Turnover (Rs. Crore) |
|----------------|--|
| 2019-20 | |
| 2020-21 | |
| 2021-22 | |
| 2022-23 | |
| 2023-24 | |
| Average | |

* Latest available annual audited statements.

(Signed and Sealed by the statutory auditor/Registered Chartered Accountant)

Annexure 4: Declaration for Non-Blacklisting

<<To be printed on 300 Rs. Stamp paper and signed by Authorized signatory>>

Date: dd/mm/yyyy

To,
General Manager - IT,
Gujarat Mineral Development Corporation Ltd
Khanij Bhavan, 132-Ring Road,
Gujarat University Ground, Vastrapur,
Ahmedabad- 380052.

Sir/Madam,

I/we here by solemnly declare that,

1. The bidder or its directors have not been blacklisted, debarred, banned or put on holiday list for a period of 3 years prior to the submission of its bid (i.e. on the last date of submission of the bid).
2. We have not put any condition in our offer with respect to RFP No. _____,
3. We have accepted all the terms and conditions, including Annexure, Corrigendum if any, as specified in the RFP Document No. _____ unconditionally.

I/we hereby further declare that, if the declaration is found untrue, the GMDC shall be entitled to take any action against us severally and/or individually or our Bidder/GMDC in this regard in any manner that may be deemed fit by GMDC.

Yours faithfully,

Signature and Stamp of the Bidder

Annexure 5: Earnest Money Deposit and RFP processing Fee details

| Sr. No. | Item | Amount (In Rs.) | Name of the Bank & Branch | Demand Draft No. |
|---------|--------------------------------|-----------------|---------------------------|------------------|
| 1 | RFP Processing Fee | | | |
| 2 | Earnest Money Deposit (E.M.D.) | | | |

Annexure 6: Performance Bank Guarantee Format

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.

Date:

To,
Gujarat Mineral Development Corporation
Khanij Bhavan
132 ft Ring Road, Ahmedabad

Dear Sir,

1. WHEREAS..... (Name of Service Provider) hereinafter called "the service provider" has undertaken, in pursuance of Agreement dated, (here in after referred to as "the Agreement for a Comprehensive Smart Solution for Visualization & Analytics Platform to GMDC. AND WHEREAS it has been stipulated in the said Agreement that the service provider shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing PROJECT.

2. WHEREAS we _____ ("the Bank", which expression shall be deemed to include it successors and permitted assigns) have agreed to give the GMDC the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the service provider to GMDC under the terms of their Agreement dated _____. Provided, however, that the maximum liability of the Bank towards GMDC under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

3. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GMDC in that behalf and without delay/demur or set off, pay to GMDC and all sums demanded by GMDC under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GMDC to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr. _____.

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

4. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of _____ months from the date of its execution. The Bank shall extend the Guarantee for a further period which may be mutually decide by the service provider & GMDC. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.

- Any breach or non-compliance by the service provider with any of the terms and conditions of any Agreements/credit arrangement, present or future, between service provider and the Bank.

5. The BANK also agrees that GMDC at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the service provider and not withstanding any security or other guarantee that GMDC may have in relation to the service provider's liabilities.

6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GMDC or any other indulgence shown by GMDC or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

7. This Guarantee shall be governed by the laws of India and the courts of Ahmedabad shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Name)

(Official Address)
Stamp

Designation with Bank

Plus, Attorney as per Power of Attorney No. Dated:

Annexure 7: Format of Earnest Money deposit in the form of Bank Guarantee

(On Non-judicial Stamp paper to be submitted along with submission of bids)

..... (Name of the Bank)
Address.....Guarantee
No.....
A/C Messer's..... (Name of Bidder)
Date of Expiry..... Limit to liability (currency & amount).....
Invitation For RFQ No..... dated.....(bidding document)
For..... (Name of Facilities)

Subject: Earnest Money Deposit Bank Guarantee.

Date.....20

To,
Gujarat Mineral Development Corporation Ltd.
132 Ft Ring Road, Near University Ground
Vastrapur, Ahmedabad.
Bank Code:

Dear Sir,

In consideration of Gujarat Mineral Development Corporation (hereinafter called "GMDC") which expression shall unless repugnant to the subject of context include his successors and assigns having agreed to exempt M/s..... (herein after called "Bidder") from demand under the terms and conditions of "Technical Bid Document" (hereinafter called the said "Bidding Document") issued by the GMDC vide RFQ No._____ for the work _____

(Name of the facilities) from Earnest Money Deposit (EMD) of Bid for the due fulfillment by the Bidder of the terms and conditions contained in the said Bidding Document on production of _____ Bank Guarantee for _____ INR _____ (_____ only) (figure in words).

