

Request for Proposal (RFP)

For

Conducting Property Tax Survey

For

Department of Urban Local Bodies, Haryana

**Volume I: Instruction to the Bidders (Structure of
Proposal & Bid Process Specifications)**

RFP No.:- IT/DGULB/2018/11



Released by:

**Directorate of Urban Local Bodies,
Haryana**

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Disclaimer

1. This Request for Proposal ("RFP") is issued by Directorate of Urban Local Bodies, Haryana (DULB).
2. The information contained in this Request for Proposal document ("RFP") or subsequently provided to Bidders, whether verbally or in documentary or any other form by or on behalf of the DULB (the Purchaser) or any of its employees or advisors, is provided to Bidders, on the terms and conditions set out in this RFP.
3. This RFP is not a Contract and is neither an offer nor invitation by the Purchaser 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 the formulation of their Proposals in pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser, 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 Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party, who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct his own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
4. Information provided in this RFP to the Bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The Purchaser, its employees and advisers make no representation or warrants and shall have no liability to any person including any 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 RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.
5. The Purchaser also accepts no liability of any nature, whether resulting from negligence or otherwise, however caused, arising from reliance of any applicant upon the statements contained in this RFP.
6. The Purchaser may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Purchaser is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for this project and the Purchaser reserves the right to reject all or any of the proposals, without assigning any reason whatsoever.
7. DULB or its authorized officers / representatives / advisors reserve the right, without prior notice, to change the procedure for the selection of the Successful Bidder or terminate discussions and the

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delivery of information at any time before the signing of any agreement for the Project, without assigning reasons thereof.

8. The RFP Document does not address concerns relating to diverse investment objectives, financial situation and particular needs of each party. The RFP Document is not intended to provide the basis for any investment decision and each Bidder must make its / their own independent assessment in respect of various aspects of the techno-economic feasibilities of the Project. No person has been authorized by DULB to give any information or to make any representation not contained in the RFP Document.
9. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation and expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses shall remain with the Bidder and the Purchaser 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 for submission of the Proposal, regardless of the conduct or outcome of the selection process.

Invitation to Proposal

1. Directorate of Urban Local Bodies, Haryana (DULB) hereby invites Proposals from reputed, competent and professional Information Technology (IT) companies, who meet the minimum eligibility criteria as specified in this bidding document for the “Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work” as detailed in the RFP document.
2. The complete bidding document shall be published on **<https://www.ulb.haryanaeprocurement.gov.in>** for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required tender/ bidding document fee online
3. Bidder is advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

Proposal – Datasheet

S. No.	Information	Details
1.	RFP Issuing Authority	Directorate of Urban Local Bodies, Haryana
2.	RFP Issue Date	10 th May 2018
3.	Availability of RFP documents	The RFP can be downloaded from the e-Tendering Website https://www.ulb.haryanaeprocurement.gov.in
4.	Non Refundable Tender Cost	INR 5,000/- (INR Five thousand only) through e-procurement portal.
5.	Non Refundable e-Service Charges	INR 1,000/- (INR One thousand only) through e-procurement portal.
6.	Earnest Money Deposit (EMD)	INR 10,00,000 (INR Ten Lakh only) by Bank guarantee as per format provided in RFP
7.	Last date and time for submission of queries for clarifications	16 th May 2018
8.	Date, time and venue of pre-bid conference	16 th May 2018 11:00 AM Conference Room, Directorate of Urban Local Bodies, Haryana, Bays 11-14, Sector-4, Panchkula 0172-2570020, 2570119 e-mail: itdulbhry@gmail.com
9.	Posting of responses to queries by DULB (on website)	https://www.ulb.haryanaeprocurement.gov.in
10.	Last date, time (deadline) and venue for receipt of proposals in response to RFP notice	31 st May 2018 by 3:00 PM
11.	Last Date for Sale of Tender	31 st May 2018 till 3:00 PM

S. No.	Information	Details
12.	Date, time and venue of opening of Technical Proposals received in response to the RFP notice	31 st May 2018 4:00PM Venue: Conference Room, Directorate of Urban Local Bodies, Haryana, Bays 11-14, Sector-4, Panchkula 0172-2570020, 2570119 e-mail: itdulbhry@gmail.com
13.	Place, time and date of opening of Financial Proposals received in response to the RFP notice	To be intimated to bidders later
14.	Language	Proposals should be submitted in English only.
15.	Name and address for communication, seeking clarifications and submission of proposal	For clarification and communication purposes consultant make contact: Superintending Engineer (IT) Directorate of Urban Local Bodies, Haryana, Bays 11-14, Sector-4, Panchkula 0172-2570020, 2570119 e-mail: itdulbhry@gmail.com
16.	Bid validity	Proposals must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bid.
17.	Method of Selection	The method of selection is L1

Definitions / Acronyms

SL #	Term / Acronyms	Description
1.	Bid	Offer by the Bidder to fulfil the requirement of the Purchaser for an agreed price. It shall be a comprehensive technical and commercial response to the RFP
2.	BOM	Bill of Material
3.	Deliverables	Products, infrastructure and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in the RFP, Survey data, Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications.
4.	DULB	Directorate of Urban Local Bodies, Haryana
5.	Effective Date	The date on which the Contract Agreement for this RFP comes into effect
6.	EMD	Earnest Money Deposit
7.	e-Procurement portal	means the Government of Haryana electronic tendering system listed at https://www.ulb.haryanaeprocurement.gov.in
8.	FRS	Functional Requirement Specifications
9.	GoH	Government of Haryana
10.	GPS	Global Positioning System
11.	HO	Head Office

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12.	ICT	Information and Communication Technology
13.	LOI / LOA	Letter of Intent / Letter of Award
14.	MoU	Memorandum of Understanding
15.	Non-Compliance	Means failure / refusal to comply the terms and conditions of the RFP
16.	Non-responsive	Means failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender offer in given forms / pro forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of tender fee on EMD
17.	O&M	Operations & Maintenance
18.	OEM	Original Equipment Manufacturer
19.	Required Consents	The consents, waivers, clearances and licenses to use Purchaser Intellectual Property Rights, rights and other authorizations as may be required to be obtained for the software and other items that DULB, GoM their nominated agencies are required to make available to Bidder pursuant to this Agreement;
20.	RFP	Request for Proposal
21.	Service Level	The level of service and other performance criteria which will apply to the Services delivered by the Bidder;
22.	SI	System Integrator
23.	SLA	Service Level Agreement; Performance and Maintenance SLA executed as part of this Master Service Agreement;

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24.	SOP	Standard Operating Procedure
25.	Successful Bidder	The bidder who is qualified & successful in the bidding process and is awarded the work
26.	Lead Bidder / Sole bidder	The Bidder should be a Company registered under the Indian Companies Act, 1956 or as amended (or) a firm registered under the Limited Liability Partnership Act, 2008.
27.	Purchaser	“Purchaser” means the Directorate of Urban Local Bodies, Haryana or any of its assignee.
28.	SDLC	System Development Life Cycle
29.	W3C	World Wide Web Consortium
30.	WCAG	Web Content Accessibility Guidelines
31.	GIGW	Guidelines for Indian Govt. Websites
32.	STQC	Standardization Testing & Quality Certification
33.	SSDG	State Service Delivery Gateway

SECTION – 1:
INTRODUCTION

1. Introduction

1.1. About Department of Urban Local Bodies, Haryana

Urban Local Bodies are the constitutionally provided administrative units to provide basic infrastructure and services in urban areas i.e. cities and towns. The Directorate of Urban Local Bodies Department, Haryana was established on 1st April, 1982 to lay a solid foundation for the Urban Development in the State of Haryana. For efficient and effective service delivery, the Department continuously replace traditional delivery system of public services by new and improved system of governance that works better, costs less and is capable of serving the citizens' needs with ease.

The Urban Local Bodies Directorate is headquartered at Panchkula and the Municipal Corporations, Councils and the Committees are located across Haryana. At present, there are 10 Municipal Corporations, 18 Municipal Councils and 53 Municipal Committees in the state which are headed by Municipal Commissioners and other established officers.

