

**Tender for Selection of Bidder for Implementation of the Command & Control Centre  
as part of BPCL Digital Initiatives**

**Bharat Petroleum Corporation Limited**

**Tender No: 73448 CRFQ No: 1000352329 dated 21.05.2020**



**Bharat Petroleum Corporation Limited  
Corporate Strategy & Business Development  
Bharat Bhavan III, Walchand Hirachand Marg,  
Ballard Estate – Mumbai 400 001**

**Date of Submission: 12.06.2020 @ 1400 Hrs**

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## Notice Inviting Tender

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- 1) Bharat Petroleum Corporation Limited (hereafter referred to as "BPCL") is a Fortune 500 company and a vertically integrated Navaratna energy company in India, with a strong network of about 15,000 retail outlets spread across India with a market share of more than 25%. It has four Refineries (2 in Joint Venture), above 100 terminal Installations and depots, 50 LPG bottling plants, 4000+ LPG distributors and 37 aviation stations.
- 2) BPCL's sales and marketing team has a legacy of leading the industry having pioneered several initiatives such as the loyalty programmes, RO automation, plant automation, LPG systems etc. In our endeavor to remain at the top percentile performance, we perceive a significant opportunity in adopting the latest available technologies. Over the last few years, several technology and digital projects have been taken up by the various marketing Business Units (BUs) and Corporate Strategy. These include the Retail BU, the LPG BU, the Lubricants BU, the Industrial & Commercial BU, the Aviation BU and other marketing entities. It is envisaged to set-up a Command and Control Centre for specified BUs in order to augment controls on the operations.
- 3) The Command and Control Centre (C&C) will communicate with three business units of BPCL namely Retail, LPG and Industrial and Commercial (I&C). Each of the business units (BU) have multiple functional units and systems generating data across multiple parameters which need to be mapped to Key Performance indicators. C&C also needs to send commands to the functional units and systems to control them as and when necessary. This bidirectional communication has to be achieved by establishing synchronization with existing systems through APIs, standard internet protocols or using similar industry standard methods. This will be a centralized and scalable solution to meet the needs of Retail, LPG and I&C to monitor and control the exceptions across their supply chain, depot location, RO, operations, etc. The solution must have following key characteristics,
  - I. A comprehensive architecture covering all applications and field data (internal and external) of the three BUs – Retail, I&C and LPG
  - II. Mapping of data generated from different systems to Key Performance Indicators
  - III. Central reporting and analytics - fetching data from different systems for consolidated view
  - IV. Integration and correlation among different systems to provide situation awareness to relevant stakeholders
  - V. Provision of automatic and adaptive workflows for effective situation management by enforcing established Standard Operating Procedures (SOPs)
  - VI. Bidirectional communication to enable control of available equipment through APIs, standard internet protocols, or similar industry standard methods
  - VII. Real time monitoring, predictive analytics, and optimization capabilities
  - VIII. Must be secure, robust, resilient and scalable to meet the growing needs of business and the dynamic IT environment
- 4) Bids are invited from "System Integrator" who will Implement the platform of Command and Control Center and also deliver other systems like video analytics and a communication centre for response and collaboration for cases of incidence and exception. The Bidder has to implement the video analytics solution at 280 locations spread across India on edge appliance for video analytics and provide comprehensive maintenance for 5 years. The Bidder is solely responsible for running the solution, hence the Bidder is advised to choose platform providers / OEMs who are reliable and have established track record to ensure continuity of the solution over its lifetime.
- 5) Please visit the website <https://bpclproc.in> for participating in this tender process and submitting your bids/documents online against E Tender no: 73448
- 6) **BID SECURITY:** Bidders shall have to submit an Earnest Money Deposit (EMD) of Rs. 10 lakhs. Please refer **Annexure 4** for Instructions to Bidders for more details.
- 7) **INTEGRITY PACT (IP):** IP is a pact between BPCL (as a purchaser) on one hand and the Bidder on the other hand stating that the two parties are committed to each other in regard to ensuring transparency and fair dealings in this procurement activity. Bidders shall have to essentially sign this pact, for participating in this tender, as per the pro-forma given at **Annexure 6**. The salient features of this pact are:
  - a. Pro-forma of Integrity Pact shall be uploaded by the Bidders along with the bid documents, duly signed by the same signatory who is authorized to sign the bid documents. All the pages

of the Integrity Pact shall be duly signed. Bidder's failure to return the IP Document duly signed along with the bid documents by the bid submission deadline (given on page 1) shall result in the bid not being considered for further evaluation.