1. We the _____ (Name of Bank) hereinafter referred to as "Bank" having our registered office at _____ (address of Bank) do hereby undertake and agree to indemnify and keep indemnified GMDC to extent of INR _____ (_____ only) (figures in words) against any losses, damage cost, charges and expenses caused to or suffered by or that may be caused or suffered by GMDC by reason of any breach or breaches by the Bidder of any of the terms and conditions contained in the

said Bidding Document and unconditionally pay the amount claimed by GMDC on demand and without demur to the extent aforesaid.

2. We _____ (Name of Bank) do hereby undertake to pay the amounts due and payable under the guarantee without any demur merely on a demand by you stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by you by reason of any breach by the said Bidder of any of the terms or conditions contained in the said Bidding Document by reason of the Bidder's failure to fulfill the conditions of said Bidding Document. Any such demand on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding INR _____.
3. We _____ (Name of Bank) further agree that GMDC shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of terms and conditions of the said Bidding Document and the extent of loss, damages, costs, charges and expenses caused to or suffered by or that may caused to or suffered by GMDC on account hereof to the extent of the Bid Security required to be deposited by the Bidder in respect of the said document and the decision of GMDC that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damages, costs, charges, and expenses caused to or suffered by or that may be caused to or suffered by GMDC shall be final and binding on us.
4. We _____ (Name of Bank) further agree that guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance on the said Bidding Document and that it shall continue to be enforceable till you certify that terms and conditions of the said Bidding Document have been fully and properly carried out by the said Bidder and accordingly discharge the guarantee. Unless a demand or claim under this guaranteed is made on us in writing on or before the (date) _____ we shall be discharged from all liability under this guarantee.
5. We _____ (Name of Bank) further agree with you that you have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Bidding Document or to extend time of performance by the said Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by you against the said Bidder and to forbear or enforce any of the terms and conditions relating to the said Bidding Document and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said Bidder or for any forbearance act or omission on your part or any indulgence by you to the said Bidder or any such matter or thing whatsoever under the law relating to sureties would but for this provision have effect of so relieving us.
6. It shall not be necessary for GMDC to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any security which GMDC may have obtained from the Bidder at this time when proceeding are taken against Bank hereunder be outstanding or unrealized.
7. We _____ (Name of Bank) further undertake to unconditionally pay the amount claimed by GMDC merely on demand and without demur to the extent aforesaid.

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

8. We, the said Bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of GMDC in writing and agree that any change in the constitution of GMDC or the Bidder or the said Bank shall not discharged our liability hereunder dated _____ day of _____ 20 . _____ for _____ (Name of Bank)

Yours faithfully

For.....(Name of the Bank)

Please note the following details for Compulsory e-confirmation for Bank Guarantee through ICICI Bank through SFMS under our:

Gujarat Mineral Development Corporation Limited (GMDC)

132 Ft Ring Road, Near University Ground Vastrapur, Ahmedabad. Bank Name: ICICI Bank Ltd

IFS Code: ICIC0000024

UIC GMDC530265584 for Field 7037 MT760

Annexure 8A: Work Experience details as mentioned in the Pre-Qualification Criteria and Technical Criteria

1. For Pre-Qualification and Technical Qualification Criteria Work experience Format for Visualization related work done projects (along with PO Submission and/or Project Completion certificate)

| Sr. no | Name of the Organization | Address of execution | Start Date of the Project | Completion Date of the Project | Scope of Work Description in Brief for visualization and analytics platform / BI platform related work projects | Value of The Project in Rs. | Supporting PO and Completion Certificate attached or not |
|--------|--------------------------|----------------------|---------------------------|--------------------------------|---|-----------------------------|--|
| 1 | | | | | | | |
| 2 | | | | | | | |
| 3 | | | | | | | |
| 4 | | | | | | | |
| 5 | | | | | | | |

Annexure 8B: Curriculum Vitae for the proposed experts and support staff

(Summary of CV: Furnish a summary of the above CV. The information in the summary shall be precise and accurate. The information in the summary will have bearing on the evaluation of the CV)

1. Proposed Position in the assignment:
2. Name of Firm [Insert name of firm proposing the expert]:
3. Name of Expert [Insert full name]:
4. Date of Birth: Citizenship:
5. Education [Indicate college/university and other specialized education of expert, giving names of institutions, degrees obtained, and dates of obtainment]:
6. Membership of Professional Associations:
7. Other Training [Indicate significant training since degrees under -Education were obtained]:
8. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:
9. Employment Record [Starting with present position, list in reversed order, every employment held. List all positions held by staff member since graduation, giving dates, names of employing organization, title of positions held and location of assignments. For experience period of specific assignment must be clearly mentioned, also give Employer references, where appropriate.]:

From [Year]: To [Year]:

Employer:

Positions held:

Sector:
10. Total Experience (Years): _____ (details to be given in point no 13)
11. Oracle analytics project implementation (Years): _____ (details to be given in point no 13)
12. Detailed Tasks Assigned: [List all tasks to be performed under this Assignment/job]
13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned. Please provide project / assignment wise details/

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks Listed under point 12. List of the assignment below should also match sr. no 10 and 11]

(i) Name of Assignment/job or project:

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

- (ii) Year:
- (iii) Location:
- (iv) Employer:
- (v) Main project features:
- (vi) Positions held:
- (vii) Activities performed:
- (viii) Sector:

14. Any other Information (relevance of experience, relevance of qualification etc.)

15. Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

- I. This CV correctly describes my qualifications and my experience.
- II. I am not employed by the Executing /Implementing Agency.
- III. I am/I am not in regular full-time employment with the Bidder
- IV. I am willing to work on the project and I will be available for entire duration of the project assignment as per task assigned to me.
- V. I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes me my qualification and my experience I am committed to undertake the assignment within the validity of Proposal.
- VI. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: [Days/Month/Year]

[Signature of expert or authorized representative of the firm]

Full name of authorized representative:

Annexure 9: Financial Bid Format

(To be submitted online only)

To,
General Manager IT,
Gujarat Mineral Development Corporation Ltd
Khanij Bhavan,
132-Ring Road, Gujarat University Ground, Vastrapur,
Ahmedabad- 380052.

Subject: Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform to GMDC

Dear Sir,

After thoroughly reading and accepting the RFP terms, understanding the requirements and scope of work of the GMDC under this RFP, and its terms and conditions, we hereby agree to provide our services at the following rates:

| Sr. No. | Scope Items | Unit (A) | Quantities (B) | Unit Price In INR (Excl. Tax) (C) | Total Rate in INR (Excl. Tax) (D = B x C) |
|---------|---|-----------|----------------|-----------------------------------|---|
| 1. | Design and Implementation of Oracle Analytics Cloud Platform with integration charges of GMDC's existing systems and Systems which are under implementation or at RFP stage | Lumpsum | 1 | | |
| 2. | Design and Implementation of GMDC's Visualization and analytics Mobile Application (Optional scope) | Lumpsum | 1 | | |
| 3. | Operations and Maintenance of the | Quarterly | 12 | | |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Scope Items | Unit (A) | Quantities (B) | Unit Price In INR (Excl. Tax) (C) | Total Rate in INR (Excl. Tax) (D = B x C) |
|-------------------------|--|----------------|----------------|-----------------------------------|---|
| | Oracle analytics Cloud Platform Maintenance | | | | |
| 4. | Man day Rates for Integration of future additional systems (except the Existing systems of GMDC's existing systems and Systems which are under implementation or at RFP stage) | No of Man days | 200 | | |
| 5. | Change Request | No of days | 100 | | |
| 6. | Additional Manpower for O and M period | Quarterly | 1 | | |
| 7. | Operations and Maintenance of Mobile Application (Optional scope) | Quarterly | 12 | | |
| Total Fees (INR) | | | | | |

The Service Fees specified in a table placed hereinabove also includes remuneration of service provider's staff, Travel expense at Ahmedabad, expense towards dime, hotel stay, office rents, conveyance, stationary and any other expense to be incurred for executing Scope of Work.

- a) The bidders shall need to mandatorily quote Service Fees for all scope items as per the Price Bid format.
- b) The Bidder to quote Service Fees in table above inclusive of all other taxes except applicable GST. Applicable GST, over and above approved Service Fees, at the time of invoicing shall be reimbursed by GMDC. The risk of applicability of any taxes, duties and levies except GST, shall rest with the Bidder.
- c) GMDC shall be entitled to deduct tax at source as may be applicable. The TDS certificate(s) shall be submitted as per the due date specified in the Income Tax Act & GST.
- d) Service Provision Fees shall be paid as per the payment terms specified in Section VI of the RFP document.

Each Bidder must quote his rates after through reading of this RFP document and Estimates of his cost thorough detailed due diligence of the site, statutory laws/regulations. **Authority reserves right to seek any clarifications regarding price quoted from bidders before any decisions.**

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

Thanking you,
Yours faithfully

(Seal and Signature of the authorized representative of the Bidder)

Name:

Designation

Annexure 10: Description Of Approach, Methodology And Work Plan For Performing the Assignment/TOR

Technical approach, methodology and work plan are key components of the Technical Bid/Proposal. Bidders are suggested to present their Technical Proposal divided into the following three chapters:

- a) Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) **Approach and Methodology**

- As per the Technical Marking system
- b) **Work Plan:** In this chapter, Bidder should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by Authority), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the Scope of Work and ability to translate them into a feasible working plan.
- c) **Organization and Staffing:** In this chapter, the Bidder should **propose and justify** the structure and composition of proposed team. Bidder should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support personnel. The manpower requirement given in the RFP is an indicative minimum requirement. The Bidder should assess the specific and realistic manpower with reference to the Scope of Work.

