

NOTICE INVITING BID

TENDER No.:...../DIR (IT)/2017

DATED:/06/2017

DESIGN, DEVELOPMENT, CUSTOMIZATION, CONFIGURATION, CLOUD, HOSTING & MAINTENANCE OF MOBILE APP SOLUTION FOR MONITORING OF CIVICSERVICES, PUBLIC GRIEVANCE REDRESSAL AND INTEGRATION WITH EXISTING CORPORATIONS CALL CENTRE AND CRM ON MONTHLY FEE BASIS (SOFTWARE AS A SERVICE (SAAS)) FOR MUNICIPAL CORPORATIONS IN DELHI (All three Corporations) FOR A PERIOD OF THREE (03) YEARS EXTENDABLE BY TWO (02) YEARS.



SOUTH DELHI MUNICIPAL CORPORATION

(SDMC)

ISSUED BY:

**SOUTH DELHI MUNICIPAL CORPORATION
INFORMATION TECHNOLOGY DEPARTMENT
24th Floor, Dr. Shyama Prasad Mukherjee Civic Centre
Jawahar Lal Nehru Marg, Minto Road, New Delhi - 110002
Ph: 011- 23227402**

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DISCLAIMER

1. Though adequate care has been taken while preparing the Tender Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within three days from the date of notification of Tender Document/ Issue of the Tender Document, it shall be considered that the Tender Document is complete in all respects.
2. The information contained in this tender whether subsequently provided to the bidders, ("**Bidder/s**") verbally or in documentary form by South Delhi Municipal CORPORATION (henceforth referred to as "**SDMC**" in this document) is provided to Bidders on the terms and conditions set out in this Tender document and any other terms and conditions subject to which such information is provided.
3. South Delhi Municipal Corporation (SDMC) reserves the right to modify, amend or supplement this Tender Document.
4. While this Tender Document has been prepared in good faith, neither SDMC nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender Document, even if any loss or damage is caused by any act or omission on their part.
5. The issue of this Tender document does not imply that SDMC is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter) and SDMC reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
6. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, uploading delivery fees, expenses associated with any demonstrations or presentations which may be required by SDMC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and SDMC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Selection process.

7. This Tender is not an agreement or an offer by the SDMC to the prospective Bidders or any other person. The purpose of this Tender is to provide interested parties with information that may be useful to them in the formulation & submission of their Proposals pursuant to this Tender.
8. This Tender may not be appropriate for all persons, and it is not possible for the SDMC and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this Tender. The assumptions, assessments, statements and information contained in this Tender, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Tender and obtain independent advice from appropriate sources. Information provided in this Tender to the Applicants may be 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.
9. The SDMC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
10. The SDMC and its employees/ advisors make no representation or warranty and shall have no liability to any person including any Applicant 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 Tender or

Otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the TENDER and any assessment, assumption, statement or information contained therein or deemed to form part of this TENDER or arising in any way in this Selection Process.
11. The SDMC also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this Tender.
12. The SDMC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this Tender.


Admn. Officer (IT)
I.T. Department, MCD
24th Floor, Civic Centre,
Minto Road, Delhi - 110002

Place: South Delhi Municipal Corporation

Date:

CHAPTER -I

1- TENDER/BID INVITING NOTICE

1.1 Development, Customization, Configuration, Cloud Hosting & Maintenance of Mobile App Solution for Monitoring of Civic Services, Public Grievance Redressal and Integration with existing Call Centre CRM on Monthly Fee basis based on Software as a Service (SAAS) For All Three Corporations of Delhi for a period of Three (03) years extendable by 02 Years depending upon mutual agreement of the respective corporation.

1.2 The details of the work are given under the scope of work in the tender document.

1.3 The intent of this Tender is to invite proposals from the agencies/Firms/Companies (also referred to as bidders) to enable the SDMC select a Service provider for Cloud based Solution & Mobile Application based on SaaS (Software as a Services).

1.4 The bidder may submit the duly filled up tender documents **on or before prescribed date and time mentioned in the Tender Schedule** and the same may be opened at as per the scheduled time on the same day in presence of the representatives of the bidding firms who may desire to attend the proceedings in the **Office of Director (IT) at 24th Floor, IT department, SDMC, Civic Centre, New Delhi-110002.**

1.5 DUE DILIGENCE BY BIDDERS

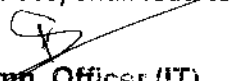
Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The response to this tender should be full and complete in all respects. Failure to furnish all information required by the tender documents not substantially responsive to the tender documents in every respect will be at the bidder's risk and may result in rejection of the bidder's Tender.

1.6 DOWNLOADING TENDER DOCUMENTS

Tender document can be downloaded free of cost from the Website:
www.mcdonline.gov.in.

1.7 EARNEST MONEY DEPOSIT (EMD)

1.7.1 An EMD of **Rs. 6 Lakhs (Rs Six Lakhs)** to be deposited in the form of Demand Draft/Pay order/Bankers Cheque in favour of "**Commissioner, SDMC**" Payable at **South Delhi**, issued by a schedule bank with other technical documents as mentioned in the tender. Failing to deposit EMD on or before the last date of submission of bids (Tender Due Date) shall lead to non - consideration of bid and its automatic rejection.


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1.7.2 The Bidder is required to pay Rs. 1500/- (Fifteen Hundred only) towards Tender document fee, at the time of submission of the Proposal in the form of a Bank Demand Draft in the name of Commissioner, SDMC, failing which the proposal submitted by the vendor should not be considered and shall be rejected outright.

1.7.3 **EMD and Tender cost** along with other documents have to be submitted in the SDMC as per the address given below by the due date and time:

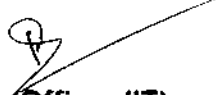
**Office of the Director (IT), SDMC
24th Floor, IT Department,
South Delhi Municipal Corporation
Dr. S.P. Mukherjee Civic Centre,
J.L.N. Marg, New Delhi-10002,
Phone: 011-23227401/7450
Email: dir_it@mcd.gov.in**

1.7.4 The EMD is refundable not later than 90 (Ninety) days from Tender due date (last date of bid submission), except in the case of the Selected Bidder whose EMD shall be retained till it has provided a Performance Bank Guarantee (BG). Where a demand draft is provided, its validity shall not be less than 90 (Ninety) days from the Tender Due Date (last date of Bid Submission), for the purposes of encashment by the Authority. The Bid shall be summarily rejected if it is not accompanied by the EMD. Should the bidder fail to comply with the said stipulation, the EMD amount shall be forfeited at SDMC's sole discretion.

1.7.5 The EMD of the unsuccessful bidders shall be returned to them not later than 90 days from the Tender due date or date of issue of LOA. SDMC, will not be responsible for any loss or depreciation that may happen thereto while in its possession nor be liable to pay any interest thereon.

1.7.6 The Bid security will be forfeited at the discretion of SDMC on account of one or more of the following reasons:

- a. The Bidder withdraws its Proposal/bid during the period of proposal validity.
- b. Bidder does not respond to requests for clarification of its proposal.
- c. In case of a successful Bidder, the said Bidder fails-to sign the Agreement in time.
- d. In case it is found that, the bidder/s has furnished misleading/wrong or fraudulent information / documents or information furnished by them is not found to be true, the Earnest Money /PBG of the bidder/s will be forfeited.


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1.8 PERFORMANCE SECURITY/GUARANTEE

- 1.8.1 The Performance Security/ Bank Guarantee (BG) will be in the form of an unconditional, irrevocable and on-demand bank guarantee/ Demand Draft (DD) issued in favour of the Commissioner, SDMC in the format appended to the tender at ANNEXURE-V
- 1.8.2 The Performance Security/ Guarantee shall be for an amount equal to 10% (Ten per cent) of the total value of the Contract (tendered/bid amount).
- 1.8.3 All charges whatsoever such as premium, commission, etc. with respect to the BG shall be borne by the bidder.
- 1.8.4 The BG shall be valid for a period of 42 months from the date of signing of agreement (The BG shall also be valid for 2 months after the completion of the Contract Tenure) and should be in the standard format prescribed by Reserve Bank of India. The BG shall be released subject to realization of liquidity damages if any.
- 1.8.5 The bidder will also be required to further extend the BG, in case the SDMC extends the contract, to an extent that the BG is valid for a minimum of 2 months after the expiry of the Contract.
- 1.8.6 The extended BG in all the above cases shall be submitted at least 3 months before the expiry of the previous BG, failing which, SDMC reserves the rights to terminate the contract, and forfeit the BG.

