

**OFFICE OF THE MUNICIPAL CORPORATION,
KORBA (C.G.)**

System Tender No. 187971 (1st Call)

फा.नं. 374 / निर्माण / 2026


कोरबा दिनांक 27.03.2026

DOCUMENT SUMMARY & CRITICAL INFORMATION

Project Name	Operations and Management of EV Charging Stations installed by Korba Municipal Corporation
Issuing Authority	Commissioner, Korba Municipal Corporation, Chhattisgarh
RFP Number	188099 (1st Call) KMC/EV/2026/374 [To be filled]
Contract Period	3 (Three) Years (Extendable by up to 2 Years based on satisfactory performance)
Issue Date	[27/03/2026]
Pre-Bid Meeting	[09/04/2026] at [12.00am] Venue: [MIC Rook Sakate Bhawan, Municipal Corporation Office, Korba (C.G.)]
Last Date for Submission	[20/04/2026] up to [Time]
Opening of Technical Bids	[22/04/2026] at [Time]
Opening of Financial Bids	To be intimated to technically qualified bidders
RFP Document Fee	INR 1,000/- (Non-refundable) ((DD) in favor of "Commissioner, Korba Municipal Corporation")
Earnest Money Deposit (EMD)	INR 1,00,000/- (Rupees One Lakh Only)
Performance Bank Guarantee	INR 3,00,000/- (Rupees Three Lakh Only)
Method of Selection	Quality and Cost Based Selection (QCBS) / Highest Revenue Share (HI)
Contact Person	Commissioner, Korba Municipal Corporation Email: [Email ID] Phone: [Phone Number]

प्रतिलिपि,

प्रोग्रामर, संचालनालय, नगरीय प्रशासन एवं विकास विभाग, रायपुर को uad.cg.gov.in म अपलोड करन हंतु प्रेषित।


कार्यपालक अभियंता
नगर पालिक निगम
कोरबा (छ.ग.)

REQUEST FOR PROPOSAL

Operations and Management of Electric Vehicle Charging Stations



February 2026

Tender No: (1st Call)

KORBA MUNICIPAL CORPORATION CHHATTISGARH

**Nagar Nigam Head Office, Near CSEB Colony, Korba
(Chhattisgarh)**

OFFICE OF THE MUNICIPAL CORPORATION, KORBA (C.G.)

System Tender No. 187971 (1st Call)

फा.नं. 374 / निर्माण / 2026

कोरबा दिनांक 27.03.2026

DOCUMENT SUMMARY & CRITICAL INFORMATION

Project Name	Operations and Management of EV Charging Stations installed by Korba Municipal Corporation
Issuing Authority	Commissioner, Korba Municipal Corporation, Chhattisgarh
RFP Number	188099 (1st Call) KMC/EV/2026/374[To be filled]
Contract Period	3 (Three) Years (Extendable by up to 2 Years based on satisfactory performance)
Issue Date	[27/03/2026]
Pre-Bid Meeting	[09/04/2026] at [12.00am] Venue: [MIC Rook Sakate Bhawan, Municipal Corporation Office, Korba (C.G.)]
Last Date for Submission	[20/04/2026] up to [Time]
Opening of Technical Bids	[22/04/2026] at [Time]
Opening of Financial Bids	To be intimated to technically qualified bidders
RFP Document Fee	INR 1,000/- (Non-refundable) (DD) in favor of "Commissioner, Korba Municipal Corporation")
Earnest Money Deposit (EMD)	INR 1,00,000/- (Rupees One Lakh Only)
Performance Bank Guarantee	INR 3,00,000/- (Rupees Three Lakh Only)
Method of Selection	Quality and Cost Based Selection (QCBS) / Highest Revenue Share (H1)
Contact Person	Commissioner, Korba Municipal Corporation Email: [Email ID] Phone: [Phone Number]

प्रतिलिपि,

प्रोग्रामर, संचालनालय, नगरीय प्रशासन एवं विकास विभाग, रायपुर को uad.cg.gov.in म अपलोड करन हतु प्रेषित।

कार्यपालन अभियंता
नगर पालिक निगम
कोरबा (छ.ग.)

1.1 CONTENTS OF THE RFP DOCUMENT

This Request for Proposal (RFP) comprises the following volumes and sections:

Volume/Section	Description
Volume I	Instructions to Bidders (This Document)
Section 1	Disclaimer
Section 2	Introduction and Background
Section 3	Project Details
Section 4	Eligibility Criteria
Section 5	Scope of Work
Section 6	Revenue Sharing Mechanism
Section 7	Bid Security and Performance Guarantee
Section 8	Bid Submission Process
Section 9	Evaluation Criteria
Section 10	Contract Award Process
Section 11	Contract Terms and Conditions
Section 12	Penalty Provisions
Section 13	Insurance Requirements
Section 14	Dispute Resolution
Appendices	Standard Formats and Declaration Forms (I-VIII)
Volume II	Draft Agreement (To be provided separately)

1.2 ACKNOWLEDGEMENT BY BIDDER

It shall be deemed that by submitting the Bid, the Bidder has:

1. Made a complete and careful examination of this Request for Proposal and all associated documents, including any addenda or corrigenda issued.
2. Received all relevant information requested from the Authority and has satisfied itself as to the completeness and accuracy of the same.
3. Accepted the risk of inadequacy, error or mistake in the information provided in this RFP or furnished by or on behalf of the Authority relating to any matters referred to in this document.
4. Satisfied itself about all matters, things and information including site conditions, location, access, topography, climate, applicable laws, and regulations necessary and required for submitting an informed Bid and execution of the Project in accordance with

the Bidding Documents.