Annexure 11: Undertaking

Date: dd/mm/yyyy

To,
General Manager IT,
Gujarat Mineral Development Corporation Ltd
Khanij Bhavan,
132-Ring Road, Gujarat University Ground, Vastrapur,
Ahmedabad- 380052.

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and we are liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 202_.

Signature

(Company Seal)

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation

Annexure 12: Banks List

Annexure I.

Finance Department, GR. No.: FD/MSM/e-file/4/2024/2859/D.M.O.

Date: 01/05/2025

(A) Guarantees issued by the following banks will be accepted as SD/EMD on a permanent basis:

❖ All Nationalized Banks

(B) Guarantees issued by the following Banks will be accepted as SD/EMD for the period up to March 31, 2026. The validity cut-off date in the GR is with respect to the date of issue of Bank Guarantee irrespective of the date of termination of Bank Guarantee.

| Sr No | Name of Banks | Sr No | Name of Banks |
|-------|----------------------------|-------|---|
| 1 | AXIS Bank | 22 | South Indian Bank |
| 2 | AU Small Finance Bank | 23 | Standard Chartered Bank |
| 3 | Bandhan Bank | 24 | Tamilnad Mercantile Bank |
| 4 | Barclays Bank | 25 | Utkarsh Small Finance Bank |
| 5 | City Union Bank | 26 | YES Bank |
| 6 | CSB Bank | 27 | Ahmedabad Mercantile Co-op. Bank |
| 7 | DBS Bank India Limited | 28 | Nutan Nagrik Sahkari Bank Ltd. |
| 8 | DCB Bank | 29 | Rajkot Nagarik Sahakari Bank Ltd. |
| 9 | Equitas Small Finance Bank | 30 | Saraswat Co-Operative Bank Ltd |
| 10 | ESAF Small Finance Bank | 31 | SBPP Co-operative Bank Ltd. |
| 11 | FEDERAL Bank | 32 | SVC Co-Operative Bank Ltd. |
| 12 | HDFC Bank | 33 | The Cosmos Co-op Bank Ltd. |
| 13 | HSBC Bank | 34 | The Gujarat State Co-operative Bank |
| 14 | ICICI Bank | 35 | The Mehsana Urban Co-Op. Bank |
| 15 | IDBI Bank | 36 | The Surat District Co-op Bank |
| 16 | IDFC First Bank | 37 | The Surat People's Co. Op. Bank Ltd |
| 17 | Jammu and Kashmir Bank | 38 | The Kalupur Commercial Co-op. Bank |
| 18 | Jana Small Finance Bank | 39 | The Panchmahal District Co-operative Bank |
| 19 | Karnataka Bank | 40 | The Baroda District Co-operative Bank |
| 20 | Karur Vysya Bank | 41 | Baroda Gujarat Gramin Bank |
| 21 | Kotak Mahindra Bank | 42 | Saurashtra Gramin Bank |

All the eligible banks are instructed to collect the original documents/papers of guarantee from the concerned tendering authority.

(Arvind V.)

Joint Secretary (Budget)
Finance Department

Annexure 13: Format for Change Request management

| | |
|---------------------------------------|-------------|
| Change Control Note(CCN): | CCN Number: |
| Title: | |
| Originator: | |
| Date of Initiation | |
| Brief Description of Proposed Change: | |
| Deliverables: | |
| Impact: | |
| No. of Resources: | |
| Timeline of Execution: | |

Annexure 14: Functional Requirements of the Platform

- The service provider shall design, develop and implement the Oracle Analytics Cloud platform with capability to integrate multiple mines of GMDC as well as its power asset. The Oracle Analytics Cloud platform through its data driven insights shall focus on enhancing operational efficiency, performance monitoring, and enhance the mining operations.
- The service provider shall develop a comprehensive dashboard for the real time monitoring of projects.
- The service provider shall develop the platform **as a web-based software** by ensuring compatibility with major web browsers, and usability on desktops (with MacOS and windows functionality), tablets and smartphones.
- The service provider shall define & detail out data requirements for key KPIs across the mining value chain as well as power assets from the indicative list of KPIs (annexure 17 of this document). GMDC may ask for the enhancement of KPIs during the Contract Period.
- The service provider shall create detailed Business Requirement Document including techno functional details of the solution, visual representations for end-to-end MIS/ Dashboard and designing the workflows/ forms for data upload as required by GMDC as per the Scope of Work.
- The service provider based on defined business objectives and stakeholder needs, brainstorm relevant KPIs across the mining value chain stages. An illustrative, indicative and non-exhaustive list of KPIs is given in Annexure 17 of this document. These need to be validated and enhanced as required during the project execution phase in consultation with GMDC Stakeholders.
- The service provider shall develop the software to handle increasing volume of data without performance degradation by using scalable technologies and architectures.
- The platform should have an intuitive and user-friendly user interface in order to enhance navigation and overall user experience of the GMDC team.
- The service provider shall undertake the detailed AS IS assessment as per the Scope of Work with the reference architecture as specified in the Scope of Work and as per the required functional and technical requirements mentioned in this RFP (Annexure 14 and 15).
- The service provider shall create a detailed business requirement document as per the Scope of Work for the end to end GMDC's Visualization and Analytics Platform as defined by the functional and technical feature set given in Annexure 14 and 15 of this document.
- The service provider shall create prototypes such as Data Upload Forms across functions (as required), MIS Dashboards with KPI visualization, Drill Down Functionalities for detailed Analysis, report generation functionality etc. & seek approval of the GMDC on the prototype before development.
- The service provider shall undertake integration of the incumbent systems as required including Oracle ERP system outlines in Annexure 16.
- The service provider shall develop the platform by enabling seamless integration with other systems and tools provided by different APIs for third-party integration by ensuring