1.2. Project Background

The overall objectives of the project are as follows:

- a) Directorate of Urban Local Bodies, Haryana invites application from eligible consultant under National competitive bidding (NCB) for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax, demand, collection registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work.
- b) Conducting the door-to-door Property survey, colony survey, street survey, license survey and numbering of all the vacant plots, residential, commercial, institutional and industrial building.
- c) Conduct geo-enabled property tax survey using mobile / handheld device (to be arranged by the bidder at no additional cost) for faster, transparent and better survey of Buildings / property details mentioned in the RFP document as per Scope of work.
- d) Creating colony and street codes online on web application
- e) Capturing data through mobile app at site as per the format approved by the department
- f) Integrate all the geo-tagged locations and respective surveyed data in systems database with highest accuracy. The points should be exactly overlaid on the latest high resolution imagery when it is made available for implementation of Property Tax Assessment and Asset Management System.
- g) These urban dwellings / properties will have the **Unique Property Identification (UPI) with QR Code** affixed to their buildings using a metallic sheet board. This unique door number has to be generated based on the indicative Property Code generation method as suggested and prescribed in the Scope of work.

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- h) Conduct analysis of the integrated data with the property data available with the ULBs to identify any deviating properties from the property tax perspective.
- i) Generation of requisite Property Tax lists, Register and Bills / License record online on web application provided by DULB.
- j) Supplementary Property Tax survey and issue the Assessment Notices & Bills
- k) Tax Collection will be done by concern municipal office by their own existing set-up
- l) Host the solution at a Data Center space

The above work shall have to be accomplished for all the vacant plots, residential, commercial, institutional, industrial building, multi-storey building (each flat will be treated separate units and hence therefore separate measurement will be done for individual flats) and government building etc. as per the policy of property tax in all areas falling under the purview of Corporation/Council/Committee as the case may be.

1.3. Structure of RFP

Department of Urban Local Bodies, Haryana invites online bids from eligible parties (hereafter referred as "Bidders") for Selection of System Integrator for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work. This Request for Proposal (RFP) document comprises of the following three volumes:

- **RFP Volume 1: Structure of Proposal & Bid Process Specifications**

Volume 1 details the instructions with respect to the bid process management, technical evaluation framework, and the technical and financial forms.

- **RFP Volume 2: Scope of work**

Volume 2 of the RFP provides information regarding the scope of work including business requirements, services to be covered and corresponding documentation, infrastructure requirements, scope of work for the selected bidder and functional requirements.

- **RFP Volume 3: Legal Specifications and SLAs**

Volume 3 contains the Service level Agreements, contractual, legal terms & conditions applicable for the proposed engagement.

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidders' suitability to be selected. The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidders risk and may result in rejection of the proposal.

SECTION – 2:
INSTRUCTIONS TO BIDDERS

2. Instructions to Bidders

2.1. General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- b) All information supplied by the successful bidder may be treated as contractually binding on the bidder after successful award of the assignment is made on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of DULB. DULB may cancel this public procurement at any time prior to a formal written agreement being executed by or on behalf of DULB.
- d) This RFP supersedes and replaces any previous public documentation and communications, and bidders should place no reliance on such communications.
- e) DULB invites proposals (“Bids”) to this Request for Proposal (“RFP”) from prospective bidders for ‘Selection of System Integrator for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work’ as described in the Scope of work in Volume 2 of this RFP.
- f) The tenure of the contract of the successful bidders shall be for a term of 46 months (“the Term”). DULB reserves the right to extend the contract by 1 years on the same terms & conditions and on the contract prices decided pursuant to this RFP.
- g) Proposals must be received not later than time, date and venue mentioned in the Proposal Data Sheet. Proposals that are received late **SHALL NOT** be considered in this procurement process.
- h) Bidders are advised to study the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

2.2. Eligible Bidders

The Bidder must be a System Integrator (SI) company which has the capabilities to deliver the entire scope as mentioned in the RFP.

2.3. Pre – Qualification Criteria

#	Minimum Eligibility Criteria description	Supporting Document
1.	<p>The Bidder must be registered under Indian Companies Act, 1956 or as amended (or) a firm registered under the Limited Liability Partnership Act, 2008.</p> <p>And</p> <p>The Bidder must be in operation for a period of at least five years as on last date of bid submission.</p>	<ul style="list-style-type: none"> • Copy of Certification of Incorporation/Registration Certificate
2.	<p>The Bidder must not be under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of bid submission.</p>	<ul style="list-style-type: none"> • Letter signed by bidder's authorized signatory.
3.	<p>The Bidder must have an average annual turnover of minimum INR <u>2</u> Crores in last 3 financial years 2014-15, 2015-16 & 2016-17 as per Bidding Form Tech-10, Section-IV.</p> <p><u>For the purpose of this criterion, standalone turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered</u></p>	<ul style="list-style-type: none"> • Audited financial statements for the last three financial years 2014-15, 2015-16 & 2016-17 • Certificate from the Statutory Auditor on turnover details for last three (3) financial years 2014-15, 2015-16 & 2016-17
4.	<p>The Bidder must have been awarded and successfully executed at least one project of field survey data collection using mobile/handheld electronic devices for at least 1,00,000 properties /</p>	<ul style="list-style-type: none"> • Copy of work order + Completion Certificates from the client <p>OR</p>

#	Minimum Eligibility Criteria description	Supporting Document
	units/ Household survey* in India in the last five Years as on last date of bid submission.	<ul style="list-style-type: none"> • Work Order + Phase Completion Certificate from client • Completion certificate /work order to include scope of work executed
5.	The Bidder must have been awarded and successfully executed door to door property survey / Household survey* work for at least 1 town/city in India.	<ul style="list-style-type: none"> • Copy of work order + Completion Certificates from the client <p>OR</p> <ul style="list-style-type: none"> • Work Order + Phase Completion Certificate from client • Completion certificate /work order to include scope of work executed
6.	<p>The Bidder should have ISO 9001 certification.</p> <p>Note:</p> <p>1. In case the certificate is under renewal, the Bidder to provide the last valid certificate along with a certificate from authorized signatory that the renewed certificate will be made available at least by the time of opening of commercial bids.</p> <p>2. In case the certificate is not provided by the mentioned time, the bidder will be disqualified and its commercial bids will not be considered for evaluation. Commercial bids of such bidders will be returned un-opened.</p>	<ul style="list-style-type: none"> • Copy of the Certificate(s) signed and stamped by the authorised signatory of the Bidder

* Household Survey means survey conducted as part of census survey or NLUM survey

2.4. Sub – Contracting

The system integrator can only sub-contract work related to manpower required for Property survey excluding core team mentioned in clause 2.4.2.1 of Volume 2 of the RFP. The system Integrator shall take prior approval from Purchaser for sub-contracting, if not already specified in the proposal and approved by Purchaser. Such sub-contracting shall not relieve the system Integrator from any liability

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2.5. Bidder to Inform

The bidder shall be deemed to have carefully examined the Terms and Conditions, Scope of work, Service levels and Specifications of this RFP. If bidder shall have any doubt as to the meaning of any portion of these conditions or of the specifications he shall, before the last date for submission of pre-bid queries, set forth the particulars thereof, and submit them to DULB in writing in order that such doubt may be removed.

2.6. Compliant Proposals / Completeness of Response

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the proposal non-compliant and the proposal may be rejected. Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii. Comply with all requirements as set out within this RFP.
- c) Bidder should not propose multiple options for any system software or other infrastructure proposed as part of the bid.
- d) For all the components, wherever applicable, bidder needs to provide the data sheets of the product.

2.7. Proposal Preparation Costs

- a) The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process.
- b) DULB will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.8. Pre-Bid Meeting and Clarifications

2.8.1. Bidders Queries

- i. Any clarification regarding the RFP document and any other items related to this project can be submitted to DULB as per the submission mode and timelines mentioned in the Proposal Data sheet.
- ii. Any requests for clarifications post the indicated date and time shall not be entertained by DULB. Further DULB will reserve the right to issue clarifications.
- iii. The queries of only those bidders would be considered who shall send the same across to the e-mail ID's provided in the proposal Data sheet.
- iv. It is necessary that the pre-bid queries must be submitted in excel sheet format, along with name and details of the organization submitting the queries as mentioned below.