- b. If the Bidder has been disqualified from the tender process prior to the award of the contract in accordance with the provisions of the Integrity Pact, BPCL shall be entitled to demand and recover from the Bidder, Liquidated damages amount by forfeiting the EMD/Bid security as per provisions of the Integrity Pact.
  - c. If the contract has been terminated according to the provisions of the Integrity Pact, or if BPCL is entitled to terminate the contract according to the provisions of the Integrity Pact, BPCL shall be entitled to demand and recover from the Bidder, Liquidated Damages amount by forfeiting the Security Deposit/ Performance Bank Guarantee/ Supply and Performance Guarantee as per provisions of the Integrity Pact.
- 8) For any queries / Clarification on Tender Technical Specifications / Commercial points and other terms and conditions of the tender, Please contact

Name of the Procuring Officer (PO)	Ankur Rustgi, Team Member – Corporate Strategy
Email ID	<a href="mailto:ankurrustgi@bharatpetroleum.in">ankurrustgi@bharatpetroleum.in</a>
Office Address	Bharat Petroleum Corporation Ltd, 4&6 Currimbhoy Road, Ballard Estate, Mumbai 400001
Contact No.	+91 77427 73333

Name of the Procuring Officer (PO)	Samarth Derdekar, Team Member – Corporate Strategy
Email ID	<a href="mailto:samarthsderdeka@bharatpetroleum.in">samarthsderdeka@bharatpetroleum.in</a>
Office Address	Bharat Petroleum Corporation Ltd, 4&6 Currimbhoy Road, Ballard Estate, Mumbai 400001
Contact No.	+91 99606 25678

Name of the Procuring Head	Rahul Tandon, General Manager – Corporate Strategy
Email ID	<a href="mailto:rahult@bharatpetroleum.in">rahult@bharatpetroleum.in</a>
Office Address	Bharat Petroleum Corporation Ltd, 4&6 Currimbhoy Road, Ballard Estate, Mumbai 400001
Contact No.	+91 99202 67766

- 9) Only in case of any complaints regarding the Tender / Tender Conditions, Please contact the following Independent External Monitors (IEM)

Name	<b>Shri. Vikram Srivastava</b>	<b>Shri. Virendra Bahadur Singh</b>	<b>Shri. Sudhir Chowdhary</b>
Email ID	<a href="mailto:vikramsrivastava1973@gmail.com">vikramsrivastava1973@gmail.com</a>	<a href="mailto:vbsinghips@gmail.com">vbsinghips@gmail.com</a>	<a href="mailto:Sudhirchowdhary38@yahoo.com">Sudhirchowdhary38@yahoo.com</a>
Address	E-202, Second Floor , Greater Kailash Part 2, New Delhi – 110048	H.No. B-5/64, Vineet Khand, Gomati Nagar, Lucknow – 226010	Flat No 203, Adarsh CGHS Ltd, Plot No 67, Sector – 55, Gurugram
Contact No.	09810642323,	8853760730,	9416045656,

- 10) **STRUCTURE OF THE TENDER:** The tender is proposed to be a THREE part bid system comprising of Techno-commercial Bid, Quality Score Bid and Price Bid. Based on the Techno-commercial evaluation, the bidders will be shortlisted for Quality Score evaluation as well as Price Bid Evaluation. Please visit the website <https://bpclproc.in> for online participation in this tender and submitting bid. The E-Tender consists of the following annexures. Bidders are requested to carefully study the same to ensure that their bids are complete in all respects:

Sl. No.	Document Type	Annexure
1	Bid Evaluation	Annexure 1
2	Terms of Reference	Annexure 2
3	Contract Terms and Conditions	Annexure 3
4	Instruction to Bidders	Annexure 4
5	Template for Submitting Queries for Pre-bid Meeting	Annexure 5
6	Pro-forma for Integrity Pact (IP)	Annexure 6
7	Pro-forma for Non-Disclosure Agreement (NDA)	Annexure 7
8	Vendor Code Creation Form	Annexure 8
9	Pro-forma for Performance Bank Guarantee	Annexure 9
10	OEM/ISV Declaration Form	Annexure 10
11	Response for BQC Criteria a, Proven Track Record	Annexure 11
12	Response to BQC Criteria a, & Quality Bid Criteria 1 Certificate from TPIA	Annexure 12
13	Response for Quality Bid Criteria-1	Annexure 13
14	Common NEFT Mandate Form	Annexure 14

- 11) **PRE-BID MEETING:** A pre-bid meeting has been arranged on 29.05.2020, 10:00 hours IST virtually through Microsoft Teams due to lockdown / Covid – 19

Parties desiring to attend the pre-bid meeting are requested to send a prior intimation by email along with Name, Email ID of all the participants and also share all the queries (as per the prescribed format in **Annexure 5** by email to [ankurrustgi@bharatpetroleum.in](mailto:ankurrustgi@bharatpetroleum.in) and [samarthdsderdeka@bharatpetroleum.in](mailto:samarthdsderdeka@bharatpetroleum.in)) at the latest by 28.05.2020, 17:00 hrs.

Invites shall be sent by BPCL to all the interested parties whose details have been received by the above mentioned cutoff time. It is the responsibility of interested participants to arrange for infrastructure at their end for joining the e-meeting.

- 12) **BID SUBMISSION:** The Bidders are requested to refer **Annexure 4** for Bidding Process for E-Tender and may also consult our service provider M/s. E-Procurement Technologies Ltd. (ETL). Bidders have to necessarily log on to our site <https://bpcleproc.in> and search for the Tender/ System Id (given on Page-1) for participation and submitting the E-Bid. Your online bid should be submitted on or before the due date of this tender.
- 13) **LAST DATE FOR BID SUBMISSION:** Your bid should be submitted online on or before the due date i.e. **12th June 2020, 14:00** hours IST. Bids/ Offers shall not be permitted in E-Tender System after the tender due date/ time. Hence, no bid can be submitted after the due date and time of submission has elapsed. Vendors are advised in their own interest to ensure that their bids are submitted in E-Procurement System well before the closing date and time of bid submission. **No manual bids/ offers along with electronic bids/ offers shall be permitted. Bids not in the prescribed format, are liable to be rejected.**
- 14) **DIGITAL SIGNATURE:** The tender documents along with Annexure thereto and Price Bids shall be required to be digitally signed with a **Class II B** or above digital signature by the authorized signatory. The authorized signatory shall be:
- Proprietor in case of proprietary concern.
  - Authorized partner in case of partnership firm.
  - Director, in case of a Limited Company, duly authorized by its Board of Directors to sign.
- If for any reason, the proprietor or the authorized partner or director as the case may be, is unable to digitally sign the document, the said document should be digitally signed by the constituted attorney having full authority to sign the tender document and a scanned copy of such authority letter and also the power of attorney (duly signed in the presence of a Notary public) should be uploaded with the tender. **Online submission of the tender under the Digital Signature of the authorized signatory shall be considered as token of having read, understood and totally accepted all the terms and conditions of this tender.**
- 15) Bidders, on the Black / Holiday List of BPCL / MoP&NG / Oil PSE shall not be considered. Additionally bidders who offer Platforms and Other Solutions in this tender of such Black / Holiday listed parties shall also not be considered. BPCL reserves the right to accept or reject any or all the Offers at their sole discretion without assigning any reason whatsoever. BPCL's decision on any

matter shall be final and any Bidder shall not enter into correspondence with BPCL unless asked for. BPCL may call for additional documents if required. BPCL would also consider information already available with them regarding Bidder's credentials.

- 16) SUPPORT DESK: In case of any clarification pertaining to E-Procurement Process, the Bidder may contact ETL on Contact Numbers and E-Mail Ids, as appended below.

