RAILTEL CORPORATION OF INDIA LTD.
(A Govt. of India Enterprise)

Territory Office
Plot No. 17, 1st Floor, Raghunath Nagar,

Near Shahpura Police station,

Bhopal MP - 462039

Western Region Office
Western Railway Microwave Complex

Senapati Bapat Marg,

Near Railway Sports Ground,

Mahalaxmi, Mumbai – 400013

CorporateOffice
Plate-A, 6th Floor, Office Tower-2,

NBCC Building, East Kidwai Nagar,

New Delhi - 110023

Tender

For
"Selection of System Integrator for Statewide
implementation of e-nagarpalika 2.0 Portal" (On turnkey
basis)"

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

This page has been intentionally left blank.

NOTICE

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd. 13-09-2023

RailTel Corporation of India Ltd invites Tender's via E-Mail with password protected folder from reputed firms for work mentioned in the Scope of this Tender. The technical and commercial (price) bids shall be submitted through E-Mail at **bpltooffice@railtelindia.com** in password protected folder as separate PDF documents up to the end date & time mentioned below.

Sr. No.	Description	Estimated Cost	Last date & Time for Bid Submission	Date &Time for Bid Open	Completion Period
1	"Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal" (On turnkey basis)"	As per tender document attached As per Tender No: UADD/14348/22.8.2023	18-09-2023 15:00 Hrs.	18-09-2023 16:00 Hrs.	As per Tender No: UADD/14348/22.8.2023

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, Tender no. UADD/14348/22.8.2023. "Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal" will be sacrosanct

(Copy at annexure–VII).

PRICE BID

Please Refer BoQ – Annexure -VIII

Bidder should quote price for end to end SOW wrt –

Tender Ref: RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023
and subsequent corrigenda. "Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal" (On turnkey basis)".

Note: In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work area, the Tender no. UADD/14348/22.8.2023. "Selection of System Integrator for Statewide implementation of e- nagarpalika 2.0 Portal" will be sacrosanct
(Copy at annexure–VII).

Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

1. The details are as under:

1	Issue date of "Invitation for Tender document"	13-09-2023
2	Last date for submission of Tender by applicants	18-09-2023 15:00 Hrs.
3	Opening of Tenders	18-09-2023 16:00 Hrs.
4	Tenders Submission Mode	By email (with password protected)
5	Completion Period	As per tender ref. no. UADD/14348/22.08.2023

Tender and all corrigenda will be made available at RailTel Corporation of India's portal https://www.railtelindia.com.   Tender fee- Rs. 59000/- (Incl. GST) & EMD of Rs. 6000000/- as per tender clause

(For Bank detail Refer Annexure IX)

Note: For bid submission, tenderer will have to submit signed and stamped printed copy of the tender document.

1. RailTel intends to look for an empanelled BIDDER who can help us with Bid Submission & have the ability to take up the work on turnkey basis and who has good connect with the customer and local environment. The bidder shall bear all costs associated with the preparation, submission / participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

2. Bidders shall necessarily furnish the details of the valid SD/PBG/Tender fee/fee applicable submitted at time of empanelment for consideration of their offer.

3. Undertaking stating that bidder accept to execute SOW of Tender on fully Back to Back basis.

4. Copy of power of attorney issued in favor of signatory

5. The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder

6. A pre bid agreement will be signed with successful bidder on non-judicial stamp of adequate value as per final bid value. Format will be shared with successful bidder only

   The Bidder should have average annual turnover from IT / ITES/ICT of ₹ 75 crores in the last 3 Years out of previous 4 years (i.e., for FY 2019-20, FY 2020-21, FY 2021-22, FY 2022-23).

7.   The Bidder must provide acceptance (with documents) on the following:

All payments shall be paid on Bidder back to back basis. RailTel shall make payment to selected Business Associate after receiving payment from the end customer for the successful completion portion. In case of any penalty or deduction made by the end customer, the same shall be deducted from the selected BIDDER.

The BIDDER should have the pre-requisite experience for similar type of work.

Bidder will submit No deviation certificate. Bidder will submit non-blacklisted certificate.

Partner will be chosen as per the policy guidelines of RailTel Corporation of India Ltd. Further evaluation will be carried out.

Please submit your proposal latest by 18-09-2023 upto 15:00 Hrs.
"All Bidders are required to submit their bids (complete in all aspects) within the time and date as specified in Section 2 (Fact Sheet). The Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained".

Prospective bidders are required to direct all communications related to this Invitation for

Tender document, through the following HelpDesk:

Contact (1)	:	Shri. Anand Kumar
Designation	:	Deputy General Manager/Marketing
Email	:	anandnkn@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919004444107

Contact (2)	:	Shri. Pavan Kumar Bhargava
Designation	:	Group General Manager/Territory Manager/Bhopal
Email	:	pavan@railtelindia.com
Telephone	:	+917552428644
Mobile	:	+919179005188

	Check List	
Sl. No	Document	Remarks (Yes/ No)
1	Offer Letter	Annexure I
1	Proof of Submission of PBG/SD/Tender Empanelment Fee submitted against Empanelment with RailTel	
2	Copy of LoA/LOI issued by RailTel for confirmation of empanelment.	
3	Undertaking stating that bidder accept to execute SOW of Tender on fully Back to Back basis.	
4	The bidder responding to this Tender shall give an undertaking that, if they are successful, then they will not participate directly or with other direct bidder	
5	Compliance certificate format	Annexure II
6	Financial capacity Format	Annexure III
7	Format for Declaration for acceptance of all Terms & Conditions	Annexure IV
8	Non blacklisted	Annexure V
9	No deviation certificate	Annexure VI
10	Tender Document – UADD/14348/22.08.2023	Annexure VII
11	Price Bid (BOQ)	Annexure VIII
12	RailTel's bank account detail to deposit EMD	Annexure IX

ANNEXURE-I:

OFFERLETTER

(To be on company letter head)

Tender Ref.- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai–400013

Dear Sir,
Sub: Participation in the Tender.

Having examined the Invitation Tender document bearing the reference number
Tender Ref. RCIL WR-BPL/MKTG(EB)/Sept.-1/7 Dtd.13-09-2023 released by your esteemed
organization, we undersigned, hereby acknowledge the receipt of the same and offer to
participate in conformity with the said Invitation for Tender document.

If our application is accepted, we undertake to abide by all the terms and conditions
mentioned in the said Invitation for Tender document.

We hereby declare that all the information and supporting documents furnished as a part
of our response to the said Invitation for Tender document, are true to the best of our
knowledge. We understand that in case any discrepancy is found in the information
submitted by us, our Tender is liable to be rejected.

Date: Signature with seal–

                                                       Name: _____

                                                       Designation: _____

Annexure II: Compliance Certificate

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai–400013

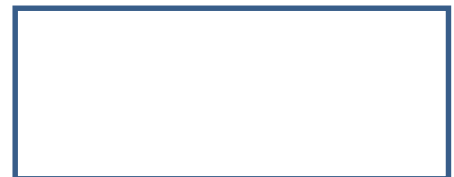Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

Dear Sir,

This is in response to the Invitation for Tender for the "Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal" (On turnkey basis)" in Tender Ref:- RCIL WR-BPL/MKTG(EB)/Sept.-1/7 Dtd.13-09-2023
We have applied against Tender issued by RailTel Corporation of India Ltd. We hereby covenant, warrant and confirm. We hereby comply with all the terms and conditions/stipulations as contained in the Invitation for Tender document.

Date: Signature with seal (in the box)

                                                                                Name:
                                                                                Designation:

Annexure- III: Financial capacity Format
(to be issued by practicing Chartered Accountant on its letter head)

TO WHOM IT MAY CONCERN

Tender Ref.- - RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

This is to certify that M/s...………….. having its office at ……………………………………………………. .... are in the business of ………………..…………………………………. for …………. Completed years (considered upto 31st March 2023) and   the   date of incorporation is _____. Their annual financial Turnover during the preceding three years or from date of incorporation (in case of date of incorporation is within three years of March) are as given below:

Financial Year	Turnover (in Rs Cr)	Profit / Loss (in Rs Cr)
2019-2020		
2020-2021		
2021-2022		
2022-2023		

This is further certified that the above Turnover is in line with the Turnover declared by the Firm in their Income Tax Returns filed under PAN ………………………….

Place……………………

Signature…………………………
Name………………………………..
 (Seal)

Annexure-IV: Performa for Declaration of acceptance for all Terms & Conditions

Declaration for acceptance of all Terms & Conditions of the
Tender Ref.- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

1. We M/s (_____) having registered office at (Address) _____ agree to all the Terms & Conditions of the Tender Ref: RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023 issued by RailTel.

2. Our offer will remain valid for 210 days from the date of opening of the Tender.

3. We confirm that we have the necessary resources & capabilities to undertake the work as specified in the schedule of work as per all terms and conditions given in the above Tender. We have also understood the process of submitting bid to RAILTEL and Instructions given in the above Tender. Further, we confirm that we shall execute the work against this price discovery for scope as specified in this Tender.

4. We also agree that RailTel has the right to reject all Tender, in part or in full without assigning any reason whatsoever.

5. This Tender along with other documents as stipulated in Tender together with your written acceptance thereof shall constitute a binding contract between us.

Date:-

Name of the Company:-

Signature & Seal:-

Annexure-V

<u>N o n - Blacklisting Certificate Declaration</u>

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai–400013

Sub: Undertaking of no deviation from Tender/ RFP terms and condition
Tender Ref.- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

We hereby undertake and submit the declaration that our firm/company is not debarred/black listed for future business with any Central/State Government organization/CPSU/SPSU in India.

In case, at any stage if the above declaration is found false or incorrect, the Purchaser shall be free to take any punitive/legal action against us, as may be deemed fit, which shall be acceptable / binding on us and the consequences shall be to our account.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:

VI

Format for Statement of No Deviation from the RFP

To,
Principal Executive Director
RailTel Corporation of India Limited
Western Railway
Microwave Complex
Senapati Bapat Marg,
Near Railway Sports Ground,
Mahalaxmi, Mumbai – 400013

Date:_____
Sub: Undertaking of no deviation from Tender/RFP terms and condition
Tender Ref.- RCIL WR-BPL/MKTG(EB)/Sept.-1/7   Dtd.13-09-2023

Dear Sir,
This is to confirm that the proposal/bid submitted by <<_____>>, is in complete agreement with the RFP/Tender and any of the corrigendum(s) or amendment(s) issued thereon and there is no deviation whatsoever.

Date:

Name & Signature of
Authorized Representative:

Company Seal:

Name of Bidder:

Full Address:

Telephone No.:

Annexure VII

UADD/14348/22.8.2023

Government of Madhya Pradesh

REQUEST FOR PROPOSAL (RFP)

For

"Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal"

(Volume – I)

(Project Background, Instruction to bidders, Evaluation Process,

Evaluation Criteria, Technical Criteria, Payment terms & SLA)

Contents

Disclaimer

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

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

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

The Authority, its employees and advisors make no representation or warranty 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, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of thisRFP or arising in any way for participation in this Bid Stage.

The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder or Service Provider for the Project and the Authority reserves theright to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

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

1. Request for Proposal

"Selection of System Integrator for Statewide implementation of e-Nagarpalika 2.0 Portal"

Urban Development and Housing Department, Government of Madhya Pradesh envisages to engage System Integrator for Statewide implementation of e-nagarpalika 2.0 which will improve the municipal decision making, provide better services to citizens and enhance transparency and accountability within ULB's of Madhya Pradesh. Government of Madhya Pradesh Urban Development and Housing Department, invites proposals from agencies meeting the eligibility criteria mentioned in this RFP document as uploaded on the Madhya Pradesh Government e- Procurement System https://mptenders.gov.in/

The Authority intends to select the System Integrator through an open competitive bidding in accordance with the procedure set out herein.

Interested Bidders are requested to submit their technical and financial proposals in responses to the RFP online on the Madhya Pradesh Government e-Procurement System website: https://mptenders.gov.in.

2. Fact Sheet

S.N.	Reference Description	Description
1.	Date of publishing of RFP	22-08-2023
2.	RFP Title	RFP for Selection of System Integrator for Statewide implementation of e-Nagarpalika 2.0 Portal.
4.	Availability of RFP Document.	www.mptenders.gov.in
5.	Method of selection	QCBS (Quality and cost-based selection) in the ratio of 70:30, where 70 % for Technical score and 30 % for financial score.
6.	Project Duration	7 years (2 Years for implementation and 5 years Operation & Maintainence).
7.	Date till which the RFP response/bid should be valid i.e., period of bid Validity.	The bid proposal shall remain valid for 180 (one hundred and eighty) days from the last date of bid submission.
8.	TENDER FEE	50,000/- Rupees to be submitted online through www.mptenders.gov.in
9.	Earnest Money Deposit	60,000,00/- (Sixty Lakhs Rupees only) to be submitted online through www.mptenders.gov.in
10.	Pre-bid queries submission	All pre-bid queries must be emailed to uaddtenders@mpurban.gov.in before 01-09-2023 till 04:00 PM.
11.	Pre-bid meeting	Date- 04-09-2023 time 03:00 PM at the venue- "Directorate of Urban Administration & Development, Palika Bhavan Bhopal"
12.	Bid Submission Start Date	06-09-2023 10:30 AM
13.	Bid submission End Date.	The last date and time for submission of Proposal is on or before 15-09-2023, 05:00 PM. The bidder's proposal needs to be submitted online.
14.	Currency	The bidder to state all costs in Indian Rupees only (₹).
16.	Date, Time, and venue for opening of technical bids of all bidders	Date and Time: 18-09-2023 at 11:00 AM
17	Date of Financial Opening	Date and time of Financial Opening will be communicated to successful bidders.

Note:

1. MPUADD reserves the right to cancel the process /reject any or all the proposals at any time.
2. No contractual obligation whatsoever does rise from the RFP document/process unless and until a formal contract is signed and executed between MPUADD and the successful proposer.

Definitions

In the absence of definition in the foregoing references, the terms mentioned in the RFP shall be interpreted in accordance with the government of India guideline or any other relevant law, regulation prevalent in India.

a. "Bid" shall mean technical bid and financial bid submitted by the bidder, in response to this RFP, in accordance with the terms and condition thereof.

b. "Bidder" for the purpose of the RFP, shall mean 'Bidding Entity' (including its permitted successors and legal assigns subject to fulfilment to conditions given in 'RFP') which meets the Qualification Requirements/Eligibility Criteria as specified in the 'RFP 'and has been allowed by UADD based on its Response to 'RFP' for submission of Bid.

c. "Bidding Company" for the purpose of the RFP, shall refer to such single person/ company/ firm etc. (including its permitted successors and legal assigns subject to fulfilment of conditions as given in 'RFP') which meets the Qualification Requirements/eligibility criteria for submission of Bid;

d. "Bidding Guidelines" shall mean the procedure methodology/prescribed herewith in RFP for calling the proposal, selection and finalization of successful bidder for carrying out agreement for execution of the project;

e. "Bid Deadline" shall mean the last date and time for submission of proposal in response to this RFP, specified herewith;

f. "Bid Price" shall mean the sum total of Rates quoted by the Bidder in respect of each line item mentioned in the BOQ provided. Rates as mentioned herein shall mean the price of each line item multiplied by number of units of a line item.

g. "Contract Period" shall mean entire period of Project commencing from the date of issuance of LoA and ending on the date of the completion of certified by the UADD and shall include the completion/ implementation period; and it can be extended based on the site situations after the mutual understanding of Successful Bidder and Authority.

h. "Evaluation Committee" shall mean the Procurement Committee of UADD or sub-committee constituted by UADD, Bhopal for carrying out the evaluation of Technical Bid of the bidders as per the details elaborated in the RFP.

i. Authority will designate a "Steering Committee (SC) ", for the purpose of the project implementation. System Integrator's Project Manager will report to Steering Committee. "Steering Committee (SC)" comprising of Representatives from Authority shall meet on a regular basis to discuss any issues/ bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings, take all necessary actions, and circulate the same to Authority.

j. Authority will also designate a Technical committee (TC)which will evaluate all the technical documents (SRS,FRS etc) submitted by the selected bidder from time to time.

k. "Financial Bid" shall mean, the Bidder's Financial Quote on Item Rate basis of Estimated Project Cost, including all the Charges as defined herein the RFP.

l. "Letter of Acceptance" or "LoA" shall mean the letter to be issued by UADD to the Successful Bidder, who has been identified as the Selected Bidder or prospected bidder after the process given in the RFP for awarding the project for its execution.

m. "UADD" shall mean Urban Administration and Development Department, Bhopal or its authorized representative for carrying out the process for selection of 'Successful Bidder' or 'Selected Bidder' as defined in this RFP and to execute the Agreement to carry out the Project as per terms of the Agreement and RFP;

n. "Successful Bidder" or "Selected Bidder" or "Contractor" or "Agency" or "System Integrator (SI)" shall mean the Bidder selected pursuant to this RFP for the execution of the Project as per the terms and conditions of this RFP Document.

o. "Late Bids" shall mean the bids received after the specified date and time of receiving the bid.

p. Authority shall mean Urban Administration and Development Department.

q. Contract Officer Shall mean Commissioner, Urban Administration and Development Department.

r. Project Officer shall mean Authorized representative of Commissioner, Urban Administration and Development Department.

3. About US

The Urban Development & Housing Department (MPUDHD), Government of Madhya Pradesh has ambitious plans to scale up e-governance across 413 Urban Local Bodies (ULBs) in the State of Madhya Pradesh. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure. UADD is the directorate under the Urban development and Housing Department for implementing and monitoring different schemes or projects.

MPUADD, Government of Madhya Pradesh has embarked on an ambitious "e-NagarPalika" project to develop a centralized web-based solution to computerize all Urban Local Bodies (ULBs) across the State. The implementation of e-nagarpalika application started in 2015. With the implementation of this project the State aims to improve decision making process at Municipal level, provide better level of services to its citizens and enhance transparency and accountability, and inclusiveness through online, accurate and up-to-date information at every ULB. The objective is to provide integrated, effective, efficient, and transparent services to citizens.

Rate of urbanization in Madhya Pradesh is expected to cross 30% in another 10 years. Most of the urbanization is because of migration to the urban areas rather than the population growth in existing urban areas. As of now, there are 413 urban centers in Madhya Pradesh which comprises of 16 Municipal corporations, 99 Municipality and 298 Municipal councils.

4. Instructions to Bidders.

4.1. Objectives of this RFP

The main objective of this RFP is to Design, develop and deploy a centralized, online, integrated solution to cater the needs of Urban Development & Housing Department. The e-Nagarpalika would be both – an electronic repository of all data pertaining to all the functions of UADD and a strategic and operational tool, which would help all levels of UADD management in making informed decisions. E-Nagarpalika 2.0 will incorporate all backend operations of Urban local Bodies and Citizen services. Since the UADD employees are the major stakeholders for this initiative, the e-Nagarpalika System Integrator must make sure that e-Nagarpalika overall design and working, meets the requirements and expectations set by the Urban administration and Development Department.

The Authority, through this RFP, invites Proposals from reputed firms (hereafter referred as'Bidders') which meets the evaluation criteria and can deliver the scope specified in this RFP.

4.2. General

1. While every effort has been made to provide comprehensive and accurate information about requirements and specifications, bidders must form their own conclusions about the solution needed to meet the requirements specified in the RFP.
2. The requirements of the RFP shall prevail over any information in the Bid. However, all information supplied by the successful bidder will be treated as contractually binding on the bidder.
3. This RFP supersedes and replaces any previous public documentation and communications, and bidders should place no reliance on such communications.
4. 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 the Urban Administration and Development Department (authority).
5. The Authority may cancel this bid process at any time prior to a formal written contract being executed by or on behalf of the Urban Administration and Development Department.

6. This RFP document is non-transferable.
7. The RFP should not be used to market the bidder's product or services.
8. This RFP intends to appoint a system integrator for migration and phase wise development of the new system in 2 years and providing Operations & Maintenance of the developed solution for another 5 years.
9. UADD has the authority to extend the support for further 01 year, in mutual agreement with the System Integrator.
10. Contract officer reserves the right to take decision on mutual extension of the project duration.

4.3.   Availability of RFP Document

The Authority has published the RFP on - https://mptenders.gov.in/

4.4.   Project Background

The Urban Administration and Development Department (UADD) had started implementation of SAP ERP solution (e-Nagarpalika) in the year 2015 and got operational since year 2017. UADD has implemented citizen centric portal which has 15 modules and 22 Citizen cervices including Property tax, Water tax, HR Management, fleet management and other modules under the e-Nagarpalika portal. With the advancement in technology, Urban Administration and Development Department, wants to upgrade their existing system e-nagarpalika from SAP ECC to a new platform, which would be more robust and easier to use on **Open-Source platform**.

4.5.   Earnest Money Deposit

1. The Bidders shall submit along with their bids an Earnest Money Deposit (EMD) for an amount of ₹ 60,000,00/- (Rupees Sixty Lakhs only) as bid security fee in in the manner as prescribed under relevant rules and processes of https://mptenders.gov.in/.
2. EMD in any other form will not be accepted.
3. The EMD is required to protect the Authority against the risk of Bidder's conduct which may warrant EMD's forfeiture pursuant to the instances mentioned in Clause 6 below.
4. EMDs of all unsuccessful Bidders will be returned, without interest within 30 days from the award of contract automatically by the e-tendering portal.
5. The EMD of the successful Bidders will be returned, without interest, upon submission of Performance Bank Guarantee by the successful Bidder.
6. The EMD may be forfeited-
    a. If a Bidder increases the quoted prices after opening of the Proposal and during the period of Bid validity or its extended period, if any.
    b. In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions (including timelines for execution ofthe Agreement) of this RFP or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFP.
    c. If the bidder is found indulging in any corrupt, fraudulent, or other malpractice in respect of the bid.

4.6.   Bid Preparation Costs

1. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations,

preparation of proposal and in providing any additional information required by the Authority to facilitate the evaluation process.

2. The Authority in **NO** case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

3. This RFP does not commit the Authority to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.

4. All materials submitted by the bidder will become the property of the Authority and may be returned completely at its sole discretion.

4.7. Consortium

Neither bidding as a consortium nor Joint Venture is allowed for implementation of any component under the scopeof this project. No Bidder shall submit more than one bid for the project.

4.8. Debarment from Bidding

1. The bidder shall be debarred if they have been convicted of an offence –
a. under the Prevention of Corruption Act, 1988; or
b. the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

2. The Bidder should not be active blacklisted/Debarred by any Central/State Government/ PSU entity in India or similar agencies globally for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.

3. If the bidder has been blacklisted/debarred at any point of time and its validity is not mentioned in the blacklist/debarred letter then it will be considered as next 3 years from the date of issue.

4.9. Authorized Signatory and Authentication of Bids

The "Authorized Signatory" shall mean the one who has signed the Bid document. The authorized signatory may be either the Nodal Officer or the duly Authorized Representative of the Bidder, in which case the Bidder shall submit a power of attorney authorizing the person to be authorized signatory and a copy of board resolution.

The power of attorney of the Bidder must be submitted along with the technical bid.

4.10. Language

The Proposal must 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 required and should be duly attested by the Bidder. For purposes of interpretation of the documents, the English translation shall govern.

4.11. Complete and Compliant Responses

1. Bidders are advised to study all instructions, forms, requirements, and other information in the RFP document carefully. Submission of the proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

2. The response to this RFP should be full and complete in all aspects. Failure to comply with the requirements of this paragraph may render the Proposal non- compliant and the Proposal may be rejected. Bidders must-

c. Include all documentation specified in this RFP.

d. Follow the format of this RFP and respond to each element in the order as set out in this RFP.

e. Comply with all requirements as set out in this RFP.

4.12. Late Bids

1. All Bidders are required to submit their bids (complete in all aspects) within the time and date as specified in Section 2 (Fact Sheet). The Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained. The Bids submitted by telex/telegram/fax/e- mail/manually etc. shall not be considered. No correspondence will be entertained on this matter. The Authority shall not be responsible for any delay or non-receipt/non- delivery of the documents. No further correspondence on the subject will be entertained. The Authority reserves the right to modify and amend any of the above- stipulated condition/criteria depending upon project priorities vis- à-vis urgent commitments.