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

S. No	RFP Document Reference (s) (Page Number and Section Number)	Content of RFP Requiring Clarification	Points of Clarification
1.			
2.			
3.			
4.			
5.			

2.8.2. Pre-Bid Conference

DULB shall hold a pre-bid meeting with the prospective bidders as mentioned in the Proposal Data Sheet.

2.8.3. Response to Pre-Bid Queries and Issue of Corrigendum

- a) DULB will formally respond to the pre-bid queries after the pre-bid conference.

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- b) DULB will endeavour to provide timely response to all queries. However, DULB makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DULB undertake to answer all the queries that have been posed by the bidders.
- c) At any time prior to the last date for receipt of bids, DULB may, for any reason, whether at its own initiative or in response to a clarification requested by prospective Bidders, modify the RFP Document by a corrigendum.
- d) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the e-tendering website.
- e) Any such corrigendum shall be deemed to be incorporated into this RFP.
- f) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DULB may, at its discretion, extend the last date for the receipt of Proposals.
- g) Notifications regarding extensions, corrigendum, will be published on the website mentioned in the tender schedule and there shall be no paper advertisement.

2.9. Bid Validity Period

Bid shall remain valid for the time mentioned in the Proposal Datasheet. In exceptional circumstances, at its discretion, DULB may solicit the Bidder's consent for an extension of the validity period. The request and the response shall be made in writing.

2.10. Firm Prices

- a) Prices quoted must be firm and final and shall remain constant throughout the period of the contract and shall not be subject to any upward modifications, on any account whatsoever. The Bid Prices shall be indicated in Indian Rupees (INR) only.
- b) The Commercial Bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out.
- c) The taxes quoted in the offer should be as per the prevailing tax rates. Any subsequent increase in the tax rates or introduction of new tax will be paid by System Integrator.
- d) A proposal submitted with an adjustable price quotation or conditional proposal shall be treated as non-responsive and the bid may be rejected.

2.11. Bid Prices

- a) The Bidders shall indicate the unit rates and total Bid Prices of the equipment/ services, it proposes to provide under the Contract. Prices should be shown separately for each item as required in the RFP.
- b) Bidder should provide all prices, quantities as per the prescribed format given in the Commercial Bid format in the RFP document.
- c) The Bidders shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the Scope of Work is intended to give the Bidders an idea about the order

RFP for Conducting Property Tax Survey for Department of Urban Local Bodies, Haryana and magnitude of the work and is not in any way exhaustive and guaranteed by DULB. The Bidders shall carry out all the tasks in accordance with the requirement of the tender documents and it shall be the responsibility of the Bidders to fully meet all the requirements of the tender documents.

- d) If at any stage, during the contract, if Purchaser identifies that the approach/ project plan/ schedule/ work conducted does not meet the functional requirements, conceptual design, performance requirements/ SLA, and other requirements of Tender, the Bidders shall revise the required work plan/ approach/quality of work as required. No additional cost shall be reimbursed for the bidder for the same.
- e) The price would be inclusive of all taxes, duties, charges and levies payable under respective statutes. Any changes in Government Statutes on changes in taxes and levies and introduction of new taxes and levies has to be borne by SI. However if the taxes are considerably increased than SI is free to put proposal to Purchaser for mutual agreement.

2.12. Language

The proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the bidders. For purposes of interpretation of the documents, the English translation shall govern.

2.13. Discount

The Bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose. However, in the event of such an offer, without considering discount, is found to be the lowest, DULB shall avail such discount at the time of award of Contract. For future purposes, Unit prices of all individual components will be discounted accordingly (by the overall discount % in case overall discount % is given or by the individual component discount % in case item wise discount given) to arrive at component-wise unit prices.

2.14. Only One Proposal and One Solution

If a Bidder submits or participates in more than one Proposal and / or presents more than one Solution, such a Bidder shall be disqualified.

SECTION – 3:
KEY REQUIREMENTS OF BID

3. Key Requirements of the Bid

3.1. Right to Terminate the Process

- a) DULB may terminate the RFP process at any time and without assigning any reason. DULB makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by DULB. The bidder's participation in this process may result in DULB selecting the bidders to engage towards execution of the contract.

3.2. RFP Document Fees and Purchase

- a) The Bidders shall download the tender document from the e-Tendering website as mentioned in the Proposal Datasheet above. The downloading of the tender documents shall be carried out strictly as provided on the web site.
- b) Tender Fee as per proposal datasheet shall be paid online through e-Procurement portal.
- c) Without the payment of tender fee the bids will be taken as incomplete and non-responsive and shall not be considered.
- d) The RFP document fee is non-refundable and not exempted.
- e) Proposals received without tender fee receipt document fee shall be rejected.

3.3. Earnest Money Deposit (EMD)

- a) EMD as per proposal datasheet shall be paid through Bank Guarantee as per format provided in Section 7.1.1. No exemption for submitting the EMD will be given to any agency. Bid security in any other form will not be entertained.
- b) Bidders shall submit, along with their bids, Bid Security/ EMD as per the details mentioned in the Proposal Datasheet. The EMD is required to protect the DULB against the risk of Bidders conduct, which would warrant the EMD forfeiture.
- c) The BG shall be valid up to 6 Months (180 days) after the last date of bid submission. BG shall be verified independently by DULB with the bank before finalisation of technical offers; In the event of lack of confirmation of issue of the BG by the bank, the bid shall stand disqualified
- d) The original Hard copy of EMD should be submitted only on the date of opening of technical bid for verification.
- e) The EMD of all unsuccessful bidders would be refunded by DULB after submission of Performance Bank Guarantee by the successful bidder. The bid security of the successful bidder would be returned upon submission of Performance Bank Guarantee, by the successful bidder. The bid security of technically disqualified bidders would be refunded by DULB after completion of technical evaluation.
- f) The EMD amount is interest free and will be refundable without any accrued interest on it.

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- g) In case bid is submitted without the EMD then DULB will reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- h) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - If the successful bidder fails to provide the Performance Bank Guarantee as required at the time of signing of the Agreement.
 - If the successful bidder fails to sign the Agreement in accordance with this RFP within 21 days from the issue of Letter of Intent (LOI) by DULB.

3.4. Submission of Proposal

- a) The bidders should submit their responses as per the format given in this RFP in the following manner:
 - Pre-Qualification Proposal
 - Technical Proposal
 - Commercial Proposal
- b) Please note that prices should not be indicated in the Technical Proposal but should only be indicated in the Commercial Proposal. Also, bidders cannot submit more than 1 bid or alternative offers with more than one Standard Integrated solution.

3.5. Authentication of Bids

The Proposal should be accompanied by a Power-of-Authority in the name of the signatory of the Proposal.

3.6. Bidders Authorization

- a) The "Bidders" as used in the tender documents shall mean the one who has signed the Tender Forms. The Bidders may be either the Principal Officer or his duly Authorized Representative, in either cases, he/she shall submit a power of attorney. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall be furnished and signed by the representative or the principal.
- b) The authorization shall be indicated by written power-of-attorney accompanying the bid.
- c) Any change in the Principal Officer shall be intimated to DULB in advance

3.7. Amendment of Request for Proposal

- a) At any time prior to the deadline for submission of proposals, DULB, for any reason, may modify the RFP by amendment notified in writing or email to all bidders who have received this RFP and such amendment shall be binding on them. DULB, at its discretion may extend the deadline for the submission of proposals.

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- b) DULB reserves the right to change the scope before opening of the Commercial bids. In this case, DULB will release a corrigendum/clarification and ask the bidders to resubmit their commercial bids.

3.8. Deviations and Exclusions

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. No Deviations and Exclusions to the RFP is allowed.