1.9 VALIDITY OF THE TENDER BID

The rate quoted by the bidder shall be valid for a period of 90 days from the date of opening of the tender document.

- 1.10 S.D.M.C. reserves the right to reject the whole or any part of the tender without assigning any reason.


1.11 TENDER SCHEDULE

1.	Publication of Tender/Bid Document.	01.06.2017
2.	Tender Document Fee	DD of Rs1500/-
3.	Earnest Money Deposit (EMD)	Rs 6,00,000/- (six lakhs)
4.	Tender Due Date/Last Date of Bid Submission.	15.06.2017 3:00 PM
5.	Bid validity period	90 days from tender due Date/last date of Bid submission.
6.	Last date for submission for Queries For	05.06.2017 upto 4:00 pm

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clarification to SDMC		
7.	Pre-Bid meeting	06.06.2017 03:00 PM Office of the Director, IT, SDMC 24 th Floor, Dr. Shayama Prasad Mukharjee Civic Centre, Jawahar Lal Nehru Marg, New Delhi-110002 Phone: 011-23227402
8.	Contact person and email id	Mr. Hari Chand Kashyap AO(IT), SDMC ao-it@mcd.gov.in
9.	Opening of Technical Bid-date, time and venue	15.06.2017 3:00 PM Office of the Director, IT, SDMC 24th Floor, Dr. Shayama Prasad Mukharjee Civic Centre, Jawahar Lal Nehru Marg, New Delhi-110002 Phone: 011-23227402
10.	Presentation Before Technical Evaluation Committee	After evaluation of Technical Bids Date shall be intimated accordingly.
11.	Opening of Financial Bid.	After evaluation of Technical Bids Date shall be intimated accordingly.
12.	Letter of Award (LoA)	After finalizing the bid process Date shall be intimated accordingly.
13.	Signing of Agreement	In due course

- 1.12** No tender shall be accepted beyond the last day and time for submission of Bids.
- 1.13** The procuring entity (SDMC) reserves the complete right to cancel the bid process and reject any or all of the Bids.
- 1.14** No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
- 1.15** SDMC disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein.


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CHAPTER -II

DEFINITIONS

Following terms used in the document will carry the meaning and interpretations as described below:

"Bid" shall mean the Financial Bid/Price Bid/Commercial bid submitted by the Bidding Company/Shortlisted Bidder along with all documents /credentials/ attachments, formats, etc., in response to this Tender Document/Bid Document, in accordance with the terms and conditions hereof;

"Bidder/Shortlisted bidder/ Bidding Company" Bidder means any firm offering the solution(s), service(s) and/ or materials required in the tender call. The word Bidder when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom client SDMC signs the contract for rendering of goods and services. Any reference to the Bidder includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require. Further, Bidding Company shall refer to such single Company that has submitted the response in accordance with the provisions of this Tender Document;

"Company" shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;

"Tender Document/Bidding Document" shall mean the bidding document issued by SDMC including all Formats & Annexure/ Forms etc. and also including all amendments / clarifications thereof;

"SDMC" shall mean SOUTH DELHI MUNICIPAL CORPORATION (A body created under the Act of Parliament);

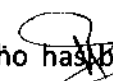
"NDMC" shall mean NORTH DELHI MUNICIPAL CORPORATION (A body created under the Act of Parliament);

"EDMC" shall mean EAST DELHI MUNICIPAL CORPORATION (A body created under the Act of Parliament);

"Selected Bidder or Successful Bidder" shall mean the Bidder Whom Letter of Award (LOA) is issued by SDMC as per the term and conditions of Bid Document;

"Tender due date/Last Date of Bid Submission" shall mean the last date and Time for submission of Technical Bid and Price Bid in response to this Bid as Specified in Bid Information Sheet including all amendments/Clarifications Thereto;

"Authorized Signatory" shall indicate the employee of the Bidding Company Who has been authorized through board resolution and/or Power of attorney


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to sign and submit the bid as per the bidding document and is fully authorized to take decisions including signing and submission of

Documents as and when any requirement is raised by SDMC during execution of Contract.

"The Government" means the Government of India.

"The Deliverable" means all the material/ services/Solution, which the Vendor/Selected bidder is required to supply to all the three Corporations (SDMC, NDMC and EDMC) under the Contract;

"LOA" means Letter of Award;

"Day" means calendar day;

"Week" means calendar week; **"Month"** means calendar month; **"Year"** shall Mean the Calendar year.

Bid means formal offer made in pursuance of this tender in prescribed formats.

Applicable Law means the Contract shall be interpreted in accordance with the laws of India.

Client means the SDMC on-behalf of all the three Corporations.

Service Provider means the firm providing the Material/Services/Solution under this contract as named in Tender/ Technical specifications/scope of work.

Contract means the agreement entered into between the Client (SDMC) and the Service provider (Bidder), as recorded in the Contract Form signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.

Contract/Bid Price means the price payable to the Service Provider under the Contract for the full and proper performance of all its contractual obligations.

Bidder's Representative means the duly authorized representative of the SP, approved by the Client and responsible for the Service provider's performance under the contract.

Goods and Services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.

Go-live date means as date of acceptance of the tested and validated all mobile App modules and CRM as mentioned under scope of work.

Performance Security means on receipt of notification of award from the client, the successful bidder shall furnish the security in accordance with the conditions of contract, in the prescribed form.

Technically eligible and Technical Bid means that part of the offer that provides information to facilitate assessment, by SDMC, professional, technical and financial standing of the bidder, conformity to specifications etc.

Products means all of the equipment, Hardware, Software, supplies and consumable items that the Service Provider is required to install or provide under the contract, plus the associated documentation.

CHAPTER-III

3. BACKGROUND INFORMATION AND PROJECT PROFILE

3.1 ABOUT MCD

Municipal Corporation of Delhi, the second largest civic body was trifurcated in the 2012 into South Delhi Municipal Corporation (SDMC), North Delhi Municipal Corporation (NDMC) and East Delhi Municipal Corporation (EDMC). South Delhi Municipal Corporation (SDMC) acts as a Lead Corporation.

3.2 KEY RESPONSIBILITIES ARE:


1. Providing & maintaining basic civic amenities like Education, Health, parking, roads etc.
2. To manage its own assets and collection of Property Tax and other dues and other fees.
3. Issuance of various Licenses.
4. Building Regulation and *Pucca* encroachment removal,
5. Registration of Birth and Death
6. Construction, and maintenance of municipal markets and regulation of trades
7. Sanitation & Public Health, MSW collection and disposal, control of vector borne diseases.
8. Maintenance of public parks, gardens and recreational centres.
9. Regulate, check and prevent encroachments, unauthorized hawking.
10. Providing community centres, parks, baratghars on rental basis.
11. School Education.
12. Medical services.

3.3 Objectives of the Project

3.3.1 Providing Cloud based Solutions & mobile application based on SaaS (Software as a Services), for MCD (All three Corporations), will provide services to All three Corporations as below.

The objectives of the project are:

1. Citizen Relationship Module (CRM)-
2. Field Work Monitoring Module-
3. GPS Attendance Module-
4. Project Tracking Module-
5. Desilting drainage cleaning tracking.-
6. e-Challan Module for unauthorized hawking/squatters/encroachment-
7. Alerts/Notification-
8. Complaints Redressal of Citizens-
9. Zonal Officers Module-


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The Corporations issues various license (Under Online Citizen Centric Services) to Citizens related to Trade and Factory, namely:-

'HTL' means Health Trade License

'GTL' means General Trade License

'VTL' means Veterinary Trade License

'FL' means Factory License


Project Plan means the document to be developed by the Bidder and approved by the Clients, based on the requirements of the Contract and the preliminary project plan included in the Bidder's bid. Should the Project Plan conflict with the Contract in any way; the relevant provisions of the Contract shall prevail in each and every instance.

Change Request is a declarative document, having clear and concise information of what needs to be achieved and how the changes are to be implemented, as well as other related information.

Specification means the functional and technical specifications or statement of work, as the case may be.

Tender Call or Invitation for Bids means the detailed notification seeking end to end solution.