2. Given that the bid submission must be made electronically, it is advised that the Bidder takes all necessary precaution for the same, including submitting the Bid well in advance to avoid any last-minute hassles. The Authority shall not entertain any bidswhich could not be submitted properly for whatsoever reasons.

3. The Authority may, in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum/corrigendum or by intimating all bidders, in writing or through e-mail. In such case all rights and obligations of the Authority and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

4.13. Proposal Submission Format

The entire proposal shall be strictly as per the format specified in this RFP and any deviation may result in the rejection of the RFP proposal. Refer Section 5.3 as well as the Annexures in Volume 3 for the Proposal Submission.

4.14. Amendment of the RFP

At any time prior to the deadline for submission of the proposals, the Authority, for any reason, may modify the RFP by amendment/corrigendum and it shall publicly publish the same. Such amendments shall be binding on the Bidders. Bidders are requested to regularly visit https://mptenders.gov.in/ and check for themselves regarding any addendum/corrigendum issued to the RFP. The Authority shall, in no way, be responsible for any lapse of informationon part of the concerned bidder(s) for non-checking the website for RFP related updates/information.

4.15. Bid Validity

Bids must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bids. The Bidder(s) may request the Authority for an extension of the period of validity of the bids which may suitably be extended post such requests. The validity of the EMDs as requested in Section 4.5 should also be suitably extended if called upon to do so by the Authority.

4.16. Right to the Content of Proposal

All bids and accompanying documentation of the bid proposal will become the property of the Authority and will not be returned after opening of the bid proposals. The Authority is not

restricted in its rights to use or disclose any or all the information contained in the proposal and can do so without compensation to the bidders. The Authority shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

4.17. Disqualification

The Proposal is liable to be disqualified in, inter alia, any of the following cases or in case the Bidder fails to meet the bidding requirements as indicated in this RFP:

1. Bid not submitted in accordance with the terms, procedure and formats prescribed in this document is treated as non-conforming proposal.
2. During validity of the bid, or its extended period, if any, the Bidder increases its quoted price after the submission of the bid.
3. The Bidder's Proposal is conditional and has deviations from the terms and conditions of RFP.
4. The Proposal is received in an incomplete form.
5. The Proposal is received after the due date and time.
6. The Proposal is not accompanied by all the requisite documents.
7. The Proposal is submitted with lesser validity period.
8. The information submitted in the technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly, or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any.

4.18. Confidentiality

Information relating to the examination, clarification and any other purpose of the RFP shall not be disclosed to any persons not officially concerned with such process until the process is over. Undue use of confidential information related to the process by any firm may result in rejection of its proposal.

4.19. Fraud and Corrupt Practices

1. The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, the Authority shall reject a proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices") in the selection process. In such an event, the Authority shall, without prejudice to it's any other rights or remedies, forfeit and appropriate the EMD and/or PBG.
2. Without prejudice to the rights of the Authority under clause above and the rights and remedies which the Authority may have under the Agreement, if a Bidder is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, or after the issue of the Letter of Award (LOA) or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the Authority during a period of 3 years from the date such Bidder is found by the Authority to have directly or through an agent, engaged or indulged in

any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

3. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

   a. "Corrupt Practice" means

      i. the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the selection process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the selection process or the LOA or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority shall be deemed to constitute influencing the actions of a person connected with the selection process); or

      ii. engaging in any manner whatsoever, whether during the selection process or after the issue of the LOA or after the execution of the Agreement any personin respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial, or technical consultant/adviser of the Authority in relation to any matter concerning the Project.

   b. "Fraudulent Practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, to influence the selection process.

   c. "Coercive Practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the selection process.

   d. "Undesirable Practice" means

      i. having a Conflict of Interest; and

      ii. establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying orin any manner influencing or attempting to influence the selection process.

   e. "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among the Bidders with the objective of restricting or manipulating a full and fair competition in the selection process.

   f. The Authority shall not recover from the System Integrator/Consultant, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive, or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether the likelihood of such loss or damage was contemplated. The Authority shall not recover from the Consultant, in contract or tort, under statute or otherwise, aggregate damages more than the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.

4.20. Right to Terminate the Process

1. The Authority may terminate the RFP process at any time and without assigning any reason. The Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone.

2. This RFP does not constitute an offer by the Authority. The bidder's participation in this process may result in short listing the bidders.

3. The Authority may terminate this RFP, immediately upon written notice to the Bidder if the Authority reasonably determines that it can no longer provide the Services in accordance with applicable law or professional.

4.21. Conflict of Interest

1. In the event of a conflict of interest, the Bidder is required to obtain confirmation of 'no objection' from the Commissioner, UADD in order to bid. Conflict of interest exists in the event of:

    a. The supply of services, equipment's or work whose TOR/ specifications were prepared by the bidding bidder.

    b. the successor to a previous assignment executed by the bidding Bidder (e.g. implementation of a project for which the Bidder has conducted a feasibility assessment);

    c. conflicting assignments, typically monitoring and evaluation/environmental assessment by the implementation Bidder;

    d. Bidders, suppliers or contractors who are filling this RFP and their shareholders, board members/ directors relative should not be in blood relation with any of the government officer in Urban Development and Housing Department.

    e. Bidders, suppliers or contractors (individuals and organisations) who have a business or family relation with a Client staff member directly or indirectly involved in the preparation of the ToR, specifications, related recruitment or supervision, and

    f. Practices prohibited under the anticorruption policy of the Government of India, the Government of Madhya Pradesh or UDHD.

    g. The Bidder, or Associates (or any constituent thereof) and any other Bidder, or Associate have common controlling shareholders or ownership interest.

    h. Such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or

    i. Such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidder; or

    j. There is a conflict among this and other assignments of the Bidder (including its personnel and other members, if any) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the bidders will depend on the circumstances of each case. While providing services to the Authority for this assignment, the bidders shall not take up any assignment that by its nature will result in conflict with the present assignment; or

4.22. Right to accept or reject any or all proposals

The Authority reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected

Bidder or Bidders of the grounds for authority's action.

4.23. Intellectual property rights

The intellectual property rights (IPR) of all the software code, data algorithms, documentation, manual, digitized documents etc. generated as part of implementation and O&M of this project shall solely vest with the Department. The service provider will not have any right to share, use or disclose above mentioned components/artifacts. The source code of the entire application along with the necessary documentation developed under this RFP/Contract should be shared with UADD after the application Go-Live, failing to which **Completion/ Experience Certificate** will not be provided to the Successful bidder and the PBG shall also be forfeited. Failing to provide the software code and other documents Bidders may be liable for Legal Actions also.

4.24. Indemnification and Limitation of Liability

1. Subject to Clause 2 below, Each Party (the 'Indemnifying Party') undertakes to indemnify the other Party (the 'Indemnified Party') from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or patents incorporated in India of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by:

   Indemnified Party's misuse or modification of the Service;

   o Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party;

   o Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party;

   o Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either:

      a. procure the right for Indemnified Party to continue using it, or
      b. replace it with a non-fringing equivalent, or
      c. Modify it to make it non-fringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement

2. The Indemnifying Party shall indemnify the Indemnified Party against all losses (including loss of business, reputation, profits, revenue etc.), claims, damages, compensation, charges (including attorney fees) etc. arising out of data loss, data theft, data misuse, data tempering, unauthorized use or disclosure of Confidential Information etc. attributable to the Indemnifying Party's negligence, willful default, lack of due care or beach of terms of this Agreement.

3. The indemnities set out in Clause 2 shall be subject to the following conditions:
   a. The Indemnified Party as promptly as practicable informs the Indemnifying Party in writing of the claim or proceedings and provides all relevant evidence, documentary or otherwise;

the Indemnified Party shall, at the cost of the Indemnifying Party, give the Indemnifying Party all reasonable assistance in the defense of such claim including reasonable access to all relevant information, documentation and personnel provided that the Indemnified Party may, at its sole cost and expense, reasonably participate, through its attorneys or otherwise, in such Defense;

b.   If the Indemnifying Party does not assume full control over the Defense of a claim as provided in this Article, the Indemnifying Party may participate in such Defense at its sole cost and expense, and the Indemnified Party will have the right to defend the claim in such manner as it may deem appropriate, and the cost and expense of the Indemnified Party will be included in Losses;

c.   The Indemnified Party shall not prejudice, pay or accept any proceedings or claim, or compromise any proceedings or claim, without the written consent of the Indemnifying Party;

d.   All settlements of claims subject to indemnification under this Clause will be entered into only with the consent of the Indemnified Party, which consent will not be unreasonably withheld and include an unconditional release to the Indemnified Party from the claimant or plaintiff for all liability in respect of such claim; and include any appropriate confidentiality agreement prohibiting disclosure of the terms of such settlement;

e.   The Indemnified Party shall account to the Indemnifying Party for all awards, settlements, damages and costs (if any) finally awarded in favour of the Indemnified Party which are to be paid to it in connection with any such claim or proceedings; the Indemnified Party shall take steps that the Indemnifying Party may reasonably require to mitigate or reduce its loss as a result of such a claim or proceedings ;in the event that the Indemnifying Party is obligated to indemnify an Indemnified Party pursuant to this Article, the Indemnifying Party will, upon payment of such indemnity in full, be subrogated to all rights and defenses of the Indemnified Party with respect to the claims to which such indemnification relates; and if a Party makes a claim under the indemnity set out above in respect of any particular Loss or Losses, then that Party shall not be entitled to make any further claim in respect of that Loss or Losses (including any claim for damages).

4. The liability of SI (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the consideration payable to the SI for services.

5. In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third party claims even if it has been advised of their possible existence.

6. The allocations of liability in this Clause represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts.

4.25. Local Condition:

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 noway 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 factorswhich may have any effect on the execution of the contract as described in the bidding documents. UADD 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 UADD and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the UADD on account of failure of the Bidders to appraise themselves of local laws and site conditions.

4.26. Force Majeure

a. Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.

b. For purposes of this clause, "Force Majeure" means an event beyond the control of both the parties (UADD & System integrator) and not involving both the parties and not involving the fault of either the parties or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on both the parties.

c. If a Force Majeure situation arises, any of the parties shall promptly notify the other in writing of such conditions and the cause thereof. Unless otherwise directed by, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

d. If an event of Force Majeure continues for a period of Sixty (60) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for services already delivered or performed.

e. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

    I. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:

- Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- Explosion or chemical contamination (other than resulting from an act of

war); Epidemic such as plague;

- Any event or circumstance of a nature analogous to any of the foregoing.

II.   Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:

- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
- Any act of Government;
- Strikes, work to rules, go-slows which are either widespread, nationwide, or state-wide and are of political nature;
- Any event or circumstance of a nature analogous to any of the foregoing.

4.27. Exit Plan.

This sets out the provisions, which will apply on expiry or termination of the Master Service Agreement, the Project Implementation, Operation and Management SLA. UADD reserves the right to terminate the contract with 30 days' notice. In the case of termination of the Project Implementation and/or Operation, Services and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

I.   Cooperation and Provision of Information

a.   The System Integrator will allow the Urban Administration and Development Department or its nominated agency access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable the UADD to assess the existing services being delivered.

b.   Promptly on reasonable request by the UADD, the agency shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services (whether provided by the System integrator or sub-contractors appointed by the SI).

c.   The UADD shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The system integrator shall permit the UADD or its nominated agencies to have reasonable access to its employees and facilities, to understand the methods of delivery of the services employed by the SI and to assist appropriate knowledge transfer.

II.   Confidential Information, Security and Data

The agency will promptly on the commencement of the exit management period supply to the UADD or its nominated agency the following:

a.   Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services.

b.   Documentation relating to Intellectual Property Rights.

c.   Documentation relating to sub-contractors.

d.   All current and updated data as is reasonably required for purposes of UADD or its nominated agencies transitioning the services to its Replacement agency in a readily available format nominated by the UADD or its nominated agency.

e.   All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable UADD or its

nominated agencies, or its Replacement agency to carry out due diligence to transition the provision of the Services to UADD or its nominated agencies, or its Replacement System integrator (as the case may be).

f. Before the expiry of the exit management period, the agency shall deliver to the UADD or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the agency shall be permitted to retain one copy of such materials for archival purposes only.

III.   Transfer of Certain Agreements

On request by the UADD or its nominated agency the system integrator shall affect such assignments, transfers, licenses and sub-licenses to UADD, or its replacement agency in relation to any equipment lease, maintenance or service provision agreement between agency and third-party lessors, vendors, and which are related to the services and reasonably necessary for the carrying out of replacement services by the UADD or its nominated agency or its replacement agency.

IV.   General Obligations of Agency

a. The agency shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the UADD or its nominated agency or its Replacement agency and which the system integrator has in its possession or control at any time during the exit management period.

b. For the purposes of this Schedule, anything in the possession or control of any agency, associated entity, or sub-contractor is deemed to be in the possession or control of the agency.

c.The agency shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

V.   Exit Management Plan

a.   The agency shall provide the UADD or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Project Implementation, and the operation, services and Management SLA.

b.   A detailed program of the transfer process that could be used in conjunction with a Replacement agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; plans for the communication with such of the agency 's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the operations as a result of undertaking the transfer.

c.   Plans for provision of contingent support to UADD, and Replacement agency for a reasonable period after transfer.

d.   The SI shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

e.   Each Exit Management Plan shall be presented by the agency to and approved by the UADD or its nominated agencies.

f. The terms of payment as stated in the Terms of Payment Schedule include the costs of the agency complying with its obligations under this Schedule.

g. During the exit management period, the agency shall use its best efforts to deliver the services.

h. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.

i. This Exit Management plan shall be furnished in writing to the UADD or its nominated agencies within 60 days from the Effective Date of contract.

4.28. Existing software tools and Licenses

Department are using SIEM (EMS, NMS) and backup tools and licenses in ENP 1.0, these are perpetual license and department advised to upgrade & reutilisation of existing software, tools and licenses as per compatibility and need.

4.29. Local office

The Successful bidder should have support office/project office in Bhopal, Madhya Pradesh. If the bidder, at the time of bidding, does not have a local support office/ project office at Bhopal, Madhya Pradesh then an undertaking to be submitted on the bidder's letter head that an office with all setup and amenities will be Setup by the bidder (If selected for the award of the contract) within 1 months from the date of signing of contract.

Successful bidder will submit address of offices in Bhopal, Madhya Pradesh with the valid supporting to validate the same OR undertaking from authorized signatory to open the local office within 30 days of signing the contract if project is awarded.

4.30. Termination of Contract:

Authority may, terminate this Contract in whole or in part by giving System Integrator (SI) a prior and written notice of 30 days in advance indicating its intention to terminate the Contract under the following circumstances:

a. Where Authority is of the opinion that there has been such Event of Default on the part of SI which would make it proper and necessary to terminate this Contract and may include failure on the part of SI to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.

b. Where it comes to the Authority's attention that SI (or SI's Team) is in a position of actual conflict of interest with the interests of the Authority, in relation to any of terms of SI's Bid, the RFP or this Contract.

c. Where SI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against SI, any failure by SI to pay any of its dues to its creditors, the institution of any winding up proceedings against SI or the happening of any such events that are averse to the commercial viability of SI. In the event of the happening of any events of the above nature, the Authority shall reserve the right to take any steps as are necessary, to ensure the effective transition of the services to a successor agency, and to ensure business continuity.

d. Termination for Insolvency: The Authority may at any time terminate the Contract by giving written notice to SI, without compensation to SI, if SI becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Authority.

e. If the Agency does not commence the services within the period specified in Contract, UADD

may, be not less than 30 days' notice to the Agency, terminate this Contract and in the event of such Termination, the EMD as well as the Performance Security of the Agency shall stand forfeited.

f. The authority may terminate this Agreement, or any particular Services, immediately upon written notice to Nodal Authority if the Authority reasonably determine that it can no longer provide the Services in accordance with applicable law or professional obligations.

4.31. Consequences of Termination

1. In the event of termination of the Contract due to any cause whatsoever, whether consequent to the stipulated Term of the Contract or otherwise, the Authority shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which SI shall be obliged to comply with and take all available steps to minimize loss resulting from that termination /material breach, and further allow and provide all such assistance to the Authority and/ or the successor agency/ service provider, as may be required, to take over the obligations of SI in relation to the execution/continued execution of the requirements of the Contract.

2. Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of SI or due to the fact that the survival of SI as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Authority, shall pay SI for that part of the Services which have been authorized by the Authority and satisfactorily performed by SI up to the date of termination.

3. Nothing herein shall restrict the right of the Authority to invoke the Bank Guarantee and other Guarantees furnished solely for the Event of Default/ material breach committed / deviation in contract by the SI hereunder and pursue such other rights and/or remedies that may be available to the Authority under law.

4. Termination hereof shall not affect any accrued right or liability of either Party, nor affect operation of provisions of Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

4.32. Change request

UADD will approve / reject (as case may be) all proposed change requests, following an appropriate Change request process. UADD will create a committee which may also involve I.T experts as advisors, to oversee the administration of the Change Request Management procedures and guidelines. The UADD will be authorized to review, approve and schedule all changes to the e-Nagarpalika application. All decisions of the UADD will be final and binding on all parties involved.

1. Any change in the existing process/service, addition of any new ULB will not be treated as Change Request. Creation of new module or new service or major change in software/portal may be treated as Change Request. The time period of implementation of change request shall be mutually decided between the system integrator and UADD.

2. The system integrator has to submit the man hours rates for carrying out the change request which will be evaluated by the IT experts and the technical committee.

4.33. Arbitration

In case the dispute is not resolved any party may issue a notice of reference, invoking resolution of disputes through arbitration. The arbitral proceedings shall be conducted by a sole arbitrator, who will be the Principal Secretary, Urban Administration and Development Department. Arbitration proceedings shall be

conducted in, and the award shall be made in English or Hindi Language. Arbitration proceedings shall be conducted at Bhopal and following are agreed:

a) The arbitrator award shall be final and binding on the Parties.

b) When any dispute is under arbitration except for matters under dispute the Parties shall continue to exercise their remaining respective rights and fulfil their respective obligations under this Contract.

5. Bidding Process

5.1. Pre-Bid Queries

Any clarification (pre-bid query) regarding the RFP can be submitted to the Authority as per the submission mode and timelines mentioned in Section 2 (Fact Sheet) of the RFP. Any requests for clarifications received after the expiry of the due date and time mentioned in the fact Sheet shall not be entertained by the Authority. Further, the Authority reserves the right to issue or not issue any responses/clarifications/ corrigendum at its own discretion. All queries must be provided in the format as per Section 9 placed in this RFP.

5.2. Pre-Bid Meeting

The Authority will organize a pre-bid meeting with the prospective bidders as per details provided in Section 2 (Fact Sheet) and may respond to any request for clarifications on, and/or modifications of this RFP. It may formally respond to the pre-bid queries after the pre- bid meeting as mentioned in the Fact Sheet. Only persons, duly authorized by the Bidder, will be allowed to participate in the pre-bid meeting.

5.2.1. Only persons, duly authorized by the interested organization, will be allowed to participate in the pre-bid conference. A maximum of two (2) representatives from an organization shall be allowed to attend the pre-bid conference.

5.2.2. The authorized signatory of the bidder shall indicate to the Authority the names of the individuals who will be attending the pre bid conference on behalf of the interested organization via an e-mail uaddtenders@mpurban.gov.in.

5.2.3. The authorized representatives of the bidder as specified in point 2 should carry a valid proof of identification for verification before the commencement of the pre-bid conference.

5.2.4. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on https://mptenders.gov.in/

5.3. Bid submission format

5.3.1. A two staged bid system will be followed for this RFP with Quality and Cost Based selection criteria. The two bids to be submitted by bidders are –
   a. Technical Bid &
   b. Financial Bid

5.3.2. The bid response of the Bidder to be submitted and uploaded on https://mptenders.gov.in/

5.3.3. The bids are to be submitted on or before the last date of proposal submission. Bids received in any other form(except defined in this RFP) will not be accepted and may lead to rejection of the bid.

5.3.4. Details of the process for submission of the bid on the link (registration/enrolment, Digital Signature Certificates, other instructions).

5.3.5. The Bidder should consider any Corrigendum to this RFP document that may have been published before submitting their Proposals.

5.3.6. The technical bid and financial bid should be uploaded in separate folders on the portal.

5.3.7. Please note that prices must not be indicated in the technical bid and must only be indicated in the financial bid. In case any bidder submits prices in technical bid then the bids of such bidders will be summarily rejected by the Authority.

5.3.8. The technical bid and financial bid should be complete documents and should be in separate folder. All the pages of the bid must be sequentially numbered and must contain the list of contents with page numbers. Bidders are required to submit all details as per the formats given in the RFP document only. Any deficiency in documentation may result in the rejection of the bid at the sole discretion of the Authority. (Department can ask hardcopy of any document for evaluation in case of visibility issues).

5.3.9. The Bidders are requested to go through the RFP document carefully to understand the documents required to be submitted and the process to be followed as a part of the Proposal. Any deviations may lead to rejection of the Proposal.

5.3.10. The Bidder should try to submit the proposal well before the last date and hence to avoid any inconvenience at the last moment. The Bidder will not be allowed to submit the Proposal after the Bid submission time.

5.3.11. Each document submitted by the bidder in technical and financial proposals must be duly signed by the authorized signatory as per section 4.10 (Authorized Signatory and Authentication of Bids).

5.4. Selection of Bidders

5.4.1. Opening of proposals

The Proposals will be opened by the Authority, in the presence of Bidders or their representatives who may be present at the time of opening. The representatives of the bidders are advised to carry the identity card and a letter of authority from the bidder to identify that they are Bonafede for attending the opening of the proposal.

There will be two bid-opening events

1. EMD and Technical Proposal opening
2. Financial Proposal opening

The venue, date, and time for opening the Technical Proposal is mentioned in the Fact Sheet. The date and time of Financial bid opening will be communicated to bidders separately.

5.4.2. Preliminary Examination of Proposals

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

Initial proposal scrutiny will be held, and the proposals will be treated as non-responsive, if they

are:

1. Not submitted in the format as specified in this RFP document.
2. Received without the Power of Attorney/Board Resolution.
3. Found with suppression of details.
4. Submitted with incomplete information.
5. Submitted without the documents required under this RFP.
6. Non-compliant to any of the clauses mentioned in this RFP.
7. Lesser validity period than that prescribed in this RFP

5.4.3. Clarification on Proposals

During the RFP evaluation, the Authority may, at its discretion, ask the Bidder for a clarification of its Proposal. The request for clarification and the response shall be in writing, and no change in the substance of the Proposal shall be sought, offered, or permitted.

6. Evaluation Process and Criteria

6.1. Evaluation Process

After the due date of bid submission, the Authority shall open each of the bid proposals of bidders on the portal in the presence of bidder's representatives who may be present and attending. For bid opening and proposal evaluation the Authority, may constitute an 'Evaluation Committee', which shall evaluate bidders' proposals and may recommend the final bidder for offering the contract.

Various phases related to bid evaluation process are outlined as under-

Stage 1: **Technical Evaluation**

a) The Authority will review the technical proposals of the bidders to determine whether the technical proposals are substantially responsive. Proposals that are not substantially responsive are liable to be disqualified at the Authority's discretion.
b) The bidder's technical proposal will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in Section 6.3 (Technical Criteria).

Stage 2: **Financial Evaluation**

a) The Financial Bids of only the technically qualified bidders will be opened by the Evaluation Committee in the presence of the bidder's representatives.
b) If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
c) Any conditional bid would be rejected.
d) Only fixed price commercial bids indicating total prices for all the deliverables and services specified in this bid document will be considered (As per Form 11 of Volume 3- Financial Proposal Format).
e) The bid price will include all taxes and levies except GST and shall be in Indian Rupees.
f) If there is a discrepancy between words and figures, the amount in words will prevail.