All India

Phone	+91 79 4001 6868, +91 93745 19729
Email	<a href="mailto:support@bpclproc.in">support@bpclproc.in</a> , <a href="mailto:dinesh.k@eptl.in">dinesh.k@eptl.in</a> , <a href="mailto:nikhil@eptl.in">nikhil@eptl.in</a>

Thanking you,

Yours faithfully,

For Bharat Petroleum Corporation Ltd.

Rahul Tandon  
General Manager – Corporate Strategy

## Annexure 1: Bid Evaluation

### 1.1 Bid Evaluation Methodology

It is a THREE-PART-BID E-Tender constituting of:

- a. Techno-Commercial Bid
- b. Quality Bid
- c. Price Bid

Bid Qualification Criterion and Technical Requirement as specified in Section 1.2 below, shall form part of the Techno-Commercial Bid of the tender.

Quality Bid (i.e. 2<sup>nd</sup> Part of the tender) of only those Bidders shall be opened who qualify in the Techno-Commercial Bid. Such bidders shall be required to make a presentation to obtain their Quality Score. For this purpose they may be required to come to BPCL's office or any other location in India as decided by BPCL. All costs including cost of travel, cost for set up for the demonstration, presentation, etc shall be borne by the Bidder.

Price bid (i.e. 3<sup>rd</sup> Part of the tender) of only those Bidders would be opened who obtain a Quality Score of at least 70 marks (out of a total of 100). BPCL will follow the Quality and Cost Based Selection Process (QCBS). The overall evaluation shall carry 80% weightage to Quality Score and 20% weightage to Price Bid. Thereby, the Bidder with the highest score on Quality and Cost based (QCBS) evaluation will qualify as the Successful Bidder.

### 1.2 Techno-Commercial Bid Evaluation

The techno-commercial evaluation shall be done as detailed in Clause 16 of the **Annexure 4** (Instruction to Bidders). It would also include meeting the entire Bid Qualification Criterion and compliance to all the Technical Requirements as specified below.

#### 1.2.1 Bid Qualification Criterion (BQC)

Only bidders meeting all of the following BQC shall be considered for further evaluation.

##### a. Proven Track Record

<p>Bidder should have experience of implementation C&amp;C Platform/Solution projects during last 5 years (as on the due date of submission of the bid) as per the value given below:</p> <ul style="list-style-type: none"><li>• 1 project costing not less than Rs. 3 Cr each (including taxes) Or</li><li>• 2 projects costing not less than Rs. 1.9 Cr each (including taxes) Or</li><li>• 3 projects costing not less than Rs. 1.5 Cr each (including taxes)</li></ul> <p>Please note that the Platform proposed in this tender should have been implemented in at least one of the above mentioned projects</p> <p>Experience of implementing C&amp;C Platform/ Solution means Platform/ Solution Installation, Configuration, Customization, Service and deployment for MES/ SCADA/ RTU/ Grid/ Automation system/ Historian in Oil and Gas</p>	<p><b>Bidder to submit/ upload following documents in support of their claim:</b></p> <ul style="list-style-type: none"><li>• Document as per <b>Annexure 11</b> on bidder letterhead</li><li>• <b>Annexure 12</b> duly verified and certified by TPIA which is registered under "NABCB accredited bodies as per requirement of ISO/IEC17020 as Type A" in QCI NABCB website <a href="http://nabcb.qci.org.in/accreditation/reg_bod_inspection_bodies.php">http://nabcb.qci.org.in/accreditation/reg_bod_inspection_bodies.php</a> as on date of verification of documents. All charges of the Third party for attestations and verification shall be borne by the bidder</li></ul>
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/Process Plant/ Mining/ Power / Infra Utility sector in India or Abroad	
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**Note:**

- 1) In case of composite PO that includes both for providing the platform and implementing/customizing/maintaining the same, and itemized costs are not available, 20% of total value will be considered as project value for evaluation. If the bidder has provided services for operations / call center, etc., then the value of these services will not be considered as project value for evaluation