5. Acknowledged that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents shall not be a basis for any claim for compensation, damages, extension of time for performance of obligations, or a ground for termination by the Bidder.
6. Acknowledged that it does not have a Conflict of Interest as defined in the RFP.
7. Agreed to be bound by all undertakings, certifications, and declarations provided under and in terms of this RFP.
8. Understood and accepted that the Authority shall not be liable for any omission, mistake or error in respect of any matter or thing arising out of or concerning or relating to this RFP or the Bidding Process.
9. Visited the project site(s) and ascertained for itself all site conditions, traffic patterns, accessibility, availability of utilities, and any other matter considered relevant.
10. Confirmed that the Bidder or any of its constituents is not blacklisted or debarred by any Government entity in India or abroad.

1.3 RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS

Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any Bid, and to annul the Bidding 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.

The Authority reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Any such verification or lack of such verification by the Authority shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.

The Authority reserves the right to reject any Bid and appropriate the Bid Security if:

- At any time, a material misrepresentation is made or uncovered; or
- The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Bid.

Such misrepresentation/improper response shall lead to the disqualification of the Bidder. If such disqualification/rejection occurs after the Bids have been opened and the Highest Bidder gets disqualified/rejected, then the Authority reserves the right to:

- Consider the bid of the next highest-ranked bidder; or
- Invite fresh bids from all or remaining qualified bidders; or
- Annul the bidding process entirely; or

- Take any such measure as may be deemed fit in the sole discretion of the Authority.

1.4 AMENDMENT OF RFP

At any time prior to the Bid Due Date, the Authority 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/corrigenda.

Any addendum/corrigendum thus issued will be uploaded on the Authority's e-procurement portal and website, and shall be binding on all Bidders. Bidders are advised to regularly visit the website to keep themselves updated.

In order to provide reasonable time to Bidders to take an addendum into account in preparing their Bids, the Authority may, at its discretion, extend the Bid Due Date.

1.5 CLARIFICATIONS

Bidders may request clarification of any clause in the RFP by sending their queries in writing to the designated contact person specified in the Document Summary Table.

All queries must be submitted by email with the subject line: **"Clarification Request - RFP for EV Charging Station O&M"**

The Authority will respond to all queries received before the specified deadline. Responses to queries will be uploaded on the Authority's website and will be binding on all Bidders. No individual communications will be entertained.

The Authority reserves the right not to respond to any query or provide any clarification, at its sole discretion. Lack of response shall not be construed as acceptance of any interpretation suggested by the Bidder in its query.

1.6 SITE VISIT AND VERIFICATION OF INFORMATION

Bidders are strongly encouraged to visit the project site(s) and ascertain for themselves the site conditions, location, surroundings, topography, climate, availability of power, water and other utilities, access to the site, handling and storage of materials, weather data, applicable laws and regulations, and any other matter considered relevant by them.

The Authority or its designated representative will facilitate site visits for interested bidders. Bidders must coordinate site visits by contacting the designated officer at least 48 hours in advance.

Bidders shall be deemed to have full knowledge of the site whether or not they avail themselves of the opportunity to visit. No claims whatsoever on account of lack of knowledge of site conditions will be entertained by the Authority.

1. DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), in the documentary form by or on behalf of the Authority or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their offers pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents, especially in RFP, the Agreement and Schedules, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Authority, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this bidding document or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the bidding document and any assessment, assumption, statement or information contained therein or deemed to form part of this document or arising in any way for participation in this Bid Stage.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this document.

The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Authority reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

2. INTRODUCTION AND BACKGROUND

2.1 About Korba

Korba is one of the major urban centres in Chhattisgarh with a population of 3,65,253 (census 2011). Korba city is the administrative headquarters of the Korba district. Korba Municipal Corporation (KMC) is the urban local body for the Korba city and is governed by the provisions of the Chhattisgarh Municipalities Act, 2003.

Korba is an industrial hub, offering income generating opportunities and activities to a larger population. Industrialisation has led to the establishment of allied industries as well, and the service sector has also flourished. City's economy is driven by trade and commerce, services, banking, real estate, industries and mining activities in the peripheral regions. Korba is a major commercial hub of Central India and it serves adjacent states like Madhya Pradesh, Maharashtra, and Odisha etc.

The strategic location of Korba, coupled with its industrial base, makes it an ideal location for the deployment of electric vehicle charging infrastructure. The city's progressive approach towards sustainable development and clean energy initiatives aligns perfectly with the National Electric Mobility Mission and the FAME-II scheme objectives.

2.2 Project Background

With the growth of economy, Indian cities have been witnessing an increasing trend in motorization with deteriorating air quality, and there have been calls to promote public transport as a way out of this gridlock. In this context, the electric vehicles can play a positive role, as there are several benefits associated with the shift from conventional diesel

vehicles to electric vehicles in terms of reduction in local pollution, noise, and fuel consumption.

Currently, the Electric Vehicle (EV) technology is associated with significant capital costs, with the battery component constituting about half of the total manufacturing costs. Safety is yet another important parameter, and the biggest concern is that of a fire hazard. Electric vehicles have already been deployed on a large scale globally, and the technology is mature and evolving continuously. The current policy climate in India is rightly addressing the challenges of electric vehicles, providing an environment to accelerate their adoption and implementation.