The evaluation criteria are as follows-

6.2. Evaluation Criteria

The Bidder's technical proposal will be evaluated as per the criteria specified in the section 6.4. Bidder is expected to comply with each of the clauses of the pre-qualification criteria and score minimum 70% of technical criteria to be eligible for Financial Evaluation. Failure to meet even one of the criteria as mentioned in pre-qualification criteria may lead to rejection of the Bid.

6.3. Pre-qualification Criteria

S.No.	Eligibility Criteria	Document Proof
1.	Bidder should be: a) A company registered under the provisions of the Indian Companies Act, 1956/2013 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or as per the provisions of the prevailing laws or ACTs made. b) Registered with the GST Authorities. c) Should have a valid PAN number.	a) Certificate of incorporation / Partnership deed. b) Copy of GST Registration certificate issued by GSTN authorities. c) PAN card.
2.	The Bidder should have average annual turnover from IT / ITES/ICT of ₹ 75 crores in the last 3 years out of previous 4 years (i.e., for FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22).	a) Extracts from the audited Balance sheet and Profit & Loss of last 3 years. b) Certificate from the statutory auditor/ CA certificate (with UDIN and Business Area)
3.	The Bidder should have aconsolidated minimum positive net worth, in the last 3 years out of previous 4 years (i.e., for FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22)	a) Certificate by the Statutory auditor/ CA certificate (with UDIN).
4.	The bidder should have experience of completed / ongoing projects in last 5 years in IT Implementation/System Integrator/ Operational support for IT Solutions/ Software Development with any State/ Central government / PSU or any other government institution in India as a direct contractor as mentioned below: a) One project of value not less than 60 Cr. OR b) Two projects of value not less than 45 Cr. OR c) Three projects of value not less than 30Cr Note: Last 5 years means last 5 financial years i.e 2018-19, 2019-20, 2020-21,2021-22,2022-23. Experience will be considered if any part of the project is done in these years.	**Completed Projects:** a) Copy of Work Orders/ Agreement/LOA/LOI b) Completion Certificate from Client /CA certificate with UDIN number / Statutory Auditor specifying value received. **Ongoing Projects:** a) Copy of Work Orders/Agreement/LOA/LOI. b) Phase Completion Certificate from Client/ CA certificate with UDIN number / Statutory Auditor specifying value received. **Note:** a. In case of on-going project,

		certificate from the client/CA/statutory auditor has to be provided mentioning that at-least 60% of the CAPEX work has been completed. The work order value shall be greater than or equal to the amount mentioned in eligibility criteria. (Implementation and development phase will be treated as CAPEX). b. Project only consist of IT infrastructure/Hardware or only Manpower supply for IT/ITES will NOT be considered for evaluation.
Other Requirements		
5.	Bidding member should have CMMi Level 3 OR above as on the date of submission of bid.	a) Valid copy of the certificate to be enclosed. **Note:** a) CMMi level certificate must be valid on the date of Submission of Bid. b) In case of Renewal of CMMi certificate, previous CMMi certificate level of the organization will be considered with supporting documents of renewable process.
6.	As on date of submission of the proposal, the Bidder should not be Blacklisted or Debarred (As per Debarment section 4.8 of RFP) by State/ Central government / PSU or any other government institutions in India.	a) Self-Certification by the bidder in this regard

6.4. Technical Evaluation Criteria:

a. The bidder scoring more than or equal to the cut off marks in the technical evaluation will be qualified for financial bid opening.

b. The following sections explain how the bidders will be evaluated on each of the evaluation criteria. The Bidder's technical Proposal will be evaluated as per the evaluation criteria mentioned in the following sub-sections.

S.N	Parameter	Documents required	Max Marks
1.	The Bidder should have average annual turnover from IT /ITES/ICT worth ₹75 crores in the last 3 years out of previous 4 years (i.e., for FY 2018-19, FY 2019-20, FY 2020-21, FY 2021-22) Marks will be allotted on basis of value of turnover 75 Cr – 100 : 08 Marks	a) Extracts from the audited Balance sheet and Profit & Loss of last 3 years. b) Certificate from the statutory auditor/ CA certificate (with UDIN and Business Area)	20

S.N	Parameter	Documents required	Max Marks
	>100 Cr– 125 Cr : 12 Marks >125 Cr- 150 Cr : 16 Marks >150 Cr : 20 Marks Note: Turnover in areas other than mentioned above; shall not be considered for evaluation.		
2.	Bidder should have CMMi Level 3 OR above as on the bid submission date. Marks will be allotted on basis of level of Certification. CMMi- Level 3 Certification: 02 marks CMMi- Level 4 Certification: 03 marks CMMi- Level 5 Certification: 05 marks	a) Valid copy of the certificate to be enclosed. **Note** a) CMMi level certificate must be valid on the date of Submission of Bid. b) In case of Renewal of CMMi certificate, previous CMMi certificate level of the organization will be considered with supporting documents of renewable process.	5
3.	The bidder should have experience of completed / ongoing projects in last 5 financial years in IT Implementation/System Integrator/ Operational support for IT Solutions/ Software Development with any State/ Central government / PSU or any other government institution in India as a direct contractor as mentioned below: a). One project of value not less than 60 Cr. OR b). Two projects of value not less than 45 Cr. OR c). Three projects of value not less than 30Cr. For project mentioned in point (a/b/c)- 10 Marks, Additional 5 marks for each additional Similar project (Additional project should not be less than Rs. 30.0 Cr) in last 5 year, Maximum 20 Marks for additional projects. Note: Last 5 years means last 5 financial years i.e 2018-19, 2019-20, 2020-21,2021-22,2022-23. Experience will be	**Completed Projects:** a) Copy of Work Orders/ Agreement/LOA/LOI b) Completion Certificate from Client /CA certificate with UDIN number /Statutory Auditor specifying value received. **Ongoing Projects:** a) Copy of Work Orders/Agreement/LOA/LOI. b) Phase Completion Certificate from Client/ CA certificate with UDIN number / Statutory Auditor specifying value received. **Note:** In case of on-going project, certificate from the client/CA/statutory auditor has to be provided mentioning that at-least 60% of the CAPEX work has been completed. The work order value shall be greater than or equal to the amount mentioned in eligibility criteria. (Implementation and development phase will be treated as CAPEX). Project only consist of IT infrastructure/Hardware or only Manpower supply for IT/ITES will NOT be considered for evaluation.	30

S.N	Parameter	Documents required	Max Marks
	considered if any part of the project is done in these years.		
4.	Any of the bidder, bidding should have at least one single completed/ongoing state-wide IT Implementation/System Integrator/ Operational support for IT Solutions/ Software Development project with any Urban Development Authorities in India as a direct contractor during last 5 years as on the date of publication of the RFP. Marks will be allotted as per the no. of Urban Authorities(Urban Local Bodies /Municipalities/Urban Development Authorities/any other urban authorities) covered under one single completed/ongoing state-wide software/application development project • Upto 100 (Urban authorities) – 12 marks • > 100 – 200 (Urban authorities) – 16 marks • More than 200 Urban Authorities – 20 marks.	**Completed Projects:** a) Copy of Work Orders/ Agreement/LOA/LOI b) Completion Certificate from Client /(CA / Statutory Auditor) certificate with UDIN number specifying value received. **Ongoing Projects:** a) Copy of Work Orders/Agreement/LOA/LOI. b) Phase Completion Certificate from Client/ CA/ Statutory Auditor. **Note:** a. In case of on-going project, certificate from the client/CA/statutory auditor has to be provided mentioning that at-least 60% of the CAPEX work has been completed. The number of ULB's mentioned in the work order shall be greater than or equal to the Number mentioned in eligibility criteria. (Implementation and development phase will be treated as CAPEX). b. Project only consist of IT infrastructure/Hardware or only Manpower supply for IT/ITES will NOT be considered for evaluation.	20

S.N	Parameter		Documents required	Max Marks
5	**Technical Presentation** The following aspects and points are to be covered in the detailed presentation: i. Understanding of the overall scope ii. Implementation approach & methodology, iii. Transition Management Plan iv. Proposed Technology framework and stake for Software and IT Infrastructure v. Capacity Building Plan.		The successful bidder who will be qualified after the evaluation of the Pre-Qualification criteria will be called for the presentation. Note: i. The bidder does not require to submit any documentation related to this criterion along with the Pre-Qualification and Technical Qualification Bid at the time of online bid submission ii. The bidder requires to submit the relevant documentations under this criterion at the time of Presentation and demonstration.	10
6	Key Resource Profile			15
6.1	Senior Solution Architect.	1	• B.E./ B.Tech/ Postgraduation in CS/IT OR MCA . • Degree in relevant subject must be full time degree and should not be part-time degree or correspondence degree. • At least 10 years' of experience in implementation and solutions designing of I.T. projects.	5
6.2	Project Manager	1	• B.E/B. Tech/MCA • At least 10 years' experience with minimum 6 years of experience in handling large scale Implementation of IT projects as project manager. • Desirable to have PMP/Prince certificate.	5
6.3	a. Open-Source Developer (01) b. Business Analyst (01).	2	• B. Tech / B.E. / MCA. • At least 6 to 8 years' experience on IT projects.	2
6.4	Cloud Administrator	1	• B. Tech /B.E./ MCA. • At least 6 years of experience, including at least one year managing and designing the Cloud Platform. • Certificate in cloud from any CSP/OEM.	1
6.5	a. Data base Administrator (01) b. Data base developer. (01)	2	• B.Tech/B.E./MCA. • At-least 6 years of experience in database projects.	2

S.N	Parameter	Documents required	Max Marks
Total Marks (Tn)			100

6.5. Financial Evaluation

a) The overall technical cut-off will be 70%. To qualify in the technical evaluation stage, it is mandatory for the bidders to qualify with 70% cut-off.

b) The bidder scoring more than or equal to the cut off marks in the technical evaluation will be qualified for financial bid opening.

c) All quotes are to be submitted online; no hardcopy of financial bids will be entertained by the department.

d) The bidders are required to quote the total cost of project (as anticipated by the bidder) as per the table indicated in Form 11 of Volume 3. The evaluation shall be done based on total cost submitted by the bidder.

e) In case only one bidder qualifies after the technical evaluation, the Authority will have right to select the single qualified bidder/cancel/retender the RFP.

f) For financial evaluation, the total cost indicated in the Financial Proposal, will be considered. The Authority will determine whether the financial proposals are complete, unqualified, and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services.

6.6. Selection Method

UADD shall constitute a Tender Evaluation Committee to evaluate the responses of the Bidders. The Tender Evaluation Committee shall evaluate the responses to the RFP and all supporting documents/documentary evidence. The method of selection is Quality and cost-based selection (QCBS) as per the formula given below. The weightage given to the Technical and Financial scores will be 70% and 30% respectively. The Contract will be awarded to the Bidder scoring maximum marks as per the qualifying criterion.

$$Hn = 0.7*Tn + (0.3)*(Cmin/Cb * 100)$$

Where:

i. **Hn = overall score of Bidder under consideration (calculated up to two decimal points).**
ii. **Tn = Technical score for the Bidder under consideration.**
iii. **Cb = Actual price quoted by the Bidder.**
iv. **Cmin = Lowest price among the financial proposals under consideration.**

Bidders shall be ranked H1, H2, H3, etc. on the basis of Selection Stages. The selection of Successful Bidder will be done based on the maximum marks (H1). The Bidder with

maximum Mark shall be awarded the Contract subject to the conditions mentioned in this RFP.

7. Award of Contract and Payment Terms

7.1. Award Criteria

Urban administration and Development Department will award the Contract to the bidder who will score the **Highest Combined Score (Hn)**.

7.2. Letter of Award

1. Prior to the expiration of the bid validity period, the Authority will notify the successful bidder in writing or email through a letter of award.
2. The letter of award shall constitute the formation of the contract.
3. In case the tendering process has not been completed within the stipulated period, theAuthority, may like to request the bidders to extend the validity period of the bid.

7.3. Performance Guarantee

1. The Authority will require the selected bidder to provide at its own cost and an unconditional, irrevocable, and continuing Performance security in form of Performance Bank Guarantee for a value equivalent to 3% of the total project cost and submitted as per the timelines, rules and regulations mentioned in the RFP.
2. The Agency shall submit an irrevocable duly stamped and registered performance bank guarantee to be submitted by the selected bidder within 15 days of receipt of workorder for the purpose of calculation of total cost and performance guarantee value.
3. The Performance Guarantee shall contain a claim period of three months from the lastdate of validity of the contract executed with the successful bidder. The bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project.
4. In case the selected bidder fails to submit performance guarantee within the time stipulated, the Authority at its discretion may cancel the order placed on the selected bidder and may also invoke the bid security without giving any notice. The Authority shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period, or the Authority incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

7.4. Contract Signing

1. Within 07 days of receipt of the notification of award or letter of award (LOA), the successful Bidder shall communicate its acceptance to the said letter of award in accordance with the terms of this RFP.
2. Within 07 days of acceptance of LOA the successful bidder shall execute the Services Agreement.
3. If the successful bidder fails to execute the agreement or furnish the PBG within the

stipulated time period (or such other extended timelines as agreed by the Authority in its sole discretion), the Authority shall have the right to forfeit the EMD of successful bidder and award the work to the next successful bidder.

4. The successful bidder is expected to commence its service within 07 days from the date of signing the contract between the Authority and the bidder.

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

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which the authority may award the contract to the next successful bidder or call for new proposals from the interested bidders. In such a case, the Authority shall invoke the PBG or EMD (as the case may be) of the bidder.

7.6. Payment Terms

1. The payment shall be done Quarterly /Completion of particular milestone upon submission of invoice by the agency to the Authority.
2. GST shall be paid (as per applicable rate) to the agency by the Authority on their invoices however all other taxes, cess, levies, duties, and any other incidental direct/indirect costs shall be borne by the agency.
3. Agency will execute the work as per RFP.

4. Payments as stipulated above shall be subject to meeting the service levels by the agency as provided herein and appropriations to the amount being paid shall be done (if applicable). Any penalties/ liquidated damages, as applicable, for delay and non-performance, as per the criterion mentioned in this bidding document, will be deducted from the payments.

8. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected vendor to UADD for the duration of this contract.

The benefits of this SLA are to:

I. Trigger a process that applies UADD and the selected vendor management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.
II. Makes explicit the expectations that UADD has for performance.
III. Helps UADD control the levels and performance of selected vendor services.

The selected vendor and UADD shall maintain a regular contact to monitor the performance of the services being provided by the selected vendor and the effectiveness of this SLA. This Service Level Agreement is between the selected vendor and UADD.

8.1. Service Level Agreement

Following are the criticality levels of the services to be rendered by the Contractor under this contract. The resolution time shall not exceed the stipulated time for the Metric given in the below table. All the calls are to be closed within specified Service Level Agreement (SLA), irrespective of time the call is registered. The Service Level Agreements (SLAs) covered will be calculated on 24 hours a day 7 days a week basis.

Note: If total penalty amount crosses 10% of overall contract value, UADD reserve the right to

invoke Annulment of the Contract.

1. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Implementation Agency to the Client for the duration of this contract period of the Project.

2. Timelines specified in the above section (Work Completion Timelines and Payment Terms) shall form the Service Levels for delivery of Services specified there-in.

3. All the payments to the System Integrator (SI) are linked to the compliance with the SLA metrics specified in this document.

4. The project Service Level Agreement are proposed to be performance based. For purposes of Service Level Agreement, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

a. "Uptime" shall mean the time period for which the specified services/components with specified technical and service standards are available for the application. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as:

Uptime = {1- [(System Downtime) / (Total Time – Planned Maintenance Time)]} *   100

b. "Downtime" shall mean the time period for which the specified services are not available for the Users.

c. The planned maintenance time/scheduled downtime will include activities like software upgrades, patch management, security software installations etc.

d. The selected SI will be required to schedule 'planned maintenance time' with prior approval of Client. This will be planned outside working time. In exceptional circumstances, Client may allow the SI to plan scheduled downtime in the working hours.

e. "Incident" refers to any event/abnormalities in the functioning of the application, and services that may lead to disruption in normal operations.

f. "Helpdesk Support" shall mean the 24x7x365 center which shall handle Fault Reporting, Trouble Ticketing, and related enquiries during this contract.

g. "Response Time" shall mean the time incident is reported to the help desk and an engineer is assigned for the call.

h. "Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk or otherwise), in resolving (diagnosing, troubleshooting, and fixing) or escalating (to the second level) getting the confirmatory details about the same from the SI and conveying the same to the end user), the services related troubles during the first level escalation.

i. The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:

   1. **Level 3 (Critical/High):** The application is down impacting critical business functions or multiple modules (*Revenue modules*)/ functions down impacting users on daily operations, or any module/functionality deemed as highly critical by UADD.

   2. **Level 2 (Medium):** One module/functionality down impacting critical business functions having major impact on daily operations.

   3. **Level 1 (Low):** Loss of business functionality for less than 10 users impacting day to day   operations or minor functionality down impacting less than 10 users.

   * Revenue Model includes Property Tax, Water Charges, Rental property, Door to Door (SWM), Vividh Counter, Sewerage Connection, Trade License.

8.1.1. SLA for project Implementation

The successful bidder will adhere to the project implementation schedule. The Service level agreement and the penalties in case of non-Adherence of project delivery timeline is as specified below:

Work completion Timeline and Payment Terms

S.N.	Milestone	Deliverables	Timelines	Payment Terms
1	Issuance of work order	Work Order	T	NIL
2	Resource Mobilization	Key Resource Deployment Confirmation.	T+15 Days	A1=4% of Schedule A.
Project Inception Stage				
3	Project preparation	Project Kick-off Project charter /Project plan Infrastructure readiness Hardware sizing for all systems in the landscape.	T+1 Month	A2= 1% of Schedule A
4	User requirement documents, Complete module processes, document.	SRS documents, System design documents, Gap Analysis Documents.	T + 4 Months	A3 = 2% of Schedule A
Oracle Database license cost				
6	Upgradation of Oracle Database **License** from 12C to 19C/21C/Latest Stable version	Confirmation from OEM for Oracle Database 19C/21C/ Latest Stable version License.	T+5 Months	Onetime payment from Schedule F(Point -1), on Submission of Oracle Database 19C/21C/ Latest Stable version License.
7	AMC of Oracle Database **License cost** from 12C to 19C/21C/ Latest Stable version for 6 years (Jan 2025 to Dec 2030).	Confirmation from OEM for Oracle Database 19C/21C/ Latest Stable version AMC for 6 years (Jan 2025 to Dec 2030).	Annually	Payment from Schedule F (Point-2) divided equally into 6 Years To be Paid Annually.
Cloud Setup Stage				
7	Installation and Commissioning Cloud Infrastructure. Database setup and data Migration.	Cloud setup Report, Licenses Copy (as applicable), Installation Report	T+ 5 Months	10% of Schedule D after confirmation from CSP.
Phase I				
9	Complete development with current process of below mentioned Modules: Property.	Development of complete services: a. Cash Desk b. New Application c. Approval process. d. Correction in Demand and Collection	T + 8 Months	NIL.

S.N.	Milestone	Deliverables	Timelines	Payment Terms
	Water. Door to Door. Rental	e. Billing & Penalty process. f. Cashier process. g. Integration. h. MIS Reports. i. Mobile application		
10	Phase I - Migration	Master data & all demand collection transactions data.	T + 8 Months	Nil
11	Phase I - Testing (UAT) at Pilot Locations (15 ULB: 5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services, signed UAT certificate.	T+8 Months	A4 = 4% of Schedule A
12	Pilot Go-Live of Phase I modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Go live certificate from ULB and UADD	T+ 9 Months	A5 = 5% of Schedule A
13	Phase I - Training	Submission of Training Reports	T + 10 Months	E1 = 10% of Schedule E
14	Go-Live of Phase I modules in rest of the 397 ULBs		T + 11 Months	A6 = 9% of Schedule A
Phase II				
15	Complete development with current process of below mentioned Modules: Vividh Counter Sewerage Connection Trade License. Fire NOC	Development of complete services: a. Cash Desk b. New Application c. Approval process. d. Correction in Demand and Collection e. Billing & Penalty process. f. Cashier process. g. Integration. h. MIS Reports. i. Mobile application	T+13 Months	NIL
16	Phase II - Migration	Master data & all demand collection transactions data.	T+13 Months	Nil

S.N.	Milestone	Deliverables	Timelines	Payment Terms
17	Phase II - Testing (UAT) at Pilot Locations (15 ULB : 5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services, signed UAT certificate	T+13 Months	A7 = 4% of Schedule A
18	Pilot Go-Live of Phase II all the modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Go live certificate from ULB and UADD	T+ 14 Months	A8 = 5% of Schedule A
19	Phase II - Training	Submission of Training Reports	T+14 Months	E2 = 10 % of Schedule E
20	Go-Live of Phase II modules in rest of the 397 ULBs	Go live certificate from ULB and UADD	T+15 Months	A9 = 9% of Schedule A
Phase III				
21	Complete development with current process of modules: All citizen services. HR. Material management. Project System. Fleet Management	Development of complete services of Material Management: a. Master data b. Material purchasing procedure. c. Invoice generation. d. Approval process. e. Payment process. f. Integration. g. Reports. h. Mobile application. Development of complete services of Project System: a. Master data (SOR and Non SOR) b. Project creating procedure. c. Contract and work order. d. Measurement book/Service entry sheet. e. Payment process. f. Integration. g. Invoice generation. h. Approval process. i. MIS Reports. j. Mobile application. Development of complete services of Human resources: a. Master data b. HR process. c. Departmental procedure. d. Employee self-services. e. Approval process.	T+17 Months	NIL

S.N.	Milestone	Deliverables	Timelines	Payment Terms
		f. Payroll. g. Integration. h. MIS Reports. i. Mobile application.		
22	Phase III -Migration	Master data & all demand collection transactions data.	T + 17 Months	Nil
23	Phase III -Testing (UAT) at Pilot Locations (15 ULB: 5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services, signed UAT certificate	T + 17 Months	A10 = 4% of Schedule A
24	Pilot Go-Live of Phase III modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Go live certificate from ULB and UADD	T + 18 Months	A11 = 5% of Schedule A
25	Phase III -Training	Submission of Training Reports	T + 18 Months	E3 = 15 % of Schedule E
26	Go-Live of Phase III modules in rest of the 397 ULBs	Go live certificate from ULB and UADD	T + 19 Months	A12 = 9% of Schedule A
Phase IV				
27	Complete development with current process of modules: Asset Accounting. Finance. Budget. Legal.	Development of complete services of Human resources: a. Master data b. HR process. c. Departmental procedure. d. Employee self-services. e. Approval process. f. Payroll. g. Integration.	T + 22 Months	NIL

S.N.	Milestone	Deliverables	Timelines	Payment Terms
		h. MIS Reports. i. Mobile application.		
28	Phase IV - Migration.	Master data & all demand collection transactions data.	T+22 Months	Nil
29	Phase IV – Testing (UAT) at Pilot Locations (15 ULB : 5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services.	T + 22 Months	A13 = 4% of Schedule A
30	Pilot Go-Live of Phase IV modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Go live certificate from ULB and UADD	T+ 23 Months	A14 = 5% of Schedule A
31	Phase IV -Training	Submission of Training Reports	T +23 Months	E4 = 15 % of Schedule E
32	Go-Live of Phase IV modules in rest of the 397 ULBs	Go live certificate from ULB and UADD	T +24 Months	A15 = 10% of Schedule A
	End User Training Stage			
33	End User Training & Documentation Submission	1. Submission of Training Reports.	Go-Live of All Modules upto 60 Months.	50% of Schedule E divided equally into 20 quarters.
	Operation and maintenance Stage			
34	Maintenance Support for 5 Years after Go Live	Periodic and Required Work Products/ Documents/ Reports	Go-Live + 60 Months	Schedule B payment divided equally into 20 quarters.
35	Helpdesk Support	Ticket resolution report (within SLA)	Go-Live 60 Months.	Schedule C payment divided equally into 20 quarters.
	Cloud Infrastructure Deployment and Support for 5 years			
36.	Cloud support and services.	Periodic and Required Work Products/ Documents/ Reports	Post T+6 upto 26 quarters	90% of Schedule D divided equally into 26 Quarters.