**b. Financial Capacity**

<p>I. The bidder should have achieved a Minimum Average Annual Financial Turnover of Rs. 15 Crores per annum as per the Audited Financial Statements (including Balance sheet and Profit and Loss Account), during the last three consecutive accounting years.</p> <p>II. Net worth of the bidder should be positive as per the Audited Financial Statements of latest of the last available three consecutive accounting years. The net worth is defined as Share Capital + Reserves &amp; Surplus.</p>	<p><b>Bidder to submit/ upload following documents in support of their claim:</b></p> <p>Audited Balance Sheets and Profit &amp; Loss accounts of the bidder for the previous available three consecutive accounting years prior to the due date of bid submission (English language only).</p>
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**c. Maturity of Bidder on Services and Process Level**

Bidder must have Minimum CMMI level 3 maturity level of process areas	<b>Bidder to submit/ upload self-attested copy of valid CMMI Certificate</b>
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**d. Credentials of the Technology Platform**

<p>The platform proposed for this tender should have been deployed and implemented, integrating a minimum of two of the five below mentioned areas for at least 1 client</p> <p>1) IoT instruments like CCTV/Controller/Grid etc.  2) SCADA / MES / RTU etc  3) ERP or workflow (SoP)  4) Automation systems/Application (PLC / Actuators etc.)  5) Data Lake/ Data Warehouse</p>	<p><b>Bidder to submit/ upload following documents in support of their claim:</b></p> <p>1) OEM declaration on platform deployment with name of project and details of areas integrated as per Annexure 13</p>
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**e. Communication System / VA Capabilities**

VA and Communication Systems OEM/ISV should have authorized presence in India either directly or through channel partner(s) for after sales/service as on the date of floating the tender.	<p><b>Bidder to submit/ upload following documents in support of their claim:</b></p> <p>Bidder to give declaration online and provide required details including Organization Name, Address and Contact Details</p>
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### 1.2.2 Technical Requirements

The proposed solution should adhere to the following minimum technical requirements

Sl. No.	Platform Capabilities
1	Platform to have ability to control bi-directional control of field devices
2	Platform to be web responsive
3	Platform should have capability to monitor real time information from instruments like CCTV, Field Sensors, etc.
4	Platform should be able to be deployed on any of the cloud service provider
5	Platform should handle all the data securely using HTTPS protocol
6	Platform should be compliant with interoperability so that it can integrate with any standard protocol or system available
7	Platform should be able to integrate using API or integration adaptors
8	Platform should have most of the features configurable, however it should be customizable using objects/libraries/other programming languages
9	Platform should be able to integrate with any authorization system for sign on like SSO, LDAP etc.
10	Platform should have the capability to integrate with multiple independent automation systems
11	Platform should have the capability to integrate with multiple database systems

OEM/ISV is required to submit signed and stamped copy of declaration as per Annexure 10 and upload it in the e-procurement portal

**Note:**

- All charges of practicing TPIA, if any, for document attestations and verification shall be borne by the Bidders.
- For the purpose of techno-commercial evaluation, BPCL reserves the right to verify information submitted and/or inspect the facilities implemented by the Bidder, and/or request the Bidder to submit additional documents/information/ clarifications as and when required. BPCL also reserves the right to independently assess the capability and capacity of the Bidder for execution of the project.
- BPCL decision on any matter regarding evaluation of the Bidders shall be final.
- **Bidding Company's Profile:** In case, Bidder is a Group Company, then credential of Parent/Group companies can be considered to establish the Bid Qualification Criteria and Quality Score Bid Evaluation.

Group companies are defined as under:

- Group Company - Parent Company and Direct Subsidiaries: If the Parent Company directly holds 51% or more of the equity share capital in their subsidiary companies, then such subsidiary companies are called direct subsidiaries and shall be considered as part of group companies.
- Group Company - Parent Company and Indirect Subsidiaries: If 100% subsidiary of the Parent Company holds 100 % of the equity share capital in their subsidiary companies (including 100% subsidiary companies of 100% subsidiary companies), then such subsidiary companies are called indirect subsidiaries and shall be considered as part of group companies.
- Documents required in evidence of group-company:
  - Company profile
  - Annual report
  - Letter from the Parent /Subsidiary Company giving details of holding.