compatibility with existing systems, and facilitate data exchange with external applications as required scope of work.

- The service provider shall develop data storage by creating an integration layer. The Integration Layer should be defined architecturally with detailed functionalities, to provide a common data integration platform which can collect and contextualize information from disparate data sources.
- The service provider shall utilize the GMDC’s performance monitoring tool (SMMS) customized as per the SLA defined in order to analyze & monitor the platform, to monitor the platform’s performance, identifying issues, diagnosing issues, and managing the log data with helpdesk management tool in line with the defined SLA in this RFP.
 - The monitoring parameters shall be approved by mutual agreement with GMDC before the start of the O&M period in line with the requirement of the RFP.
 - All the reports from the tool shall be system generated reports as required by GMDC.

Additional Functional requirements:

| Sr No. | Requirements |
|--------|---|
| 1. | Data ingestion from various sources systems like Oracle ERP, third party applications etc as defined in Annexure 17. |
| 2. | Compatibility with different data storages like flat file storage, relational databases and big data storage, etc . Provide a layer of data governance for flat file extraction (from multiple data sources) and loading into data warehouse to ensure data is accurate and complete. |
| 3. | Perform automated extraction, transformation and loading of updated data on a pre-defined frequency from multiple sources into data warehouse/ Data Repository (along with the ability to update.) |
| 4. | <ul style="list-style-type: none"> • Ensure seamless integration with all data sources, data warehouse/Data repository and the Oracle Analytics Cloud so that integration is smooth for dashboard viewing and thus enable and smoothen user decision making process. • The integration of different existing and new GMDC systems shall be done basis the priority set by GMDC. |
| 5. | Processing data at middle layer/integration layer, perform ETL to analyse defined functional metrics. Provide continued support for ETL at middle layer to ensure smooth integration. |

| Sr No. | Requirements |
|--------|---|
| 6. | <ul style="list-style-type: none"> • The Oracle Analytics Cloud platform should be able to allow users and admin to define alerts and business insights at mine and HQ level. Alerts will be posted via notifications in the App, notifications on Web, Email. • Oracle Analytics Cloud Platform should be capable to send the notifications to Whatsapp / SMS/ Rich Communication System (RCS) automatically and mandatorily for the generated key alerts from different systems. The key alerts are to be identified and suggested by the service provider to GMDC. • Action Taken Report with analysis shall be submitted by the service provider to GMDC for each generated alert. • Bidder to provide an escalation matrix for events/ alerts generated with Root cause analysis |
| 7. | Visualization techniques and framework to empower users/ decision makers to appreciate the reports quickly and take educated decisions including (but not limited to) histograms, bar charts, geographical mapping, donut charts, trend lines, spark lines, heat maps, spider charts etc. |
| 8. | Oracle Analytics Cloud Platform should allow the users to create new KPIs preferably with auto charting and dashboard facilities through the keywords. |
| 9. | <ul style="list-style-type: none"> • Oracle Analytics Cloud Platform should ensure functionality of drill down and filtering of available reports/ dashboards using standard visualization tools. • Oracle Analytics Cloud Platform should support slicing and dicing features with robust visualizations such as graphs, charts, and histograms. |
| 10. | <p>Oracle Analytics Cloud Platform should enable user to make ad-hoc queries/additional or ad hoc report requirements through GUI based design (drag and drop) along with rich analytical functions. Additionally, the tool may also support textual search functionality for the end user to enable users search table data, dashboards, views, reports etc. using search keywords.</p> <p>The Oracle Analytics Cloud Platform needs to have the BI capabilities like Drill down, Slice and Dice, Multi-Dimensional Analysis, Ad-Hoc analysis, user interactive reports. The Oracle Analytics Cloud Platform should also be able to support high speed data from various systems.</p> |
| 11. | Ensure functionality of providing a GIS / map-based view to compare between assets for various field level indicators. |
| 12. | Interchangeability of charts and graphs from one form to another based on business requirement. |
| 13. | Provision of selecting a single graph on dashboard screen and extraction of data in graphical format/excel format by the user in .jpg/.pdf/.xls format as applicable. |
| 14. | The reporting layer should also enable generation of MIS Reports in each of the functions under scope at pre-defined frequency. Reports which have user defined format need to be created and e-mailed to the relevant stakeholders at agreed frequency. The reports will be defined by the bidder in consultation with GMDC stakeholders during the implementation phase. |
| 15. | Customization of reports should also be available as a functionality of the Oracle Analytics Cloud Platform which will let the user design his/her own report from the data available in the intermediate system. |