Two Stage Bid/Two Bid System means the EMD Proof along with Technical Bids and the Financial Bid are submitted in separate sealed envelopes and their evaluation is sequential.



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10. Barcode/QR Code Based Hawker Inspection Module-
11. Public Toilet Inspection
12. Parking Inspections
13. Road Inspections
14. Municipal Solid Waste Management Bin Inspections
15. Mobile based customisation of existing Online citizen centric Services under e-Governance Project of all three corporations including payment module.

3.3.2 MCD (All three Corporations) is inclined to have mobile app platform continuity with comprehensive and big basket of mobile apps through this tender bid invitation.

3.3.3 The above Objectives shall be completely considered by the Bidder while developing the application and there shall be adequate provision to onboard corporation specific application(s) in terms of frontend development and managing the backend database.

3.3.4 The backend database of the app shall be designed in such a way that corporation specific information/Data can be segregated and managed independently at each corporation's level.


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CHAPTER-IV

4. SCOPE AND OBJECTIVES OF THE WORK/PROJECT:

4.1 ABOUT THE PROJECT OBJECTIVES

- 4.1.1 MCD (All three Corporations) are extending its citizen service through various delivery channels. The Objective is to cultivate positive and productive civic practices using modern technology innovatively and builds systems & solutions around it. This is a one-stop solution to manage, supervise and regularize city governance activities, using smart phones (Android and iPhone). Government employees can utilize such technology to run their day-to-day government-information tasks efficiently. The need and desire for civic and government agencies to be more intricately connected is growing rapidly. The development of online initiatives like e-Democracy, Gov. 2.0 and the Open Government Initiative, the ability to do so is becoming a reality to cities, towns and communities everywhere.
- 4.1.2 The mobile application platform reduces the cost of services, make governance citizen friendly, reduce the physical interface with the staff and official and it is an ideal platform for obtaining feedback and for online monitoring of programme, activities and the delivery of services.
- 4.1.3 The mobile digital platform helps in reducing the number of trips the citizens have to make to a municipal services office. It is a convenient tool on account of the fact that over 2 million citizens in Delhi alone use smart phones in India. This platform is also ideal for G-to-C and C-to-G interface.

4.2. SCOPE OF THE WORK

- 4.2.1 The broad scope of the work is Design, Development, Customization, Configuration, Cloud Hosting & Maintenance of Mobile App Solution for Monitoring of MCD (All three Corporations) Civic Services, Public Grievance Redressal and Integration with existing Call Center CRM on Monthly Fee basis based on Software as a Service (SAAS) for a period of Three (03) years. The contract period may be extended by 2 years on yearly basis on the same terms and conditions depending on the mutual agreement of the respective corporation.
- 4.2.2 Modules/sub module are required as a bundle of applications for MCD (All three Corporations) civic services & complaint monitoring Mobile App solution which in essence would have inter-alia the features defining the work flow to and from, in a defined hierarchical order, capturing the geo-locations, images, real time updation and editable at the level of authorized administrators for all modules and also at the senior level officers for a related modules pertaining to his/her department/task. Create different users of Departments with varied roles and scopes and confirm each member by providing activation codes.
- 4.2.3 The Mobile App solutions designed, developed, customized, configured and made go live are to be cloud hosted which is to be subscribed / owned & managed by the vendor / successful bidder. MCD (All three Corporations) shall not provide any


uploading / hosting facility at its Data Centre or on any cloud for the mobile app developed / customized / configured by the vendor.

4.2.4 The mobile app solution in respect of the customisation of existing application/services shall only use the database hosted at Data centre of MCD Head quarter, at civic centre. All related transactions shall also be limited to the MCD data centre, no such information/data shall be stored or backup outside MCD data centre. For this purpose, the existing SI of MCD will provide required web services/ APIs as required for Mobile Application.


4.2.5 The Mobile App Modules/solutions and sub-Modules features required but not limited are given in the table below. The firm/vendor shall provide features/ app / mobile solutions as per the existing module, sub-module available with the vendor and also to further provide additional features / modifications for a useful and functional app as per the requirement by the user department described in the table below, to achieve the desired objectives:

4.3 MOBILE APP SOLUTIONS AND FEATURES REQUIRED:

Sr. No.	Modules	Features Required
1	Citizen Relationship Module (CRM)	<p>1. CRM module to be developed for registering Complaints from various sources i.e. through citizen app, web app, twitter, Facebook, and telephone etc.</p> <p>Existing CRM module data to be migrated in new CRM. Complaints will automatically follow the allocation work flow and department wise Hierarchies. Each hierarchy level must follow Escalation matrices and as per SLA.</p> <p>2. All Inbound and Outbound customer interactions with a flexible IP-based all-in-one</p> <p>3. Contact Centre technology that will help in delivering good customer experience. All types of complaints coming from (Facebook, Twitter, WhatsApp, Telephone, Handwritten, website, etc.) should directly go to one central support system. Customer is notified with Complain ID via SMS a unique ID inside system is created. Based on category of complaints, it is auto routed to appropriate Officer. Officers can update complaint ID status with his Comments& picture/image. Citizen can give Feedback about the complaint.</p> <p>4. It would be a web based dashboard and will have central admin module that will manage Civic Services Monitoring Mobile App' Module system on single Uniform Resource Locator (URL). This feature will</p>


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		<p>broadly cover the following sub-modules:</p> <ol style="list-style-type: none"> a. Issues reported via Website, Phone/Hotlines, Twitter, Facebook, and Mobile apps are all aggregated into one Central Service Management System, where government officials can follow, acknowledge and close issues. b. Using this app, officials can make informed decision, report by categories & request type plotted across circles, urban zones and neighbourhood. c. At Senior official levels can analyse the complaint system based on real time data. <p>5. The CRM should have features of:</p> <ol style="list-style-type: none"> a. Simplicity and ease of integration. b. Remote access. c. Mobile access. d. Stronger multichannel support. e. Integrated analytics. f. There should be role based dashboard g. CRM must be integrated with the existing Citizen app and officer app solution Developed by the vendor i. CRM must be integrated with SMS facility. <p>6. List management/master data management with -</p> <ol style="list-style-type: none"> a. Flexibility and customization. b. follow-up tracking.
2	<p>Field Work Monitoring Module(General)</p>	<ol style="list-style-type: none"> 1. This module shall be used to report day-to-day field inspections activities of various categories of activities of departments of all three corporations like create new inspection under a department by a designated User. 2. This module will enable the field staff to capture photo of the inspected site/installations and GPS Information of the locations, which automatically Tags its respective circles and zones/areas. There will be provision for writing description and returning remarks 3. Using this module, user / officials can track down the progress in the reported field. The messaging / commenting system of this application enables senior officers to make task specific communication\ and also see the progress. 4. Field inspection include GPS enabled road inspection, schools, buildings, manholes, bel mouths, bel mouths


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		<p>sewerages, water leakage, cleaning, sweeping, construction, encroachment, hocking, parks, parking, PTUS, Public Toilets, and any other related inspection. These features to be included in the general inspection report apart from separate independent module described further down in the table :-</p> <ol style="list-style-type: none"> a. Location as per geo coordinates in the Google map/any usable map. b. Audit Trails of each action taken by the User. c. MIS Reports and statistics. d. Role based dashboard.
3	<p>GPS Attendance MODULE</p>	<ol style="list-style-type: none"> 1. A unique user ID and location (GPS coordinate) along with selfie image association would be required in this application. A time and attendance software to process the data received from user's mobile and store the information (time, entry and leaving) to the Database. 2. Officers will be able to track down information regarding the attendance of field staff based on GPS coordinates. Exact location and time of the staff can be known and the time duration between two /multiple logs on the same 24 hours' period 3. This can be used to ascertain whether a staff has visited the area of inspection/ event place. 4. Since location-based time and attendance system use Mobile Application and a time and attendance management sub module for processing data, so the flows of operation of the Mobile application has following attributes / features: - <ol style="list-style-type: none"> a. Determine the location using GPS b. Check the location with pre-stored (office/workspace) location c. Send information to the system d. User will have to take the selfie to confirm the availability of the user on the location. e. App will update the pic, time, geo coordinate to the central server application. f. User will get confirmation message after the attendance update g. User can see the previous attendance log in the summary format h. Any officer of the same hierarchy can see the attendance of the officials along with Pic, geo location and date/time. i. Track the multiple logs of the time and