### 1.3 Quality Score Bid Evaluation

All bidders qualifying in the first-part of the bid would be invited to make a presentation to obtain their Quality Score. The competency of the bidders to execute this Work and the capability of the proposed platforms should clearly reflect during their presentation. Presentation should emphasize on the Quality Score matrix parameters given below and the details thereof shall have to be submitted separately along with the Quality Score bid, as per format in Annexure 13 and Annexure 12. Bids of those bidders who fail to make presentation shall be summarily rejected.

Quality Score shall be accorded using the criterion given below:

#### Quality Score Matrix

No.	Factors	Maximum Marks	Parameters
1	Solution / Platform should have been successfully implemented in India or abroad	30	<p>The Proposed Platform for BPCL in this tender should have been implemented in projects (completed in the last 5 years) meeting the following requirements</p> <ul style="list-style-type: none"> <li>- Value of the Project is at least Rs. 6 crore</li> <li>- Integrate minimum 3 out of the following 5 systems in each contract</li> </ul> <p>1) IoT instruments like CCTV/Controller/Grid etc.  2) SCADA / MES / RTU etc.  3) ERP or workflow (SoP)  4) Automation systems/Application (PLC / Actuators etc.)  5) Data Lake/ Data Warehouse</p> <p>No. of contracts / projects <math>\geq 3</math> : 30 marks  No. of contracts / projects = 2 : 20 marks  No. of contracts/ projects = 1 : 10 marks</p> <p>Documents to be provided for each contract mentioned:</p> <p>1. Declaration from OEM as per Annexure 13</p> <p>2. <b>Annexure 12</b> duly verified and certified by TPIA which is registered under "NABCB accredited bodies as per requirement of ISO/IEC17020 as Type A" in QCI NABCB website <a href="http://nabcb.qci.org.in/accreditation/reg_bod_inspection_bodies.php">http://nabcb.qci.org.in/accreditation/reg_bod_inspection_bodies.php</a> as on date of verification of documents. All charges of the Third party for attestations and verification shall be borne by the bidder</p>
2	Bidders' Certification for Service Delivery	10	<p>Bidder organization's Service level Certification for Bidders</p> <p>CMMI Level 5 : 10 marks  CMMI Level 4 : 8 marks  CMMI Level 3 : 6 marks</p> <p>Documents to be provided:</p> <p>Provide self-attested copy of the valid certification</p>
3	Demonstration of Platform	35	<p>C&amp;C platform capabilities and its features in line with the requirement of functionalities:</p> <p>1) Exception creation based on event at platform and execution,</p> <ul style="list-style-type: none"> <li>- Complete end to end cycle : Max 5 Marks</li> <li>- Notification via Email/SMS : Max 5 Marks</li> </ul>

			<p>2) KPI monitoring, reports and dashboards :  - Real-time information from instrument : Max 5 Marks  - Various type of reports : Max 5 Marks</p> <p>3) Bi-directional control of devices such as FCC shutdown : Max 5 Marks</p> <p>4) Asset mapping on GIS and Drilldown/Onscreen for information : Max 5 Marks</p> <p>5) UI/UX : Web responsive, ease in navigation, user friendly : Max 5 Marks</p> <p>Bidders are required to demonstrate the functionality / feature mentioned above along with examples / use cases of platform deployment</p> <p>Bidders are required to upload solution document (if any) relevant to the demonstration at the time of bidding on BPCL e-procurement portal.</p>
4	Demonstration of Video analytics	10	<p>Video Analytics of following 5 use cases with minimum 90% accuracy using video feed ( live/recorded)</p> <p>1) No Safety Belt : 2 Marks  2) No Helmet : 2 Marks  3) Intrusion Detection : 2 Marks  4) Vehicle Count/Queue Management : 2 Marks  5) Automatic Number Plate Recognition (ANPR) : 2 Marks</p> <p>Bidders are required to demonstrate the use cases mentioned above along with examples of solution deployment</p> <p>Bidders are required to upload solution document (if any) relevant to the demonstration at the time of bidding on BPCL e-procurement portal.</p>
5	Demonstration of Capabilities of Bidder and quality of approach	15	<p>Bidders are required to make presentation on 3 case studies demonstrating its capabilities of implementation of the proposed or similar platform as per criteria 1 mentioned in this section. Each case study to be evaluated for Max 5 marks each.</p> <p>Bidders are required to capture the following points during their presentation :  - Implementation Approach  - Integration Approach (Type of integration)  - Number of systems/tags/instruments handled</p>
	Total	100	