3.9. Local Conditions

- a) It will be incumbent upon each Bidder to fully acquaint himself with the local conditions and other relevant factors which would have any effect on the performance of the contract and / or the cost.
- b) The Bidders are expected to obtain for himself on his own responsibility all information that may be necessary for preparing the bid and entering into contract. Obtaining such information shall be at Bidders own cost.
- c) Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for the providing services before entering into contract will in no way relieve the successful Bidders from performing any work in accordance with the Tender documents.
- d) It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the bidding documents. DULB shall not entertain any request for clarification from the Bidders regarding such conditions.
- e) It is the responsibility of the Bidders that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by DULB and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the DULB / DMA on account of failure of the Bidders to appraise themselves of local laws and site conditions.

3.10. Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted online to DULB at the portal specified in Proposal Data sheet.

3.11. Late Bids

- a) Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained
- b) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

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- c) DULB reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

3.12. Modification and Withdrawal of bids

- a) No bid may be altered / modified after submission to the DULB. Unsolicited correspondences in this regard from Bidders will not be considered.
- b) No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidders in the Bid.
- c) Withdrawal of a bid during this interval may result in the Bidders forfeiture of its EMD.

3.13. Reveal of Prices

Prices in any form or by any reason before opening the Commercial Bid should not be revealed. If price change is envisaged due to any clarification, revised Bids can be called from all the bidders by DULB.

3.14. Address of Correspondence

The Bidders shall designate the official mailing/e-mail address, place and fax number to which all correspondence shall be sent by the DULB.

3.15. Contacting the DULB

- a) No Bidders shall contact the DULB on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.
- b) Any effort by a Bidders to influence the DULB's bid evaluation, bid comparison or contract award decisions shall result in the rejection of the Bidders bid.

3.16. DULB / ULB Site Visit by Bidder

- a) The Bidder may visit and examine any of the offices of DULB at a time to be agreed with DULB and obtain all information on the existing processes and functioning of DULB that may be necessary for preparing the Bid document. The Bidder may carry out this site visit as per the date and time specified in Bid schedule. The visit may not be used to raise questions or seek clarification on the RFP. The cost of such visits to the site (s) shall be at the Bidder's own expense.
- b) The DULB will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the DULB adequate notice of a proposed visit of at least seven (7) working days. Alternatively, the DULB may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the RFP. Failure of a Bidder to make a site visit will not be a cause for its disqualification.

- c) No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

3.17. Bidder Related Conditions

- a) The bidder shall prepare the bid based on details provided in the RFP documents. It must be clearly understood that the quantities, specifications and diagrams that are included in the RFP document are intended to give the bidder an idea about the scope and magnitude of the work and are not in any way exhaustive and guaranteed by DULB.
- b) The bidder is expected to ensure that the solution proposed by him meets the functional requirements, conceptual design, performance requirements and other RFP requirements. Performing of any activity required to design an optimal solution shall be at bidder's own cost.
- c) The bidder shall carry out the sizing of the solution based on internal assessment and analysis, which may include the use of modelling techniques wherever necessary.
- d) The bidder must propose a solution best suited to meet the requirements of the DULB. If, during the sizing of the solution, any upward revisions of the specifications and/or quantity as given in this RFP document, are required to be made to meet the conceptual design and/or requirements of RFP, all such changes shall be included in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- e) If, during the sizing of the solution, any additional product that is not listed in the RFP document is required to be included to meet the conceptual design, performance requirements and other requirements of RFP, all such product(s) should be included by the bidder in the technical proposal and their commercial impact, thereof, included in the commercial bid.
- f) DULB will in no case be responsible or liable for any costs associated with the design/sizing of the proposed solution, regardless of the conduct or outcome of the Tendering process.
- g) If at any stage during the currency of the contract, the solution proposed does not meet the functional requirements, conceptual design, performance requirements/SLA, and other requirements of RFP, the bidder shall revise the required specifications and/or quantities as proposed by the bidder in his bid in order to meet the said objectives/targets. All such provisions shall be made by the bidder within the contract price, at no extra cost to DULB and without any impact to DULB whatsoever.
- h) It is mandatory to provide the break-up of all components in the format specified in the RFP. In no circumstances shall the commercial bid be allowed to be changed / modified.
- i) It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery charges and any other charges as applicable. Any other charges as applicable shall be borne by the Bidder.

3.18. Bid Submission

- a) Bidder should do Online Enrolment in the e-tendering Portal. The Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities.
- b) After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
- c) The BOQ template must not be modified/ replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- d) The DULB will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- e) The bidder must submit the bid documents in online mode only, through the e-tendering portal.
- f) After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- g) The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

3.19. Contents of Bid on e-Tendering Portal

Section #	Category	Response
1	Proof of payment of RFP Document fee & Bid Security/Earnest Money Deposit (EMD)	<ul style="list-style-type: none"> • Tender Fee Payment Receipt • Scanned copy of Bank Guarantee
2	Response to Pre-Qualification Criteria	<ul style="list-style-type: none"> • Bid covering Letter as per format • Response to Pre-Qualification criterion along with the required supporting documents.
3	Technical Proposal	<ul style="list-style-type: none"> • Response to Technical Evaluation criterion along with the required supporting documents.
4	Commercial Proposal	<ul style="list-style-type: none"> • Commercial bid/proposal as per the pre-defined format

3.19.1. Technical Proposal

Bidder is required to prepare a Technical Proposal as detailed out in Annexure 2- Technical Bid Format. The bidder should upload all the associated documents in Online Technical Envelope (T1) in PDF format, if required can be zipped as well and then uploaded. These documents need to be digitally signed by using a digital signature and uploaded during Online Bid Preparation stage. The bidder should

submit all the supporting documents as mentioned in the Technical Bid Evaluation mentioned at clause 4.4 of this RFP. The compliance matrix is to be prepared as follows:

Sr. No.	Ref to Technical Bid Evaluation Criterion	Description of Documentation	Checklist (Yes/No)
1			
2			
3			
4			
5			
6			

3.19.2. Commercial Bid

All commercial offers must be prepared online (An online BoQ format will be provided for this purpose during Online Bid Preparation stage). No bidder should quote his commercial offer anywhere directly or indirectly in Technical Envelope (T1), failing which the Commercial Envelope (C1) shall not be opened and his tender shall stand rejected.

3.20. Openings of Bids

- a) The bids that are submitted online successfully shall be opened online as per date and time given in Proposal Datasheet, through e-Tendering procedure only in the presence of bidders.
- b) Bids shall be opened either in the presence of bidders or their duly authorized representatives. The bidder representatives who are present shall sign a register evidencing their attendance. Two representatives per applicant shall be permitted to be present at the time of opening the tender.
- c) The Bid submitted without EMD, will be summarily rejected. Only those Bid for which EMD is received will be eligible for opening
- d) Total transparency will be observed and ensured while opening the Proposals/Bids
- e) DULB reserves the rights at all times to postpone or cancel a scheduled Bid opening
- f) Bid opening will be conducted in two stage
 - i. In the first stage, Pre-qualification Proposals would be opened. The EMD of the Bidders will be opened on the same day and time, on which the Pre-qualification Proposal is opened, and bids not accompanied with the requisite EMD or whose EMD is not in order shall be rejected. Technical Proposals of Bidders who pass the Pre-qualification criteria will be opened.

- ii. In the second stage, Commercial Proposal of those Bidders who qualify as per the Technical qualification criterion would be opened in the presence of Bidders' representatives who choose to attend the Bid opening sessions on the specified date, time and address.
- g) The Bidders' representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for DULB, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, DULB will continue process and open the bids of the all Bidders.
- h) During Bid opening, preliminary scrutiny of the Bid documents will be made to determine whether they are complete, whether required EMD has been furnished, whether the Documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected. DULB has the right to reject the bid after due diligence is done.