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		<p>locations</p> <p>j. Count the hours between the every time login of entry and exits at the premises/field.</p> <p>k. Hourly attendance report.</p> <p>l. Report of attendance of all users department wise which can be seen by administrator.</p> <p>m. Audit trails</p> <p>n. MIS Reports and statistics</p>
4	Project Tracking Module	<p>1. To develop a fully functional and user interactive online tool which can enhance and help various project management of various department users to manage and compile their work efficiently by tracking the physical and financial status of the Project. The brief required features are:</p> <p>a. Assign different tasks to different members/ Departments.</p> <p>b. Maintain start date and end date of each Project</p> <p>c. Maintain the overall timeline of the project with Dash board.</p> <p>2. This module contains following features:</p> <p>A. Administrator Level</p> <p>a. Administrator able to create/Modify Department/Division.</p> <p>b. Create New Task/project: The Administrator create new tasks/project and assigns them to the desired officers/officials.</p> <p>c. Create Message: - The Administrator can create Message for the other team members notifying them about project updates etc.</p> <p>d. Generate Report: - The Administrator can generate reports for the various task and project.</p> <p>e. Decide Deadline: - The Administrator can decide the time needed for the task to be</p> <p>e. Update Project Status: - The Administrator can update the completion status of the project on time-to-time basis.</p> <p>B. Field Officers level</p> <p>Update Task Status: - The staff working on the particular task can update the task completion status relating to physical status of the progress of the work along with status.</p> <p>C. MIS and Statistics</p>
5	e- Challan	1. This module would enables the field staff to

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	Module for unauthorized hawking / encroachment	<p>issue online mobile challan for any unauthorized hawking/encroachment under the relevant sections of the MCD Act and also to submit online challan to the Municipal Magistrate of respective corporation through their mobile enabled applications. These challans can be directly sent to offenders via SMS/ Email.</p> <p>2. Features for e-Challan System:</p> <ol style="list-style-type: none"> Photo capturing and transmission Violation booking as per the provisions of the MCD Act. e-challan Generation for various violations. Report Generation Online Uploading photos by the field staff Server database and crash recovery of data. APIs for sharing e-Challan information for online integration Menu for description of the relevant Sections/Rules of MCD Act. <p>3. MIS and statistics</p>
6	Alerts / Notifications	<p>For notification to the officers and citizens regarding any information related to civic services, schemes news information any office orders circulars.</p>
7	Complaints Redressal of Citizens	<ol style="list-style-type: none"> Facility to provide the details of the complaints to the officers/officials and the action taken to the supervising officer and to the complainant/citizen. Complaints assignment through CRM received from various modes. Complaints attended, current progress status. Complaints closed. Complaint transfer. Attributes like complaints-viewed, not viewed, Re Open, Acknowledgement, Work in process, on hold, Resolved, no action required, closed by Citizens, New, SLA Violated. Escalation of complaints after defined period from one level of official to next level Notification to administrator /HOD about complaint's received, assigned, not assigned /closed. Statistics /MIS of complaints received, assigned, not assigned, viewed, not viewed, resolved, pending. Dash Board for analysing complaints area wise, department wise, complaints type wise during a given period.
8	Zonal Officers Module	<ol style="list-style-type: none"> This module will facilitate to all the zonal officers (senior officers in-charge of general inspection of zones/wards of all three corporation to inspect all the civic related issues under their jurisdiction. Add task and create inspection report.

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		<ul style="list-style-type: none"> 3. Assigning to other officials of a department. 4. Bookmarks-Viewed, not viewed, Re-Open, Acknowledgement, Work in process, On hold, Resolved, no action required, New. 5. Draft for inspection report. 6. Lat long, image capture 7. MIS and Statistics
9	Specific Inspection Mobile App Modules: 1. Barcode/QR Code Based Hawker Inspection Module	<ul style="list-style-type: none"> 1. Enforcement Division can perform Hawker Inspections through this module. 2. Enables inspection by Scanning Barcode or QR code. 3. Hawker list and their profile details. 4. Creation of Inspection report- inspecting officer/officials, lat-long selection, image selection and submission of report. 5. Reverting comments, bookmarks, violation report and draft facility. 6. Summary of inspection with date total person inspected, unauthorized, person detected nature of hawking activities etc. 7. MIS and statistics summary
10	2. Public Toilet Inspection	<ul style="list-style-type: none"> 1. Inspection of public toilet and status of cleanliness, functioning 2. Upload and referring of PTU database 3. Creation of inspection report- selection by inspecting Officer/officials, lat long selection, image selection and submission of report. 4. Reverting comments, bookmarks, violation report and draft facility. 5. Summery status of maintenance of PTU seen during inspection- GOOD- FOUND CLEAN, REQUIRED IMPROVEMENT AND UNSATISFACTORY 6. MIS and statistics summary
11	3. Parking Inspections	<ul style="list-style-type: none"> 1. Inspection of parking lots and status of parking management, functioning, Parking capacity, licenses period validity, manpower deployment/contractor detail etc 2. Upload parking lot list and their details. 3. Creation of inspection report- selection by inspecting officer/officials, lat-long selection, image selection and submission of report. 4. Reverting comments, bookmarks, violation report and draft facility. 5. Summery status of management of parking lots Seen during inspection- WELL MANAGED REQUIRED IMPROVEMENT –UNSETISFACTORY AVAILABILITY OF STAFF, BAY MARKING, STAFF AVAILABILITY. 6. License Payment-Paid or Due. 7. MIS and statistics summary
	4. Road Inspections	<ul style="list-style-type: none"> 1. Creation of inspection report- selection by inspecting Officer/officials, lat-long selection, image

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		<p>selection and submission of report.</p> <ol style="list-style-type: none"> Road name, road length inspection meters / Kilometres/Road length measured with GPS. Inspected Route on Map. Maintenance of roads-sweeping done, pot hole, bell mouth, pruning, lane marking, zebra marking, Maintenance of status foot path. Request notification to other department concerned like Horticulture, Electricity, Civil, Police and Public Health etc. for attending to any deficiency MIS and statistics summary
13	5. Municipal Solid Waste Management: Bin Inspections	<ol style="list-style-type: none"> Geo Tagging of all bins and garbage stations. Circle assignment to officials with designation and contact number Classification of all three corporation circle and geofencing of Zone / Ward boundaries and important resources and public service offices/institutions. Creation of inspection report- selection by inspecting officer/officials, automatic lat-long selection and matching with Geo Tag Coordinates, image selection and submission of report. The logic of cleanness to be derived by inspection of garbage bins within the defined time limit with corresponding match of Lat-long of mobile user (Inspecting officials) if matched in the given time period to be denoted green, if not matched in time limit to be denoted as yellow, if not inspected at all on the day to be denoted red and the day summary to be shown on thermal map in real time basis apart from daily MIS/Statics Report-Bins cleared in time, bins not cleared in time.
14	Task Assignment	<ol style="list-style-type: none"> Using this module any Field officer can assign a Task to other officer, the person who has been assigned task gets notification about task being assigned, he can transfer the task to other person, he can file his compliance report with photo of task completed, he can send update message about status of task. This module will also have preventive Maintenance & Scheduler, which means any task assigned to an officer can also be assigned as repetitive task. Various field level exception reports can be generated for this module
15	Mobile based customisation of online Civic Services	The customisation of online services includes the existing web application of the corporations to be onboarded on mobile app, so that citizen can make their payments and get their licenses renewed based on the unique number.

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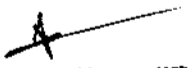
		<p>Following are the application/services to be included for customisation along with the functionalities, but not limited to-</p> <ol style="list-style-type: none"> 1. Renewal of licenses (4 No.s – HTL, VTL, GTL & FL) <ul style="list-style-type: none"> • Input unique parameter/ID • Get details • Payment computation • Payment process • Receipt generation 2. Property tax payment- <ul style="list-style-type: none"> • Input UPIC/property id • Get details view • Payment process 3. Building plan sanction- <ul style="list-style-type: none"> • Status view of application based on the Application ID 4. Birth & Death certificate- <ul style="list-style-type: none"> • Application Status • Download certificate after payment 5. Horticulture Department- <ul style="list-style-type: none"> • Park availability status • Booking status • Refund status 6. Community service Department <ul style="list-style-type: none"> • Community hall availability status • Booking Status • Refund status
	<p>Note: For the customisation of existing online service for mobile app the requirement has to be listed out & submitted by the bidder such as- web service, APIs etc. and same will be provided by the existing SI of the corporation.</p>	

4.3(a). During the project tenures of Three (03) years, SDMC would be requiring additional features /enhancement in the mobile app solution for further enlarging its monitoring and supervising activities. Any such change request for enhancement and additional features shall be done by successful bidder / firm at the cost which will be determined by the change request examine committee of SDMC who shall take into account the required man hours, level of development for enhancement / change request for mobile app solution and its corresponding cost / man hour rates based on the National Informatics Centre Services Inc. (NICS), Govt. of India rates.

