



NORTH DELHI MUNICIPAL CORPORATION

Department of Information & Technology
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J.L.N MARG, NEW DELHI – 110002.

NO. A.O (IT)/North D.M.C/2017/D-1180

28.11.2017

Inviting Quotations For Design, Development and Cloud Hosting of “Online Web Application for Property Tax”

North Delhi Municipal Corporation is lookingan “Online Web application for Property Tax “ wherein the selected bidder will Design, Develop and Host the Online Web application for Property Tax, North D.M.C as per the following “scope of Work”.

Scope of Work:

The proposal has been created with following scope under consideration and is limited to the modules listed below. Any change in scope or elaboration of module item would reflect subsequent change in time, effort and cost estimation to be shared as per the proceedings.

1.1.1. Phase 1-User Requirements

One month would be analysis period for freezing the detailed requirements

1.1.1.1 Tax Scrutiny modules for the Inspector

- Auto assignment of the property to inspector for scrutiny of tax paid
- Assignment of tax defaulter
- Assignment of the property tax paid with the high difference
- Work flow
- Inspection report
- Scrutiny register

1.1.1.2. Call Centre CRM Modules

- This module will allow user to manage the CRM of property tax
- ✓ Grievance management
- ✓ Workflow for the grievance
- ✓ Allow citizen/department to manage the query of the property tax
- ✓ Manage the query of the UPIC
- ✓ Send message to the citizen for the different type of the collection

1.1.1.3. E- Passbook (Dependency on existing data to be shared by NDMC)

- System to auto update the payment status
- Citizen can view all the tax paid in previous year
- Can view the pending amount of the tax
- Can download/print the passbook form the citizen service centre/his home in pdf
- Raise the grievance against the wrong payment

1.1.1.4. MIS Reports (Dependency on existing data to be shared by NDMC)

- Tax Collection

- Zone
- Ward
- Colony
- Payment type wise
- Bank wise
- Current year and previous year
- Difference of tax paid
- Property uses wise
- Property type wise
- Commercial and non-commercial area wise
- Inspector wise scrutiny done
- Tax defaulter
- Highest tax paid
- Owner name wise
- Gender of owner wise
- Age of owner wise
- Plot size wise
- Floor wise etc.

1.1.5. Revenue Management (Dependency on existing data to be shared by NDMC)

- This module would allow user to manage the revenue
 - ✓ Daily collection report
 - ✓ Area wise collection report
 - ✓ Extract collection reports in the different format like
 - PDF
 - Excel
- ✓ Manage collection reports from different type of collection
 - Vendor wise collection
 - Online collection (from different banks)
 - Collection at a bank office
 - Collection via pos machine
- ✓ Report for the difference in collection
- ✓ Comparison reports for finance
 - Area wise
 - Vendor wise
 - Property type wise
 - Commercial area wise

1.2. Phase 2

1.2.1. Tax Calculation

- This module will allow user to manage the tax calculation in the form of a calculator as well as in the form of an application
 - ✓ Screen for the calculation of the tax for current year
 - ✓ Screen for the calculation of the tax for previous year
 - ✓ Calculation of the tax
 - ✓ Tax rate management
 - ✓ Tax type management
 - ✓ UAV management
 - ✓ Category management
 - ✓ Factor management
 - ✓ Rule engine management
 - Creating rules for tax calculation
 - Excess payment adjustment
 - Modifying collection
 - Modifying the rule of collection

1.2.2. Collection Management

This module will allow administrator to view and manage the collection. The module will have the following features:-

- ✓ Create the different collection type
- ✓ Manage the collection type
- ✓ Mapping of the collection type with the user
- ✓ Generation of the reports with the new collection type
- ✓ Mapping the collection with the other property type

1.2.3. UPICID Allocation

- This module will allow user to manage and generate and generate the UPIC created
- ✓ Integration with the CRM module of property tax
- ✓ Mapping of the existing multiple ids with the current id (already done by OmniComp)
- ✓ Application form for UPIC generation
- ✓ Mapping of payment
- ✓ Workflow for the approval of the UPIC
- ✓ Approval flow
- ✓ Application form management
- ✓ Revised payment of the tax
- ✓ Adjustment of excess tax payment
- ✓ AMNESTY TAX PAYMENT
- ✓ One time taxpayers