However, like any new technology, policy implementers, such as State Road Transport Undertakings (SRTUs) and Municipal Corporations, need a better understanding of the technology and policy landscape, along with a robust assessment of the benefits.

Electric vehicles are about three times more energy efficient than vehicles with internal combustion engines. Because of the vast infrastructure needed to charge electric vehicles (EVs), utilities hold the keys to accelerating their deployment. By accelerating EV deployment, utilities can increase energy demand and revenue growth. Most of this power is available during daytime and the electric vehicle charging at commercial and office spaces also are expected at this time.

Korba Municipal Corporation (KMC), as an agency to improve the quality of infrastructure and allied amenities for delivering and enhancing the services to its citizens, is in the process of facilitating and encouraging the EV users by installing the charging stations at various locations in the city.

2.3 National Policy Framework

The Government of India has launched the National Electric Mobility Mission Plan (NEMMP) 2020 to achieve national fuel security by promoting hybrid and electric vehicles in the country. Under the FAME-II (Faster Adoption and Manufacturing of (Hybrid &) Electric Vehicles in India) scheme, significant emphasis is laid on the development of charging infrastructure.

The Centrally Sponsored Scheme Faster Adoption & Manufacturing of Hybrid & Electric Vehicles in India (FAME-II) was launched in April 2019. The key objectives of the FAME-II Scheme are:

- Encourage Faster Adoption of Electric and hybrid vehicles by way of offering upfront Incentives on purchase of Electric vehicles.
- Establish necessary charging Infrastructure for electric vehicles across the country.
- Support creation of robust EV manufacturing ecosystem in India.
- Promote research and development in EV technology and battery management systems.

2.4 KMC's Vision for Sustainable Mobility

Korba Municipal Corporation (KMC) is committed to promoting sustainable transport and reducing carbon emissions in the city. As part of this initiative, KMC has installed Electric Vehicle (EV) Charging Stations at strategic locations within the city. KMC now seeks to select a professional agency for the Operations and Management (O&M) of these charging stations to ensure efficient service delivery to EV users.

The key objectives of installation and operation of Electric Vehicle Charging Stations are as below:

- To enable faster adoption of electric vehicles in Korba city by ensuring safe, reliable, accessible and affordable Charging infrastructure.
- To create an ecosystem for utilizing electric vehicles in the city and support the transition to clean mobility.
- To support the National commitment to reduce greenhouse gas emissions by improving air quality, especially in urban areas.
- To promote shared mobility and clean transportation as viable alternatives to conventional vehicles.
- To proactively support creation of EV Charging Infrastructure in the initial phase and eventually create a sustainable market for EV Charging business in the state.
- To generate employment and income opportunities for small entrepreneurs through commercial activities at charging stations.
- To provide reliable, safe, and efficient EV charging services to the public.
- To ensure professional management and upkeep of the charging infrastructure.
- To generate revenue for the Municipal Corporation through a transparent sharing mechanism.
- To promote EV adoption in Korba city by ensuring charger availability and minimum 95% uptime.
- To integrate digital payment solutions and modern technology in public infrastructure management.

2.5 Strategic Importance of the Project

This project represents a significant step in Korba's journey towards becoming a smart and sustainable city. The successful implementation of this O&M model will not only serve the immediate needs of EV users but will also:

- Demonstrate the viability of public-private partnership in EV infrastructure management.
- Create a replicable model for other municipalities in Chhattisgarh and neighboring states.
- Attract more investment in clean energy and sustainable mobility sectors.

- Position Korba as a leader in adopting innovative urban mobility solutions.

- Contribute to India's commitment to reduce carbon emissions and combat climate change.
- Generate local employment opportunities in the emerging EV ecosystem.

2.6 DEFINITIONS AND INTERPRETATIONS

2.6.1 Key Definitions

For the purposes of this RFP, the following terms shall have the meanings hereinafter respectively assigned to them:

Term	Definition
Agency / Operator	The person or entity selected by KMC through this RFP for Operations and Management of EV Charging Stations. The term "Agency" and "Bidder" and "Operator" are used synonymously in this document.
Agreement / Contract	The agreement to be executed between KMC and the Selected Bidder for operations and management of the charging stations, including all annexures, schedules, and amendments thereto.
Authority / KMC	Korba Municipal Corporation, Government of Chhattisgarh, the issuing authority for this RFP.
Bid	The complete proposal submitted by a Bidder in response to this RFP, comprising both Technical Proposal and Financial Proposal.
Bid Due Date	The deadline for submission of Bids as specified in the Document Summary Table or as extended by addendum.
Bid Security / EMD	Earnest Money Deposit of INR 1,00,000/- to be submitted along with the Bid as security.
Bidding Documents	This RFP and all associated documents, including addenda, corrigenda, and clarifications issued by the Authority.
Charging Station / EVCS	Electric Vehicle Charging Station comprising chargers, associated infrastructure, and commercial space.
CMS	Cloud Management System - proprietary software for remote monitoring and management of charging stations.
Contract Period	Initial period of 3 (Three) Years extendable by up to 2 (Two) Years, as defined in Section 3.1.
Day	A calendar day of 24 hours from 00:00:00 am to 23:59:59 PM, unless otherwise specified.
Designated Officer	The officer appointed or designated by KMC to monitor and coordinate the project.
DISCOM	Chhattisgarh State Power Distribution Company Limited or the relevant electricity distribution company.
EVSE	Electric Vehicle Supply Equipment - the charging equipment and associated infrastructure.
FAME-II	Faster Adoption and Manufacturing of (Hybrid &) Electric Vehicles in India - Phase II scheme of Government of India.
Financial Proposal	The sealed financial bid containing revenue sharing quotes and service charge quotes as per Section 9.
LOA	Letter of Award issued by KMC to the Successful Bidder.
OEM	Original Equipment Manufacturer responsible for maintenance of charging equipment for 3 years.
PBG	Performance Bank Guarantee of INR 3,00,000/- to be submitted by the Selected Bidder.