Note:

#### Demonstration:

1. The Bidder Presentation/Demo shall be conducted at a location (physical/virtual) decided by BPCL at a later point of time. All costs including cost of travel, cost for set up for the presentation etc. shall be borne by the Bidder.
2. Bidder shall setup all required software on cloud environment and shall showcase product demo at BPCL premises.
3. The Bidder's responses shall be appropriately recorded and scored.
4. Decision of the BPCL's Evaluation Committee shall be final and binding in this regard.

## 1.4 Price Bid Evaluation

The price bid of only those bidders shall be opened who obtain a minimum Quality Score of 70%. The price bid evaluation shall be for the aggregate amount for the entire project

Price bid Template:

Sl.No	Item	Unit of Measure	Total Quantity	Unit Cost	Total Cost (Ex. Tax)	Tax Rate	Total Cost
1	C&C Platform and it's components (All License/Modules Inclusive)	Lump-sum	1				
2	AMC of C&C Platform License & Modules per year after 1 year warranty	Per year	4				
3	VA Solution at RO (10 Analytics at one location)	Per device	150				
4	AMC VA Solution at RO (10 Analytics at one location)	Per device per quarter	2400				
5	VA Solution at Terminals and LPG Plants (upto 20 Analytics at one location)	Per device	130				
6	AMC VA Solution at Terminals and LPG Plants (upto 20 Analytics at one location)	Per device per quarter	2080				
7	Implementation Cost of C&C Platform	Lump-sum	1				
8	Platform Maintenance Support	Per quarter	16				
9	Call Centre Solution ( SaaS-30 User)	Per user per month	1392				
10	Operator Cost Year 1(per man month)	Per man month	240				
11	Operator Cost Year 2(per man month)	Per man month	288				
12	Operator Cost Year 3(per man month)	Per man month	288				
13	Operator Cost Year 4(per man month)	Per man month	288				
14	Operator Cost Year 5(per man month)	Per man month	288				
15	Man-day Rate for Modifications / Change Request	Per Man-day	1000				
Total							

Note:

1. Rates should be quoted strictly as per above and in no other manner.
2. The quantities determined are indicative and BPCL reserves the right to change the quantities
3. Annual AMC changes quoted in line item 2, 4 and 6 against item 1, 3 and 5 respectively cannot be less than 8% of the respective values.

4. **The break-up of the various items in the bill of materials in the price bid including licence cost, implementation cost, AMC, O&M charges, Operator cost, etc should be in line with market reality. In case BPCL finds a mismatch in the bidders quote, for payment purpose, it reserves the right to realign the cost components amongst various heads while keeping the total contract value constant.**
5. The price quoted by the Bidder shall include all software(s) required to implement the SOW as stated in TOR of tender. If the Bidder requires any additional software to deliver the scope of work as mentioned in Annexure 2 and it is not explicitly mentioned in the price bid, the successful bidder shall provide the required software without any additional commercial implications to BPCL.
6. Platform maintenance support includes additional development, integration etc with in the envisaged scope of work in this document including Future Integration for supporting systems and upcoming OT systems, new interlocks at existing as well as new locations during contract period
7. Man month rates will be used for any change request/modification beyond the scope of work mentioned in current document

The price bid score of a bidder will be relative to the lowest price bid of all the bidders whose price bid have been opened.

### 1.5 Combined Quality and Price Bid Evaluation

For all the qualified bidders whose price bid have been opened, a combined score (S) shall be determined by according 20% weightage to total price bid score and 80% weightage to the Quality score, as per the following formula:

$\text{Combined score S of a bidder A} = 80 \% * (\text{Quality Score of A}) + 20\% * ((\text{Lowest Total Price Bid}) / (\text{Total Price Bid of A})) * 100$
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On basis of the above combined score, the bidder shall be ranked in terms of the combined score obtained. The bidder with the highest combined score (H-1) shall be declared successful.