1.2.4. Data analyses tool for tax analysis

- This tool will have the following functionality
- ✓ Graphical reports
- ✓ Collection type wise reports (based on owner name, plot size, user type, category of clay, factor age etc)
- ✓ Access to officially generate real time customized reports

1.2.5. GIS mapping of property in MAP

- GIS mapping in the tool
- GIS based application
- Mapping of tax paid and not paid on GIS map
- Mapping of the tax defaulters on GIS map
- Mapping of the commercial tax paid, non-tax paid on the GIS map
- Updating of the newly created property in GIS map

1.2.6 Mobile Application

- Citizen can pay tax
- Send message of Tax collection
- Raise/View grievance data
- Other specific action

1.2.7. Payment of old property tax

- System to auto calculate the payment on the basis of the previous year tax
- Calculate the change in the tax

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1.2.7. Online payment of banks (operations may be done owner himself or the authorized vendor/agent)

- Integration with the various payment gateways
- Integration with the wallet (Paytm and Buddy SBI etc.)
- Integration with the bank offline payment (cash, cheque/DD collection at bank)

1.2.8. Collection Vendor Management

- Following are the features of the vendor management module

- ✓ Vendor requisition generation
- ✓ Vendor request approval
- ✓ Vendor enable and disable
- ✓ Vendor revenue management
 - Collection report
- ✓ Vendor commission management
 - Vendor reports
- ✓ Vendor work analysis
- ✓ Vendor service management
- ✓ Service wise vendor reports

1.2.9. E- Change of Name of Taxpayer

- Application for the citizen
- Workflow for the application approval
- Integration with the payment gateways
- Application reporting with the SLA
- Application scrutiny
- Application deficiency
- Application dispose off
- Generation of E- Change of Name of Taxpayer letter – provisional copy at user end and original for HQ

1.3. Phase 3

1.3.1. Application integration with various government services

- Application integration with various the sub registrar offices of Govt. of NCT of Delhi
- With online building plan/any department within North DMC such as Health, Licensing Policy etc.
- Integration with the court
- Integration with any other State/Central govt. departments
- Integration with e-Change of Name of Taxpayer software

1.3.2. Data integration on other department

- This module will allow integration of the data
- ✓ With different departments within North DMC
- ✓ With different departments outside North DMC

1.3.3. Vendor management via POS and other modes of payment

- Following are the features of the vendor managements on POS
- ✓ Integration of POS machine
- ✓ Customization with the POS machine
- ✓ Generation of the receipt on POS machine
- ✓ Integration with banks for payments by NEFT, RTGS, Cheque Realization etc.

- ✓ Vendor may deposit security amount with North DMC and then accept cash payments (on the pattern of ITZ Cash)
- ✓ Vendor may provide alternate machines if machines is not functional more than two days and its integration

1.3.4. D&C Register Management

- Comparison in the tax paid and demand generated
- Collection done for new property
- Collection done for old property
- Audit trail of change of ownership
- Trail of change in the tax paid
- Trail of change in the use factors
- Trail of change in the construction
- Changes in the rate of tax
- Auto reflection of changes informed by taxpayer on any module
- Dishonor cheques management

1.3.5. Calculation of Property Tax one time property tax paid cases.

In view of the foregoing, all the Interested Bidders are requested to kindly provide the quotation ref. to the aforesaid requirements including:

- Software Cost
- STQC/ Cert-in Cost
- 1+2 years of Annual Maintenance Cost(AMC)
- Manpower Cost in respect to 2 Technical Manpower (for technical support) as well as 4-6 no.(s) qualified field staff which will be deployed at North D.M.C
- Cloud Hosting (Web hosting/ VPS) Cost which will be procured under name of North D.M.C and should be Capable of supporting
 - minimum of 1 Lac Concurrent users
 - should have 99% uptime
 - Application which should not LAG in any way.
- The payment gateway integration with Property Tax Portal of 5 Nationalized Banks i.e. the existing Banks which are already integrated with North D.M.C as well as other Banks which will be approved by North D.M.C
- The complete Source Code of the application will also be handed over to North D.M.C after successful Completion of work.

P.S. : All the prospective/ interested bidders are requested to submit their quotation in Hard Copy duly signed and stamped to on or before 1st December 2017 at 1500 Hrs:

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