Project	Operations and Management of Electric Vehicle Charging Stations installed by Korba Municipal Corporation.
RFP	This Request for Proposal document issued by Korba Municipal Corporation.
Selected Bidder	The Bidder selected through this RFP process and issued the Letter of Award (LOA).
Technical Proposal	The technical bid containing eligibility documents, experience proofs, and company credentials.
Uptime	The percentage of time during which the charging equipment is functional and available for use. Minimum required: 95%.

2.6.2 Interpretation

In this RFP document, unless the context otherwise requires:

- References to any legislation or law shall include references to such legislation or law as amended, modified, re-enacted or replaced from time to time.
- Words importing the singular shall include the plural and vice versa.
- Words importing gender shall include every gender.
- The headings and titles in this RFP are for convenience only and shall not affect the interpretation of the contents.
- References to Clauses, Sections, Appendices shall mean clauses, sections and appendices of this RFP.
- The terms "hereof", "herein", "hereby", "hereto", and derivative or similar words refer to this entire RFP.
- References to "include" or "including" shall mean including without limitation.
- References to "INR" or "Rs." shall mean Indian Rupees, the official currency of India.
- Time periods stated in days shall be calendar days unless specified as working days or business days.

3. PROJECT DETAILS

3.1 Contract Duration

Contract Period: The contract shall be for an initial period of **3 (Three) Years**.

Extension: Extendable by a further period of up to **2 (Two) Years** based on satisfactory performance, at the sole discretion of the Authority.

Total Maximum Duration: **5 (Five) Years**.

3.2 Infrastructure Overview

The infrastructure already installed by Korba Municipal Corporation includes: 2 sites

Component	Specification
------------------	----------------------

DC Fast Chargers	30 KW Dual Gun (CCS2)
AC Chargers	10 KW / Type-2 AC Chargers
Location	Strategic locations identified by KMC near main roads/public areas
Commercial Space	10x10 Square Feet space provided adjacent to the station for Operator's use (Restaurant/Fast Food/Chai Lounge)

4. ELIGIBILITY CRITERIA

Bidders must meet the following minimum eligibility criteria to qualify for technical evaluation:

No.	Criteria	Supporting Document
1	Legal Entity: The Bidder should be a Company registered under Companies Act, Partnership Firm, or LLP.	Certificate of Incorporation / Registration
2	Technical Experience: Minimum 2 years of experience in Operation and Management of EV Charging Stations. OR Bidder must provide an Authorization Letter from OEM for technical support (Note: OEM warranty is limited to 2 years for charger faults only; external damage not covered). OR Authorization Letter from an EV Charging EPC Company confirming technical support.	Work Orders / Completion Certificates / Client Certificates OR OEM Authorization Letter OR EPC Company Authorization Letter
3	Technology: Must possess proprietary Cloud Management System (CMS) for remote monitoring and a Mobile Application (Android & iOS) for users. R Authorization Letter from an EV Charging EPC Company confirming technical support.	Declaration and Screenshots/Links to App Store/Play Store
4	Financial Capacity: Minimum Average Annual Turnover of INR 1 Crore in the last 3 financial years.	Audited Balance Sheets and CA Certificate
5	Net Worth: Positive Net Worth as of the last financial year.	CA Certificate
6	Non-Blacklisting: Not blacklisted by any Central/State Govt. agency or PSU.	Self-Declaration Affidavit

Note: Startups certified by DIPP/Startup India are exempted from Turnover and Prior Experience criteria, provided they meet the technical requirements for Technology (CMS & App).

5. SCOPE OF WORK

5.1 Operator's Responsibilities (OPERATIONS ONLY)

The Operator shall be responsible for the day-to-day operations, safety, and management of the facility. The responsibilities include:

1. **24/7 Operations:** Ensure the charging station is operational, accessible, and safe for users 24 hours a day, 7 days a week.
2. **Monitoring & Reporting:** Continuous monitoring of charger status via CMS. **Immediate reporting of any technical faults to the OEM** for rectification.
3. **OEM Coordination:** Act as the single point of contact to coordinate with the OEM to ensure faults are resolved within the stipulated timelines to maintain **95% uptime**.
4. **Revenue Collection:** Collection of charging fees from users through digital payment modes (App/Wallet/UPI/Card/Cash).
5. **Electricity Bill Payment:** Timely payment of electricity bills for the charging station connection within **15 days** of bill generation to DISCOM/Corporation.
6. **Municipal Share Remittance:** Monthly remittance of the quoted revenue share to Korba Municipal Corporation.
7. **Customer Support:** Provision of a 24/7 toll-free helpline for user assistance and grievance redressal.
8. **Commercial Operations:** Operation and management of the 10x10 sq ft space for permitted commercial activities (Restaurant/Café/Chai Lounge/Fast Food). **100% revenue from this activity belongs to the Operator (no revenue sharing required)**. The Operator must construct a **temporary/portable structure only (no permanent concrete construction allowed)**. Ensuring all food safety (FSSAI) and hygiene standards.
9. **Site Upkeep:** Maintenance of cleanliness, lighting, signage, fire safety equipment, and general civil infrastructure (excluding charger hardware).
10. **Security:** Deployment of manpower (min. 2 staff per shift) and maintenance of CCTV surveillance system.
11. **Insurance (MANDATORY):** Obtaining and maintaining comprehensive insurance coverage including:
 - **Equipment Insurance:** Covering all charging equipment against fire, theft, vandalism, natural disasters, electrical damage, and accidental damage.
 - **Public Liability Insurance:** Covering third-party injury or damage at the station premises.
 - **Workmen's Compensation Policy:** For all staff deployed at the site.