Quality and total price bid evaluation process has been illustrated in the table below:

No	Bidder	(i)	(ii)	(iii)	(iv)		
		Quality Score (Q) a	Total Price Bid in (Lacs) (P) b	Relative Total Price Bid Score $(P_{\text{Lowest}}/P \times 100)$ c	Combined Quality & Total Price Bid Score		
					80% x Column(i)	20% x Column(iii)	Column(iv) + Column(v) (S)
1	ABC	88	600	75	70.4	15	85.4
2	DEF	80	500	90	64	18	82
3	GHI	72	450	100	57.6	20	77.6
4	XYZ	65	NA		NA	NA	NA

- Quality Score (Q) of individual bidder after presentation to evaluation committee.
- Total Price bid (P) opened for bidders getting qualifying marks in the Quality Score evaluation
- Relative total price bid score of all the bidders getting qualifying Quality Score
- Final calculation of Quality and total price bid score (S) of all the bidders getting qualifying quality score

XYZ did not get qualifying Quality Score as it has not scored 70 marks (column (i)). Hence his price bid has not opened and he was not considered for further evaluation. DEF and GHI are not the highest combined score (i.e. Quality score + total price bid score) bidders and hence not selected.

ABC is the highest combined scorer (H-1) bidder and would be selected as the successful bidder.

In case the combined score of two (2) or more bidders is exactly same, then the bidder with the highest Quality score would be considered as the successful bidder.

BPCL reserves the right to negotiate the commercials with the said successful bidder. Thereafter BPCL will follow internal procedure for necessary approvals and proceed with notification of award of the contract.

**List of Abbreviations**

No.	Acronym	Full Form
1	ACD	Automatic Call Distributor
2	AI	Artificial Intelligence
3	API	Application Programming Interface
4	ATG	Automatic Tank Gauge
5	BU	Business Unit
6	C&C	Command and Control Centre
7	CCTV	Close circuit Television
8	CEP	Customer Engagement Portal
9	CRM	Customer Relationship Management
10	EAM	Enterprise Asset Management
11	EM	Electro Mechanical lock
12	ERP	Enterprise Resource Planning
13	ESD	Emergency Shut Down
14	FCC	Forecourt Controller
15	FIFO	First In First Out
16	FTP	File Transfer Protocol
17	GPS	Global Positioning System
18	HSD	High Speed Diesel
19	HTTP	Hyper Text Transfer Protocol
20	I&C	Industrial & Commercial
21	ISV	Independent Service Provider
22	iVA	Intelligent video Analytics
23	IVR	Interactive Voice Response
24	KPI	Key Performance Indicator
25	KSRTC	Karnataka State Road Transport Corporation
26	LDAP	Lightweight Directory Access Protocol
27	LIFO	Last in First Out
28	LPG	Liquefied Petroleum Gas
29	LRC	Load Rack Computer
30	LRC	Loading Rack Computers
31	MCP	Manual call point
32	MPD	Multi Product Dispenser
33	MS	Motor Spirit
34	NPND	No Printing No Dispensing
35	NVR	Network Video Recorder
36	OEM	Original Equipment Manufacturer
37	OIC	Operator Interface Computer
38	OLD	O-ring Leak Detection

39	OTP	One time password
40	PLC	Programmable Logic Controller
41	PO	Purchase Order
42	RFID	Radio Frequency Identification
43	RO	Retail Outlet
44	ROSOV	Remote Operated Shut Off Valve
45	RSP	Retail Sell Price
46	SCADA	Supervisory Control and Data Acquisition
47	SIP	Session Initiation Protocol (SIP)
48	SOAP	Simple Object Access Protocol
49	SOP	Standard Operating Procedure
50	SSO	Single Sign On
51	STQC	Standardisation Testing and Quality Certification
52	TAS	Terminal Automation System
53	TFM	Total Fuel Management
54	TLFG	Tank Lorry Filling Gantry
55	TWFG	Tank wagon Filling Gantry
56	VLD	Valve leak Detection
57	VoIP	Voice Over Internet Protocol
58	VTs	Vehicle Tracking System
59	XML	Extensible Mark-up language