3.20.1. Technical Envelope (T1)

- a) Technical Envelope of the tenderer will be opened online through e-Tendering procedure to verify its contents as per requirements.
- b) If the various documents contained in this envelope do not meet the requirements, a note will be recorded accordingly by the tender opening authority and the said tenderer's Commercial Envelope will not be considered for further action but the same will be recorded.
- c) Decision of the tender opening authority shall be final in this regard.
- d) The commercial bids shall not be opened till the completion of evaluation of technical bids. The commercial Bids of only technically qualified Bidders as mentioned above will be opened.
- e) Documents submitted by the bidder shall be closely scrutinized and the bidder shall provide all the original documents whenever requested.

3.20.2. Commercial Envelope (C1)

- a) This envelope shall be opened online as per the date and time given in detailed tender schedule (if possible), through e-Tendering procedure only,

Note: During Online Bid Preparation, apart from the above mentioned documents, if any need arises to upload additional documents in Technical Envelope, an option of 'Upload Additional Documents' has been provided in the e-Tendering software which will be available to bidders during Online Bid Preparation stage

SECTION – 4:
EVALUATION OF BIDS

4. Evaluation of Bids

- a) DULB will constitute a Tender Evaluation Committee to evaluate the responses of the bidders
- b) The Tender Evaluation Committee constituted by the DULB shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection. The Bidders' technical solution will be evaluated as per the requirements and evaluation criteria as spelt out in the RFP document. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. detailed Project citations and completion certificates, client contact information for verification, profiles of Project resources and all others) as required for technical evaluation.
- c) The Committee may seek inputs from their professional and technical experts in the evaluation process.
- d) DULB reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process
- e) The decision of the Tender Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- f) The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- g) The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations without assigning any reason thereof.
- h) Each of the responses shall be evaluated as per the criteria and requirements specified in the RFP.
- i) Proposal Presentations: The Tender Evaluation Committee will invite each pre-qualified Bidder to make a presentation to DULB at a date, time and venue decided by DULB. The purpose of such presentations would be to allow the Bidders to present their proposed solutions to the Committee and orchestrate the key points in their Proposals.
- j) The Bidder should cover scope of work, complexity of implementation, end to end integration methodology, Demonstration, Survey Method and critical success factor as specified in the evaluation section

4.1. Tender Opening

- a) The Proposals submitted as per timelines mentioned in the proposal data sheet shall be opened by DULB in the presence of such of those Bidders or their representatives who may be present at the time of opening.

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- b) The representatives of the bidders should be advised to carry the identity card or a letter of authority from the bidding firms for attending the opening of the proposal.
- c) There will be two bid-opening events:
 - Opening of Technical Proposal
 - Opening of Commercial Proposal
- d) The venue, date, and time for opening the Technical bids shall be as per the proposal Data Sheet whereas the venue, date and time of opening of Commercial bids would be communicated to the qualified bidders.
- e) The Commercial bids of only those bidders will be opened who score equal to or more than qualifying marks in Technical bid.

4.2. Preliminary Examination of Bids

DULB will examine the bids to determine whether they are complete, whether the documents have been properly signed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the RFP, will be rejected by DULB and shall not be included for further consideration.

Initial Bid scrutiny will be held and bids will be treated as non-responsive, if bids are:

- Not submitted in format as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Found with suppression of details
- With incomplete information, subjective, conditional offers, and partial offers submitted
- Submitted without the documents requested
- Non-compliant to any of the clauses mentioned in the RFP
- With lesser validity period

4.3. Clarification of Bids

During the bid evaluation, DULB may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted. DULB is entitled to ask for clarifications as many times as possible from the bidders to the satisfaction of the Tender Evaluation committee.

4.4. Technical Bid Evaluation

- a) In this part, the technical bid will be reviewed for determining the eligibility of the bidder for the Project and to ascertain Compliance of the Technical bids with the Tender terms and conditions, technical requirements and scope of work as defined in this RFP.
- b) In case of no response by the bidder to any of the requirements with regard to the contents of

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the Technical Bid, he shall not be assigned any marks for the same

- c) Technical bid of the bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. The bidders shall respond to the requirements as explained below for their evaluation with regard to experience and qualification. Also, the bidder shall refer and respond to all technical requirements as mentioned in the RFP document. The evaluation process would also include a presentation of technical proposal by the bidder.
- d) The bidder would be technically evaluated out of 100 marks. All the bidders who secure overall minimum of 70% will be considered as technically qualified.
- e) Technical Evaluation shall be on the basis the following parameters and associated marks:

Sr. No.	Criteria	Maximum Marks (100)
	1. No. of projects of door to door property survey	<u>15</u>
	The Bidder must have been awarded and successfully executed in India the projects of household survey* / door to door property survey in the last five years as on last date of bid submission.	
1.1	No of project = 3	5
1.2	No of project > 3 <= 8	10
1.3	No of project > 8	15
	2. The Bidder must have been awarded and successfully executed in India the projects of household survey* / door to door field survey data collection in the last five years as on last date of bid submission.	<u>20</u>
2.1	No of Properties/units >= 1 Lakh < 2 Lakh	5
2.2	No of Properties/units >= 2 Lakh < 3 Lakh	10
2.3	No of Properties/units >= 3 Lakh	15
	If the survey conducted in projects submitted under clause 2 of the technical criteria is done using mobile/handheld electronic devices.	<u>5</u>
	3. The Bidder have been awarded and successfully completed in similar geographical town/city such as Haryana , Punjab, Delhi, Rajasthan, Uttar Pradesh, completion of property / household survey* out of which at least 1 town/city shall be having population more than 5 lac and at least 2 towns/cities should have population more than 1 lacs each as per census 2011	<u>5</u>

Sr. No.	Criteria	Maximum Marks (100)	
3.1	<ul style="list-style-type: none"> 1 mark per project (maximum 5 projects) 		
4. Handholding support: The Bidder must have been awarded and successfully executed in India of providing handholding services for more than 12 months after implementation in Central / State Government/ PSU Organization in India having more than 250 users during last 5 years from date of submission		<u>10</u>	
5. Key Professionals Staff Qualification and Competencies for the Assignments:		<u>20</u>	
5.1	Project Manager	<ul style="list-style-type: none"> Post Graduate in Civil Engineering / Urban Planning / Architecture / Management with 15 years' experience or more Good knowledge field survey , municipal finance, revenue surveys, slum based survey Fluent in Hindi and good communication skills Dealt up with at least 2 nos. of Urban Local Bodies for field survey data collection using mobile/handheld electronic devices for properties. 	8
5.2	Survey Team Leader / GIS Expert	<ul style="list-style-type: none"> M.E / M.Tech / M. Plan / M.Sc., in Surveying / Geography / Remote Sensing / Computer Science / Geo informatics with 8+ years of experience in surveying Skills: Experience in Spatial Data bases / Remote Sensing / Urban Planning / Socio-economic data with GIS and Handling a Team of 15 persons 5 Years of Experience in performing similar work Good knowledge of field survey and ground trothing exercise, property measurement, etc. Worked in atleast one project for field survey data collection using mobile/handheld electronic devices for properties. 	8
5.3	Property Tax Expert	<ul style="list-style-type: none"> M.Tech / M. Plan / M.Sc., in Planning / Surveying / Civil Engineering with 8+ years of experience in surveying Skills: Experience in Urban Planning / Regional Planning / Spatial Data bases / Socio-economic data and Handling a Team of 15 persons 5 Years of Experience in performing similar work 	4

Sr. No.	Criteria	Maximum Marks (100)
6.	Approach & Methodology	<u>30</u>
6.1	Overall Approach & Methodology <ul style="list-style-type: none"> • Understanding of Requirements • Overall approach towards door to door filed survey using mobile / handheld device • Strategy for Project Monitoring 	10
6.2	GIS accuracy <ul style="list-style-type: none"> • Approach in order to achieve maximum GPS Accuracy in door to door survey as per solution proposed 	10
6.3	Project Timelines <ul style="list-style-type: none"> • Comprehensiveness of Roll Out Plan • Work Breakdown Structure and identification of Key Tasks • Whether all activities logically sequenced • Strategy to meet the timelines mentioned in RFP for each component • Whether proposed timelines are feasible and practical 	5
6.4	Program Management Methodology <ul style="list-style-type: none"> • Team Structure with resources proposed for various stages (onsite & offsite) • Formal approach to PM, usage of project specific tools • Approach proposed for SLA Monitoring, its tools etc • Quality control procedures proposed • Risks as seen on this project and their mitigation plan proposed 	5
	Total Marks	100

* Household Survey means survey conducted as part of census survey or NLUM survey

4.5. Commercial Bid Evaluation

- a) The Evaluation Committee shall indicate to all the Bidders the results of the technical evaluation through a written communication. The technical scores of the Bidders will be announced prior to the opening of the Commercial Proposals
- b) The technically shortlisted Bidders will be informed of the date and venue of the opening of the Commercial Proposals through email or written communication
- c) The commercial Bids of technically qualified bidders (i.e. above 70% marks) will be opened on the prescribed date in the presence of bidder representatives.