S.N.	Milestone	Deliverables	Timelines	Payment Terms
37.	Remaining 20% of Schedule A will be paid at the end of each operation and maintenance year (4% every year) on successful completion of O&M of that particular year.			

8.1.2. Penalty Clauses:

S.N	Milestone	Deliverables	Timelines	Penalty Terms
Project Inception Stage				
1.	Resource Mobilization	Key Resource Deployment Confirmation.	T+15 Days	a) Non-Payment for the resources which are not deployed upto 15 days. b) Violating further will invoke penalty equivalent to the salary of the not-deployed resource.
2.	Project preparation	Project Kick-off Project charter /Project plan Resource mobilization Infrastructure readiness Hardware sizing for all systems in the landscape.	T+1 Month	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A2, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A2.
3.	User requirement documents, Complete module processes, document	User requirement specifications, Gap Analysis Documents, Module delivery plan.	T+4 Months	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A3, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A3.
Phase I				
6.	Phase I - Testing (UAT) at Pilot Locations (15 ULB :5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services, signed UAT certificate.	T+8 Months	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A4, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A4.
7.	Pilot Go-Live of Phase I modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Go live certificate from ULB and UADD.	T+9 Months	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A5, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A5.
8.	Phase I – Training.	Submission of Training Reports	T+10 Months	In case of non-satisfactory performance / breach of timelines: c) a penalty of 5% shall be levied on E1, upto maximum of 15

				days.
				d) violating further will invoke penalty of 1% weekly up-to maximum 10% of E1.
9	Go-Live of Phase I modules in rest of the 397 ULBs.		T + 11 Months	In case of non-satisfactory performance / breach of timelines: e) a penalty of 5% shall be levied on A6, upto maximum of 15 days. f) violating further will invoke penalty of 1% weekly up-to maximum 10% of A6.
Phase II				
11.	Phase II - Testing (UAT) at Pilot Locations (15 ULB : 5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad)	Test results of all the services, signed UAT certificate.	T+13 Months	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A7, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A7.
12.	Pilot Go-Live of Phase II all the modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad	Go live certificate from ULB and UADD.	T+14 Months	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on A8, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of A8.
13.	Phase II – Training.	Submission of Training Reports.	T+14 Months.	In case of non-satisfactory performance / breach of timelines: a) a penalty of 5% shall be levied on E2, upto maximum of 15 days. b) violating further will invoke penalty of 1% weekly up-to maximum 10% of E2.
14.	Go-Live of Phase II modules in rest of the 397 ULBs.	Go live certificate from ULB and UADD.	T+15 Months.	In case of non-satisfactory performance / breach of timelines: c) a penalty of 5% shall be levied on A9, upto maximum of 15 days. d) violating further will invoke penalty of 1% weekly up-to maximum 10% of A9.
Phase III				
16.	Phase III -Testing (UAT) at Pilot Locations (15 ULB : 3 Nagar Nigam,	Test results of all the services, signed UAT certificate.	T + 17 Months	In case of non-satisfactory performance / breach of timelines: e) a penalty of 5% shall be levied on A10, upto maximum of 15

	3 Nagar Palika, 3 Nagar Parishad)			days. f) violating further will invoke penalty of 1% weekly up-to maximum 10% of A10.
17.	Pilot Go-Live of Phase III modules in 15 ULB (5 Nagar Nigam, 5 Nagar Palika, 5 Nagar Parishad).	Go live certificate from ULB and UADD.	T + 18 Months	In case of non-satisfactory performance / breach of timelines: g) a penalty of 5% shall be levied on A11, upto maximum of 15 days. h) violating further will invoke penalty of 1% weekly up-to maximum 10% of A11.
18.	Phase III -Training	Submission of Training Reports	T + 18 Months	In case of non-satisfactory performance / breach of timelines: c) a penalty of 5% shall be levied on E3, upto maximum of 15 days. d) violating further will invoke penalty of 1% weekly up-to maximum 10% of E3.
19.	Go-Live of Phase III modules in rest of the 397 ULBs.	Go live certificate from ULB and UADD.	T + 19 Months	In case of non-satisfactory performance / breach of timelines: i) a penalty of 5% shall be levied on A12, upto maximum of 15 days. j) violating further will invoke penalty of 1% weekly up-to maximum 10% of A12.
Phase IV				
21	Phase IV – Testing (UAT) at Pilot Locations (15 ULB : 3 Nagar Nigam, 3 Nagar Palika, 3 Nagar Parishad)	Test results of all the services.	T + 22 Months	In case of non-satisfactory performance / breach of timelines: k) a penalty of 5% shall be levied on A13, upto maximum of 15 days. l) violating further will invoke penalty of 1% weekly up-to maximum 10% of A13.
22.	Pilot Go-Live of Phase IV modules in 15 ULB (3 Nagar Nigam, 3 Nagar Palika, 3 Nagar Parishad)	Go live certificate from ULB and UADD	T+ 23 Months	In case of non-satisfactory performance / breach of timelines: m) a penalty of 5% shall be levied on A14, upto maximum of 15 days. n) violating further will invoke penalty of 1% weekly up-to maximum 10% of A14.
23.	Phase IV - Training.	Submission of Training Reports	T +23 Months	In case of non-satisfactory performance / breach of timelines: o) a penalty of 5% shall be levied on E4, upto maximum of 15 days. p) violating further will invoke

				penalty of 1% weekly up-to maximum 10% of E4.
24.	Go-Live of Phase IV modules in rest of the 397 ULBs	Go live certificate from ULB and UADD.	T +24 Months	In case of non-satisfactory performance / breach of timelines: q) a penalty of 5% shall be levied on A15, upto maximum of 15 days. r) violating further will invoke penalty of 1% weekly up-to maximum 10% of A15.

End User Training Stage

25.	End User Training & Documentation Submission	Submission of Training Reports.	Go-Live upto 60 Months.	In case of non-satisfactory performance/breach of timelines: a) a penalty of 0.5% shall be levied Schedule E, upto maximum of 15 days. b) Violating further will invoke penalty of 0.1% weekly up-to maximum 1% of Schedule E.

Operation and maintenance Stage

26.	Maintenance Support for 5 Years after Go Live	Periodic and Required Work Products/ Documents/ Reports	Go-Live + 60 Months	SLA as per Section 8.1.3 will be applicable.
27.	Helpdesk Support	Ticket resolution report (within SLA)	Go-Live + 60 months	SLA as per Section 8.1.5 will be applicable.

Cloud Infrastructure Support for 5 years

28.	Infrastructure Support during O&M	Periodic and Required Work Products/ Documents/ Reports	Go-Live + 60 months	SLA as per Section 8.1.4 will be applicable.

8.1.3. SLA for Application Uptime

The bidder must design system solution in such a way that the system uptime should be 99%. The system uptime will be measured on monthly basis. In case the system uptime falls below 99% then the following penalties will be applicable.

S.N.	Uptime (Quarterly Avg.)	Applicable Penalty On the Quarterly Invoice from Schedule A	Measurement & Reporting	Comment/Assumption
1	>99%	No Penalty	Monitored daily, reported monthly.	Any down time required shall be mutually agreed and approved and shall not be considered for SLA calculation. All SLA will be calculated on quarterly basis.
2	>=98% and <99%	0.25%		
3	>=96% and <98%	0.5%		
4	>=92% and <96%	1%		

| 5 | >=85% and <92% | 1.25% | | |
| 6 | <85% | 1.5% | | |

8.1.4. SLA for Cloud Uptime

S.No.	Uptime (Quarterly Avg.)	Applicable Penalty On the Quarterly Invoice from Schedule D	Measurement & Reporting	Comment/Assumption
1	>99%	No Penalty		Any down time required shall be mutually agreed and approved and shall not be considered for SLA calculation. All SLA will be calculated on quarterly basis.
2	>=98% and <99%	0.25%	Monitored daily, reported monthly	
3	>=96% and <98%	0.5%		
4	>=92% and <96%	1%		
5	>=85% and <92%	1.25%		
6	<85%	1.5%		

8.1.5. SLA for Maintenance & Support.

The successful bidder will adhere to the following Service Level Agreements (SLA) related to the Level 1 and Level 2/3 support for the problems:

Severity Level of Helpdesk tickets	Maximum time of resolution (MTTR)	Applicable Penalty on the Quarterly Invoice from Schedule C
Level 3 (Critical/High)	Within 24 Hrs.	1.5% of the Quarterly Invoice per incident.
Level 2(Medium)	Within 48 Hrs.	1% of the Quarterly Invoice per incident.
Level 1 (Low)	Within 72 Hours.	0.5% of the Quarterly Invoice per incident.

1. SLA will be calculated as average of all tickets logged within Month

2. The Penalty shall be calculated on a Monthly basis. Based on above table

8.1.6. Issue and Escalation Management process

Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between the UADD and the selected vendor. Implementing such a process at the commencement of services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at operational levels.

8.1.7. Responsibilities of the parties:

a. **Responsibilities of the selected vendor.**

Selected vendor for executing this contract and delivering the services, while maintaining the specified performance target.

Additionally, the selected vendor is also responsible for:

- Reporting problems at UADD as soon as possible.
- Assisting UADD in proper execution and management of SLA.
- Providing early warning of any organizational, functional, and technical changes that might
effect the selected vendor's ability to deliver the service.
- Assisting UADD to address and resolve issues from time to time.

Selected vendor shall take immediate action to identify the problems and follow-up
with appropriate action to fix them as soon as possible.

b. **Responsibilities of the Urban Administration and Development Department**

UADD is responsible for:

- Reporting defects and problems to the selected vendor as soon as possible.
- Assisting selected vendor in the execution of SLA.

9. PRE-BID QUERY FORMAT

S No	Bidder Name	Clause No	Paragraph	Query

Government of Madhya Pradesh

REQUEST FOR PROPOSAL (RFP)

For

"Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal"

(Volume – II)
(Scope of work, Key personal,
& Cloud)

Contents

1. Terms of Reference.

   1.1. Scope of Work

The proposed implementation and post-implementation support at UADD are a comprehensive solution for modernization of the Department and envisages end-to-end computerization of the Department functioning. It is envisaged to develop the entire e-nagarpalika portal with all the modules described in the below sections on open source, enabling UADD to use various data in most optimal way and provide services to citizens in efficient and effective manner. The Scope of Work can be primarily divided into below mentioned elements:

1. Design/Development/Implementation/Customization of proposed applications/products/solutions across the state (All the 413 ULB's and also if any new ULB is created/added).

2. Integration of applications/software implemented by UADD for various services on the new proposed platform.

3. Migration of all data from the existing applications (that are being envisaged to be discontinued) to proposed application.

4. System will continue with current Oracle database to carry data legacy and SI needs to migrate it to latest oracle database version

5. Operations and maintenance of the proposed solution for 5 years after Go-Live along with deployment of manpower as necessary.

6. Deployment and supervision of personnel required for the successful completion of the project.

7. Capacity building and training.

8. Data among modules must be synced from time to time. Dashboards must be synced with all the data getting uploaded at real time.

9. Setting up, operational management and maintenance of HELPDESK to resolve queries regarding various processes, services of the department etc. as well as Internal user queries regarding IT infrastructure, application trouble shooting etc.

10. The successful bidder will prepare Test scenario, test case and use case with approval of department for functional and other testing and will perform the testing as per this RFP and submit test reports. Bidder will also prepare UAT documents.

11. System integrator need to integrate their solution with the existing e-nagarpalika application till go -live.

12. All modules and services are to be developed in both English and Hindi language.

1.2. Brief Scope of Tasks:

S.N.	Category	Description
1	Plans & Schedules	• Prepare a project-plan with detailed activity schedule and a time-bound action plan for the implementation of the integrated system and associated software
2	Business Process & Analysis	• The System Integrator shall study the existing functionalities of all the business processes in detail and submit the document detailing the functionalities, problem areas and expectations of the UADD. • Identify the customization/parameterization/workarounds to be done in the Integrated solution. • Identify the process/procedure that needs to be modified/introduced to meet the needs of the proposed system.
3	Supply, Configuration, and Installation of the Software	• Implement the system. • Configuration of the proposed solution to meet the process requirements • As required by UADD, the System Integrator shall integrate the stand-alone applications during this stage itself or UADD shall also decide to integrate the applications post Go-Live of the functional modules expected and listed later. • Design and prepare test data, quality control, and trial run and arrange acceptance testing of all modules, including a full load and stress test. • Testing of the configured solution.
4	Data migration	• Identification of Data migration requirements. • Collection and migration of users and master data from legacy and manual system.
5	Change Management and Training	• Training for all stakeholders of UADD including core team, end users, etc. • Documentation, training, simulation. Conduct onsite workshops for process stakeholders and highlight the benefits of this new environment.
6	Go-Live and Stabilization	• Go-Live of all modules of the solution as envisaged with real-time data at all locations. • Stabilization of the system after Go-Live
7	Post Implementation System and Support	• Operation and maintenance support for 5 Years. • Man-month based post implementation software enhancement/customization.

1.3. Requirements of Envisaged Solution

The System Integrator shall configure and deploy the application for delivering all the services and management functions of Urban Administration & Development Department, Madhya Pradesh as identified above and detailed in the RFP. This application shall be a homogeneous, integrated comprising of Core and Non-Core modules on open source (BESPOKE), as required minimally to achieve functional requirements. The System Integrator would be required to implement all the functional requirements specified in this RFP. Open source is a terminology used to specify that the requirements have to be implemented through use of open-source technology, to effectively manage complete operations by use of resources (data, system, manpower) in most optimal manner. Hence, for the purpose of simplicity, entire solution for UADD is being referred as "Integrated Solution". The System Integrator is expected to have back-to-back support arrangements with OEM to provide technical support to the "Integrated Solution", as well as IT Infrastructure components (Servers, Storage, Networking).

Below are the key elements of the application:

- This application will be hosted at the empaneled Cloud service provider (as per MeiTY guideline) whereas system integrator should provide the designing and sizing of the hardware required based on the minimum technical specification detailed out in this RFP.
- This application must be compatible with the legacy systems and have the capability of integration with systems and envisaged applications like GIS, Artificial Intelligence (A.I.), Automatic Building permission system, etc.
- This application must support integration with the Biometrics devices like Fingerprints, face & retina recognition (for attendance of employees).
- The application must support digital signature and digital signing of documents.

1.4. Detailed Scope of Work (Modules)
1. Detailed Scope of Work (Modules)

The following section details out the scope of work to be performed by the selected vendor. **It may be noted that while this RFP has attempted to provide extensive guidelines, it shall be the responsibility of the selected vendor to provide additional software, hardware, human resources, or processes that may be required to extend the agreed upon services as per the service level agreement between both the parties**. The following items of the below mentioned scope of work has to be performed by the System integrator:

a. System requirement Study.
b. Design
c. Development.
d. Implementation
e. Post implementation Support.

Below mentioned are the 16 modules and the 24 Citizen services which needs to be designed, developed and configured in the envisaged solution:

Modules:
1) Property Tax.
2) Water Charges.
3) Door to Door (Solid Waste Management).
4) Rental property.
5) Vividh Counter.
6) Material Management.

7) Finance.
8) HR & Payroll.
9) Project System.
10) Trade License.
11) Fleet Management.
12) Budget & Grant Management
13) Asset Accounting management
14) Legal (Court case Management)
15) DMS (Document management System)
16) Training

Citizen Services:

1) Marriage Certificate
2) Birth Certificate
3) Death Certificate
4) Application for auditorium Public Amusement Places/public Gardens.
5) Road Cutting Application.
6) Fire Safety certificate certificate.
7) Request for water Tanker.
8) Request for septic tank & Sewerage cleaning.
9) Request for litter collection.
10) Request for debris collection.
11) Request for fire extinguishing services.
12) Request for Mobile toilet.
13) Request for funeral van (hearse).
14) Hoarding license.
15) Citizen grievances.
16) Tree Cutting/Tree Transit.
17) Sewerage Connection
18) Property Tax Payment
19) Water connection
20) Request for New SWM ID
21) Request for Trade license New/Renew Application
22) Permission for movie shooting
23) Service On request Statistic
24) Property Mutation

1. **Property tax.**

   The Property tax module provides a digital interface to apply for property namantran, New Property registration, Self-Assessment of property, no dues Certificate and, quick pay the Property tax and other applicable fee. It can be used by the citizens, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be developed as per collector guideline. It should be available as a mobile and web-based application. MPUADD having 413 ULB's and each ULB has their own property tax calculation slab. Property Tax calculation is depending on various factor like Zones, Wards, Usage Factor, Road Factor, Property Type, Construction Type, Area of Property (Sqft or Sq Mtr),

etc. Various taxes, fee, exemptions, and discounts also applicable with property tax billing.

The features required in this module are:
   a) Registration, Login and Creation of User Profile
   b) Property Tax online payment.
   c) Search your property.
   d) Property Tax calculator.
   e) Applying for new property self-assessment.
   f) Existing Property Self-Assessment.
   g) Applying for namantran.
   h) Applying for property split.
   i) Applying for No dues certificate for property.
   j) Applying for changes in Namantran/ Self-Assessment.
   k) Generate Demand.
   l) Payment collection and Receipts.
   m) Approval and workflow.
   n) Dashboards and Reports.

Along with the above-mentioned processes there are few more processes which needs to be added in the newly designed portal which will enable citizen to get their work done with ease from their mobile or from their home and will also contribute to the revenue of the ULB's. These features include but not limited to :
   a) Property No dues certificate application tracking system.
   b) Must have features for physical verification of any field visit through mobile application.
   c) Automated Demand generation according to ULB schedule and send automated bills on E-mails and on WhatsApp.
   d) Automated clearing on due date.
   e) Automated penalty runs.
   f) Integration with BBPS with various applications like Paytm, phone pe, google pay, BHIM UPI etc to collect bills as it also reduces citizen efforts.
   g) Integration with different banks.
   h) Integration with finance and other required modules and services.
   i) Integration with GIS, SATAT, ABPAS, SUGAM, EODB, Revenue department and Energy Department
   j) Call center for queries related to property tax, bill collection etc.

2. **Water Charges**

The Water Charges module provides a digital interface to apply for water connections and, pay the water utility charges for connections and Bills. It can be used by the citizens, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be available on mobile and web-based applications.

The features required in this module are:
   a) **Cash Desk** - Cash Desk, Ledger of Consumer Month wise/Year wise, Bill Download, Duplicate receipt, etc. Services developed for Online and ULB level.
   b) **New Application** - New Water Application, change details of Consumer, Track Applications, No. Dues Certificate, Reconnection/Disconnection, These services

should be available through portal as well as on Mobile application at ULB Level.

c) **Approval Process** - Application forward Process for New water Applications, change in consumer details, new connection charges demand generates and collection of new Connection charges (portal, mobile and ULB level) etc.

d) **Correction in Demand and Collection** - Demand Correction, Credit Correction, Delete Receipt, Change connection type and size, etc. at ULB Level.

e) **Billing & Penalty Process** - Develop the billing process for Metered and Non metered connections and Penalty process, Automatic Billing and Penalty run for all ULBs, Bill Prints.

f) **Cashier Process** - Day Closer, Reconcile Cheque Status.

g) **Reports** - Collection Report, Demand Report, Demand vs Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.

h) Must have features for physical verification of any field visit through mobile application.

i) Automated Demand generation according to ULB schedule and send automated bills on E-mails and also on WhatsApp.

j) Automated clearing on due date.

k) Integration with BBPS with various applications like Paytm, phone pe, google pay, BHIM UPI etc to collect bills as it also reduces citizen efforts.

l) Integration with different banks.

m) Integration with finance and other required modules and services.

3. <u>Door to Door collection (Solid Waste Management).</u>

The Door-to-Door module provides a digital interface to Citizen and ULB users to work online like bulk demand generation, apply new connection, approval process, generate penalties for defaulters etc. Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be available as a mobile and web-based application.

The features required in this module are:

a) **Cash Desk** - Cash Desk, Ledger of Consumer Month wise/Year wise, Bill Download, Duplicate receipt, etc. Services developed for Portal, Mobile application and ULB level.

b) **New Application** - New Application, change details of Consumer, Track Applications, No Dues Certificate these Process developed for Portal, Mobile application and ULB Level

c) **Approval Process** - Application forward Process for New Applications, change in consumer details, new connection charges demand generates and collection of new Connection charges (Portal, Mobile application and ULB level) etc.

d) **Correction in Demand and Collection** - Demand Correction, Credit Correction, Delete Receipt, etc. at ULB Level.

e) **Billing & Penalty Process** – Automated billing and penalty run according to ULB schedule and send the updated automated bills on email, sms and also though whatsapp.

f) **Cashier Process** - Day Closer, Reconcile Cheque Status

g) **Reports** - Collection Report, Demand Report, Demand vs Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.

h) Integration with finance and other required modules and services.

4. Rental property System:

The Rental Property module provides a digital interface to apply and pay the Rental Property charges for connection/s., Demand generation. Shop allotment, Penalty generation on defaulters etc. It can be used by the citizens, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be available on mobile and web-based applications.

The features required in this module are:
   a) **Cash Desk** - Cash Desk, Ledger of Consumer Month wise/Year wise, Bill Download, Duplicate receipt download, etc. Services developed for Portal, Mobile application and ULB level.
   b) **Allotment of shops and New Application** - Allotment process, New Rental Application, change details of Consumer, Track Applications, No Dues Certificate these Process developed for Portal, Mobile application and at ULB Level.
   c) **Approval Process** - Application forward Process for New Applications, change in consumer details, Allotment charges demand generate and collection of allotment of shops charges (Portal, Mobile application and ULB level) etc.
   d) **Correction in Demand and Collection** - Demand Correction, Credit Correction, Delete Receipt, etc. at ULB Level.
   e) **Billing & Penalty Process** - Develop the billing process and Penalty process, Automatic Billing and Penalty run for all ULBs, Bill Prints.
   f) **Cashier Process** - Day Closer, Reconcile Cheque Status.
   g) **Reports** - Collection Report, Demand Report, Demand vs Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.
   h) Integration with finance and other required modules and services.

5. Vividh Counter System:

The Vividh Counter module provides a digital interface to take the charges of different services i.e., Application Fees, Zoo, Water Connection Transfer, Right to Information, Ration Card Fees, Regional Park, Patri Fees, Development Fees, Nivida fees, spot Fine, Library Fees, Entertainment Tax, Parking Fees Etc. which is not developed as particular module for citizen side. It can be used only by ULB employees to take the collections, Urban Local Body (ULB) counter employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be available as an Employee dashboard and POS (Point of sale machine).

The features required in this module are
   a) **Cash desk** - Cash Desk, Duplicate receipt, etc. at ULB level.
   b) **Cashier Process** - Day Closer, Reconcile Cheque Status.
   c) **Reports** - Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.
   d) Integration with finance and other required modules and services.

6. Sewerage Connection -
   This module is used for connecting sewers to Sewerage pipeline of whole city comes under ULB. The Sewerage Connection module provides a digital interface to Citizen and ULB users to work online. Process like bulk demand generation, apply new connection, approval process, generate penalty for defaulters etc. Urban Local Body (ULB) counter

employees and field employees, and ULB Administrators to accomplish their specific tasks. It should be available as a mobile and web-based application.

The features required in this module are:

a. **Cash Desk** - Cash Desk, Ledger of Consumer Month wise/Year wise, Bill Download, Duplicate receipt, etc. Services developed for Portal, Mobile application and ULB level.

b. **New Application - N**ew Application, change details of Consumer, Track Applications, No Dues Certificate these Process developed for Portal, Mobile application and ULB Level

c. **Approval Process -** Application forward Process for New Applications, change in consumer details, new connection charges demand generates and collection of new Connection charges (Portal, Mobile application and ULB level) etc.

d. **Correction in Demand and Collection -** Demand Correction, Credit Correction, Delete Receipt, Change connection type etc. at ULB Level.

e. **Billing & Penalty Process -** Develop the billing process for Metered and Non metered connections and Penalty process, Automatic Billing and Penalty run for all ULBs, Bill Prints

f. **Cashier Process -** Day Closer, Reconcile Cheque Status.

g. **Report** - Collection Report, Demand Report, Demand vs Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs in real time.

h. Integration with finance and other required modules and services.