- **Commercial Space Insurance:** Fire and safety insurance for the café/retail operations.

Note: OEM warranty covers ONLY internal charger faults for 2 years. All external damage, theft, fire, and third-party liabilities are the Operator's responsibility through insurance.

⊘ **OPERATOR IS NOT RESPONSIBLE FOR:**

- Repair, maintenance, or internal technical servicing of the EV Chargers (**for charger faults covered under OEM warranty**).
- Replacement of charger spare parts, cables, or guns (**for manufacturing defects covered under OEM warranty**).
- Technical troubleshooting of charger hardware/software faults (**covered by OEM for 2 years**).

⚠ **OPERATOR IS RESPONSIBLE FOR:**

- **Comprehensive Insurance:** All external damage, theft, fire, vandalism, and third-party liabilities **MUST** be covered by the Operator's insurance policy.
- **Claims Management:** Filing and managing insurance claims for any damage not covered by OEM warranty.
- **Risk Mitigation:** Installing security measures, CCTV, and protective infrastructure to minimize risks.

5.2 OEM Responsibilities (For Information)

The Original Equipment Manufacturer (OEM) is responsible for the technical health of the equipment for a period of **2 Years**:

- Comprehensive 2-year warranty on charging equipment for **internal manufacturing defects and charger faults only**.
- Repairs, parts replacement, and corrective maintenance for **charger-related faults** at NO cost.
- Preventive maintenance as per schedule.
- Software/Firmware over-the-air (OTA) updates.
- Remote diagnostics and troubleshooting.
- 24-hour maximum response time for reported charger breakdowns.

⚠ **OEM WARRANTY EXCLUSIONS:**

- **External Physical Damage:** Damage caused by accidents, vandalism, theft, natural disasters, or any external force is NOT covered by OEM warranty.
- **Electrical Damage:** Damage due to power surges, lightning, voltage fluctuations beyond normal limits is NOT covered.
- **Fire and Environmental Damage:** Fire damage, flood damage, or damage due to environmental factors is NOT covered.
- **Misuse/Negligence:** Damage resulting from improper use, unauthorized modifications, or negligence is NOT covered.
- **Third-Party Damage:** Any damage caused by third parties or external agencies is NOT covered.

All such external damages, theft, fire, and third-party liabilities must be covered by the Operator's Insurance Policy.

5.3 Post-Warranty Period (After 2 Years)

⚠ OPERATOR'S RESPONSIBILITY AFTER OEM WARRANTY EXPIRY:

After the expiry of the 2-year OEM warranty period, the Operator shall be fully responsible for:

- **Equipment Maintenance:** All preventive and corrective maintenance of charging equipment.
- **Repairs and Parts:** Repair of charger faults and replacement of defective parts at Operator's cost.
- **Technical Support:** Arranging qualified technicians for troubleshooting and repairs.
- **Software Updates:** Coordinating with OEM or authorized service providers for firmware/software updates (at Operator's cost).
- **Annual Maintenance Contract:** Operator may enter into AMC with OEM or authorized service provider at their own expense.
- **Equipment Replacement:** If equipment becomes non-repairable, replacement at Operator's cost (subject to approval from KMC).

Insurance Protection: The comprehensive equipment insurance policy will provide financial protection against major repair/replacement costs during this period.

Uptime Requirement: The mandatory 95% uptime requirement continues throughout the contract period, including post-warranty years.

5.4 Municipal Corporation Responsibilities

- Provide the site and installed charging infrastructure.
- Provide the 10x10 sq ft commercial space.
- Facilitate necessary permissions and land rights.
- Ensure upstream electrical infrastructure (Transformer/Connection) is provided.
- Monitor the OEM's performance regarding the maintenance contract.
- Resolve any disputes regarding scope between Operator and OEM.

6. REVENUE SHARING MECHANISM

The Operator shall pay the Municipal Corporation based on the following components:

6.1 EV Charging Revenue Share

- The Bidder must quote a **Revenue Share per kWh (Unit)** dispensed.
- **Minimum Reserve Price:** 10% of Gross Charging Revenue OR Rs. 1.00 per kWh (whichever is higher).
- This amount must be remitted by the 7th of the subsequent month.

6.2 Food/Retail/Café Operations

- For the 10x10 sq ft commercial space (Restaurant/Café/Lounge), **100% of the revenue shall be retained by the Operator.**
- **No Revenue Share:** The Operator is not required to share any revenue from Food/Retail/Café operations with the Municipal Corporation.
- **Construction Responsibility:** The Operator must construct the café/shop structure at their own cost. However, **no permanent or concrete structures are permitted.** Only temporary/portable structures (prefabricated cabins, porta-cabins, etc.) are allowed.
- **Removal Obligation:** Upon contract termination, the Operator must remove all structures and restore the site to its original condition at no cost to KMC.