- d) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- e) Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail.
- f) If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- g) Bidder should provide all prices as per the prescribed format provided in Annexure 3.
- h) DULB reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
- i) The Bidder needs to account for all Out of Pocket expenses related to accommodation, food and other related items in the commercial bids. Any additional charges have to be borne by the bidder.
- j) The awarded price for each of the 6 clusters has to be within 10% increase of the lowest bid across 6 clusters, In case prices quoted by successful Bidder are beyond 10% of the lowest price received within 6 Clusters, successful Bidder shall be invited for price negotiations. Failure to close negotiations successfully shall constitute sufficient grounds for the annulment of the award and the Purchaser may consider awarding the Contract to the Bidder who has submitted next best value bid or call for new proposals

4.6. Award Criteria

Method of evaluation of selection of successful Bidder and award of Contract to bidder shall be on L1 basis after successful Technical Qualification. The Commercial Proposals of Technically qualified bidders will be opened and the Bidder quoting lowest total project cost (hereby referred to as L1 Bidder) will be considered eligible for award of contract.

4.7. Right to Accept Any Proposal and Reject Any or All Proposal(s)

DULB reserves the right to accept or reject any proposal, and to annul the tendering process/ Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidders or bidders or any obligation to inform the affected bidders or bidders of the grounds for DULB action.

4.8. Right to Vary Scope of Contract

- a) Purchaser may at any time, by a written order given to the bidder, make changes within the quantities, specifications, services or scope of the Contract as specified.
- b) If any such change causes an increase or decrease in the cost of, or the time required for the bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Price or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the bidder for

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adjustment under this Clause must be asserted within thirty (30) days from the date of the bidder's receipt of the DULB's changed order.

4.9. Notification of Award

- a) Prior to the expiration of the validity period, DULB will notify the successful bidders in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, DULB may like to request the bidders to extend the validity period of the bid.
- b) The notification of award will constitute the formation of the contract. Based on the successful bidders furnishing of Performance Bank Guarantee, DULB will notify each unsuccessful bidders and return their EMD.

4.10. Contract Finalization and Award

- a) The selected Bidder/s should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.
- b) Upon notification of award to the successful Bidder, DULB will promptly notify each unsuccessful Bidder.

4.11. Negotiations with the Successful Bidder

If required, negotiations will be held at the date, time and address intimated to the qualified and selected bidder. Representatives conducting negotiations on behalf of the bidder must have written authority to negotiate and conclude a Contract.

4.12. Performance Bank Guarantee

Within fifteen (15) days of the issuance of the LOI, the successful Bidder shall at his own expense submit unconditional and irrevocable Performance bank Guarantee (PBG) to DULB. The PBG shall be from a Nationalised Bank or a scheduled Commercial Bank in the format as described in this RFP section 7.1.2. The PBG shall be for an amount equivalent to 10% of the total project cost. DULB shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DULB incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. The BG must be valid for a period of 6 months after the successful completion of contract and any extensions, if any.

4.13. Advance Bank Guarantee

Within fifteen (15) days of the issuance of the LOI, the successful Bidder shall at his own expense submit unconditional and irrevocable Advance bank Guarantee (ABG) to DULB if the bidder opted for mobilization advance. The ABG shall be from a Nationalised Bank or a scheduled Commercial Bank in the format as described in this RFP section 7.1.3. The ABG shall be for an amount equivalent to the mobilization advance paid. DULB shall invoke the performance guarantee in case the selected Vendor

RFP for Conducting Property Tax Survey for Department of Urban Local Bodies, Haryana fails to discharge their contractual obligations during the period or DULB incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions. The BG must be valid for a period of 6 months after the successful completion of contract and any extensions, if any.

4.14. Signing of Contract

- a) After the DULB notifies the successful bidder that its proposal has been accepted, DULB shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DULB and the successful bidder. The Draft Legal Agreement is provided as a separate document as a template.
- b) After completing negotiations the DULB shall issue a Letter of Intent to the selected bidder and promptly notify all other bidders who have submitted proposals about the decision taken.
- c) Upon the successful bidder's furnishing of performance security, DULB may notify each unsuccessful bidder and will discharge its EMD.

4.15. Failure to Agree with the Terms and Conditions of the RFP

- a) Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event DULB may award the contract to the next best evaluated bidders or call for new proposals from the interested bidders.
- b) In such a case, the DULB shall invoke the PBG of the successful bidder.

5. Rejection Criteria

5.1. General Rejection Criteria

- Bids not qualifying under eligibility criteria.
- Bids submitted without or improper EMD or tender fees
- Bids received through Telex /Telegraphic / Fax / E-Mail
- Bids which do not confirm unconditional validity of the bid as prescribed in the Tender
- If the information provided by the Bidders is found to be incorrect / misleading at any stage / time during the Tendering Process
- Any effort on the part of a Bidders to influence the DULB' s bid evaluation, bid comparison or contract award decisions
- Bids received by the DULB after the last date for receipt of bids prescribed in the fact sheet.
- Bids without signature of person (s) duly authorized on required (specified) pages of the bid
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidders
- Technical Bid containing commercial details or any such hints/ calculations /extrapolations/ records.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum (if any) and any subsequent information given to the Bidders.
- Bidders not complying with the General Terms and conditions as stated in the Tender Documents.
- The Bidders not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

5.2. Commercial Rejection Criteria

- Incomplete Price Bid
- Price Bids that do not conform to the Tender's price bid format.
- Total price quoted by the Bidders does not include all statutory taxes and levies applicable.

6. Payment Schedule

S. No.	Deliverable	Payment
BOQ 1.1		
1.	Complete survey of 25% of BOQ 1.1 including TS1 Register and distribution of notices as per scope of work	25 % of total work order amount of BOQ 1.1
2.	Complete survey of 25% of BOQ 1.1 including TS1 Register and distribution of notices as per scope of work	25 % of total work order amount of BOQ 1.1
3.	Complete survey of 25% of BOQ 1.1 including TS1 Register and distribution of notices as per scope of work	25 % of total work order amount of BOQ 1.1
4.	Complete survey of 25% of BOQ 1.1 including TS1 Register and distribution of notices as per scope of work	25 % of total work order amount of BOQ 1.1
BOQ 1.2*		
7.	Integration of survey Data with Base map(on availability from the department during contract period)	75 % of total work order amount of BOQ 1.2
8.	Validation of Integrated Data by the purchaser	25 % of total work order amount of BOQ 1.2
BOQ 2		
9.	BOQ 2	Equal Quarterly payment for 4 years*

- The payment for the Integration of survey Data with Base map shall depend on map availability by the department during contract period or else payment for the same shall be removed from the payable total of the BOQ 1 and BOQ 2.
- In no condition the total payment to the Selected Bidder (L1) shall exceed the prices quoted by L2 bidder

7. Annexure

The bidders are expected to respond to RFP using the forms given in this section and all documents supporting Proposal Evaluation Criteria.