7. **Material Management System**

The Material Management module provides a digital interface to create of Demand of materials, Purchase requisition, Purchase order, Service order, Service entry sheet, Invoice generation, and payments to vendors. It can be used by the ULB's, Urban Local Body (ULB) employees, and ULB Administrators to accomplish their specific tasks. It is available

The features required in this module are

a) **Master Data** - Material Master Data like creating Material, Vendor details, Tax Details etc.

b) **Material Purchasing Procedures** - Demand Creation, Request for quotation, Comparison of quotation. Purchase request process, Work order for material Purchase and Service, for service create service entry sheet.

c) **Invoices generate** - Invoice generate on reference of purchase order, Vendor can also submit their bill through portal and Mobile application

    1) **Approval Process** - Forward process of Final approval of Demand, Purchase request, work order, and service entry sheet

d) **Payment Process** - Release payment directly to Vendor

e) **Reports** - Purchase order report, Invoice Generate report, Payment report, Stock report etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.

f) Integration with finance and other required modules and services.

8. <u>Finance:</u>

The Finance module provides a digital interface to ULB's for finance accounting which includes General ledger accounting, Account payable, Account receivable, GR /IR Clearing, Asset management system, Balance sheet, profit & loss account, Trial Balance, Bank reconciliation, cash book, bank book, Budgeting. Finance module should be developed as per government finance rules & Madhya Pradesh Municipal It is used by Urban Local Body (ULB) employees. It should be available as a GUI access and web-based portal.

The features required in this module are:
a. General ledger accounting
b. Account Payable.
c. Account Receivable
d. GR/IR clearing
e. Balance sheet
f. Trial Balance
g. Income expense statement.
h. Profit and loss account
i. Cash Book
j. Bank reconciliations
k. House book
l. Budgeting
m. Grant Distribution
n. Asset accounting
o. Various standard / customized reports
p. Integration with other required modules and services
q. Integration with banks for online payments.

9. <u>HR & Payroll</u>

The Human resource management module provides a digital interface to manage all the required activities related to HR for ULB's employees. Here ULB's can maintain complete information of their employees which may be complete Hire to retire process. ULB's can run payroll as per their schedule for employee salary execution. It aims to enhance ULB's HR management by providing integrated, end-to-end processes using a comprehensive State-wide Service Delivery Infrastructure. ULB's can maintain their employees leave records as well as loans. HRMS can be used by the Urban Local Body (ULB) Administrators to accomplish their specific tasks related to HR.

Payroll should be configured ULB's wise, each ULB's should have 2 payroll areas one is for regular employees, and other one is for daily wages. The payroll process also involves considering all the statutory deductions and filing the requisite returns.

In e-Nagarpalika system should have various MIS reports like employee details, regular / daily wages Muster, leave reports, yearly statement, deductions reports, various statutory reports.

The features required in this module are:

a) **Master Data** - Employee Details, Salary details (Income & Deduction), Leave Quota, Service Book, Bank Details, etc.
b) **HR Process done by Users** - Create or change Employee Details, Salary Details, Leave Quota, Service Book, Statuary, Payroll run
c) **Departmental Procedure** - Hiring, Transfer, Suspension, Termination, Retirement etc.
d) **Employee Self Service** - Apply for Leave, Apply for Travel Allowance, Download Salary Slip, Download Transfer order, check Service book, Loan, Income tax declaration, Aadhaar KYC etc. these services available on Portal and mobile application.
e) **Reports** - Payroll report, Employee master Record (Regular, contractual, Daily Wages etc.), NPS Deduction Report, leave balance and Consumption Report, Biometrics Attendance Report, etc., MIS dashboard requires for UADD which will have centralized reports for all ULBs at real time.
f) Integration with finance and other required modules and services.
g) Integration with bulk email, Bulk WhatsApp, Bulk SMS.
h) Integration with Banks for online payments.

10. Project System

The Urban Administration & Development Department (MPUADD), Government of Madhya Pradesh has ambitious plans to scale up e-governance across 413 Urban Local Bodies (ULBs) in the State of Madhya Pradesh. Project system module should cater to all the work related to civil work. Creation of Demand and approving it, creation of project (New and maintenance), Create estimate with SOR, Budget allocation and release, Technical Sanction, Finance Sanction, Admin Sanction, Contract creating, Create Work order, Fill Measurement Book, Invoice generation and payments.

The features required in this module are
a) Work list
b) Demand
c) Estimation
d) Technical Sanction
e) Administrative sanction
f) Financial Sanction
g) Project Creation
h) Billing Schedule
i) Contract
j) Work order
k) Measurement book.
l) Billing
m) Security Deposit
n) Tax Deduction
o) Integration with finance and other required modules and services.
p) Other required Integration.
q) MIS Reports.

11. Trade license

Under Municipal Corporation Act of 366 and 132, every trader or a shop owner is permitted to run his business or service in the ULB under which his establishment

belongs. At Nagar Nigam and Nagar Palika either the Municipal Commissioner or Additional Commissioner or Deputy Commissioner acts as an administrative head and is authorized to approve Trade licenses Certificates. Through this module UADD will provides licenses of trade to different users.

The features required in this module are
a) Cash Desk, Ledger of Consumer Month wise/Year wise, Bill Download, Duplicate receipt, etc. Services developed for Portal, Mobile application and ULB level.
b) Trade License registration and workspace -
c) Corrections - Demand Correction, Credit Correction, Delete Receipt, Change connection type etc. at ULB Level.
d) Freeze trader.
e) Generate / Upload trade certificate
f) MIS Report- Collection Report, Demand Report, Demand vs Collection Report, Head wise Reports etc. MIS dashboards requires for UADD which will have centralized reports for all ULBs at real time.
g) Integration with finance and other required modules and services.
h) Other required Integration.

12. Fleet Management

This function enables the display of fleet objects from transport fleet in the system. The vehicles as equipment master records are displayed in the system. Important fleet data such as the type of the Vehicle, license plate number, load volume, Fuel consumption data, and fuel type and so on, can be maintained directly in the equipment master record. Like all pieces of equipment, fleet object can be used as a reference object for maintenance or service tasks. The fleet object can act as the reference object for either a notification or the maintenance order. You can also perform maintenance planning for a fleet object. You can make the date of the next scheduled service dependent on the mileage counter.

The features required in this module are:
a) **Master Data -** Vehicle Master Data like creating vehicle data, Vendor details, Driver details etc.
b) **New Vehicle Purchase/ Maintenance of Vehicle** - Demand Creation, Request for quotation, Comparison of quotation. Purchase request process, Work order or maintenance order of Vehicle
c) **FM Process done by user** - Create or change Vehicle details, driver details, In our entry of vehicles, Route Entry, Distance Travel details etc.
d) **Invoice generated** - Invoice generated on reference of purchase order
e) **Approval Process** - Froward process of Final approval of work order and maintenance work order, Purchase request, Demand etc.
f) **Payment Process** - Release payment directly to Vendor
g) **Reports** - Vehicle details report, Work order details report, payment report, etc., MIS dashboard requires for UADD which will have centralized reports of all ULBs at real time.
h) Integration with finance other modules and services.
i) Integration with other application, Vehicle tracking, SBM, Amrut, etc.
j) Other required integration.

13. **Budget Management -**

The Finance module provides a digital interface to ULB's for finance accounting which includes General ledger accounting, Account payable, Account receivable, GR /IR Clearing, Asset management system, Balance sheet, profit & loss account, Trial Balance, Bank reconciliation, cash book, bank book, Budgeting. It is used by Urban Local Body (ULB) employees. It should be available as a GUI access and web-based portal.

The features required in this module are:
a) **Master Data -** Budget Creation, Budget Allocation
b) **Reports -** Budget consumption report, Budget report, etc. MIS dashboards requires for UADD which will have centralized reports of all ULBs at real time.
c) Integration with finance and other modules or services.
d) Other required Integration.

14. **Asset Management**

Maintain and service the performance of physical assets with real-time insights, the IoT, machine learning, mobility and advanced and predictive analytics. Asset Management is integrated with Finance Module

For information systems to be used effectively, efficiently and legally the assets that make up those systems must be properly controlled. This is referred to as asset management.

All information assets will have different degrees of sensitivity and accessibility to the organization. Information shall be classified appropriately as applicable for each department into the following categories: Secret, Restricted, Public.

The features required in this module are:
a. **Master data -** Asset master.
b. **Activity -** Asset Creation, Asset allocation, Asset Retirement, Asset Transfer, Depreciation run, Valuation, CWIP, Etc.
c. **Reports -** Asset reports, CWIP Reports, Depreciation Report, Asset Cost center wise and Profit center wise, Asset retirement, MIS dashboard requires for UADD which will have centralized reports of all ULBs at real time.
d. Integration with finance other modules and services.
e. Other required Integration.

15. **Legal Module (Court case management)**

This module is used for tracking all legal activities like cases, hearing stay, extension etc. of Department and ULB.

The features required in this module are:
a. **Master Data -** Case Creation, calendar etc.
b. **Activity -** Case Management, Hearing Management, record Management, extension, stay.
c. **Reports –**
d. Integration with other modules.

16. <u>Training Module</u>

E-learning application for the administration, documentation, tracking, reporting, automation, and delivery of courses, training programs, materials or learning and development programs. It should include following process:-

- Course registration and delivery
- Tracking and analyzing user data
- Performance-based tasks, e.g. skill gap analysis
- Course administration
- Communication between instructor and learner

It should contain features:-

- **Data tracking :** The ability for ULB users to track their journey via stored data helps them better understand how the courses and learners are performing, all in the same place.
- **Centralized learning materials:** It should be capable of housing videos, slide decks, written instruction, and various other learning materials in a user-friendly, centralized location.
- **Flexible reporting and analytics**
- **Remote or mobile-workforce ready**
- **Assessment tools**

17. <u>DMS – Document Management System</u>

The system shall deploy a DMS for storing and retrieving documents like filings, notifications, KYC documents etc. The DMS should have support for web centric architecture and be capable of employing parallel processing technology allowing multiple clients work in parallel at the same time. The document management system should be a robust, scalable system capable of working with multiple storages and databases with the following (but not limited to) functionalities:

1. DMS should enable seamless document management storage and retrieval process.

2. The system should be capable of having data storage through direct upload using DMS upload and user interface and also through the integration with other core applications.

3. DMS should support identification and classification of documents. It should support multiple file type storages (.JPEG, .PNG, other image formats, pdf, doc, media file etc.)

4. DMS should have support for integration with email through all the protocols such as IMAP/PoP3 etc.

5. The system should have its own workflow management system and should also be capable of integration with other workflow engines/applications.

6. The DMS should be capable of integrating other application workflow engines to define or imbibe the workflow from other workflow engines.

7. It should be able to provide various MIS reports upon request

8. Should support multiple modes of file storage (pdf, image, document, media file etc.)
9. Should have the ability to import/export in standard formats.

10. All modules of the solution should be fully integrated, and no manual intervention should be needed for inter-module operation.

11. Should have search provision to locate and identify all documents related to a case/entity
12. DMS should follow all the standards for safety, security and compliance as applicable to the other parts of the application and the RFP.
13. The Consultant should propose a file tracking system which is integrated with the COTS ERP and have following functionality:

I.File Management
- Options to create, move, track, store and retrieve files
- Unique File numbering feature allows customers to number the files
- The File Cabinet helps store files which have, a closed, or on hold status
- Graphical display highlights the file's movement
- Logical foldering for attachments

II.Noting
- Records approvers observation, review, approval and feedback
- Generation sequentially Noting numbering
- Note summary to view all nothings together

III.Workflow Management
- Association of predefined sequential / parallel workflow to the file
- Insertion of ad-hoc workflow while file is in process
- Assigning a substitute for a period when approver is not available
- Approve (send) the file to next approver

IV.Incoming Post
- Create dispatch item for scanned documents, email and notification from internal user
- Attach the Incoming post to a file
- Send Incoming post for review
- Attach documents to Incoming post
- Post Comments (Noting) in the incoming post and track

V.Correspondence
- Create correspondence through electronic media to internal OR external
- Attach documents to correspondence
- Reply and Forward a correspondence
- Attach the correspondence to a file
- Integrated correspondence inbox for external emails and internal correspondence

VI.Framework
- Quick creation of file templates
- Configurable file key fields for the file templates
- Setting up the file numbering format according to the need
- Search – File and Incoming Post

Citizen Services:

Below are the required citizen services through which citizens can apply for services and can make payments.

a) Marriage Certificate
b) Birth Certificate
c) Death Certificate
d) Application for auditorium Public Amusement Places/public Gardens -
e) Road Cutting Application
f) Fire safety certificate.
g) Request for water Tanker.
h) Request for septic tank & Sewerage cleaning.
i) Request for litter collection.
j) Request for debris collection.
k) Request for fire extinguishing services.
l) Request for Mobile toilet.
m) Request for funeral van (hearse).
n) Hoarding license.
o) Citizen grievances.
p) Tree Cutting/Tree Transit.
q) Sewerage Connection
r) Property Tax Payment
s) Water connection
t) Request for New SWM ID
u) Request for Trade license New/Renew Application
v) Permission for movie shooting
w) Service On request Statistic
x) Property Mutation

Above Citizen services provides a digital interface to avail any of the above services, track service request and, pay utility charges. It can be used by the Citizens, Urban Local Body (ULB), counter employees, field employees and ULB Administrators to accomplish their specific tasks. It should be available on mobile and web-based applications. Permission certificate should be generated as digitally signed certificate.

A. Request for Fire Safety Certificate

Applicant would be able to apply for Fire Safety certificate through e-NagarPalika Portal Online. On Clicking of Fire Safety certificate Application, it will take the applicant to the Application form. Applicant needs to update check list which is an input fields and is mandatory.

Application & submission of Fire Safety certificate - Filling up form along with required documents will generate a request number which citizen would get through SMS & Email. At the same time Competent Authority will also get informed through SMS& Email that a new request has been generated for FIRE SAFETY.

The features required in this module are:

a) **New Application**-Apply for new registration, apply for registration renewal, change details of Consumer, Track Applications.

b) **Approval Process**-Application forward Process for New Applications.
c) **Integration**-Integration with Email, SMS, WhatsApp Chatboat, and different departments where applicable.
d) **Reports:** New Application MIS, New and Renewal of NOC, MIS dashboard develop for UADD which have centralized reports for all ULBs at real time.
e) Mobile Application Request for New Application, Track Applications, etc.

B. Request for Road Cutting

Citizen/applicant will submit the application, Application forward to engineering Section of ULB for review, after the review application will be approved or reject for further process, If application is approved then applicant will attach Bank Guarantee and after verifying bank guarantee ULB give approval for start the Road cutting work, Engineering department of ULB will inspect proper restoration of road Afterwards ULB will set the status 'Restoration Done' and the application will finalize for Bank Guarantee return after deducting penalty if any.

The features required in this module are:

a. Application status through online
b. Approval process
c. Download permission (Approval) certificate from portal.

18. Mobile Application

a. **Platform-** Mobile application development platform or development framework Should support both OS (Operating System)- Android and IOS.
b. **Services-** Types of services which will be available on mobile application are:
c. Option for Payment for different fees.

a. Citizen Centric Services-

Water Tanker Service, Septic Tank Cleaning, Ambulance, Funeral Van Services, Apply for litter/Debris Collection, Mobile Toilet Service, Auditorium Booking, Evidence Certificate, Fire Extinguishing Service, Marriage Services, Calendar, FAQ and Feedback section, The City or MY City- which will show the new citizen as well as Exiting one about the city, which includes, About Bhopal, History, Heritage, Viewpoints, Demographics, Climate and weather Education, Sports & Recreations and Others, Site Inspection-

b. **Services Available for Employees-** Employee portal for the employees to access and save their important Docs and to mark their attendance, Efforts etc.

19. Integration –

POS Integration, Payment gateway Integration, Chat Bots, Bulk Email, Bulk Whatsapp & SMS, Hindi to English conversion, BBPS, UPI, GIS, Portals like Sugam, Satat, Amrut, ministry of housing urban affairs, EODB MoHUA, KIOSK (M.p Online, CSC,etc).

Integrate with other central & state govt. bodies, Provisions for data sharing to other portals through API's must be there.

1.5. Key Personal.

The below table specifies the number of resources to be deployed fulltime by the System Integrator. Urban Administration & Development Department (the authority) may request for additional resources based on the project requirements from time to time. The Authority shall provide the requirement in writing for additional resource(s) and system integrator shall be given one month time to provide such resources. It must be noted that key resources deployed for this project should not be utilized in any other project of the System Integrator.

1.5.1. Below mentioned are the key personal identified during the implementation phase & O&M Phase respectively:

S.No.	Item	Key Resource	Qty	Development Phase		O&M Phase				
				1 year	2 year	3 year	4 year	5 year	6 year	7 year
1	Sr. Solution Architect	1	1							
2	Project Manager	1	1							
3	Senior Open-Source Developer	1	5							
			5							
4	Junior Open-Source Developer		5							
			5							
4	Open-Source Functional/Business Analyst	1	5							
			5							
5	Tester		2							
			2							
6	Networking & IT Infrastructure Specialist		1							
			1							
7	Database Administrator.	1	1							
8	Database Developer.	1	2							
9	Cloud administrator	1	1							
10	HELPDESK Personal		6							
11	Mobile application Developer		2							
12	Master Trainer		6							
			4							
13	Trainer		10							
	Total	7	70	70	70	34	34	34	34	34

1.5.2. Qualification of Key Resources:

S.N	Experts Title	No.	Qualifications & Skills	Experience
1.	Senior Solution Architect.	1	• B.E./ B.Tech/MCA, Postgraduation in CS/IT. • Degree in relevant subject must be full time degree and should not be part-time degree or correspondence degree. • At least 10 years' of experience in implementation of I.T. projects.	• Minimum 10 years of relevant experience in handling large IT projects. • At-least having experience of solution designing of 2 large scale projects of similar size and scope.
2.	Project manager	1	• B.E/B. Tech/MCA • At least 10 years' experience with minimum 6 years of experience in handling large scale Implementation of IT projects as project manager. • Desirable to have PMP/Prince certificate.	• At least 10 years of professional experience. • Project management experience of at-least 6 years. • Extensive exposure to government projects.
3.	Senior Open-Source Developer.	10	• BE/B.Tech/ MCA. • At least 6+ years' experience on IT projects.	• Must have 06+ years of experience either in Java/.Net/php or any other open source technology and have handled minimum 02 projects on above mentioned open-source technologies.
4	Junior Open-Source Developer.	10	• BE/B.Tech/ MCA • 03+ years of experience	• Must have 03+ years of experience either in Java/.Net/php or any other open source technology and have handled minimum 01 project on above mentioned open-source technologies
4.	Open Source Functional/Business Analyst	10	• BE/B.Tech/ MCA • At least 06+ years of experience of working in project of similar nature and size.	• Must have 06+ years of experience either in Java/.Net/php or any other open source technology and have handled minimum 02 projects on above mentioned open-source technologies.
5.	Tester	04	• BE/B.Tech/ MCA. • Atleast 5 + years' of experience of working in project as Tester.	• Must have more than 5 + years of years of experience in Testing. • ISTQB/CSTE certification would be an added advantage.

S.N	Experts Title	No.	Qualifications & Skills	Experience
6	Networking & IT Infrastructure Specialist	2	• B.E/B.Tech/MCA in IT/Computer Science. • Excellent skills in designing city wide networks. • Extensive experience of defining hardware specifications. • Experience of installation and configuration of Servers, routers, and other networking devices.	• At least 7years experience on large IT projects • Worked in a similar capacity for at least 5 years • Extensive knowledge of network connectivity, technologies, protocols, and security. • Certified CompTIA, Microsoft, or Cisco network professional preferred.
7.	Database Administrator	1	• B.Tech/B.E./MCA. • Understanding of dimensional and relational database modeling. • Advanced knowledge of database security, performance standards backup and recovery.	• Atleast 6 years of experience in which minimum of 02 years' experience as a Database specialist. • Should have handled minimum 02 projects as Database specialist.
8.	Database Developer	2	• B.Tech/B.E./MCA. • Designing Stable and reliable databases tables . • Optimize and Maintain Legacy System. • Modify databases as per request and perform tests.	• Atleast 6 years of experience in which minimum of 02 years' experience as a Database developer. • In-depth understanding of Data management. • Hands on experience with SQL.
9.	Master Trainer	10	• B.E./B.Tech/MBA, good knowledge of computer and Microsoft excel, presentation and MS word. • Excellent written and verbal communication skills. • Should have the ability to design and implement effective training and development.	• At least 10 years' experience on developing and managing Training plans for large organizations • Worked in a similar capacity for at least 5 years • Extensive exposure to government projects.
10	Trainer	10	• Graduate in any discipline, good knowledge of computer and Microsoft excel, presentation and MS word. • Excellent written and verbal communication skills. • Should have the ability to design and implement effective training and development	• At least 06 years' experience on developing and managing Training plans for large organizations. • Worked in a similar capacity for at least 2 years • Extensive exposure to government projects.

S.N	Experts Title	No.	Qualifications & Skills	Experience
11	Cloud Administrator	01	• BE/B.Tech/ MCA / Postgraduate in any discipline with diploma / degree in IT/ Computer Science.	• At least 6 years of experience, including at least one year managing and designing the Cloud Platform. • Certificate in cloud from any CSP/OEM.
12.	HELPDESK Personal	6	• Graduate in any discipline. • Excellent communication skills.	• Must have minimum 2 year of experience in working in call center with citizen centric services.
13.	Mobile application Developer.	2	• B.E. / B Tech/MCA /M. Tech • Good communications and interpersonal skills and fluency in written and spoken Hindi and English. • Android/IOS developer.	• More than 6 years' of experience on large IT projects • Managed similar projects for at least 5 years. • Extensive exposure to government projects.

1.5.3. **Initial Composition; Full Time Obligation; Continuity of Personnel**

1) SI shall ensure that all the open-source developer/open source functional (Business Analyst) shall be deployed in the ratio of 60% onshore and 40% offshore during the project.

2) SI shall ensure that each member of the Key Personnel devotes substantial working time to perform the services to which that person has been assigned as per the proposal.

3) SI shall use commercially reasonable efforts to ensure it retains the services of its Key Personnel, including provisioning of competitive compensation, benefits, and other conditions to its Key Personnel to incentivize them to remain in SI's employment.

4) SI shall not make any changes to the composition of the Key Personnel and not require or request any member of the Key Personnel to cease or reduce his or her involvement in the provision of the Services during the Term (or agree to any request other than from authority that would have the same effect):

   • unless that person resigns, is terminated for cause, dies, is long-term disabled, is on permitted mandatory leave under Applicable Law or retires; or

   • without authority's prior written consent.

5) SI shall promptly notify authority of its intention to re-hire any member of the Key Personnel who had resigned from SI in the previous 12-month period. authority shall have the right to request that any member of the Key Personnel who resigns and is re-hired by SI within 12 months of the resignation date be re-assigned to the provision of the Services.

1.5.4. **Evaluation:**

- SI shall carry out an evaluation of the performance of each member of the Key Personnel in connection with the Services at least once in each Contract Year. SI shall provide reasonable written notice to authority of the date of each evaluation of each member of the Key Personnel and authority shall be entitled to provide SI with input for each such evaluation.
- SI shall promptly provide the results of each evaluation to authority, subject to Applicable Law.