4.4 OTHER GENERAL MOBILE APP FEATURES REQUIRED:

All above Mobile App modules must have following general requirement feature for usable, highly secured and stable apps:


1. There should be role based dashboard.


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2. Audit Trail.
3. Integrated with the Citizen App & CRM module.
4. Integrated with SDMC's email server.
5. List management/master data management.
6. Flexibility and customization.
7. Follow-up tracking.
8. Each hierarchy level must be follow escalation matrix and as per SLA.
9. The technical and user manual.
10. Training of all modules.
11. Simplicity for the user. Convenient user interface. All the content v should be accessed in the simplest way possible.
12. Good performance. Speed of loading mustn't keep users waiting.
13. No leaks of the users' information are allowed.
14. Ensure that the content is made up of up-to-date, relevant information. Besides content, it is vital to further update the app with fixes and new features in case of necessity.
15. Make that communication as quick and simple as possible, with a minimum number of taps and minimum text input.
16. Create an intuitive system of search and filters. But by any means make every page and every service easy to find.
17. The mobile app must include the project Objectives in its entirety shall be considered by the Bidder while developing the application and there shall be adequate provision to onboard corporation specific application(s) in terms of frontend development and managing the backend database.
18. The backend database of the app shall be designed in such a way that corporation specific information/Data can be segregated and managed independently.

**4.5. APPLICATION DEVELOPMENT ACTIVITIES
ENVISAGED ARE AS UNDER:**

- i. System Analysis and design.
- ii. Creating app UI (with activity & functions).
- iii. Creating a database.
- iv. Cloud hosting by the vendor on its own cloud.
- v. Connection of the UI with database
- vi. Creating dashboard, MIS, and Statistical Report
- vii. Testing the app.
- viii. Publishing the app for roll out.


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4.6 MOBILE PLATFORM REQUIREMENT

Sl. No.	Platform Support (OS)	OS Version	Display Support
1.	iOS	Version 7 and above	iPhone: 640x960
2.	Android	Kitkat (4.4) and above(at least 3 versions)	Android Display (480x800)

4.7. USER INTERFACE REQUIREMENTS OF THE MOBILE APP

- a) All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
- b) All buttons and objects must be reactive to touch and work as intended.
- c) All data must be easily viewable on different Mobile platform matrix given above.
- d) Apps have to be developed in English Language
- e) The design/User Interface of the mobile application should be flexible.
- f) Free downloads from Google play store & iTunes store
- g) Data representation through graphs and bar charts etc.

4.8. TECHNOLOGY REQUIREMENTS AND DELIVERABLES:

- a) Cloud based Solution & Mobile application based on SaaS (Software as a Service).The cloud hosting has to be done by vendor using her/his own resources.
- b) The detailed functional requirements are described in Scope of work
- c) Mobile App development should be in Native languages (developed solely on mobile sdk platform and not using the webview), responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones and tablets with o/s such as Android and iOS including future versions of the mentioned O/S.
- d) The firm has to ensure the development of mobile application as per guidelines issued by Application stores i.e. Google Play Store, iTunes store etc. and will follow all compliances accordingly.

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- e) The mobile application need to integrate and inter-operate with various other external entities, therefore, the app should easily and in a relatively seamless manner integrate with external entities.
- f) The mobile application should have the ability to manage various services and systems effectively with its minimum to zero impact on other services.
- g) The mobile application installed in the smart phones should be able to access the device database securely.
- h) The Mobile App should have the ability to upgrade services / add new services and mode to access these services effectively in a cost effective manner without affecting other services with a commitment for backward compatibility as per the policy guidelines of that mobile platform.
- i) User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing,
- j) Support needs to be provided.
- k) The application should be cloud based and should have features such as ROR, PHP and BIG DATA.
- l) SDMC shall not be liable to pay any third party software charges neither in testing, development and hosting.
- m) Each module must have audit trail report.

4.9. IMPLEMENTATION MODEL

The Service provider shall build, maintain, and upgrade the application for the duration of 03 (Three) years from date of Go-Live of all mobile app modules and extendable for further two years on the same terms and conditions. Also, the technical manpower if required shall be provided by the Service provider on time to time basis.

4.10 COVERAGE

The bidder is required to support the users on across all offices in Circle/Zones of All three corporations.

4.11 SOFTWARE LICENSES

The software licenses required if any shall be procured by the bidder. The system software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the South Delhi Municipal CORPORATION, for the entire period of contract. However, if the software is open source then this provision shall not be applicable.

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4.12 UPGRADES/UPDATES AND CHANGES IN THE SOLUTION

The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution.

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4.14 REQUIRED DELIVERABLES

The suggested list of deliverables (but not limited to) from the successful bidder includes:

- i. All supportive and necessary software required for successful implementation of mobile App solutions as described under the scope of the work.
- ii. Detailed Project Plan, with week-wise activities, including, but not limited to, detailed timelines for customization and acceptance testing of the modules, submission of deliverables, etc. for the 15 weeks period from the date of execution of agreement for the phase of design, development, configuration, customization and testing and go-live of mobile Apps and CRM.
- iii. Training Plan, Training Manuals, Tutorials.
- iv. Weekly Status and Review Reports during the implementation period.
- v. Escalation Mechanism.
- vi. Periodical Reports during operations period (These reports must include the details of the maintenance activities, modifications in the software, release of new versions (if any), in that particular month).
- vii. The developed mobile app shall be timely updated and include patches as released by Google related to security & performance for the SDK (software development kit).
- viii. After completion of the project tenure the vendor shall handover the entire app source code, related references, cloud credentials and used APIs and other related items.

4.15. PROJECT SCHEDULE-PERIOD OF EXECUTION AND COMPLETION WORK:


The selected bidder shall be required to execute and complete the work including design, development, customization, configuration, data collection, Geo-tagging, customizing, configuration, testing, hosting commissioning of mobile applications within Fifteen (15) weeks of the execution of the contract agreement:

Sr. No	Activity Milestone	Completion Time in weeks **	Onetime Payment (% of Total Cost)
1	Project Start/ Signing of Contract	T	10% of Cost
2	Submission of Project Plan/Inception Report	T+1	
3	Live Demonstration of Application	T+5	

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	Prototype: 1. Citizen Relationship Module (CRM) 2. Field Work Monitoring Module 3. GPS Attendance Module 4. Project Tracking Module 5. e-Challan Module 6. Alerts/Notification 7. Complaints Redressal of Citizens 8. Zonal Officers Module 9. Barcode/QR Code Based Inspection Module 10. Public Toilet Inspection 11. Parking Inspections 12. Road Inspections 13. Municipal Solid Waste Management Bin Inspections 14. Task Assignment		
4	Changes in the design customization, configuration in the mobile app based on feedback from user- Corporations.	T+6	
5	Submission of final (citizen app + officer's app) Version of Application after testing and validation	T+7	30%
6	Launch of Citizen APP 1 + Officers App	T+8	20%
7	Presentation of customisation plan for existing online services of the Corporations	T + 9	
8	Live demonstration of the customized application prototype	T + 12	
9	Incorporation of changes & feedback as received from the user corporations	T + 13	
10	Submission of final (citizen app with customised online services) Version of Application after testing and validation	T + 14	10%
11	Go-Live (Citizen APP with customisation of existing online citizen centric services)	T+15	10%
The remaining 20% balance payment will be released after successful execution of the application for at least 1 month.			

NOTE: 'T' above refers to the date of executing the Contract Agreement.


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4.16. GO-LIVE OF APPLICATION:

Go-live date will be defined as date of acceptance of the tested and validated all mobile App modules and CRM as mentioned under scope of work.