7.1. Annexure 1- Pre-qualification Bid Forms

7.1.1. Format for Bank Guarantee for Earnest Money Deposit

Ref: _____

Date _____

Bank Guarantee No. _____

To,

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas <<Name of the bidder>> (hereinafter called 'the System Integrator') has submitted the bid for Submission of RFP <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to Department of Urban Local Bodies, Haryana (hereinafter called "the Purchaser")

Know all Men by these presents that we <<... >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the << Purchaser >> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser

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This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

II. This Bank Guarantee shall be valid up to <<insert date>>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

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7.1.2. Format for Performance Bank Guarantee

Ref: _____

Date _____

Bank Guarantee No. _____

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the System Integrator”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Department of Urban Local Bodies, Haryana (hereinafter called “the Purchaser”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the System Integrator shall in any way release us from any liability under this guarantee and we hereby

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waive notice of any such change, addition or modification. This Guarantee shall be valid until <<Insert
Date>>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in
Words> only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under
this bank guarantee that we receive a valid written claim or demand for payment under this bank
guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will
automatically cease.

Date _____

Place _____

Signature _____

Witness _____

Printed name _____

(Bank's common seal)

7.1.3. Format for Advance Bank Guarantee

Ref: _____

Date _____

Bank Guarantee No. _____

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called “the System Integrator”) has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Department of Urban Local Bodies, Haryana (hereinafter called “the Purchaser”)

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the System Integrator shall in any way release us from any liability under this guarantee and we hereby

wave notice of any such change, addition or modification. This Guarantee shall be valid until <<Insert Date>>)

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed Rs. <Insert Value> (Rupees <Insert Value in Words> only).

II. This bank guarantee shall be valid up to <Insert Expiry Date>)

III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Date _____

Place _____

Signature _____

Witness _____

Printed name _____

(Bank's common seal)

7.1.4. Certificate of Conformity/ No Deviation

<<To be submitted on the Company Letter head of the Lead Bidder>>

Date:

To,

Director General, Urban Local Bodies, Haryana

Office: Bays Haryana.

No. 11-14, Sector-4, Panchkula.

This is to certify that, the specifications of Mobile application which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the RFP and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

7.1.5. Details of ineligibility for corrupt or fraudulent practices / blacklisted with any of the Government or Public Sector Units or Local Governments

<<On the letterhead of the Bidding Organization>>

Date:

To

To,

Director General, Urban Local Bodies, Haryana

Office: Bays Haryana.

No. 11-14, Sector-4, Panchkula.

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units or Local Governments in India

Dear Sir,

We, the undersigned, hereby declare that

- We are not under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions/ local Governments in India for any reason as on last date of submission of the Bid or convicted of economic offence in India for any reason as on last date of submission of the Bid

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

7.2. Annexure-2: Technical Bid Format

7.2.1. Technical Bid- Covering Letter

<<On Bidder / Lead Bidder Letterhead>>

Date:

To,

Director General,
Urban Local Bodies, Haryana
Office: Bays No. 11-14,
Sector-4, Panchkula.

Subject: Selection of System Integrator for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work

Dear Sir,

1. We hereby request to be qualified with the Department of Urban Local Bodies, Haryana as a Tenderer for “**Selection of System Integrator for Subject: Selection of System Integrator for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work**” against Tender No. <>. I / We declare that all the services shall be performed strictly in accordance with the RFP documents and we agree to all the terms and conditions in the RFP.
2. I / We confirm that I / we am / are withdrawing all the deviations, counter clauses, proposed modifications in the Scope of work, Terms and Conditions, Functional Requirement Specifications and Technical Specifications which may have been mentioned in our proposal.
3. We authorize DULB or its authorized representatives to conduct any investigations to verify the statements, documents and information submitted and to clarify the financial and technical aspects of this application. For this purpose, we hereby authorize (any public official, engineer, bank, depository, manufacturer, distributor, etc.) or any other person or firm to furnish pertinent information deemed necessary and requested by DULB to verify statements and information provided in this application or regarding our competence and standing.
4. The names and positions of persons who may be contacted for further information, if required, are as follows:

Name: _____

Designation: _____

Telephone: _____

E-mail id: _____

5. We declare that the statements made and the information provided in the duly completed application are complete, true and correct in every detail. On verification at any time in the future if it is found that information furnished with this application and statements made therein are not true, incomplete or incorrect, we hereby authorize DULB to reject our application.
6. We confirm having submitted the information as required by you in Qualification Criteria. In case you require any other further information / documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.
7. We undertake, if our proposal is accepted, to provide all the services related to **“Selection of System Integrator for Subject: Selection of System Integrator for Conducting Property Tax Survey / License Survey including Issuance of Notice & Bills, with Technical handholding support in updating of property tax demand, collection, registers etc. for different Municipal Corporations / Councils / Committees of Gurugram Cluster for the next 4 years after completion of survey work”** put forward in the bid document or such features as may subsequently be mutually agreed between us and DULB or its appointed representatives.
8. We agree for unconditional acceptance of all the terms and conditions set out in the bid document and also agree to abide by this bid response for a period of 180 days from the date of bid submission and it shall remain binding upon us with full force and virtue. Till a formal contract is prepared and executed, this bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and DULB.
9. We hereby declare that in case the contract is awarded to us, we will submit Performance Bank Guarantee as prescribed in the RFP.
10. I/We understand that DULB reserves the right to reject any application without assigning any reason thereof.
11. I/We hereby undertake that I/We have not made any payment or illegal gratification to any person/authority connected with the bid process so as to influence the bid process and have not committed any offence under the PC Act in connection with the bid.
12. All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
13. We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
14. We understand that the actual payment would be made as per the existing tax rates during the time of payment.
15. We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.
16. We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

17. In case you require any other further information/documentary proof before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.
18. We declare that our Bid Price is for the entire scope of the work as specified in the tender document. These prices are indicated in Commercial Bid submitted as part of the requirements of Tender.
19. Our commercial proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.
20. We understand you are not bound to accept any Proposal you receive.
21. We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.
22. I/We shall disclose any payments made or proposed to be made to any intermediaries (agents, etc.) in connection with the bid.
23. It is hereby confirmed that I/We are entitled to act on behalf of our corporation/ company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Thanking you,

Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

7.2.2. Particulars of the Bidder

SI No.	Information Sought	Details to be Furnished
A	Name and address of the bidding Company	
C	Incorporation status of the firm (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Company Seal :

Business Address :

7.2.3. Financial Capability

<<On the letterhead of the Chartered Accountant >>

<<To be submitted along with Audited Financial Statements>>

Date

To,

Director General,
Urban Local Bodies, Haryana
Office: Bays No. 11-14,
Sector-4, Panchkula

Dear Sir,

We have examined the books of accounts and other relevant records of <<Bidder along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover for the three years i.e. from FY 2013-14 to 2015-16 was as per details given below:

Information from Balance Sheets (in Indian Rupees)			
	2013-14	2014-15	2015-16
Annual Turnover			

(Signature of the Chartered Accountant)

Name :

Designation :

Membership Number :

Date :

Company Seal :

Business Address :

7.2.4. CV format for Proposed Resources

1.	Name of the employee				
2.	Name of the employer	<<Name of the Bidder >>			
3.	Proposed position				
4.	Date of Birth				
5.	Nationality				
6.	Total years of relevant experience				
7.	Certifications	Note: Please attach copies of relevant certificates			
8.	Education	Qualification	Name of School / College / University	Degree Obtained	Date Attended
		Note: Please attach copies of relevant certificates			
9.	Language	Language	Read	Write	Speak

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10	Employment Record	Employer	Position	From (MM / YYYY)	To (MM / YYYY)	Exp. in Months	
<i>(Starting with present position list in reverse order)</i>							
11	Relevant Experience	<i>(Give an outline on the experience most pertinent to tasks mentioned in the project. Describe degree of responsibility held on these relevant assignments).</i>					
		<i>Maximum 8 Projects:</i>					
		Name of Assignment/Project					
		Year					
		Location					
		Client					
		Main project features					
		Positions held					
Activities performed							
12	Certification	I, the undersigned, certify that to the best of my knowledge and belief, this bio-data correctly describes myself, my qualifications, and my experience.					
		Date:					
		Place	Signature of the employee / Authorized Signatory				

7.2.5. Technical Solution

The Bidder is required to describe the proposed Technical Solution in this section. The Technical Solution would be evaluated on the following broad parameters. DULB reserves the rights to add, delete, or modify these parameters at any time during the Tender process, without assigning any reasons whatsoever and without being required to intimate the Bidders of any such change.