1.5.5. **Replacement**

- In case the resource has resigned then the SI must inform within one week of such resignation.
- SI shall promptly initiate a search for a replacement and use commercially reasonable efforts (including the expenditure of reasonable sums, such as to engage the services of a recruiting firm) to ensure that the role of any member of the Key Personnel is not vacant for any longer than 30 days, subject to reasonable extensions requested by SI.
- Before assigning any replacement member of the Key Personnel to the provision of the Services, SI shall provide authority with:
  (i) a resume, curriculum vitae and any other information about the candidate that is reasonably requested by the authority; and
  (ii) an opportunity to interview the candidate.
- The SI must provide replacement resource who conforms to the same requirements as the resource proposed originally (on the same evaluation parameters defined in this RFP document). Once this is confirmed, the authority shall conduct an interview of the candidate and notify SI within ten days after its interview (or if authority does not request an interview within ten working days after SI has provided the information, then it would be deemed as accepted).
- If authority does object to the appointment, SI shall not assign the individual to that position and shall seek an alternative candidate in accordance with this Section.
- The SI must ensure at least 4 weeks of overlap period in such replacements.
- In case the firm makes any replacements, in any one position the following penalties shall apply unless otherwise specified in the Special Conditions of the contract. These penalties will be applicable if there is replacement of the same role. However, such penalty will not be imposed if the replacement of personnel is done because of Death or any prolonged illness.
a.   On 1st replacement = Rs 1.0 Lacs
b.   On 2nd and subsequent replacement = Rs 2.5 lacs

1.5.6. **High Attrition**

If in the first 6-month period from the Contract Effective Date in case of replacement of the key personnel, a penalty of Rs. 50,000 for first seven days and Rs. 10,000 per day can be imposed on the Bidder (for one replacement) till appropriate and approved replacement is done.

1.6. Help Desk Services:

SI along with above highlighted scope, will also provide helpdesk system for UADD to follow the ITIL based ticketing process. Minimum scope of help desk service will include:
(a)   Provide an IVRS system for engaging users.
(b)   Provide chat-bot based HELP DESK.
(c)   Ticketing system for locking of tickets received by call or on chat bot.
(d)   Email/Web based ticketing for logging issues
(e)   A robust issue management process.
(f)   Automated Ticket Escalation process

(g)   Weekly Health Reports to assess the server/application utilization.

(h)   Monthly report on number of issues logged against their resolutions.

(i)   The selected bidder shall provide on demand 24*7*365 support as defined in the scope of work.

(j)   The selected bidder shall provide 24*7*365 support center to handle fault reporting, trouble ticketing, and related enquiries during the contract period.

SI to provision for ticketing tool as well as resources to address the monitoring and reporting etc.

Manpower: SI has to appoint resources for help desk operations as well as facilitating the monitoring/SLA reports as per scope. Mentioned Resource will be stationed in UADD premises and will be there for business hours. Laptop/Desktop for the purpose will be provisioned by System integrator. Only the working desk will be facilitated by UADD. The deployment has to be qualified and capable as the immediate representative of the S.I. to coordinate and update UADD on various fronts.

Note: We have 04 PRI lines available in e-Nagarpalika, additional lines (if taken) the system integrator has to bear the cost of the same.

1.7.   Trainings:

A critical factor for the success of the MP e-Nagarpalika 2.0 is the need to build capability within the employees and the officials by training and enabling them to use and seek benefit of the MP e-Nagarpalika. In view of the above capacity building and training hold importance and prominence for the MP e-Nagarpalika. A training plan is required and envisaged by the Department, during the initial project period the System Integrator will provide with the brief overview training for initial understanding of the conversion/migration process. Training shall be provided by the SI to the following:

- UADD Departmental Users.
- Senior Management.
- 413 ULB officials across state (also to the new ULB).
- Divisional Office users (10 Division)

The Selected Agency as part of the MP e-Nagarpalika shall provide training to MPUADD and all relevant departments to on-board them on the e-Nagarpalika 2.0 platform. The training shall be around application processing, approvals, monitoring, analytics, dashboard, MIS, data management etc. The illustrative deliverables for this activity are mentioned below:

- Training Calendar and Curriculum
- Training Material, Training Manuals, Troubleshooting Manuals, etc.
- Training Sessions, Questionnaire and Evaluation Results
- Training support system to departments during the implementation.

Along with Initial training, System Integrator must make sure that they provide training at ULB level and at Division level after every phase has gone live and Refresher training on half yearly basis.

Also, SI must make sure that proper documentation of the entire process flow is shared with the Department and the training document is updated from time to time.

All the invoices of Training shall be submitted along with photos of the training, attendance sheet duly signed by the Joint Director from the respective division, failing to which NO Invoice shall be entertained at the Urban Directorate level. The successful bidder will prepare a training plan for all stakeholders and will take the approval from the department before conducting any training.

2.   Testing
Application/Software Testing

The SI shall carry out comprehensive testing of the entire application suite prior to the release of ENP2.0 Application. SI will be responsible for making all necessary arrangements for testing including Load, Performance, Unit, functional, integration, system, user acceptance and system acceptance testing including the preparation of test data, scripts where necessary and deployment of the same. The test data shall be comprehensive and address all scenarios identified in the test cases. The SI shall create test reports from testing activities and submit to UADD on request and at defined intervals.

1.   The SI shall design the testing strategy including traceability matrix, test cases and conduct testing of various components of the software developed/customized/ configured.

2.   The SI shall implement the software testing in each Sprint. This testing shall include Unit Testing, System Testing, Integration Testing, User Acceptance Testing, Performance Testing, Load Testing, Regression Testing, Stress testing and Beta Testing etc.

3.   All test cases shall be managed in the application lifecycle management tool as per Specification. Test cases shall be reviewed and signed off by department through workflow implementation in application lifecycle management solution. Test cases should be reusable across unit testing, system testing, regression testing, acceptance testing etc. Furthermore, the solution should map the test cases to requirements and user stories managed in the solution for traceability and coverage.

4.   Load and Performance testing for approximate 25K concurrent users and all functional & ALM testing for all internal users.

5.   After successful unit testing of all components, the SI should conduct full- fledged Performance, Load, and functional testing of Application at staging environment and integration testing in accordance with the approved Test Plans. Integration testing shall cover both cross-functional integration points, as well as end-to-end processes. The test plans should be provided to UADD in advance for approval. In addition to the above, the testing should cover performance testing (**including load, scalability and stress**) and security testing.

6.   All Sprint-wise Test execution results shall be captured in the application lifecycle management solution.

7.   The SI shall perform the testing of the solution based on the approved test plan, document the results, and shall fix the bugs found during the testing.

8.   The SI shall use application lifecycle management solution to manage defects found in testing during various testing stages including from department stakeholders.

9.   SI shall conduct performance testing of the application at various stages of development, using a Performance Testing tool as per Specification, to test scalability and responsiveness.

10.   All gaps identified during the testing process shall be addressed by the SI in forth coming sprints and should be closed prior to Go-live of the solution.

11.   SI will be responsible to conduct training from OEM for users on ALM, Performance testing and other provided tools under testing.

Specification for Performance testing tool:

- Proposed solution should support testing a wide range of application technologies and should be able to simulate lakhs of users and provide the results and analysis
- Should support modern web frameworks like HTML5 including asynchronous communication, as well as ability to record mobile web application traffic.
- Proposed solution should be an industry standard/leading tool in reports from analysts like Gartner, Forrester, IDC etc.
- Should allow selection of different network bandwidth and custom bandwidth.
- Performance testing solution should be able to leverage public cloud infrastructure to generate load for testing
- Tool should have support for simulating 3rd party endpoints in a test environment with an embedded Service virtualization solution.
- Should be able to generate reports for analysis. E.g., Transaction Response Time, Transaction per Second (Passed), Web Transaction breakdown Graphs, Hits per Second, Throughput, HTTP Responses per Second, System infrastructure performance metrics
- Should use a suite of integrated performance monitors to quickly isolate system bottlenecks without having to install any data capturing agents on the monitored servers/components within the systems architecture.

Specification for Application life cycle management tool:
- Should provide native support for SAFE or other leading Agile methodology.
- Solution support free form Requirements definition and management, including Requirements traceability and relationship mapping.
- Should allow role-based activity for different users.
- Should support manual test design and execution.
- Should support test definition in context of requirements, promoting test coverage and traceability.
- Should support test suite planning and execution.
- Should provide an integrated defect management system to automatically link defects with test runs and associated release and cycle.
- Should support defect creation directly from test failure, automatically mapping relationships upon submission.
- Should support centralized Dashboard module, displaying key metrics, tables, and graphs for stakeholders.
- Should support customized report generation in multiple report formats.
- ALM, load testing tools should be from same OEM for ease of integration.

3. Cloud Infrastructure:

System integrator need to provide the complete cloud solution as per the needs and general requirement of e-Nagarpalika 2.0. System Integrator is expected to study and understand the current database size of the e-Nagarpalika portal which is Currently hosted at State Data Centre(SDC). Tentative size of existing database is around 25 TB, it is the responsibility of the bidder to study and migrate the entire legacy data from State Data Centre to cloud.

3.1. Minimum Technical Specification for Cloud DC & DR

Following are the mandatory compliance need to be submitted by the bidder in their technical proposal on Cloud environment: -

General Services

S. N.	Category	Description	Compliance (Yes/No)	Reference
1	Services & Standards	The CSP should provide all variants of cloud services from its India data centre. The CSP should be MeiTY empanelled.		
		a. Infrastructure as a Service (IaaS)		
		b. Platform as a Service (PaaS)		
		c. Software as a Service (SaaS)		
		It should offer all services from India only as per guidelines of MEITY.		
2	Reports	Information Availability for the customer on the CSP Portal:		
		• Published uptimes		
		• Incident Reports		
		• Security Bulletins		
		• Usage Report		
		• Audit Reports		
3	Database Services	The current and proposed system is on Oracle database enterprise edition and database options, Offered CSP infrastructure should support to run Oracle Enterprise Database with diagnostic, tuning and all Database options mentioned in scope of work as native managed services from CSP.		
4	Security Services	CSP must have their own native security service in cloud as well as 3rd party security services		
		1. Next Generation Firewall CSP Native – IS, IDS, UTM, DPI, Signature based attack		
		2. Web Application Firewall		
		3. DDoS Protection (Layer 3)		
		4. Data encryption at rest and Data in transit		
		5. Automated security		
		6. Workload Security		
		7. Security information and event management (SIEM) & Security Orchestration, Automation, and Response (SOAR) Assessment		
		8. Identity and access management		
		9. SAML2.0 & SSO		
		10. Multi-factor Authentication (MFA)		
		11. Threat Intelligence		
5	Other Services	CSP shall have published on its public facing website –		

S. N.	Category	Description	Compliance (Yes/No)	Reference
		1. Cloud services' rates for India with options for On-demand pricing		
		2. Service Level Agreements (SLAs)		
		3. Dashboard live-status of cloud services' health of recommended data centers		
		4. Cloud services outage details (if any) with Root Cause Analysis		
6	Pricelist	The "Listed unit price" (Price List) of all the services offered by CSP should be publicly available on the CSP portal. bid. The CSP should also offer price calculator of all the CSP services to evaluate the costing.		

Compute

S.N	Description	Compliance (Yes/No)	Reference
1	The CSP should provide the following instance types to choose from: - Virtual Machine. - Bare Metal Instances - Dedicated Physical Server.		
2	CSP Should support per minute/hour billing option for Infrastructure - compute services.		
3	The CSP should allow to choose between the different type of processors like Intel or AMD when creating a virtual machine.		
4	The CSP should offer an option of running customer's choice of hypervisor. The CSP should support At least 3 standard hypervisors KVM, Microsoft Hyper-V and VMware etc.		
5	CSP shall support industry standard OS such as Windows and any 2 flavors of following Linux. Oracle Linux, Redhat Linux, Ubuntu & CentOS		
6	The CSP should ensure that underlying processors should not have been discontinued by the processor OEM at time of bidding.		
7	The CSP should provide a self-service provisioning, manage and terminate multiple VMs concurrently either through a programmatic interface (i.e. API/CLI) or through a management console or Web Portal without involving the service provider.		
8	The proposed system should be allowed to configure policies to automatically increase/scale the number of Instances/VMs during demand spikes to maintain performance		
9	Ability to place instance in multiple distinct location/ separate availability Zone to protect application from failure of a single location/single availability Zone.		
10	The CSP should allow logical segregation of resources into various groups for better management and billing purposes.		

S.N	Description	Compliance (Yes/No)	Reference
11	Auto scaling of compute based on metrics (CPU & memory) & time/schedule based to align with business demand like month end peak, quarterly & annual peaks		
12	Flexible custom shape to enable number of vCPU's/ RAM (e.g. vCPU 2,4,6,8,10,12,14 etc) that will be need as per business workloads		
13	Linux operating system should be able to automatically apply patches, updates and tune without human interaction. Disk Volume and packages should be manageable as per requirement.		

Block Storage

S.N.	Description	Compliance (Yes/No)	Reference
1	Cloud provider should offer persistent block level storage volumes for use with compute instances.		
2	Cloud provider should offer block storage volumes supporting a size ranging from at least 100 GB to 32 TB.		
3	Cloud service should support SSD/NVMe backed storage media that offer single digit millisecond latencies.		
4	Cloud service should support the needs of I/O-intensive workloads, particularly database workloads that are sensitive to storage performance and consistency in random access I/O throughput.		
5	Cloud service should support encryption of data on volumes, disk I/O, and snapshots using industry standard AES-256 cryptographic algorithm.		
6	Cloud service should support a baseline IOPS of at least 60 IOPS/GB and maintain it consistently at scale		
7	Cloud service should support performance IOPS of at least 75 IOPS/GB and maintain it consistently at scale		
8	Cloud service should be durable and support annual failure rates of less than 1%		

Object Storage

S.N.	Description	Compliance (Yes/No)	Reference
1	Cloud provider should offer secure, durable, highly scalable object storage for storing and retrieving any amount of data from the web.		
2	Cloud provider should support an extremely low-cost storage service that provides durable storage with security features for data archiving and backup.		
3	Cloud service should support encryption for data at rest using 256-bit Advanced Encryption Standard (AES-256) encryption to encrypt your data.		

S.N.	Description	Compliance (Yes/No)	Reference
4	Cloud service should support encryption using customer provided keys. These keys should be used to manage both the encryption, as data is written to disks, and decryption, when data is accessed.		

Network

S.N.	Description	Compliance (Yes/No)	Reference
1	Support the ability to create a logical, isolated virtual cloud network that represents a company's own network in the cloud		
2	Support connecting two virtual cloud networks within the same Region or across regions to route traffic between them using private IP addresses		
3	Offer the capability of creating fully isolated (private) subnets where Instances/VMs can be provisioned without any public IP address or Internet routing		
4	Support multiple IP protocols, including TCP, UDP, and ICMP		
5	Cloud service should be able to support IP address ranges specified in RFC 1918 as well as publicly routable CIDR blocks		
6	Support the capability of automatically assigning public IP addresses to Instances/VMs		
7	Support Internet Protocol version 6 (IPv6) at the gateway and expose this functionality to users		
8	Support the ability to assign multiple IP addresses for a Network Interface Card (NIC) attached to a given Instance/VM		
9	Support the ability to assign multiple Network Interface Cards (NICs) to a given Instance		

Database

S.N.	Description	Compliance (Yes/No)	Reference
1	CSP should support as managed services for oracle database enterprise edition.		
2	CSP should provide VMs and dedicated bare metal server option to run database		-
3	CSP should be able to provide complete automation for database lifecycle management e.g Provisioning de-provisioning, patching, backups, DC-DR configuration, HA		-
4	CSP should provide root access to OS on which DB system is hosted		-

S.N.	Description	Compliance (Yes/No)	Reference
5	CSP should have capability of configuring, scheduling, performing and managing back-ups and restore activities (when required) of all the data including but not limited to files, folders, images, system state, databases and enterprise applications in an encrypted manner		-
6	CSP should have another Data Centre to host Disaster Site (DR) in same country but in different seismic zone		-
7	There should be option of configuring Disaster Recovery environment in SYNC and ASYNC mode.		-
8	The same Database should support mixed OLTP/OLAP workloads		-
9	RDBMS should have native clustering with objectives of scalability and high availability. The solution should provide single image database concurrently accessed by multiple database servers		-
10	RDBMS should have capabilities of running cluster with active-active configuration. Both nodes in a cluster should be active and participate in load balanced manner to handle load and provide maximum performance.		-
11	RDBMS should provide database aware strong encryption capabilities within database for stored information in the tables as well as the information transmitted over network.		-
12	Database should support option of different partitioning schemes within the database to split large volumes of data into separate pieces or partitions, which can be managed independently. It should support physical columns. The partitioning should enhance the performance, manage huge volumes of data and should provide foundation for Information Life Cycle Management.		
13	Must provide support to In-memory database transactions, able to process both row and column-based data format in-memory simultaneously		-
14	Proposed Service Should be in Gartner Data management solutions		

Network Firewall

S. No	Description	Compliance (Yes/No)	Reference
1	The proposed Next Gen Firewall should be in Gartner's Leaders Quadrant of Network Firewall.		
2	CSP should provide integrated, cloud native fully managed firewall service with support directly from CSP		
3	it should provide best-in-class threat engine to automatically help stop known malware, spyware, command-and-control (C2) attacks, and vulnerability exploits once the policies are configured.		
4	it should have an integrated intrusion detection and prevention solution.		

5	It should inspect inbound and outbound HTTP/S traffic to a specified list of fully qualified domain names (FQDNs), including wild cards and custom URLs.		
6	it should apply security controls and segmentation for encrypted and nonencrypted traffic to workloads running in cloud infrastructure.		

The successful bidder will submit CSP(OEM) authorization/compliance letter and MEITY empanelment letter within 15 days of the contract award. The Public URL may be provided in a separate file in clickable format. Non-compliant bids will be rejected without any further queries.

3.2. Scope of work for DC & DR Setup and Data Migration

Bidder shall be responsible for following scope of work but not limited to:

- Bidder shall analyse the existing e-Nagarpalika system and develop a new custom built solution E-NagarPalika 2.0 solution which should include all the existing feature functionalities along with new feature and functionalities defined in the RFP.
- The existing e-Nagarpalika system has been built using SAP as application stack and Oracle database.
- System Integrator shall be responsible e-Nagarpalika 2.0 setup & configure following environment on Meity empaneled cloud service provider
  - o Data Center
  - o Disaster Recovery (At-least 30 % capacity of Datacenter).
  - o Test/Dev (At-least 15% capacity of Datacenter).
- System Integrator is expected to make himself fully aware of the technology stack used for hosting application.
- System Integrator should provide the necessary infrastructure (like Compute, storage, network and database and security) required for setting up and maintaining the cloud environment as managed service as per BOM specified in this RFP. MSP shall ensure that CSP provides all of the services on subscription mode as a managed service to Bidder.
- The details on existing licenses have been shared in the Section 3.14. Bidder's need to consider the ATS cost for Oracle database licenses going forward, also Bidder will provide any additional license as required for the proposed DC, DR and along with the ATS cost.
- CSP shall provide BYOL options for Oracle database enterprise edition with database options and should offer database native managed service to reduce any database administrator overhead.
- System Integrator shall be responsible for data migration from existing system to proposed Cloud.
- Data migration is one of the most critical requirements for E-nagarpalika2.0. The migration needs to port the required legacy and transactional data to the new system so that there is consistent and refereed records and information not only for new transactions but also for analytics, AI/ML and MIS is available. Also need to keep track and continue the remaining checks and balances, accounts and masters and master transactional data.
- As planned approach of rolling out to the new system is in phased manner, there would be possible overlap and simultaneous run of e-Nagarpalika 1.0 and 2.0 applications for some time, hence the data platform with data migration and replication would require bi-

directional/multidirectional communication for a specific time duration between the applications.

- From the Migration perspective
  - Oracle database perpetual licenses can be utilized for any custom developed application
  - Target Oracle database provides compatible migration on new version both on data types and programs (including PL/SQL – packages, procedures, functions, triggers) if required.
  - If required bidder may leverage or reuse database programs.
  - It is highly recommended that bidder offers minimum (or near zero) down-time data migration tools are available to move on new application.
  - Application upgrade path to the latest features and application.
  - Provide data transformation and ETL/ELT tools for the new application.
  - Any additional license or tool that is required for smooth migration need to be considered by the bidder.
- It shall be the responsibility of the System Integrator to ensure that CSP provides necessary hand holding support to the System Integrator for the initial deployment and successful Go-live as stated below:

  - Creating Architecture Design
  - Creating Solution architecture
  - Establishing Basic cloud services like virtual network, identity etc.
  - Auditing Network and Security configurations, VPN Connection setup between FCI and Cloud Data Center, Compliance, Testing etc.
  - Post migration training of staff and creation of documentation materials.
  - Support & Monitoring of production deployment during Go-live.
- System Integrator shall be responsible for maintaining and adhering to SLA defined in the RFP.
- Bidder shall setup DR of application in 30% capacity of DC and meet the 2 hours of RPO & 4 hours of RTO.
- Bidder shall do the DR drill once in year minimum in consultation with department.
- Bidder will prepare all Technical Document related to Infrastructure, connectivity, configuration and submit to department at the time of go live.
- Backup: Configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases as per the policy finalized by Client. Restoration of the backup when where is required. Backup policy will prepare by bidder.
- Monitoring Performance and Service Levels: Provide and implement tools and processes for monitoring the availability of assigned applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues.
- The Bidder should provide the VA-PT report for instance in use in periodic basis.

3.3. Migration:

Data migration is one of the most critical requirements for E-nagarpalika2.0. migration need to port the required legacy and transactional data to the new system so that there is consistent and refereed records and information not only for new transactions but also for having analytics, AI/ML and MIS. Bidder needs to keep track and continue the remaining checks and balances, accounts

and masters and master transactional data.

As planned approach of rolling out to the new system is in phased manner, there might be possible overlap and simultaneous run of E-Nagarpalika 1.0 and 2.0 applications for some time, hence the data platform with data migration and replication may require two way communication for a specific time duration between the applications.

From the Migration perspective

- Oracle database perpetual licenses are recommended to be utilized.
- Data Migration and ETL/ELT should be offered for data migration E-Nagarplika 1.0 to E-Nagarpalika 2.0.
- The Target and source Oracle databases must should be compatible for data types and programs (including PLsql – packages, procedures, functions, triggers), if required.
- Migration of data (Pdf, Images etc) as per requirement.
- Tools Should offer reusability of code, wherever required of custom development.
- Tool should offer Minimum (Near zero) down-time data migration for the new application.
- Application upgrade path to the latest features and application.
- Should provide data transformation and ETL/ELT tools for the new application.
- Migration tool need to provide the bidder with OEMs support and licenses in the name of department.

Technology & Tool data for Migration:

- Provides data replication among application and data migration-
- Tools should provide capabilities for change data capture (CDC), transactional data replication, data ingestion, data pipelines for continuous transformation and loading (CTL), and a wide variety of analytics on streaming data.
    - Ensure transactional integrity across heterogeneous (as apart from Oracle DB other databases or sources required to be migrated or replicated) source and target systems
    - High-performance replication with minimal impact on production system
    - Increase IT flexibility with heterogeneous infrastructure support
    - Enhance decision-making with real-time data
    - Access mission-critical applications without disruption

Extraction Loading and Transformation tool (ELT or ETL):

Apart from the Change Data Capture, an ELT or ETL tool should be provide for bulk data movement and handling complex data transformations. It should provide high-performance data movement and transformation among enterprise platforms with its open and integrated E-LT architecture. This tool should also support heterogeneous data sources.

3.4.   Data Security:

Application holds critical financial and confidential citizen data, as planned E-nagarpalika2.0 on public cloud, it must ensure and abide the maximum security architecture measures and configuration for data management layer

- The Database platform must offer complete data security to prevent, detect and audit transactions, the database should be configured and enabled for:

  o Blockchain Tables that are immutable in nature, and no data allowed for modification or deletion in such tables.
  o Capability to prevent high privileged users like DBA and administrators to access or modify the transactional data.
  o Configure Audit vault and database firewall capabilities which is placed prior to the database, prevents from SQL injections and unauthorized sql operations on database.
  o Allows to create separate and secure audit vault, that captures information on who has done what and when. It also provides policy-based auditing so that the rule can be defined for auditing. The Audit vault itself kept highly secured and protected.
  o Provide capability for Data encryption at rest (table/column/Tablespace), in transit, at storage, backups, etc.