4.17. ACCEPTANCE CRITERIA

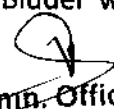
- i. SDMC will accept the commissioning and project Go-Live only as described above.
- ii. A team comprising of representatives from SDMC and Bidder will verify satisfactory performance of all the modules.
- iii. Development of all Mobile App modules for Administrative monitoring of various task and resources of All three corporations.
- iv. For acceptance testing of the Software solution, SDMC shall mutually agree on a detailed Acceptance Test Plan.

4.18. MANAGEMENT INFORMATION SYSTEM -REPORT REQUIREMENT

Selected Bidder shall develop and install necessary software to use the same for generating reports and statistics in respect of various mobile App. The Bidder will provide any other reports revealing the functioning of the said software and services.

4.19. TRAINING

- 1 For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide training for all corporation's officials. The Bidder, in consultation with the SDMC, shall provide training to all the registered users of all three corporations. The training will cover the following:
 - i. The products and services of the corporation.
 - ii. The Information security and their relevance and importance to the customers Knowledge of municipal corporation systems, operational procedures etc.
- 2 First time training shall introduce the said software and mobile application, procedures and processes in an elaborate manner. However, since the corporations will keep modifying its services, the Bidder will put a training system in place to ensure continuous updating of knowledge, processes and skills.
- 3 The actual requirement of training may be assessed while implementing the said software and mobile application and will be decided mutually by SDMC and Bidder.
- 4 The training infrastructure will be made available in the SDMC premises or in premises of other corporation on mutual consensus. At least one training room with necessary accessories like whiteboard, projector, furniture, etc., must be provided. The Bidder will provide necessary faculty support for the training.


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4.20. TECHNICAL SUPPORT


- i. One resident Technical Manpower will be placed at SDMC office on all working days from , 9:00AM to 6:00 PM including general holidays as per SDMC's requirement during contract period along with onsite technical support available from the bidders office/workplace.
- ii. The scope of technical support also includes rectification of errors within the already developed solution, cloud server/database administration, server migration, patching, system upgrades, technical and functional support to SDMC users etc. during the contract period.

4.21. PROJECT DURATION

The contract period would be initially for **Three (03) years** from the date of Go Live of all mobile app modules given in the table as per **scope of Work** and extendable on the same terms and conditions for further two years, depending upon the performance during 3 years period. The extensions allowed, if any, shall be at the sole discretion of Corporations.

4.22 BIDDER'S RESPONSIBILITIES

- i. To submit Pre-Qualification documents as required.
- ii. To understand the Scope of Work and the expected Outcomes & Deliverables.
- iii. To provide necessary collaterals to substantiate TENDER response.
- iv. To present the salient features of bid response to facilitate evaluation.
- v. To prepare various deliverables as per requirements for the respective phase.
- vi. To develop system as per committed plans and timelines.
- vii. To deploy the systems as per committed Deployment plan.
- viii. To monitor Risks and mitigate them continuously.
- ix. To complete User Acceptance.
- x. The Customization of the application using the infrastructure of the Service provider.
- xi. Submission of the reports to department on project progress on Monthly basis.
- xii. The Service provider shall design a detailed training program for the staff users.
- xiii. Deliver the deliverables as per the contract terms and conditions.


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CHAPTER-V

INSTRUCTIONS TO BIDDER & ELIGIBILITY CRITERIA

5.1 SCOPE OF TENDER

SDMC invites bids to this Tender Documents from eligible registered firms (Consortium and JV not allowed) as per the scope of work defined in this Tender Document. Tender document means this Tender document, Contract Agreement, supporting annexure / appendices / formats etc., any addenda/corrigendum to this Tender Document and all other such documents.

5.2 BID SUBMISSION

5.2.1 The bidder is responsible for the completeness and enclosing of all the required information in the prescribed format and submission of Bid by the due date & time. The bidders are advised to go through tender document and instructions, as provided in the tender document, and in case of any difficulty related, may contact AO (IT)- SDMC on email: ao-it@mcd.gov.in.

5.2.2 The selection of the bidder shall be two bid/stage system (QCCB Method):

- a. Technical bid – 70% weightage
- b. Financial Bid – 30% weightage

The bidder has to technically qualify in terms of the /Basic minimum eligibility criteria for which the documents asked are required to be submitted. Further to qualify technically, the bidder firm has also to score a minimum of 65% out of 100 under the Evaluation Criteria. The bidders who technically qualify will only be eligible for financial bid opening.

5.2.3 The Bidder shall submit the proposals as described below:

- a. **Pre-qualification and Technical Bid/ Proposal**– Proposal signed on each page with envelope clearly mentioning: “**Technical bid for Providing Cloud base Solution & mobile application based on SaaS (Software as a Services)**”.
- b. **Financial Proposal/Price bid** – As per format ‘Annexure-1’- in separate envelope.

The Bidder shall submit its Technical and Financial bids in the form and manner specified in this tender document.

5.2.4 Upon selection, the Bidder shall be required to enter into an agreement with SDMC in the format specified in this tender document. The proposals submitted should have all pages numbered. It should also have an index giving page wise information of

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documents. Proposal that are incomplete or not in prescribed format will be summarily rejected.

5.2.5 Prices should not be indicated in the Pre-Qualification and Technical Proposals. All the columns of the quotation form shall be duly, properly and exhaustively filled in.

5.2.6 The Bidder is allowed to submit only one proposal against this Tender. The bidder has to submit the complete proposal not in part or for particular quantum of work, such proposal will automatically be disqualified without any intimation to bidder. Documents in support of eligibility must be enclosed with the tender. Offers without satisfying eligibility conditions will be out rightly rejected and no correspondence in this regard will be entertained.

5.2.7 Bidders are advised that the selection of successful firm shall be on the basis of an evaluation by SDMC through the Selection Process specified in this tender document. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that SDMC's decisions are without any right of appeal whatsoever.


5.3 ELIGIBILITY CONDITIONS FOR FIRMS

5.3.1 Tenders of only those Bidders who satisfy the Conditions of Eligibility, stated herein, will be considered for evaluation by SDMC.

The following eligibility criteria must strictly be fulfilled by the Bidder. The Bidder must submit documentary evidences in support of their claim for fulfilling the criteria. The bids received without the documentary evidences shall be rejected summarily. The condition from 1 to 7 mentioned below are mandatory to qualify technical bid, noncompliance of any condition shall lead to disqualification in Technical Bid:

5.3.2. BASIC ELIGIBLTY CONDITIONS FOR PRE-QUALIFICATION

Sr. No.	Criteria	Valid Supporting Documents/Information to be submitted as criteria Validation with Technical proposal
1.	Bidder should be a legal entity registered in India under Company Act.	Incorporation/Registration certificate
2.	Bidder should have ISO/NASSCOM/CMM or higher Certification for software /application /website Development	Attach Certificates
3.	Bidder must have a valid Service Tax Registration/ VAT registration in India.	Proof of a valid Service Tax & VAT Registration in India.


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4.	Firm / Agency must have completed min. 3 similar projects (citizen centric mobile app development) in Government / State Government / PSU /ULB with at least one project having value of Rs. 1 Core or Higher during last 3 years	Work order (clearly indicating value) attached & completion/ performance certificate.
5	Bidder must have at least 20 Professionals, including Mobile App developer, Web developers and Web Designers, programmer, DBA on its payroll since last 1 Year	HR Certificate
6	Bidder should not be black-listed by any Central / State Government /Public Sector Undertaking in India.	Declaration Regarding Clean Track should be attached for the bidder.
7	No Consortium/ Sub-contracting allowed	Self-declaration
8.	Firm should not have been involved in any legal issues/court cases with client in past.	Self-declaration
9.	Bidder should have average annual turn-over of 50 Lacs during last 3 (three) Financial years.	Certificate signed by Chartered Accountant.


Note: Above scanned document must be submitted with bid document to fulfil the eligibility criteria.

5.4 ACKNOWLEDGEMENT BY THE BIDDER

It shall be deemed that by submitting the tender, the Bidder has-

- a. Made a complete and careful examination of the Tender Document
- b. Received all relevant information requested from SDMC
- c. Accepted the risk of inadequacy, error or mistake in the information provided in the document or furnished by or on behalf of SDMC or relating to any of the matters.