| Sr No. | Requirements |
|--------|--|
| 16. | Host generated reports with standard nomenclature and segregation in a portal accessible to important stakeholders for ready circulation and reference. |
| 17. | The visualization tool should offer complete access of functionalities on web-portal and mobile app in seamless fashion. Screen layouts should be configured to adapt to Desktop, Laptop, Tablet and Mobile phones etc. |
| 18. | Service Provider should supply all necessary ETL Tools, connectors, reporting tool required for seamless integration between source systems, middle layers and visualization layer as part of proposed Oracle Analytics Cloud Platform |
| 19. | The solution implementation will include developing dashboards by Service provider for multiple levels and user groups across functions |

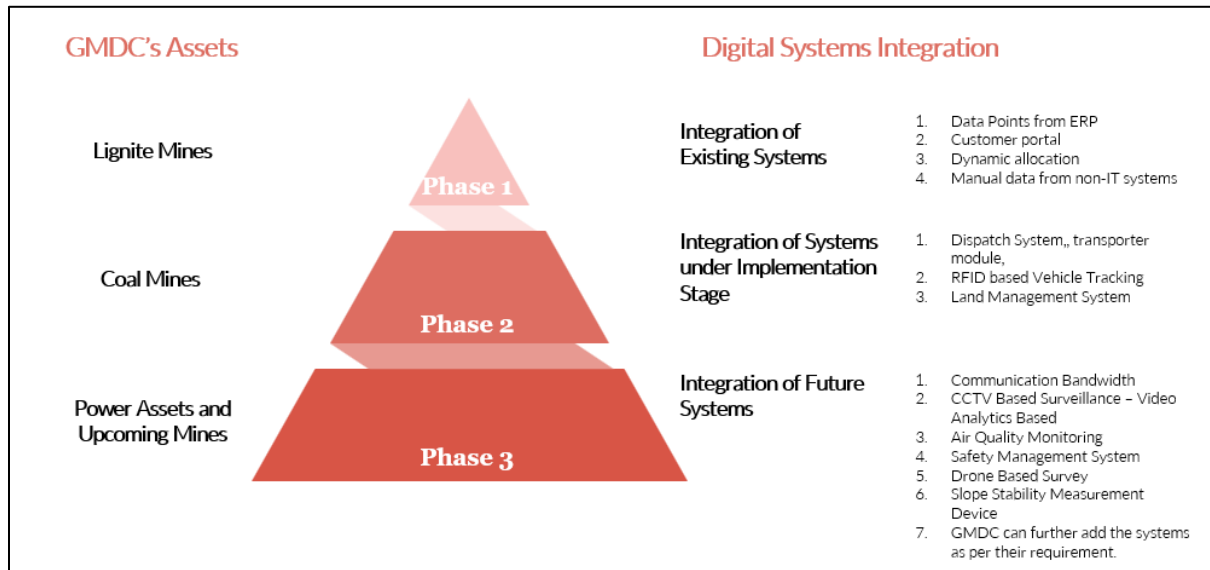
Annexure 15: Technical Requirements of the Platform