- Environment should be configured with security assessment tool, should help with security assessment, user assessment, and sensitive data discovery.

3.5.   Data Restoration policy
- Proposed data restoration solution must demonstrate a minimum 99.99% accuracy in recovering data in the event of a crash.

3.6.   Data response policy
- To ensure compliance with the best industry standards and departmental requirements, the Average page loading time and processing for all User interfaces must meet the highest performance benchmarks and responsiveness.
- To deliver a seamless user experience means to prioritize optimizing website loading times and processing efficiency, exceeding industry expectations and meeting the specific needs of our department.
- To create a platform that delights users and ensures their interactions are smooth, efficient, and frustration-free.

3.7.   Security Services:

1. Data breach policy (Privacy & Confidentiality):

• The Bidder shall treat all Information obtained as part of this procurement as Confidential Information must hold Confidential Information in strict confidence and not disclose it to any third parties nor make use of such data for its own benefit or for the benefit of another, or for any use other than the purpose agreed upon.
• The Bidder shall protect and secure all confidential Information in transit (collected, copied

and moved) and at rest (stored on the physical servers), including during any electronic data transmission or electronic or physical media transfer.

2. Application Development:

• Bidders shall have a comprehensive secure development lifecycle system in place consistent with industry standard best practices, including policies, training, audits, testing, emergency updates, proactive management, and regular updates to the secure development lifecycle system itself.
• Code for Applications that handle Confidential Information must comply with Secure Coding Standards.
• Bidder must review and test all application code for security weaknesses and backdoors prior to deployment with UADD.
• All security findings and exploitable vulnerabilities must be resolved before the application is released.

3. Audit & Inspection:

• Websites, Network, Database, Operating System must go under a bulk security audit through CERT-In empaneled Security agencies and must carry a valid security audit certificate.
• Reviews must include penetration tests from the perspective of an external attacker and an internal user with common and administrative privileges. The penetration tests must include all Systems exposed to the internet and any Systems, internal or external, that handle Confidential Information.

4. System Configuration & Maintenance:

• All operating systems, servers, software and network devices that are included in the scope must be kept hardened and patched.
• Bidders must maintain technical best security practices configuration guidelines for all such systems and update them at least annually.
• All security-related patches must be installed on systems within defined timeframe.

Work Load/Server Security
Workload and server security refers to the practice of securing and protecting the workloads, applications, and data that run on computing resources such as servers, virtual machines, containers, and cloud environments. Workload and server security must have state full bidirectional Inspection Firewall, Anti-Malware, Deep Packet Inspection with HIPS, virtual patching, Integrity Monitoring and recommended scan in single module or an in single agent and must cover of all IP-based protocols and all frame types (IP, ARP, etc.) with fine-grained filtering (IP and MAC addresses, ports) and basic prevention of denial of service (DoS) attack. Solution should allow creating new playbooks to map out the CIRT processes along with SOAR. Provision for building min 10 custom playbooks should be factored within the solution and should have the capability to integrate and consume the threat feeds such as IOC's, IPs etc. from third party intelligence/regulators like CSITE, CERT-IN etc. for creation / customization of playbooks for server security.

SIEM
Security information and event management (SIEM) gives security professionals both insight into and a track record of the activities within their IT environment. Solution must not be constrained by EPS count and ability to collect and analyse logs from different log

sources which include operational Events / Logs of Security devices including Firewalls, Anti-virus, server security and other such devices, Logs / Events from the servers such as Web server, Mail server, DNS Server, Application Servers, Operating systems (Windows, Unix, Linux, AIX, Solaris etc), Virtualization platforms, Databases (Postgres, Oracle, SQL, DB2, MySql, Sqlite, MS-Access etc.), Storage systems, etc. as deemed to be important for the purpose of Security.

<u>SOAR</u>

SOAR –for Security Orchestration, Automation, and Response, refers to a comprehensive approach to cybersecurity that combines technology, processes, and people to enhance an organization's ability to detect, respond to, and mitigate security incidents. Solution must have zero Coding response action creation mechanism and there should be no manual override options for the IOCs identified With capabilities to track the MTTR for any given incident/alert. Solution must be capable of identifying the type of response provided to an incident to measure the efficiency of the analysts with built-in ticketing tool with case management functionalities along to verify the severity of an incident and assign the case to the appropriate level of executive. Solution must be able to identify similar events and provide history of remediation actions performed by analyst with complete case history and ability to automate and orchestrate process workflows to achieve force multiplication and reduce the burden of repetitive tasks on security analysts with capability to execute automated workflow without any human intervention. The solution should have the capability to integrate and consume the threat feeds such as IOC's, IPs etc. from third party intelligence/regulators CERT-IN etc. for creation / customization of playbooks.

EDR : An EDR should able to Protect and Response and must provide pre- and post-infection protection in real time to stop the attack and automated actions to prevent it from spreading and clean-up any damage. The deployment should be simple, devoid of external dependencies . It should not be resource hungry in terms of memory, cpu and disk space, and must have small footprint. Adaptability includes coexistence with AVs and offline protection. It must detect malicious registry changes, provide memory snapshots, remote process termination, and free-text query threat hunting. Ransomware prevention and granular control through whitelisting/blacklisting are pivotal. Forensically, meta-data storage for investigation and memory snapshot capabilities are prerequisites. Incident response involves process/file termination/removal, network isolation, automated cleaning, and customizable playbooks. Smooth integration with SIEM and compatibility with its solutions are essential.

3.8.   Scalability:

Addition of users, citizen services, modules, functionalities and features is a continuous process for any enterprise application like e-Nagarpalika. Systems layers must support scalability in terms of concurrency, processing capacity (cores / processors), memory etc. Data layer should allow to be scale the centralized database as per the upcoming requirements.

- The database should be configured with active-active cluster so that additional compute node can be plugged-in horizontally in the cluster and perform all read-write operations on central database.

[Current database size is approximately 25 TB, to manage such a large database size and growth, department need to consider fully scalable database platform]

3.9. High Availability:

e-Nagarpalika Citizen centric application need to provide 24*7 services, also at critical durations of use like during a Lok Adalat or public camps or month end operations, no downtime can be accepted.

The entire system must be designed for maximum availability architecture the expected capabilities for the system are:

- Database should be in an active-active cluster configuration so that all/multiple nodes can perform read and write operations on centralized database so that in case of failure of a node the transactions keep continue smoothly. This configuration also provides load balancing.
- Database should configure to handle human errors and failures like accidental deletion of data, deletion of table, wrong batch jobs so as the data can be reverted back without restoring data from backup.
- Configured with Automatic Storage Management (ASM) for creating redundancy, load balancing of data files across the available disks and provide striping and mirroring of datafiles.
- Automated block corruption repair of DC using the disaster recovery site

3.10. High performance:

Smooth user experience is one of the key requirements.

OLTP, Analytics and MIS reports should give a prompt response, hence the below technology capabilities are required:

- SQL and SQL programs performance diagnosis and tuning tools.
- Should configure to have automatic Index creation.
- For required transactions, able to perform row and column wise in-memory transactions simultaneously for OLTP and Analytics workloads. .
- Configure table partitioning so that the archived or historical data does not impact on performance for on-line transactions.

3.11. Data Manageability.

Database Should configure to provide:

- Data partitioning so that the archived or historical data does not impact at on-line (OLTP) transactions. However, the archived and historical database available for reports, analytics and MIS.
- The archived and historical data is kept in read only partitions so that their backup is not required at each time.
- The new partitions can be created automatically at given interval, for example a new partition is created for the table automatically as the new financial year starts.
- The multitenant architecture is proposed to be used for microservices based application framework. A Microservice is associated with a pluggable database to provide isolation but the underneath container database at the base layer would provide a common management of multiple pluggable databases.

3.12. Centralized AI-ML based Dashboard Requirement

Bidder shall be responsible of designing, developing and maintaining a '*centralized AI-ML based (dashboard)*' for e-Nagarpalika 2.0. The dashboard would serve as a single point of access for all programmatic indicators and raw data, aggregate and analyze data across all the application from multiple data systems and offline reporting formats to convert insights into easy-to-understand visuals and use tools like predictive analytics for specific tasks, actions, and decision making. The data sets across applications shall have to be mapped for the purpose of conducting effective analysis. Integration of all available data sets shall aid the officials in getting a holistic view across multiple applications, understanding the importance of priority indicators, and optimizing efforts and resources. It shall also help guide reviews across various level, which are currently being conducted manually by consolidating data via other software applications. The bidder is required to fulfill the below mentioned primary obligations during the Contract Period:

- Development of automated data pipeline, architecture for automated generation of integrated data set, and real-time dashboards

- Development of customized dashboards based on the user, programs and other functionalities as mentioned in the scope of work to provide longitudinal view to measure performance across health programs and functions

- Development and integration of features in the dashboard as mentioned in the scope of work such as predictive analytics, correlation analytics, Natural Language processing ("NLP"), Artificial Intelligence ("AI") processing to help users in identifying intervention areas

- Dashboards to aid in streamlining review mechanism so that Programmatic reviews could be conducted at various levels such as state, district, block and healthcare facilities using the common dashboard

3.13. Other Modern Capabilities required.

- **Low code no code Platform:**
  Low Code /No code (LCNC) is one the key programming paradigm that is evolving for very fast development and delivery for some of the specific functional requirements. Database capabilities of native LCNC should be configured for LCNC platform.

- **Spatial Data Visualization and Analysis:**

  Database to be configured to the store and process spatial data like R-tree indexes, linear referencing system and network models, TIN (Triangulated irregular network) data types, 2D, 3D, LiDAR (and raster) and configured to utilize the native UI (User Interface) to visualize and analyze Spatial data, that provide an integrated visual display and user friendly interface.

- **Graph Analysis:**

  Configure to have interface for graph analysis that eventually provides community detection, relationship as points and edges of entities.

- Configured as a converged database platform to address multi workload and multi data types like JSON, XML, Location, GIS, structured, Unstructured, OLTP, OLAP, IoT, AI/ML, warehouse etc.

3.14.   Database Requirement:

Below is the existing Oracle database Inventory with department:

Product Name	Metric	Quantity
Oracle Database Enterprise Edition	Processor Perpetual	16
Real Application Clusters	Processor Perpetual	16
Advanced Security	Processor Perpetual	16
Database Lifecycle Management Pack	Processor Perpetual	16
Active Data Guard	Processor Perpetual	16
Database Vault	Processor Perpetual	16
Partitioning	Processor Perpetual	16
Diagnostics Pack	Processor Perpetual	16
Oracle Audit Vault and Database Firewall	Processor Perpetual	16
Tuning Pack	Processor Perpetual	16
Oracle Database Enterprise Edition	Named User Plus Perpetual	50
Oracle Database Standard Edition	Processor Perpetual	2
Advanced Security	Named User Plus Perpetual	50
Database Lifecycle Management Pack	Named User Plus Perpetual	50
Database Vault	Named User Plus Perpetual	50
Partitioning	Named User Plus Perpetual	50
Diagnostics Pack	Named User Plus Perpetual	50
Tuning Pack	Named User Plus Perpetual	50

Department has decided to continue with the Oracle technology (Database, high availability, Partitioning, Security). The department has above assets and investments and it must be reutilized. Bidder needs to refer the below minimum estimated database sizing for the new system, if bidders want, they may increase the sizing as if required to abide the SLAs.
Bidder need to provide licenses/any license, as required to abide the below minimum sizing. Bidder also need to provide the ATS of the existing and additional licenses.

The proposed minimum Oracle database sizing for E-NagarPalika 2.0 project

For Production		
Physical Cores at DC	Physical Cores at DR	Total Cores
64	16	80
For Development, Test and UAT		
12		12

- Bidder Should ensure to utilize existing data base license reutilization.

Please note that :

- Here the minimal sizing is mentioned on underneath physical cores, hence irrespective of proposed multithreading or vCPU or OCPU or any other nomenclature, bidder need to size as per the actual physical cores used for processing (i.e. not on CPU/vCPU/OCPU etc. basis).
- The deployment of licenses on proposed cloud platform must abide the licensing policy of OEMs, hence an policy abidance collateral or OEM consent need to be provided by the bidder.
- The bidder should follow OEM BYOL licensing policy. The bidder should BYOL license/additional license for Data center(DC/DR). Bidder needs to ensure to provide CSP native database managed service for both DC & DR.
- The DR must be on licenses included database PaaS service running with minimum compute required for recovery mode.

The existing licensing inventory and database capabilities need to be configured and reutilized by the bidder in proposed deployment, some of the configuration details mentioned in earlier section.

- DC to DR database replication should be configured using Active Data Guard. This should configured in a way that DR should be utilized for read only operation like for some MIS and reports.
- Bidder shall setup DR of application in 30 % capacity of DC and meet the 2 hours of RPO & 4 hours of RTO.
- Database full backup and incremental backup need to be configured, in consultation with department.
  - Bidder shall do the DR drill once in year minimum in consultation with department.
  - ATS of the old and new licenses need to be arrange by the bidder
  - The deployment should be on BYOL (Bring Your Own License) model but should be managed by the system integrator.
  - The licenses metric for production must be Processor – perpetual.
  - Licenses for test/ dev and UAT may be based on Processor or Named user plus as per the bidders resource allocation and estimation with minimum sizing as mentioned
  - Disaster recovery services should be available as per MEITY guide line.
  - Bidder will ensure CSP will provide support during audit by STQC/MeiTY empaneled agency or any agency appointed by department.

Government of Madhya Pradesh

REQUEST FOR PROPOSAL (RFP)

For

"Selection of System Integrator for Statewide implementation
of e-nagarpalika 2.0 Portal"

(Volume – III)

(Annexures, Schedules & Draft Agreement)

Contents

ANNEXURES

ANNEXURE I: TECHNICAL PROPOSAL
Form-1: Letter of Technical Proposal

(On Bidder's letter head)

Date   Reference

To,

………………………………

………………………………

Sub: Submission of the Technical bid for **Selection of System Integrator for Statewide implementation of e-Nagarpalika 2.0 Portal**

Dear Sir,

1. With reference to your RFP Document dated…………………, I/We, having examined all relevant documents and understood their contents, hereby submit our Proposal. Theproposal is unconditional and unqualified.

2. I/We acknowledge that the Authority will be relying on the information provided in theProposal and the documents accompanying the Proposal, and we certify that all information provided in the Proposal and in the Annexures is true and correct, nothinghas been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.

3. This statement is made for the express purpose of the aforesaid Project.

4. I/We shall make available to the Authority any additional information it may deem necessary or require for supplementing or authenticating the Proposal.

5. I/We acknowledge the right of the Authority to reject our application without assigningany reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

6. I/We certify that in the last three years, we or any of our Associates have neither

failedto perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant.

7. I/We declare that:

    (a) I/We have examined and have no reservations to the RFP Documents, includingany Addendum issued by the Authority.

    (b) I/We do not have any conflict of interest in accordance with the RFP Document.

    (c) I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice,or restrictive practice, as defined in Section 4.19 of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered with the Authority or any other public sector enterprise or any government,
    Central or State; and

    (d) I/We hereby certify that we have taken steps to ensure that in conformity withthe provisions of Section 4.19 of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice,undesirable practice, or restrictive practice.

8. I/We certify that regarding matters other than security and integrity of the country, weor any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our abilityto undertake the Consultancy for the Project or which relates to a grave offence that outrages the moral sense of the community.

9. I/We hereby irrevocably waive any right or remedy which we may have at any stage atlaw or howsoever otherwise arising to challenge or question any decision taken by theAuthority [and/ or the Government of India] in connection with the selection of consultant or in connection with the Selection Process itself in respect of the above-mentioned Project.

10. I/We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Consultancy for the Project is not awarded to me/us or our proposal is not opened or rejected.

11. A Power of Attorney in favor of the authorized signatory to sign and submit this Proposal and documents is attached herewith in Form 3.

12. The Financial Proposal is being submitted in a separate cover. This Technical Proposalread with the Financial Proposal shall constitute the Application which shall be binding on us.

13. I/We agree and undertake to abide by all the terms and conditions of the RFPDocument.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of theRFP Document.

Yours faithfully,

(Signature, name, and designation of the authorized signatory)

(Name and seal of the Applicant)

Form 2: Bidder's Profile

(On Bidder's letter head)

S.N.	Item	Bidder's Response
1.	Name and address of the Firm	
2.	Brief Description of the Organization	
3.	Year of Incorporation	
4.	PAN	
5.	GSTN	
6	CIN	
7.	Name, designation, address, and phone numbers of authorized signatory of theBidder.	

(Signature, name, and designation of the authorized signatory)

Form 3: Power of Attorney

(On Bidder's letter head)

We,.. (name of Firm and address of the registered office) do hereby constitute, nominate, appoint, and authorize Mr./Ms...................................... son/daughter/wife and presently residing at ...., who is presently employed with/ retained by us and holding the position of .... as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for "Selection of System Integrator for State wide implementation of e-nagarpalika 2.0 Portal", Urban Administration and Development Department including but not limited to signing and submission of all applications,proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or uponaward thereof to us till the entering into of the Agreement with the Authority.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ... THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS .... DAY OF .... , 20**

For ....

(Signature, name, designation, and address)

Witnesses:

1

2

Accepted

....

(Signature, name, designation, and address of the Attorney)

Form 4: Details of litigation Certificate for Pending Litigation

(On Bidder's letter head)

We confirm that our organization < insert name of organization> as on date of submission of the proposal for RFP # <.......> Dated <.....> for Selection of an Agency for UADD- Madya Pradesh for E-nagapalika has not been involved in any litigation which may include but not be limited to fraud, FEMA violations that may have an impact of affecting or compromising the delivery of services as required under this RFP.

Sincerely,

(Signature of the Authorized signatory of the Bidder)

(Name, Designation, Seal, Date, Place, Business Address)

Form 5: Format for Bank Guarantee

(To be executed on Stamp paper of appropriate value)

B.G. No. Dated:

To,

………..

………………

1. In consideration of you, the ………, having its office at ……… (hereinafter referred to as the "Authority", which expression shall unless it be repugnant to the subject or context thereof include its, successors, and assigns) having agreed to receive the Bid of _____ and having its registered office at_____(hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors administrators, successors and assigns), for **"Selection of System Integrator for State wide implementation of e-nagarpalika 2.0 Portal"** (hereinafter referred to as the "Project") pursuant to the RFP Document dated ***** issued in respect of the Project(s) and other related documents (hereinafter collectively referred to as "Bidding Documents"), we [Name of the Bank] having our registered office at_____and one of its branches at ……. (Hereinafter referred to as the "Bank"), at the request of the Bidder, do hereby in terms of the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of Rs. ……………… (Rupees …………………only) as bid security (hereinafter referred to as the "Bid Security") as our primary obligation without any demur, reservation, recourse, contest, or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents.

2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive, and binding on the Bank.

    a) We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure ofthe said Bidder to keep its Bid open during the Bid validity period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made

on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs…………… (Rupees ……… only).

b)   This Guarantee shall be irrevocable and remain in full force for a period of ………days from the Bid Due Date and a claim period of ….. or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.

c)   We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its Bid open during the Bid validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.

d)   The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

e)   To give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said BiddingDocuments or to extend time for submission of the Bids or the Bid validity periodor the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone forany time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by theAuthority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

f) Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

g) We undertake to make the payment on receipt of your notice of claim on us addressed to [*the Bank at its branch address given aforesaid*] which branch shall be deemed to have been duly authorized to receive the said notice of claim.

h) It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

i) We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.

j) The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

Signed and Delivered by_____Bank

By the hand of Mr./Ms. _____, its,_____and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)
Signature of Witness
Name & Address of Witness

Form 6- Certificate for undertaking for No Conflict of Interest

(On Bidder's letter head)

We hereby confirm that our company <insert name of the company> is not involved in any conflict-of-interest situation with one or more parties in this bidding process, including but not limited to –

1. Receive or have received any direct or indirect subsidy from any of them; or

2. Have common controlling shareholders; or

3. Have the same legal representative for purposes of this Bid; or

4. Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or

5. Influence the decisions of the Authority regarding this bidding process; or

6. Participation in more than one bid in this bidding process. Participation in more than one Bid will result in the disqualification of all Bids. However, this does not limit the inclusion of the same product (commercially available hardware, software or network product manufactured or produced by the firm), as well as purely incidental services such as installation, configuration, routine training, and ongoing maintenance/support,in more than one bid: or

7. Association as Consultant/ Advisor/ Third party independent evaluating agency with any of the bidders taking part in the bid process.

(Signature of the Authorized signatory of the Bidder)

(Name, Designation, Seal, Date, Place, Business Address)

Form 7- Self declaration for non-black listing

We confirm that our company_____as on date of submission of the proposal is not blacklisted or banned by any ministry/department/attached offices/sub-ordinate offices under Government of India and any State government, autonomous bodies (established by Central/State govt), any Central/State PSUs in India for corrupt, fraudulent or any other unethical business practices.

Sincerely,

(Signature)

(Name and signature of Authorized Signatory)

Form 8– Self declaration for non-debarment

We confirm that our company_____as on date of submission of the proposal is not convicted of an offence under-

a) the Prevention of Corruption Act, 1988; or
b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

Sincerely,

(Signature)

(Name and signature of Authorized Signatory)

Form 9- No Deviation certificate

(On Bidder's letterhead)

This is to certify that our offer is exactly in consonance with your RFP no._____dated _____issued by the Authority and subsequent amendments/corrigendum's etc. This is to expressly certify that our offer contains no deviation on the HR requirements and scope of work, legal or financial aspects as specified in the RFP in either direct or indirect form.

(Signature of Authorized Signatory)

(Name, Designation, Seal, Date, Place, Business Address)

Form 10: Letter of Financial Proposal

(Date and

Reference)To,

…………………………..

…………………………..

………………………….Dear

Sir,

Subject: Submission of the Financial bid for RFP for <………>

I/We, …………………….. (Bidder's name) herewith enclose the Financial Proposal for selection of **my/our firm for "**Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal"

I/We agree that this offer shall remain valid for a period of ……days from the Proposal Due

Date or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name, and designation of the authorized signatory)

Note: The Financial Proposal is to be submitted strictly as per forms given in the RFP.

Form 11: Financial proposal format (BOQ)

Bidders are required to provide the financial quotes as envisaged by them as per below-

1. The rates quoted must be inclusive of the following:

   a. Cost for all the activities/scope of work as mentioned in the RFP document
   b. No extra item will be considered for payment.
   c. Cost of material, Human Resources, transportation, equipment's, tools etc.
   d. Any other cost direct or hidden, not mentioned above.
   e. All taxes and levies etc. applicable during currency of contract excluding GST.
   f. Rates entered financial rate page and duly signed by the authorized representative of the bidder shall only be considered. Rates and any other financial entity in any other form / letter head if attached by bidder shall be straightway ignored and shall not be considered.
   g. Any travel outside Bhopal must be taken care by the System Integrator only.