- Clear articulation and description of the design and technical solution and various components
- Extent of compliance to functional and technical requirements specified in the scope of work and in accordance with leading practices.
- Technical Design and clear articulation of benefits to DULB of various components of the solution vis-à-vis other options available.

The Bidder should provide **detailed design** for the following listing all assumptions that have been considered:

- Proposed Solution, in detail (including various tools to be used)
- Property survey plan and schedule
- Testing approach
- Risk Management Plan

7.2.6. Approach & Methodology

1. The Bidder should cover details of the methodology proposed to be adopted for planning and implementation of solutions and infrastructure relating to establishment of the proposed solution.
2. The Bidder may give suggestions on improvement of the scope of work given and may mention the details of any add-on services related to this project over and above what is laid down in the tender document. List of deliverables should also be identified and explained.
3. The bidder shall describe the approach and methodology to be undertaken to achieve the maximum accuracy to be achieved in door- to door survey.
4. The Bidder shall describe the knowledgebase, best practices and tools that will be used by the project team for the execution of scope of work activities.
5. The Bidder should cover details of the methodology proposed to be adopted for operations and maintenance related the proposed solution.
6. The Bidder should provide details about of the Service Helpdesk and handholding staff available for the purpose of resolution of issues pertaining to the conditions at the proposed solution.

7.2.7. Project Plan & Deployment of Personnel

S. No	Item of Activity	Month-Wise Program					
		M1	M2	M3	M4	M5
1	Activity 1						
1.1	Sub-Activity 1						
1.2	Sub-Activity 2						
2	Activity 2						
	..						
3	Activity 3						
3.1	Sub-Activity 1						
3.2	Sub- Activity 2						

- Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Bidder approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- Duration of activities shall be indicated in the form of a bar chart.

Note: The above activity chart is just for the purpose of illustration. Bidders are requested to provide detailed activity & phase wise timelines for executing the project with details of deliverables & milestones as per their proposal.

7.2.8. Format of Deployment of Personnel

- The Bidder should provide a detailed resource deployment plan in place to ensure that technically qualified staff is available to deliver the project.
- The Bidder should provide the summary table of details of the manpower that will be deployed on this project along with detailed CVs of key personnel

No.	Name of Staff	Education Qualification and Designation	Area of Expertise	Deployment Period (In Months)						Total Man-Months Proposed	Full Time/ Part Time
				M1	M2	M3	M4	M5	n		
1											
2											
3											

7.2.9. Details of Experience of Bidder in Various projects

As per the format below, the bidder should provide information for each project on similar assignments required for pre-qualification and technical evaluation criteria.

Credential for < Prequalification Criteria No. / Technical Criteria No>		
Sr. No.	Name of the Organization - <<Name of the Bidder >>	
	Parameter	Details
General Information		
1.	Customer Name	
2.	Name of the contact person and contact details for the client of the assignment	
3.	Whether client visit can be organized	(YES / NO)
Project Details		
4.	Project Title	
5.	Start Date and End Date	
6.	Date of Go-Live	
7.	Total Cost of the project	
8.	Current Status (Live / completed / on-going / terminated / suspended)	
9.	No of staff provided by your company	
10.	Please indicate the current or the latest AMC period with the client (From Month –Year to Month-Year)	

Credential for < Prequalification Criteria No. / Technical Criteria No>		
Sr. No.	Name of the Organization - <<Name of the Bidder >>	
	Parameter	Details
11.	Please indicate whether the client is currently using the implemented solution	
Size of the project		
12.	Number of total Property / unit surveyed or total no of km work completed	
13.	Training responsibilities of Bidder	
14.	Any other information to be shared with DULB	
Narrative Description of the Project:		
Detailed Description of actual services provided by Bidder:		
Documentary Proof:		

7.3. Annexure 3-Format for Commercial proposal

7.3.1. Total Project Cost

S. No	Phase 1	Cost (Inclusive of all taxes, levies, duties, etc. as applicable)
1.	BOQ 1 – Per property Rate for Door to Door Survey, Mobile Application and Integration of Survey data with base map	
2.	BOQ 2 – Operation & Maintenance Phase for 4 years	
Total Project Cost: Total Cost BOQ 1 + Total Cost BOQ 2 (in INR)		

Note: The awarded price for each of the 6 clusters has to be within 10% increase of the lowest bid across 6 clusters, In case prices quoted by successful Bidder are beyond 10% of the lowest price received within 6 Clusters, successful Bidder shall be invited for price negotiations. Failure to close negotiations successfully shall constitute sufficient grounds for the annulment of the award and the Purchaser may consider awarding the Contract to the Bidder who has submitted next best value bid or call for new proposals

7.3.2. BOQ 1 – Per property Rate for Door to Door Survey, Mobile Application and Integration of Survey data with base map

S. No	Phase 1	Rate UOM	Rate Per property (A)	Indicative scope UOM	Indicative Scope * (B)	Total Cost (C = Ax B) (Inclusive of all taxes, levies, duties, etc. as applicable)
1.	Phase 1 (P1): Geo-enabled Land and building asset property Survey, data management, assessment and data integration into the web system including Issuance of Notice & Bills, with Technical handholding support in updation of property tax demand collection registers etc. complete in all respect as per scope of work	Per asset		Nos		
Total cost BOQ 1.1 (in INR)						

* This is Indicative Scope and this can vary and the per property rate in 7.3.1 BOQ 1 for Door to Door Survey shall be applicable for any increased /decreased scope.

S. No	Phase 1	Cost (Inclusive of all taxes, levies, duties, etc. as applicable)
1.	Phase 1 (P1): Integration of survey Data with Base map (on availability from the department during contract period)	
Total cost BOQ 1.2 (in INR)		

Total Cost BOQ 1: Total Cost BOQ 1.1 + Total Cost BOQ 1.2

7.3.3. BOQ 2 – Operation & Maintenance Phase for 4 years

7.3.3.1. BOQ 2.1 – O & M (Supplementary Properties)

S. No	Phase	Rate UOM	Rate Per property (A)	Indicative scope UOM	Indicative Scope (Supplementary Properties only)* (B)	Total Cost (C = A x B) (Inclusive of all taxes, levies, duties, etc. as applicable)
Phase 2 (P2): O&M for 48 Months						
1.	Year 1: Property Rate					
2.	Year 2: Property Rate					
3.	Year 3: Property Rate					
4.	Year 4: Property Rate					
Total Cost BOQ 2.1 (in INR)						

* This Indicative Scope is for supplementary properties only, which is envisaged at an increase of 3% per year (indicative assessment). The Indicative Scope can vary and the per property rate in 7.3.2 BOQ Per property Rate for Door to Door Survey shall be applicable for any increased /decreased scope.

7.3.3.2. BOQ 2.2 – O & M (Integration of Survey data of Supplementary Properties)

S. No	Phase	Total Cost
Phase 2 (P2): O&M for 48 Months for Integration of survey Data of supplementary properties with Base map(on availability from the department during contract period)		
1.	O&M Cost for Year 1	
2.	O&M Cost for Year 2	
3.	O&M Cost for Year 3	
4.	O&M Cost for Year 4	
Total Cost BOQ 2.2 (in INR)		

7.3.3.3. BOQ 2.3 – O & M

S. No	Phase	Total Cost
Phase 2 (P2): O&M for 48 Months		
1.	O&M Cost for Year 1	
2.	O&M Cost for Year 2	
3.	O&M Cost for Year 3	
4.	O&M Cost for Year 4	
Total Cost BOQ 2.3 (in INR)		

Including Issuance of Notice & Bills, with Technical handholding support in updation of property tax demand collection registers etc. complete in all respect for all the properties inclusive of supplementary properties.

Total Cost BOQ 2: Total Cost BOQ 2.1 + Total Cost BOQ 2.2+ Total Cost BOQ 2.3