| Sr No. | Requirements |
|--------|--|
| 1. | Oracle Analytics Cloud platform should enable connection to multiple existing data sources such as Oracle, SQL, MYSQL, Any Web Services, Web Links, MS Access, Excel spreadsheets and any other standard databases. |
| 2. | Enable automation of data upload from source system and reduce dependency on manual intervention. The values on dashboard should be updated on pre-defined frequency automatically by sourcing required data from various sources. |
| 3. | Access Management: User authorization should be enabled in order to control access to Oracle Analytics Cloud platform depending on parameters such as user location, user department, role level and designation etc. Once the user is authenticated, only approved set of metrics should be accessible as per the defined role etc. The principle of the least privileged access should be used when access rights are given to a requester. |
| 4. | The intermediate layer of data warehouse/data repository and the application layer should be built on cloud and be accessed through secure data channels. |
| 5. | Oracle Analytics Cloud platform shall have capabilities to record session logs, access logs, process logs & design platform logs of all user and system activities. Platform shall be able to report any faults if found in these logs. |
| 6. | The data should be collected at the lowest level and from the same source and in industry standard formats. Data connections/integrations should not be done with existing reports and database views. Any view required for new requirement should be created additionally. |
| 7. | Design specifications of complete Oracle Analytics Cloud platform should ensure minimum latency in the update of data/ refresh of dashboards. The dashboard should not take more than 10 seconds to load onto a single user screen. |
| 8. | Oracle Analytics Cloud platform should have a GUI based system where all business users are able to view/save/download/schedule various KPIs/dashboards and their summary without any programming efforts. |
| 9. | Oracle Analytics Cloud platform should allow the users to produce dashboards with minimum effort/ low-code methodology. It should be a self-service Oracle Analytics Cloud Platform, for system integration and publish/share it for the consumption of department/functional users. |
| 10. | Solution should have the capability for SSO and /or AD/LDAP or ERP authentication so that integration with existing windows active directory is smooth. |
| 11. | Dashboards created should have user access hierarchy viz. View, Design, Modify, Admin access to all user roles defined by GMDC. Row level data access to be defined for various roles within each department so that role specific data is visible to them. |
| 12. | The system should allow cross-platform and cross-device access including mobile integration/support for iOS, Android & Windows operating systems. (for mobile app – to be checked) |
| 13. | Oracle Analytics Cloud platform should be scalable to a greater number of dashboards in same function or more functional dashboards in the existing technology platform. |
| 14. | Oracle Analytics Cloud platform architecture should allow integration of data sources in future which might come up as part of GMDC digital strategy. |
| 15. | Oracle Analytics Cloud platform architecture should ensure only necessary reportable data should be loaded to cloud servers through ETL tool and further used for reporting needs. This is aligned with the service provider's requirement to ensure cost optimization while servicing data on cloud. |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr No. | Requirements |
|---------------|---|
| 16. | Oracle Analytics Cloud platform solution design should be modular in nature and should allow change of software in parts without impacting the entire solution. |
| 17. | Oracle Analytics Cloud platform solution architecture for cloud-based implementation should ensure data residency in India in compliance with GoI regulations. |

Annexure 16: Systems of GMDC for integration



| # | | System | Remarks |
|-----|------------------|--|--|
| 1. | Existing systems | Oracle ERP | Modules in ERP: |
| | | | Oracle HRMS, Training, Registry |
| | | | Employee Self Services |
| | | | Oracle Time and Labour (OTL) |
| | | | Oracle Procurement Management |
| | | | Oracle Inventory Management |
| | | | Oracle Enterprise Asset Management (eAM) |
| | | | Oracle Finance (Account Receivable) |
| | | | Oracle Finance (Account Payable) |
| | | | Oracle Finance (General Ledger) |
| | | | Oracle Finance (Cash Management) |
| | | | Oracle Finance (Fixed Assets Management) |
| | | | Oracle Finance (Payroll) |
| | | | Order Management |
| 2. | | Dispatch System | Platform: Oracle Apex |
| 3. | | Customer Portal | Platform: Apex |
| 4. | | Attendance System | |
| 5. | | Dynamic Allocation portal | Platform: Apex |
| 6. | | Third party APIs consumed | Platform: XML |
| 7. | | Fleet management system | |
| 8. | | Land management system | |
| 9. | | Laboratory Information Management System | |
| 10. | | Contractor performance Management | |
| 11. | | Drone Based Survey | |
| 12. | Future systems | Surveillance | |
| 13. | | Air Quality Monitoring | |
| 14. | | Safety Management System | |
| 15. | | Slope Stability | |
| 16. | | Measurement Device | |

Annexure 17: Non-Exhaustive list of KPIs

A non-exhaustive list of KPIs defined for tracking holistic transformation agenda at GMDC.