   The bidders are required to quote rates as per the below table-

   TO BE SUBMITTED ON MPTENDERS

S.N.	Description	Total Amount
1.	Total Cost of Schedule - A [Development implementation and roll out of Software application and mobile application with Manpower cost]	
2.	Total Cost of Schedule - B [Software support cost (O&M)]	
3.	Total Cost of Schedule-C [HELP DESK]	
4.	Total Cost of Schedule-D [Cloud Support cost]	
5.	Total Cost of Schedule-E [Trainings]	
6	Licenses and AMC Cost Schedule-F	
	Total Cost in Number	
	Total Cost in Words	

**The Above table will be used for commercial bid Evaluation (L1 position) purpose.
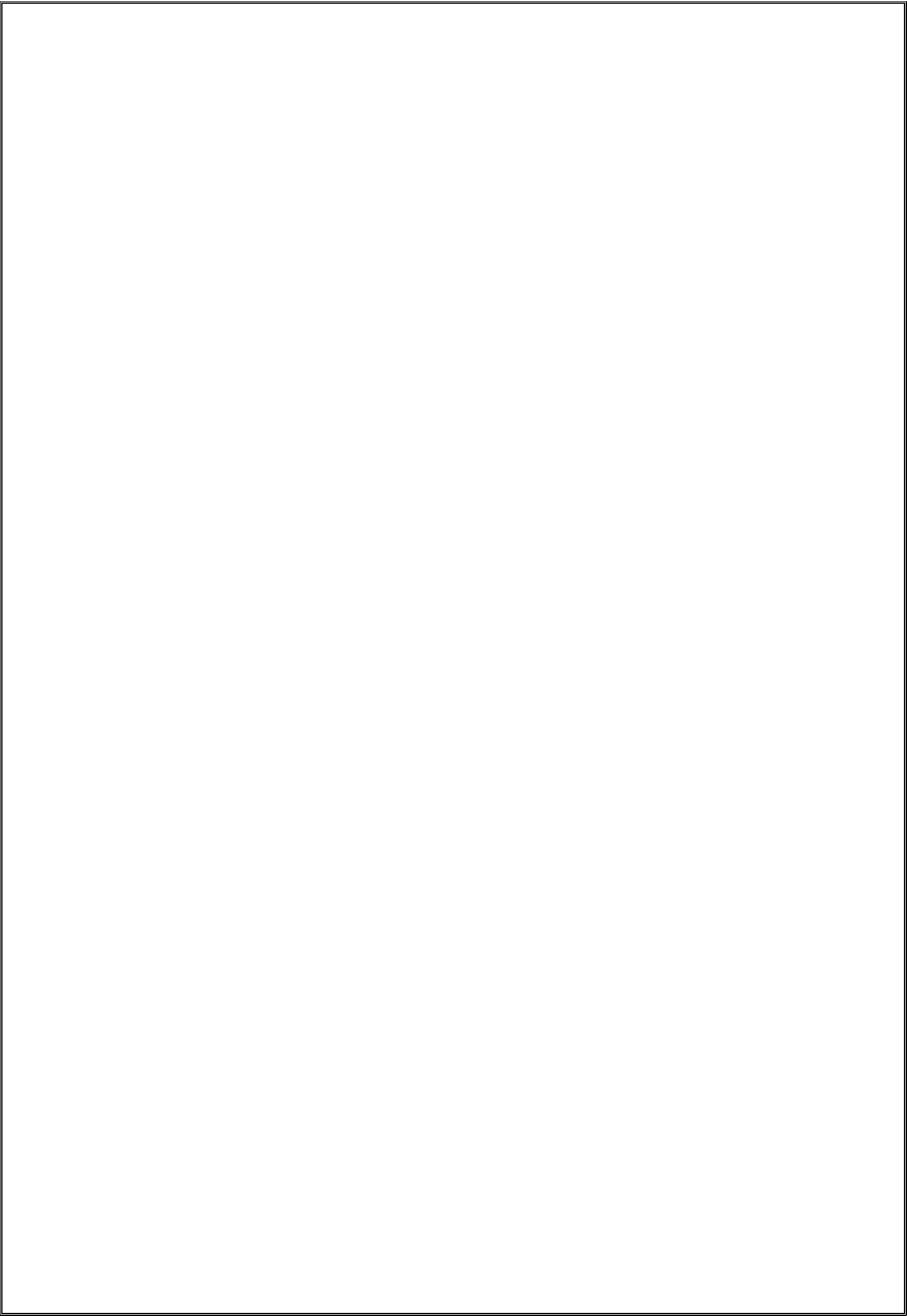
Schedule A: Implementation Cost

S.N	Item	UOM	Qty	Unit Rate	Total Amount
1.	Development implementation and roll out of Software application and mobile application with Manpower cost	Lump-sum			
	Total Cost				

Manpower Costing Table (Manpower costing is to be taken for Internal use only, it has nothing to do with the lumpsum costing mentioned above for Implementation of Developed Application. **Please note that do not submit the below mentioned manpower costing with Technical Proposal, submit it with financial proposal only**):

S.N	Item	UOM	Unit Rate	Total Amount
1.	Senior Solution Architect			
2.	Project Manager			
3.	Senior Open-Source Developer			
4.	Junior Open-Source Developer			
4.	Open-Source Functional/Business Analyst			
5.	Tester			
6.	Networking & IT Infrastructure Specialist			
7.	Database Administrator.			
8.	Database Developer.			
9.	Master Trainer			
10.	Trainer			
11.	Cloud Administrator			
12.	HELPDESK Personal			
13.	Mobile application Developer.			
	Total Costing			

Schedule B: Software (e-Nagarpalika2.0) support cost (O&M)

S.N	Item	UOM	Qty	Recurring Licenses Cost/Recurring maintenance cost post go live per Annum.	Cost for 5 years.	Total Cost
1.	Software support cost (the cost shall include 5 years of support from the date of Go-live)	Lumpsum				
	Total Costing					

Schedule C: HELP DESK

S.N	Item	UOM	Qty	Unit Rate	Total Amount
1.	Support for Helpdesk including call center, IVRS System, CHATBOT, Ticketing tool and required manpower for 7 years	Lumpsum			
	Total Costing				

Schedule D: Cloud Deployment & Support cost

S.N	Item	UOM	Qty	Unit Rate	Total Amount
1.	Cloud Deployment & Support Cost	Lumpsum			
	Total				

Schedule E: Trainings

S.N	Item	UOM	Qty	Unit Rate	Total Amount
1.	Trainings at Directorate, Divisional and ULB level.	Lumpsum			
	Total Cost				

Schedule F: Licenses and AMC Cost.

S.N	Item	UOM	Qty	Unit Rate	Total Amount
1.	Upgradation of Oracle Database from 12C to 19C/21C/Latest Stable version with ATS cost until project end date.	Lumpsum	1		
	Total Cost				

Form 12: Format for Curriculum Vitae

1.	Name		Photo
2.	Date of Birth		
3.	Nationality		
4.	Total experience		
5.	Education		
6.	Relevant Training/Certification		

7.	Language	Language	Speaking	Reading	Writing
		English	Good	Good	Good
		Hindi	Good	Good	Good

8.	Employment Record	Employer	Position	From	To

9.	Detailed Tasks Assigned:	
10.	Work Undertaken that best illustrates capability to handle the Tasks Assigned	

Name of the Assignment	
Year	
Location	
Client	
Main Project Features	
Position Held	
Activities Performed	
Date:	
Contact Details:	

Certification: I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, from the

assignment if engaged.

Date:

(Signature of staff member or authorized representative of the staff) Day/Month/Year

Full name of Authorized Representative: --

Form 13: Pre-Qualification Documents Checklist.

S.N.	Checklist Items	Compliance (Yes or No)
1.	RFP Document fees	
2.	Bid Security/ Earnest Money Deposit	
3.	Pre-Qualification Covering letter & Company Profile	
4.	• Copy of Certification of Incorporation/Partnership Deed. • PAN card and GST Registration Certificate	
5.	Audited balance sheet and profit and loss statements for the last three financial years AND Certificate from the Statutory Auditor/ CA for turnover and net worth.	
6.	Declaration of non-blacklisting.	
7.	Work Experience for the Project undertaken as per RFP.	
8.	Valid copy of Certificates as mentioned in RFP.	
9	Local office undertaking as per clause 4.29	

Form 14: Technical-Qualification Documents Checklist.

S.N.	Checklist Items	Compliance (Yes or No)
1.	Summary of Project Credentials.	
2.	Project Citations and Self-certifications, as applicable	
3.	Proposed CV's	

Form 15: UNDERTAKING FOR OFFICE SETUP

To,

……………………………

……………………………

Reference: NIT No. : _____ Dated: _____ We hereby declare that we have our office at Bhopal at following address:

1. _____ _____
   _____ Phone No:

   OR

2. We hereby undertake to establish local support office in Bhopal within one month of issue of work order.

Authorized Signatory Name:
Designation:

Note: Strikeout 1 OR 2 whichever is not applicable

APPENDIX I DRAFT AGREEMENT (This is Draft Agreement should not be treated as Final Agreement)

Project Name: Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal.

RFP No.:

Contract No. _____

Between

Urban Administration and Development Department – Madhya Pradesh

And

_____

[Name of the Agency]

Dated: _____

(Text in brackets [ ] is optional; all notes should be deleted in the final text)

This CONTRACT (hereinafter called the "Contract") is made on [number] day of the month of[month], [year], between, Urban administration and Development Department (hereinafter called the "UADD") and [name of the Agency] (hereinafter called the "Agency")

WHEREAS

(a) UADD vide its Request for Proposal (RFP) for Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal- Madhya Pradesh.

(b) UADD has evaluated and selected the Agency under the terms of the RFP to provide certain Services subject to and in accordance with the terms of this Contract.

(c) The Agency, having represented to UADD that it has the required professional skills, expertise, and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form anintegral part of this Contract:
    a. The General Provisions of Contract
    b. Commencement, Completion, Modification and Termination ofContract
    c. Appendices:

    Appendix A: Terms of Reference

    Appendix B: Key Personnel

    Appendix C: Breakdown of Contract Price

1. General Provisions

1.1 Definitions

1.1.1 Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

"Applicable Guidelines" means the policies of the State and Government of India governing the selection and Contract award process as set forth in this RFP.

a. "Applicable Law" means the laws and any other instruments having the force of law in India, as they may be issued and in forcefrom time to time.
b. "UADD" means the implementing agency for the RFP "Selection of Implementation Agency for E-nagarpalika 2.0".
c. "Agency" means a legally established professional consulting firm or entity selected by UADD to provide the Services under the signedContract.
d. "Contract" means the legally binding written agreement signed between UADD and the Agency and which includes all the attached documents listed in the Form of Contract (General Provision), Commencement, Completion, Modification and Termination of Contract (CONTRACT), and the Appendices).
e. "Day" means a working day unless indicated otherwise.
f. "Personnel" means, collectively, Key Personnel, Non-KeyPersonnel, or any

other personnel of the Agency, Sub-Agency or JV member(s) assigned by the Agency to perform the Services or any part thereof under the Contract.

g. "Government" means the government of Urban Administration and Development Department's state.

h. "Party" means UADD or the Agency, as the case may be, and "Parties" means both.

i. "Services" means the work to be performed by the Agency pursuant to this Contract, as described in Appendix I.

j. "Third Party" means any person or entity other than theGovernment, UADD, the Agency.

k. All terms and words not defined herein shall, unless the context otherwise requires have the meaning assigned to them in the RFP

1.2 Relationship between the Parties

1.2.1 Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between UADD and the Agency. The Agency, subject to this Contract, has complete charge of the Personnel, performing the services and shall be fully responsible for the Services performed by them or on their behalf hereunder.

1.2.2 Rights and Obligations of UADD and the Agency shall be as set forth in theContract, in particular:

1.2.3 The Agency shall carry out the services in accordance with the provisions of the Contract; and

1.2.4 UADD shall pay agreed fee to the Agency in accordance with the agreement.

1.3 Governing Law and Jurisdiction

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

1.4 Language

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

1.5 Table of Contents and Headings

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

1.6 Authorized Representatives

1.6.1 Any action required or permitted to be taken, and any document required or permitted

to be executed under this Contract by UADD or the Agency may be taken or executed by the officials specified in the Contract.

1.6.2 UADD may from time to time designate one of its officials as UADD Representative unless otherwise notified UADD Representative shall be:

1.6.3 The Agency may designate one of its employees as Consultant Representative unless otherwise notified. The Agency Representative shall be:

1.7 Taxes and Duties

Unless otherwise specified in the Contract the Agency shall pay all such taxes, duties, fees, and other impositions as may be levied under the Applicable Laws and UADD shall perform such duties regarding the education of such taxes as may be lawfully imposed on it.

1.8 Corrupt and Fraudulent Practices

The Agency is required to comply with policy regarding corrupt and fraudulent practices.

1.9 Commencement, Completion, Modification and Termination of the Contract

1.9.1 Effectiveness of Contract
This Contract shall come into force and effect on the date (the "Effective Date") of UADD's notice to the Agency instructing the Agency to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the Contract have been met.

1.9.2 **Time Frame:** The total time period of the project/ assignment shall be 84 months from the date of signing of the Contract with a provision for further extension of 12 months with mutual consent.

1.9.3 Commencement of Services
The Agency shall place at UADD Bhopal all the personnel as per the requirement annexed to this Contract to perform/discharge Roles and Responsibilities described in the RFP and shall commence the services within 15 days from the Effective date.
UADD, if required, reserves the right to increase the number of 'Personnel' based on price discovery in this tender.
Extra resources, if required may be procured by UADD on additional payment as per the man-month rate defined in the financial quote of the agency.

1.9.4 Termination of Contract for Failure to Commence Services

If the Agency does not commence the services within the period specified in Contract above, UADD may, be not less than 30 days' notice to the Agency, terminate this Contract and in the event of such Termination, the EMD as well as the Performance Security of the Agency shall stand forfeited.

The agency may terminate this Agreement, or any particular Services, immediately upon written notice to Nodal Authority if the Agency reasonably determine that it can no longer provide the Services in accordance with applicable law or professional obligations

1.10 Expiration of Contract

Unless terminated earlier pursuant to Clause 1.9.4 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the Contract.

1.11 Modifications or Variations

Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written Contract between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

1.12 Suspension of Contract

UADD may, by written notice of suspension to the Agency, if the Agency shall be in breach of this Contract or shall fail to perform any of its obligations under the Contract, including the carrying out of the Services, provided that such notice or suspension (i) shall specify the nature of the breach or failure and (ii) shall provide an opportunity to the Agency to remedy such breach of failure within a period not exceeding (30) days after receipt by the Agency of such notice of suspension. The Agency shall not be entitled to receive payment for the suspension period.

1.13 Termination of Contract

By UADD

UADD may, by not less than thirty (30) days written notice of termination, to the Agency such notice to be given after the occurrence of any of the events specified below:
a. Where Authority is of the opinion that there has been such Event of Default on the part of SI which would make it proper and necessary to terminate this Contract and may include failure on the part of SI to respect any of its commitments with regard to any part of its obligations under its Bid, the RFP or under this Contract.
b. Where it comes to the Authority's attention that SI (or SI's Team) is in a position of actual conflict of interest with the interests of the Authority, in relation to any of terms of SI's Bid, the RFP or this Contract.

c. Where SI's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against SI, any failure by SI to pay any of its dues to its creditors, the institution of any winding up proceedings against SI or the happening of any such events that are averse to the commercial viability of SI. In the event of the happening of any events of the above nature, the Authority shall reserve the right to take any steps as are necessary, to ensure the effective transition of the services to a successor agency, and to ensure business continuity.

d. Termination for Insolvency: The Authority may at any time terminate the Contract by giving written notice to SI, without compensation to SI, if SI becomes bankrupt or otherwise insolvent, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the Authority.

e. If the Agency does not commence the services within the period specified in Contract, UADD may, be not less than 30 days' notice to the Agency, terminate this Contract and in the event of such Termination, the EMD as well as the Performance Security of the Agency shall stand forfeited.

f. The authority may terminate this Agreement, or any particular Services, immediately upon written notice to Nodal Authority if the Authority reasonably determine that it can no longer provide the Services in accordance with applicable law or professional obligations.

1.14 Payment upon Termination

Upon termination of this Contract, UADD shall make the payment to the Agency after off setting against these payments any amount that may be duefrom the Agency to UADD for the services rendered till the last date ofworking.

1.15 Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or connection with this Contract or the interpretation thereof. In the event a dispute difference or claim arises in connection with the interpretation or implementation of this Contract, the aggrieved party shall issue a written notice setting out the dispute/differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of the receipt of written notice, the matter will be referred for Arbitration.

1.16 Arbitration

In case the dispute is not resolved any party may issue a notice of reference, invoking resolution of disputes through arbitration. The arbitral proceedings shall be conducted by a sole arbitrator, who will be the Principal Secretary, Urban Administration and Development Department. Arbitration proceedings shall be conducted in, and the award shall be made in English or Hindi Language. Arbitration proceedings shall be conducted at Bhopal and following are agreed:

a) The arbitrator award shall be final and binding on the Parties.

b) When any dispute is under arbitration except for matters under dispute the Parties shall continue to exercise their remaining respective rights and fulfil their respective obligations under this Contract.

1.17 Obligations of the Agency

1.17.1 General

a. Standards of Performance

The Agency shall perform the Services and carry out its obligations hereunder with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Contract or to the Services,as a faithful adviser to UADD, and shall always support and safeguard UADD legitimate interests in any dealings with third parties.

b. Terms of Reference

Scope of works to be performed by the Agency is specified in the terms of reference (the "TOR") of this Contract. The Agency shall provide the deliverables specified there in conformity with the time schedule stated therein. UADD may extend the scope of work stated in the Contract by giving written notice to the Agency. The additional scope of work will be awarded at the rates specified in this Contract, subject to fair and reasonable adjustment to be mutually agreed between UADD and the Agency.

c. Applicable Law

The Agency shall perform the Services in accordance with the Applicable Laws and shall take all practicable steps to ensure that all personnel and agents of the Agency comply with the applicable laws.

d. Conflict of Interest

The Agency shall not receive any remuneration in connection with the assignment except as provided in this Contract. It should be the requirement of the assigned works that the Agency should provide professional, objective, and impartial advice and always hold UADD interests' paramount without any consideration for future work, and that in providing advice they will avoid conflictswith other assignments and their own corporate interests.

1.17.2 Confidentiality

The Agency and its personnel shall not during the term of the Contract or thereafter disclose any proprietary information, including information relating to reports, data, drawings, design software or any other material, whether written oral, in electronic or magnetic format, and the contents thereof, and any reports, digests or summaries created or derived from any of the foregoing that is provided by UADD to the Agency, and a personnel of Agency any information provided by or relating to UADD , its technology, technical processes, business affairs or finances or any information relating to UADD employees, officers or other officials or other professionals or suppliers , customers , or

contractors of UADD, and any other information which the Agency is under an obligation to **keep confidential in relation to the project**, the services or this Contract (" confidential information") without the prior written consent of UADD.

1.18 Liability of the Agency

a. The Agency's liability under this Contract shall be determined by the Applicable Laws and the provisions hereof

b. The Agency's liability towards UADD: The Agency shall, subject to the limitation to the extent of contract value, be liable to UADD for any direct loss or damage accrued or likely to accrue due to deficiency in Services rendered by it or any other reason whatsoever

c. The Parties hereto agree that in case of negligence or misconduct on the part of the Agency or on the part of any person or firm acting on behalf of the Agency in carrying out the Services, the Agency, with respect, to damage caused to UADD property or resulting losses or damages suffered by SHA, shall be liable to compensate UADD for the loss/damages caused to it.

d. The liability of the Consultant or Agency under this Project shall be limitedto value of the contract signed (to the extent of payment made to the Bidder) with the Nodal Authority for this project work for direct loss due to negligence.

1.19 Documents/information prepared by the Agency is the property of UADD:

All reports / documents/ information and any other documents prepared by the Agency in performing the Services shall become and remain the property of UADD and the Agency, shall, not later than termination or expiration of this Contract, deliver all such documents to UADD, together with a detailed inventory thereof.

The Agency shall not later than termination or expiry of this Contract, hand over soft copies of all the deliverables of the assignment. Such soft copies/reports and outputs will be the sole property of the UADD and the Agency Staff shall treat all these information confidential and shall not share with any third party except on specific written instructions by UADD.

1.20 Payment to the Agency

In consideration of the Services performed by the Agency, the Agency would be entitled for payments, as per the following terms.

- The payments for the resources deployed at the UADD/Authority, as per work order, would be made to the agency. Extra payment will be considered by the UADD /Authority for the additional resources as per the category and respective fee quoted by the Agency.

- The payment shall be done based on the invoices received from the system integrator Man-month would be defined based on the number of effective working days in the month in line with the UADD /Authority office working days. In case resources are deployed for a period which is less than a whole number (ex. 0.5 or 2.5) then the man-month rate shall be pro-rated (as per financial quote for the category of resources in form 10 of this RFP).

- The payment shall be done monthly upon submission of invoice by the agency to the UADD /Authority.

  - GST shall be paid (as per applicable rate) over and above the fee to the Agency by the UADD /Authority on their invoices however all other taxes, cess, levies, duties, and any other incidental direct/indirect costs shall be borne by the agency.
  - It is hereby clarified that the entire contract value shall be paid to the Agency after the expiry of the second anniversary of the contract and completion of the work.
  - UADD may provide necessary information, as required for this assignment, to the selected Agency. However, the primary responsibility of collecting such information shall be of Agency only.
  - The reports and deliverables are required to be submitted in both Hard copyand soft copy.

1.21 Currency of Payment

Any payment under this Contract shall be made in Indian Rupees.

1.22 Severability

a. If at any time any provision of this Contract is or becomes illegal, invalid, or unenforceable in any respect under the law of any Jurisdiction that shall not affect or impair.
   I. The legality, validity, or enforceability in that jurisdiction of any other provision of this Contract, or
   II. The legality, validity, or enforceability under the Law of any other jurisdiction of that or any other provision of this Memorandum.
b. The Contract may be altered or modified by mutual consent of the Parties for purposes of safeguarding the proper implementation of the scope of work.
c. The parties agree to furnish/execute such further or any other documents/papers for giving fullest effect to the Scope of Work as may be required by SHA.

1.23 Jurisdiction of Courts

All disputes arising out of this Contract shall be subject to the jurisdiction of the Courts at Bhopal only.

1.24 Performance Security

The Agency shall furnish the Performance Security of an amount equal to 3% of cost of services/financial proposal by way of Bank Guarantee for the due performance of the Contract in the format of Performance Security.

IN WITNESS WHEREOF the Parties hereto have caused this Contract to be signed and executed in their respective names of the day, month, and year first above written.

[*******************************]

Signed, Sealed and Delivered Signed, Sealed and DeliveredFor and on

behalf of Agency

(Signature of Authorized Representative) (Signature of Authorized Representative)

--   Urban Administration
                                                             and Development
--   Department

Witnesses:

1. Signature:	
Name:	
Address:	

2. Signature:	
Name:	
Address:	

List of Annexure

A. Description of Services/ ToR (As defined in the RFP)
B. Financial Proposal (Financial Proposal/ Allotment Letter of the winning Agency)
C. Personnel Requirement

*All conditions of RFP shall be integral part of the work order/Contract.

Tender Inviting Authority: Urban Administration and Development Department, Government of Madhya Pradesh

Name of Work:Selection of System Integrator for Statewide implementation of e-nagarpalika 2.0 Portal

Contract No: UADD/14348/ 22.08.2023

Name of the Bidder/ Bidding Firm / Company :	

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Lumpsum	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	13	53	55
1	**Schedule F: Licenses and AMC Cost.**			
1.01	Upgradation of Oracle Database from 12 C to 19C/21C/Latest Stable version with ATS cost until project end date		0.00	INR Zero Only
Total in Figures			**0.00**	INR Zero Only
Quoted Rate in Words			**INR Zero Only**	

Union Bank
of India

Mahalaxmi Branch
Mahalaxmi Chambers
22, Bhulabhai Desai Road
MUMBAI: 400 026
Tel. No. No.23512895 / 23517234 Fax No.23516948

LT No:MAH/RCIL/2010   Date: 21/10/2010

To,
    The Sr. Manager (Finance)
    Railtel Corporation Of India Limited
    Mahalaxmi,Mumbai

Dear Sir,

            Sub-: Bank Details For your collection account.

        We are in receipt of your letter no. RCIL/WR/Fin/Bank Matters dated 20.10.2010
Requesting bank details for your collection account no. 317801010036605. Details are below-:

Account No.- 317801010036605

A/c Name- Railtel WR collection A/c

Bank Name- UNION BANK OF INDIA

Branch name- Mahalaxmi, branch

Branch address- 22, bhulabhai desai Road, Mahalaxmi chambers,
                Mahalaxmi, Mumbai-400026

IFSC Code- UBIN0531782

Swift Code- UBININBBLOP

Thanking You

Your's faithfully

Pushpa Tiwari
Manager