6.3 Service Charge to Customers

- The Operator shall quote the **Service Charge (per kWh)** to be levied on customers over and above the electricity tariff.
- A lower service charge is preferred to encourage EV adoption.

6.4 Electricity Bill Payment (CRITICAL)

Mandatory Obligation: The Operator is solely responsible for the payment of the electricity bill for the charging station.

- Bills must be paid within **15 days** of generation.

- Proof of payment must be submitted to KMC monthly.
- Failure to pay electricity bills will attract severe penalties and potential termination.

7. BID SECURITY AND PERFORMANCE GUARANTEE

7.1 Earnest Money Deposit (EMD)

The Bidder shall furnish an EMD of **INR 1,00,000/- (Rupees One Lakh Only)** in the form of a Demand Draft / Fixed Deposit Receipt / Bank Guarantee in favor of "Commissioner, Korba Municipal Corporation".

7.2 Performance Bank Guarantee (PBG)

The Successful Bidder shall submit a Performance Security of **INR 3,00,000/- (Rupees Three Lakh Only)** in the form of an irrevocable Bank Guarantee from a Nationalized/Scheduled Bank.

- **Validity:** The PBG must be valid for a period of **3 Years + 6 Months (Total 42 Months)** from the date of contract signing.
- In case of contract extension, the PBG must be renewed/extended to cover the extension period plus 6 months.
- **Refund:** The Performance Bank Guarantee is **fully refundable** upon successful completion of the contract period and fulfillment of all contractual obligations, subject to:
 - Maintenance of minimum 95% uptime throughout the contract period.
 - Timely payment of all electricity bills with zero defaults.
 - Timely remittance of all revenue shares to KMC.
 - No outstanding penalties or disputes.
 - Proper handover of the site in good condition.
 - Submission of valid insurance claim settlement records (if any incidents occurred).
 - No pending insurance claims or disputes related to equipment damage.
- The PBG will be released within 60 days of successful contract completion and final clearance by KMC.
- **Note:** OEM warranty is valid for 2 years only. From Year 3 onwards, all equipment maintenance and repair costs (including parts replacement) will be borne by the Operator. Insurance coverage is mandatory to protect against these risks.

8. BID SUBMISSION PROCESS

The Bid shall be submitted in two parts (Two-Envelope System):

1. **Technical Bid:** Containing EMD, Eligibility Documents, Technical Experience proofs, and Company details.
2. **Financial Bid:** Containing the financial quote for Revenue Sharing and Service Charges.

9. EVALUATION CRITERIA

9.1 Technical Evaluation

Bids will be checked against the Eligibility Criteria (Section 4). Only bidders meeting all criteria will be declared "Technically Qualified".

9.2 Financial Evaluation (QCBS / Composite Score)

Financial Bids of qualified bidders will be evaluated based on a composite score with the following weightages:

Parameter	Description	Weightage	Scoring Logic
A	EV Charging Revenue Share (Rs./kWh)	70%	Higher is better. Score = (Bidder's Quote / H1 Quote) * 70
B	Service Charge to Customer (Rs./kWh)	30%	Lower is better. Score = (L1 Quote / Bidder's Quote) * 30

Final Score = A + B. The Bidder with the highest Final Score will be selected.

10. CONTRACT AWARD PROCESS

- **Letter of Award (LOA):** Issued to the selected bidder.
- **Acceptance:** Bidder must accept LOA within 7 days.
- **PBG Submission:** Within 15 days of LOA.
- **Agreement Signing:** Within 30 days of LOA.

11. CONTRACT TERMS AND CONDITIONS

11.1 Contract Period

- **Initial Period:** 3 (Three) Years from the Date of Commissioning/Handover.
- **Extension:** Upto 2 (Two) Years based on satisfactory performance.
- **Mode of Extension:** Can be granted as a single block of 2 years OR in two tranches of 1 year each.
- **Maximum Duration:** Total contract period shall not exceed 5 (Five) Years. **Discretion:** Extension is not a right; it is at the sole discretion of KMC.

11.2 Extension Criteria

Extension will be considered based on:

- Maintenance of 95% Uptime throughout the initial 3-year tenure.
- Timely payment of all Electricity Bills (zero default).
- Timely remittance of all Revenue Shares.
- Compliance with all safety and operational norms.
- Submission of valid renewed Performance Bank Guarantee.

11.3 Termination

KMC reserves the right to terminate the contract in case of:

- Material breach of contract terms.
- Failure to pay electricity bills for more than 60 days.
- Failure to remit revenue share for more than 90 days.
- Continuous downtime below 85% for 3 consecutive months.
- Insolvency or bankruptcy of the Operator.

12. PENALTY PROVISIONS

12.1 For Downtime

Uptime Level	Penalty
95% - 100%	Nil
85% - 94.9%	INR 500 per day of downtime

Note: Operator must demonstrate that they promptly reported faults to the OEM. Delays on the OEM's part will be considered mitigating factors, provided the Operator acted diligently.

12.1.1 Authority's Discretion for Removal

Removal for Non-Performance: If the Operator fails to maintain proper uptime, fails to keep the site in operational condition, or demonstrates consistent poor performance, the **Korba Municipal Corporation reserves the absolute right and discretion to remove the Operator** from the project without any further obligation.