Agreed to be bound by the undertaking /agreement provided by it under and in terms hereof.


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5.5 RIGHT TO REJECT ANY TENDER

- 5.5.1. Notwithstanding anything contained in this tender document, SDMC reserves the right to accept or reject any Tender and to annul the Selection Process and reject all Tenders, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefore. Without prejudice to the generality of Clause above, SDMC reserves the right to reject any Tender if-at any time, a material misrepresentation is made or discovered, or the Bidder does not provide within the time specified by SDMC, the supplementary information sought by SDMC for evaluation of the Tender.
- 5.5.2. Misrepresentation/ improper response by the Bidder may lead to the disqualification. If such disqualification / rejection occurs after the tenders have been opened and the highest ranking Bidder gets disqualified / rejected, then SDMC reserves the right to consider the firm with the next lowest price bid, or take any other measure as may be deemed fit in the sole discretion of SDMC, including annulment of the bid process.

5.6. CLARIFICATIONS TO QUERIES

Bidders requiring any clarification on the tender may send their queries to SDMC in writing through e-mail so as to reach before the pre-bid meeting date mentioned in the Schedule of Tender Process.

- a. SDMC shall endeavour to respond to the queries within the period specified therein. SDMC will post the reply to all such queries on e-tendering portal website.
- b. SDMC reserves the right not to respond to any query or provide any clarifications, in its sole discretion, and nothing in this clause.

5.7 AMENDMENT TO TENDER DOCUMENT

At any time prior to the deadline for submission of Tender, SDMC may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the tender document by the issuance of Addendum/ Amendment and posting it on e-tendering portal. In order to give the Bidders a reasonable time for taking an amendment into account, or for any other reason, SDMC may, in its sole discretion, extend the last date of bid submission.

5.8 NON -TRANSFERABLE BID

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no

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effect. The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract.

5.9. DEVIATIONS

The bidder should clearly read and understand all the terms and conditions, specifications, etc. mentioned in the original tender documents. If the bidder has any observations, the same may be intimated before the pre-bid meet. Bidders are advised not to make any corrections, additions or alterations in the original tender documents. If this condition is not complied with, tender is liable to be rejected.

5.10. LAST DATE OF SUBMISSION OF BID

The bid duly filled must be received by SDMC at the address specified not later than the date and time mentioned in the Tender Schedule. Bid received later than the deadline prescribed for submission of tender by SDMC will be rejected.

5.11. WITHDRAWAL OF BID

No Tender can be withdrawn after submission. Submission of a bid by a bidder implies that he had read the entire tender document including amendments, if any, visited the site and has made himself aware of the scope of Work to be executed and other factors having any bearing on the execution of the Work.

5.12. CLARIFICATION OF THE BID


To assist the examination, evaluation and comparison of the Bids, SDMC may at its discretion ask the bidders for any clarifications as considered essential. All such correspondence shall be in writing and no change in price or substance of the tender shall be sought or permitted. The above clarification for submission of the details shall form part of the tender and shall be binding on the bidder.

5.13. CANVASSING

No bidder is permitted to canvass to SDMC on any matter relating to this tender. Any bidder found doing so may be disqualified and his bid may be rejected.


5.14. RIGHT TO ACCEPT ANY BID OR REJECT ALL BIDS

SDMC reserves the right to accept, negotiate, cancel or reject any bid or to annul and reject all bids at any time prior to the award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action. If the bidder, as individual or as a partner of partnership firm, expires after the submission of his bid but before award of services, the SDMC shall deem such bid as invalid.


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5.15 PROCESS OF SUBMISSION OF BID DOCUMENTS

- 5.15.1 Bidders shall submit the technical tender in the sealed envelope on or before tender due date/last date of bid submission.
- 5.15.2. Technical bid shall not include any financial information relating to the Financial Bid. In case financial bid is given with technical bid documents it shall be summarily rejected.
- 5.15.3. The Bidder shall provide all the information sought under this tender document, SDMC would evaluate only those Tenders that are received in the specified forms/formats/annexure/appendices and complete in all respects and within the submission date and time.
- 5.15.4. The format/documents /figures shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder and then uploaded. All the alterations, omissions, additions, or any other amendments made to the Tender shall be initialed by the person(s) signing the Tender. The Tenders must be signed by the authorized signatory (the "Authorized Signatory").
- 5.15.5. Bidders should note the tender due date (last date of submission of the bid), as specified in the tender schedule, for submission of Tenders. Except as specifically provided in this tender, no supplementary material will be entertained by SDMC, and that evaluation will be carried out only on the basis of Documents submitted by the closing time of tender due date. Bidders may be asked to provide additional material information or documents or technical presentations subsequent to the date of submission, and unsolicited material, if submitted, will be summarily rejected.
- 5.15.6 While submitting the bid, it may be noted that:
- i. In case, the day of bid submission is declared Holiday by Government of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
 - ii. Ambiguous bids will be out rightly rejected.
 - iii. SDMC will NOT be responsible for any delay on the part of the vendor in submission of the tender bids.
 - iv. The offers submitted by telegram/ fax/ E-mail etc. shall NOT be considered. No correspondence will be entertained on this matter.
 - v. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.


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- vi. When deemed necessary, SDMC may seek clarifications on any aspect of their bid from the agency. However, that would not entitle the agency to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their quote has been accepted.
- vii. No enquiry shall be made by the bidder during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder. However, the Committee/its authorized representative and office of SDMC can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

5.16 BID EVALUATION PROCESS

- 5.16.1. SDMC shall open the Technical bid on the tender due date as specified in Tender Schedule in the presence of the Bidders who intend to attend. The Technical bid shall be opened first.
- 5.16.2. After the technical evaluation, SDMC shall invite qualified Bidders for opening of their Financial Tenders. A date, time and venue will be notified to all Bidders for announcing the result of evaluation and opening of Financial Tenders.

5.17. BID EVALUATION COMMITTEE

The bid evaluation committee constituted by SDMC shall evaluate the bids. This may involve the representations from field and/or other department's experts. The decision of the bid evaluation committee in the evaluation of the Technical and Commercial bids shall be final.

5.18. PRE-QUALIFICATION EVALUATION

Pre - qualification bid documentation shall be evaluated as under:

- a. The evaluation committee will check if the bidder has deposited the EMD along with the Technical Proposal and the same are found to be in order.
- b. The documentation furnished by the bidder will be examined prima facie to see if the firm's capacity, skill base and other Bidder attributes as claimed therein are consistent with the needs of this project. SDMC may ask bidder(s) for additional information, and/or arrange discussions with their professional, technical resource to verify claims made in bid documentation. If the bidder fails to submit the additional supporting documents, the bid shall be rejected.
- c. TEST OF RESPONSIVENESS: The initial criteria of fulfilling the basic eligibility and experience of similar class/nature of works completed and financial turn over etc. as given above under eligibility criteria will first be scrutinized and the applicant's eligibility for the work shall be determined.

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SDMC shall determine whether each bid is of acceptable quality, is generally complete and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the bidding documents without material deviations, objections, conditionally or reservation. If a bid is not substantially responsive, it shall be rejected by the SDMC. In case of tenders containing any conditions or deviations or reservations about contents of tender document, SDMC may ask for withdrawal of such conditions/deviations/reservations. If the bidder does not withdraw such conditions/deviations/ reservations, the tender shall be treated as non-responsive. SDMC decision regarding responsiveness or non-responsiveness of a tender shall be final and binding.

- d. SDMC reserves the right to verify all statements, information and documents, submitted by SDMC in response to the tender. The lack of such verification by SDMC shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of SDMC there under.

5.19 In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet issued LOA and if the Selected Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this tender, be liable to be terminated, by a communication in writing by SDMC without SDMC being liable in any manner whatsoever to the Selected Bidder.