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Functional Area | Indicative List of KPIs |
|--|---------------------|---|
| 1 | Operations | Mine/Plant Utilization |
| | | Stripping Ratio – Mine wise |
| | | Turn Around Time (TAT) |
| | | Alerts for unusual congestion at specific checkpoints in Mine indicated through new Dispatch system |
| | | Weighbridge Availability / Breakdown |
| | | Equipment Availability / Breakdown |
| | | Equipment Utilization /Ideal time |
| | | Equipment optimization |
| | | Production Variance |
| | | Production Trend |
| | | %age Mined Mineral /Lignite/ Bauxite rejection due to quality issues |
| | | Diesel / Energy Consumption Trend |
| | | Optimization of fuel consumption |
| | | Avg. GCV |
| | | Surveillance alerts generated through CCTV camera network based surveillance at Mines |
| | | HEMM Idling trend overall and mine wise |
| | | Number of machines present in mine - category wise |
| | | Avg duration of machine under maintenance – Mine wise |
| | | Avg trips/hour Mine wise |
| | | Total OB – Mine wise |
| | | Total Lignite excavated – Mine wise |
| | | Avg Lead distance – Mine wise |
| | | Avg OB removed per trip Mine wise |
| | | Avg Cycle time of dumpers Mine wise |
| | | Total Fuel consumption – mine wise and Overall |
| | | Diesel Consumption per unit of Lignite/OB – Mine wise |
| | | Surveillance alerts generated through Drone based arial survey / CCTV based VMS |
| | | Safety |
| Alerts pertaining to Slope stability generated through Slope Stability Monitoring System to be install in future | | |
| Drill & Blast | | |
| Drill & Blast | | |
| 2 | Sales and Marketing | Booking Vs Lifting – Mine wise, Zone wise, Customer wise, Industry wise |
| | | No of active customers Mine wise, Zone wise, Customer wise, Industry wise |
| | | Customer retention rate Mine wise, Zone wise, Industry wise |
| | | Sales revenue and Volume trend Mine wise, Zone wise, Industry wise, Mineral wise |
| | | Target Vs Achieved Monthly, Quarterly - Sales and revenue both |
| | | Number of complaints generated and resolved daily, monthly, quarterly & yearly |
| | | Customer Retention Rate |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

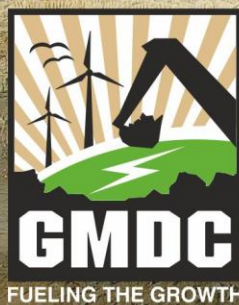
| Sr. No. | Functional Area | Indicative List of KPIs |
|-------------------|------------------------|----------------------------------|
| | | Customer Satisfaction Score |
| | | Lead Generation Rate |
| | | Customer Acquisition Cost |
| | | Revenue Growth Rate |
| 3 | Land Management | % of land Possessed |
| | | Land acquisition |
| | | Land acquisition |
| | | Land acquisition |
| 4 | Manpower | Employee Turnover Ratio |
| | | Attrition Rate |
| | | Manpower Monitoring |
| | | Manpower Monitoring |
| | | Employee Satisfaction Score |
| | | Average workers in shift |
| | | Training Hours per employee |
| | | Average Recruitment Cost |
| 6 | Capitals | Capital Expense Variance |
| | | Return on Capital Employed |
| | | Capital Efficiency Ratio |
| 7 | Financials | Net Profit Ratio |
| | | D/E Ratio |
| | | Return on Equity |
| | | Total Assets |
| | | Current Ratio |
| | | Earning Per Share |
| | | Dividend Payout |
| | | Market Cap |
| | | Operating Expense Ratio |
| | | Debt Service Coverage Ratio |
| | | Cash Ratio |
| | | Operating Cash Flow Ratio |
| | | Cash Reserve Growth Rate |
| | | Trade Receivables Turnover Ratio |
| | | Trade Payables Turnover Ratio |
| | | Cash flow to Sales Ratio |
| | | Revenue Monitoring |
| | | Cost Monitoring |
| | | Profitability monitoring |
| | | Liquidity monitoring |
| Budget monitoring | | |
| Cash Burn Rate | | |
| 8 | Plant | Plant Load Factor (%) |
| | | Plant Availability (%) |
| | | Station Heat Rate (kCal/kWh) |

Request for Proposal (RFP) for Selection of Service Provider for providing Visualization & Analytics Platform for GMDC

| Sr. No. | Functional Area | Indicative List of KPIs |
|---------|-----------------|---------------------------------|
| | | Auxiliary Power Consumption (%) |

Annexure 18: List of GMDC's Projects

- a. Five Operational Lignite Mining projects: Rajparadi, Tadakeshwar, Bhavnagar, Umarsar and Mata no Madh. All are situated in Gujarat.
- b. Six soon to be Operationalized Lignite Mining Projects: EFG-Valia, Damlai, Ghala, Lakhpat, Panandhro extension and Bharkhandam in Gujarat state.
- c. Three allotted Coal Blocks: Baitrani West, Buraphar and Kudanali Lubri in Odisha State.
- d. Fluorspar mining project along with fluorspar beneficiation plant: Kadipani, Gujarat.
- e. Bauxite Mines: Gadhsisa and Bhatia in Gujarat.
- f. 250 MW Thermal Power Plant: Akrimota, Kutch.
- g. 5 MW Solar power Project: Panandhro
- h. 200.9 MW wind power Projects: different locations in Gujarat
- i. Metal Mine Lease (To be operational in the future): Ambaji, Gujarat



Gujarat Mineral Development Corporation Ltd.
(A Government of Gujarat Enterprise)

CIN No. : L14100GJ1963SGC001206

Khanij Bhavan, 132 ft. Ring Road, Near Gujarat University Ground, Vastrapur, Ahmedabad- 380052 India