- Continuous failure to maintain 85% uptime for 3 consecutive months shall be grounds for immediate removal.
- Repeated failure to address site maintenance and operational issues despite warnings.
- Any action or inaction by the Operator that brings disrepute to the Municipal Corporation or the project.
- Upon such removal, the Performance Bank Guarantee shall be forfeited and the contract shall stand terminated.

12.2 For Delayed Revenue Payment

- Delay in remittance of Revenue Share: Interest @ 2% per month on the outstanding amount.
- Delay > 90 Days: Termination of Contract and Forfeiture of PBG.

12.3 For Delayed Electricity Bill Payment

- **Penalty:** 1.5% per month on the outstanding bill amount (payable to KMC/DISCOM).
- **Liability:** Operator bears all interest, disconnection, and reconnection charges levied by DISCOM.
- **Delay > 60 Days:** Grounds for immediate Contract Termination.

13. INSURANCE REQUIREMENTS (MANDATORY)

The Operator must maintain valid and comprehensive insurance policies throughout the contract period (3 Years + Extension). **Proof of insurance must be submitted before contract signing and renewed annually.**

13.1 Equipment Insurance (Comprehensive)

Coverage Required:

- **Fire Insurance:** Covering all charging equipment against fire and explosion risks.
- **Theft and Burglary:** Full replacement value coverage for stolen or vandalized equipment.
- **Natural Disasters:** Coverage against floods, earthquakes, storms, and other natural calamities.
- **Electrical Damage:** Damage due to power surges, short circuits, voltage fluctuations, lightning strikes.
- **Accidental Damage:** Physical damage caused by vehicles, accidents, or external forces.
- **Vandalism:** Intentional damage caused by unauthorized persons.

Sum Insured: Minimum INR 50,00,000/- (Rupees Fifty Lakh) or the actual replacement value of all equipment, whichever is higher.

13.2 Public Liability Insurance

- Coverage: Minimum INR 10,00,000/- (Rupees Ten Lakh)
- To cover third-party bodily injury, death, or property damage occurring at the charging station premises.
- Must cover legal liabilities and compensation claims.

13.3 Workmen's Compensation Insurance

- As per the Workmen's Compensation Act, 1923 or Employee's Compensation Act, 1923.
- Covering all staff, security personnel, and contractual workers deployed at the site.
- Coverage for accidents, injuries, or death arising during employment.

13.4 Commercial Space Insurance

- Fire and Safety Insurance for the café/restaurant/retail operations.
- Stock and inventory insurance for commercial goods.
- Coverage for temporary structures erected by the Operator.

13.5 OEM Warranty Limitation

⚠ CRITICAL UNDERSTANDING:

The OEM warranty is valid for **2 Years** and covers **ONLY internal manufacturing defects and charger faults**.

OEM warranty DOES NOT cover:

- External physical damage (accidents, vandalism, theft) Fire,
- flood, natural disasters
- Electrical damage from external sources (power surges, lightning)
- Third-party damages or liabilities
- Damage due to negligence or misuse

All such risks MUST be covered by the Operator's Insurance Policy. Failure to maintain adequate insurance will be treated as a material breach of contract.

13.6 Insurance Submission Requirements

- **Before Contract Signing:** Submit all insurance policy documents with KMC named as co-insured/beneficiary.
- **Annual Renewal:** Submit renewed policies at least 15 days before expiry.
- **Claims Reporting:** Notify KMC within 24 hours of any incident requiring insurance claim.
- **Premium Payment:** Operator is solely responsible for all insurance premium payments.

15. GUIDELINES FOR BID SUBMISSION - FORMAT AND CHECKLIST

15.1 Two-Envelope System

All Bids must be submitted in **Two Separate Sealed Envelopes** as follows:

ENVELOPE 1: TECHNICAL BID

Label: "Technical Bid - RFP for Operations and Management of EV Charging Stations - Korba Municipal Corporation"

Sr. No.	Document	Format/Requirement
1	Covering Letter	On Company Letterhead as per Appendix I
2	Earnest Money Deposit (EMD)	INR 1,00,000/- (DD/FDR/BG) in favor of "Commissioner, Korba Municipal Corporation"
3	Certificate of Incorporation/Registration	Company/LLP/Partnership Registration Certificate
4	Technical Experience Documents	Work Orders / Completion Certificates (2 years experience in EV O&M) OR OEM Authorization Letter for Technical Support OR EV Charging EPC Company Authorization Letter
5	Technology Proof	- Declaration of proprietary CMS - Mobile App Screenshots with App Store/Play Store Links - Features description document
6	Financial Documents	- Audited Balance Sheets (Last 3 years) - CA Certificate for Turnover (Average INR 1 Crore) - CA Certificate for Net Worth (Positive)
7	Non-Blacklisting Declaration	Self-Declaration Affidavit on Company Letterhead
8	Power of Attorney/Board Resolution	Authorizing the signatory to submit the bid
9	Startup India Certificate (if applicable)	DIPP/Startup India Registration Certificate (for exemptions)
10	Insurance Capability Declaration	Declaration stating ability to obtain comprehensive insurance as per Section 13 requirements (Equipment Insurance min. INR 50 Lakhs, Public Liability, Workmen's Compensation)

ENVELOPE 2: FINANCIAL BID

Label: "Financial Bid - RFP for Operations and Management of EV Charging Stations - Korba Municipal Corporation"