5.20. CRITERIA FOR EVALUATION OF TECHNICAL BID:

The applicants qualifying the initial criteria of basic eligibility as set out in clause above will be evaluated further for the following criteria by scoring method on the basis of details furnished by them:


Sr. No.	Technical Parameters	Evaluation Marks	Minimum Qualification Score for individual parameter
1	Technical Presentation and software application demo - App rating on play store - Help or tutorial is available on app. - Quantum of Departmental users - App Design and easy navigation - Content can be exported, copied, printed, or otherwise shared	20	Date will be informed through Email

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2	<p>Successful Execution of Similar work</p> <p>20 Marks if successful implemented one solution in ULB/PSU / State Govt/Central govt.</p> <p>30 Marks if successful implemented three or more solution in ULB/PSU / State Govt / Central govt.</p>	30	Attach work Order / completion certificate
3	<p>Technology experience</p> <p>a) Open source – 5 Marks b) Unicode on mobile-5 Marks c) Cloud database using BIGDATA- 10 Marks d) Android Platform app development-5 Marks e) iOS platform app development-5 Marks</p>	30	Attach Proof for each category (one project may consider in multiple category if full fill)
4	<p>Experience of the firm in the relevant sector</p> <p>- 0 to 2 Year exp = 2 Marks - More than 2 year = 5 Marks</p>	5	
5	Experience in Delhi/NCR	5	
6	<p>Financial strength</p> <p>Average Annual turnover in last 3 (Three) Financial Year.</p>	10	<p>Between Rs. 50 lakh to 75 Lakh 05 Marks /</p> <p>Between Rs. 75 lakh to 1 Cr. 10 Marks</p>
	Total	100	

Note:

1. Technical bid evaluation will be done on the scale of 1 to 100 points. The Bidders qualifying Technical Stage with 65% or more will be considered as technically responsive bid and shall be considered for the opening of Price/Financial bid.
2. Bidder is required to submit necessary credentials/ documentary proof of Purchase Order/ Agreement, detailing Scope of Work, Timelines, project experience certificate etc. or relevant documents in support each of above parameters. Technical bid evaluation will be done by a Technical Evaluation Committee (TEC) constituted by SDMC.
3. TEC will go through all the documents submitted by the Bidder to do the technical evaluation. TEC will also be free to do reference checks with the client(s) of the Bidder as per the details provided by the Bidder. In addition, TEC may seek clarifications from the Bidder during the presentation session of the Bidder. The decision of TEC will be final.
4. The write-up/presentation copy of the evaluation item at Sr No. 1 to


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be submitted by the bidder after presentation and shall become part of the technical bid of the bidder.

5. Presentation: Each bidder has to make a presentation to the bid Evaluation Committee' at a date, time and venue as informed by SDMC. The Technical presentation must include the following:

- a. Understanding of the Project Requirements
- b. Highlights of the Proposed Solution
- c. Proposed Approach & Methodology
- d. Detailed Project Plan
- e. Coverage of individual Modules in Proposed Application
- f. Proposed architecture
- g. Proposed team composition
- h. Live Demo of the Solution for Proof of Concept.

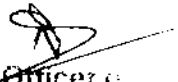
5.21.FINANCIAL/PRICE BID EVALUTION

5.21.1. The Financial Tender shall be submitted in separate sealed envelope formats at **ANNEXURE I ("Financial PROPOSAL/FINANCIAL BID/PRICE BID")** clearly indicating the total cost of the Work-, in Indian Rupees. In the event of a difference between the arithmetic total and the total shown in the Financial Tender, the lower of the two shall prevail.

5.21.2 The financial bid of the only technically eligible and qualified firm / bidder shall be opened. The bidders who technically qualify will only be eligible for financial bid opening.

5.21.3 While submitting the Financial Tender, the Bidder shall ensure the following:

- (i) The total amount indicated in the Financial Bid shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Tender, it shall be considered non-responsive and liable to be rejected.
- (ii) All applicable taxes/levies shall be **INCLUDED** in the financial bid and calculated as per applicable laws. All payments to firm shall be subject to deduction of taxes at source as per Applicable Laws. It is the responsibility of the Bidder to clearly identify all costs associated with any services as per the Tender Document and submit the total cost in the Financial Bid.


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(iii) Prices quoted will be firm for the entire period of Contract Three (03) years which is to be indicated per user per month basis.

(iv) Any conditional bid will be rejected.

5.21.4 The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score. Financial scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a bidder = (Financial Bid of L1/Financial bid of the bidder)

Adjusted to two (2) decimal places

5.21.5 Final Evaluation – The technical and financial score secured by each bidder will be added using weightage of 70% and 30% respectively to compute a combined bid score.

The bidder securing the highest combined bid score will be declared as the successful bidder for award of the project. The overall score will be calculated as follows:-

$$B_n = 0.70 * T_n + 0.30 * F_n$$

Where,

B_n = Overall score of the bidder

T_n = Technical score of the bidder (out of maximum of 100 marks)

F_n = Financial score of the Bidder.

In the event the combined bid scores are tied the bidder securing the highest technical scores will be declared as the successful bidder for award of the project.

5.22 CONTRACT FINALIZATION AND AWARD CRITERIA

5.22.1. SDMC notify the selected bidder, through a Letter of Award (LoA), that its bid has been accepted. The letter of award will be accompanied by the Performa for contract, incorporating all agreements between the parties.

5.22.2 Within 15 days of receipt of the Letter of Award, the successful Bidder shall sign and date the contract and return it to SDMC and the selected bidder will initiate the execution of the work as specified in the agreement. Failing which the LOA/Work order will be liable for cancellation.

5.23. CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising SDMC in relation to matters arising out of, or concerning the Selection Process. SDMC shall treat

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all information, submitted as part of the Tender, in confidence and shall require all those who have access to such material to treat the same in confidence. SDMC may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or to enforce or assert any right or privilege of the statutory entity and/or SDMC or as may be required by law or in connection with any legal process.

5.24 VALIDITY OF THE RESPONSE TO TENDER DOCUMENT

The Bidder shall submit the response to Tender Document which shall remain valid up to 90 days from the last date of submission of response to Bid Document. SDMC reserves the right to reject any response to Tender Document which does not meet the fore mentioned validity requirement. SDMC may solicit the bidders' consent to an extension of the validity period of the bid. The request and the response shall be made in writing.

5.25 RIGHT OF SDMC TO REJECT A BID


SDMC reserves the right to reject any or all of the responses to Tender Document or cancel the Tender Document without assigning any reasons whatsoever and without any liability.

5.26 BIDDER TO INFORM HIMSELF

The bidder shall be deemed to have satisfied himself about the detailed job content, the conditions and circumstances affecting the contract prices and the possibility of executing the works as shown and described in this tender.

5.27 As per CVC guidelines every bidder has to submit the attached signed Integrity Pact format with technical bid, without signed Integrity Pact the bid will be rejected.

5.28 The bidder is also required to submit the information in the Annexure / format annexed to this tender document.


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CHAPTER-VI

GENERAL TERMS AND CONDITION OF THE AGREEMENT

6.1. AWARD OF WORK

After selection, a Letter of Award (the "LOA") for Design, Development, Customization, Configuration, Cloud Hosting & Maintenance of Mobile App Solution for Monitoring of Civic Services, Public Grievance Redressal and Integration with existing SDMC Call Centre CRM on Monthly Fee basis based on Software as a Service (SAAS) **for a period of Three (03) years** shall be issued, in duplicate, by SDMC to the Selected Bidder and the Selected Bidder shall, within 15 (fifteen) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, SDMC may, unless it consents to extension of time for submission thereof, cancel the LOA and the next bidder (L2) may be considered.

6.2 EXECUTION OF AGREEMENT


After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Agreement within 15 days of the issue of LOA as prescribed in this tender after furnishing the Performance Security in the form of Bank Guarantee, on a non-judicial stamp paper of Rs. 50/- as per the prescribed format provided by SDMC. Failure to execute the contract is liable to result the rejection of the work order

6.3 COMMENCEMENT OF THE WORK

The selected bidder shall commence the work as per the Project Schedule mentioned under the Scope of Work in the Tender Document or such other date as may be mutually agreed. If the selected bidder fails to either sign the Agreement or commence the work as specified herein, the Bid Security of the selected Bidder shall be forfeited.

6.4 EXTENSION OF COMPLETION PERIOD:

In case the mobile App module and sub module as mentioned in the tender document mentioned is not successfully deployed within **Fifteen weeks** of the execution of the agreement, then an extension of 30 days may be granted subject to recovery of liquidity damage @ 0.5% per week of the price of the delayed software or unperformed service. The failure on part of bidder to deploy successfully the mobile App module described in the tender even after the expiry of the 30 day's extension, shall lead to cancellation of the work order, contract agreement and forfeiture of performance security.


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