⚠ CRITICAL: Do NOT open this envelope until Technical Evaluation is complete

Sr. No.	Parameter	Format
1	EV Charging Revenue Share	Quote per kWh in INR (Rupees) Example: Rs. 2.50 per kWh Minimum: 10% of Gross Revenue OR Rs. 1.00/kWh (whichever is higher)
2	Service Charge to Customers	Quote per kWh in INR (Rupees) Example: Rs. 5.00 per kWh (To be charged to customers over and above electricity tariff)

15.2 Financial Bid Format

Financial Proposal must be submitted on Company Letterhead as follows:

[Company Letterhead]

To,
The Commissioner,
Korba Municipal Corporation,
Korba, Chhattisgarh

Subject: Financial Proposal for Operations and Management of EV Charging Stations

Dear Sir/Madam,

We, [Company Name], having read and understood all the terms and conditions of the RFP, hereby submit our Financial Proposal as follows:

Sr. No.	Particulars	Quoted Amount/Rate
1	EV Charging Revenue Share to KMC (per kWh)	Rs. _____per kWh (In Words: _____)
2	Service Charge to be levied on Customers (per kWh)	Rs. _____per kWh (In Words: _____)

Declaration:

- We understand that 100% of revenue from the café/food operations belongs to us (no revenue sharing).
- We will construct only temporary/portable structures for the café (no permanent construction).
- We accept all terms and conditions of the RFP.

Signature: _____

Name: _____

Designation: _____

Date: _____

15.3 Submission Guidelines

- **Mode of Submission:** Physical submission at the address mentioned OR Online submission through e-procurement portal (as specified in Document Summary)
- **Deadline:** As mentioned in Document Summary Table (Bid Due Date)
- **Late Bids:** Will be summarily rejected
- **Language:** All documents must be in English or Hindi with English translation
- **Signatures:** All pages must be signed by authorized signatory
- **Binding:** Spiral binding or proper file binding is required

15.4 Important Notes

- **Do NOT mix** Technical and Financial documents. Keep them in separate envelopes.
- **Incomplete bids** or bids without EMD will be rejected.
- **Over-writing or cutting in financial quotes** will lead to rejection.
- **Conditional bids** will be rejected.
- **Bid Security** of unsuccessful bidders will be returned after contract award.

15.5 Checklist for Bidders

Item	Required?	Included? (✓)
EMD of INR 1,00,000/-	Yes	
Covering Letter on Letterhead	Yes	
Company Registration Certificate	Yes	
Technical Experience / OEM Authorization / EPC Authorization	Yes (Any one)	
CMS & Mobile App Proof	Yes	
Financial Documents (3 years audited)	Yes	
Non-Blacklisting Affidavit	Yes	
Power of Attorney / Board Resolution	Yes	
Financial Proposal (Separate Sealed Envelope)	Yes	
Insurance Capability Declaration	Yes	

14. DISPUTE RESOLUTION

All disputes shall be first resolved amicably through mutual discussion. If unresolved, the matter shall be referred to the Commissioner, KMC. Further escalation shall be to Arbitration under the Arbitration and Conciliation Act, 1996. The jurisdiction for all legal matters shall be the Courts at Korba, Chhattisgarh.

APPENDIX VIII: SCOPE OF WORK ACKNOWLEDGMENT

(To be submitted on Bidder's Letterhead)

To,
The Commissioner,
Korba Municipal Corporation.

Subject: Declaration regarding Scope of Work and Contract Duration

Sir,

We, [Bidder Name], hereby declare that we have fully understood the scope of work for the "Operations and Management of EV Charging Stations". We explicitly acknowledge and agree to the following:

1. **Role Clarity:** We understand that our role is strictly limited to **OPERATIONS**. We are NOT responsible for technical repair, maintenance, or parts replacement of the charging equipment during the OEM warranty period (2 years) for charger faults covered under warranty.
2. **Post-Warranty Responsibility:** We acknowledge that after the expiry of the 2-year OEM warranty period, we shall be fully responsible for all equipment maintenance, repairs, and parts replacement at our own cost.
3. **Insurance Obligation:** We understand and accept that we are solely responsible for obtaining and maintaining comprehensive insurance coverage throughout the contract period, including:
 - Equipment Insurance (minimum INR 50 Lakhs) covering fire, theft, vandalism, natural disasters, electrical damage, and accidental damage.
 - Public Liability Insurance (minimum INR 10 Lakhs).
 - Workmen's Compensation Insurance as per applicable laws.
 - Commercial Space Insurance for café/retail operations.
4. **OEM Warranty Limitation:** We explicitly acknowledge that the OEM warranty is limited to **2 years** and covers **ONLY internal charger faults and manufacturing defects**. External damage, theft, fire, vandalism, and third-party liabilities are NOT covered by OEM warranty and must be covered by our insurance policy.
5. **Coordination:** We accept the responsibility to monitor the stations 24/7 and coordinate immediately with the OEM (during warranty period) or authorized service providers (post-warranty) to ensure 95% uptime.
6. **Contract Duration:** We acknowledge that the contract is for an **Initial Period of 3 Years**, extendable by up to **2 Years** solely at the discretion of the Authority. Total

maximum duration is 5 Years.

7. **Electricity Bills:** We undertake the absolute responsibility to pay all electricity bills for the charging station within 15 days of generation.
8. **No Claims:** We shall not raise any future claims regarding the division of responsibilities, insurance obligations, or post-warranty maintenance costs as defined in the RFP.

Authorized Signatory
Name & Designation
Seal of the Company