

MUNICIPAL CORPORATION BATHINDA

Tender Document

Request for Proposal

Generation of Smartcards for all Properties within Municipal Limits & Integration of all the Departments Data with Central Server

Name of officer:
Mr. Anil Garg, PCS
Commissioner,
Address:
Municipal Corporation,
Bathinda
Contact No.01642252811/12
Mail id:cmcbathinda@gmail.com

Cost of Tender Document: Rs 5,000/-

TABLE OF CONTENTS		
Sr. No.	Particulars	
1	Preamble	
2	Key Events and Dates	
3	Section I: Invitation for Bids	
4	Section II: Instruction to Supplier	
5	Section III: Terms and Conditions of the Tender	
6	Section IV: Scope of Work	
7	Section V: Bid Proforma No. 1 st , IIInd & IIIrd	

Preamble

- a) With rapid economic development and exposure to global practices, urban citizens today in Punjab expect world class service delivery from government entities. Municipal Corporation, Bathinda (MCB) is at the forefront of delivering services to citizens. In keeping with emerging realities for service delivery from MCB, it has adopted the twin strategies of bolstering its urban infrastructure even as it attempts to strengthen its service delivery. Adopting e-Governance is an undisputed pre-requisite for the latter.
- b) The Municipal Corporation Bathinda is at a very significant crossroads where it has embarked on ambitious plans to deliver end-to-end services to its stakeholders (citizens) in a user-centric way bringing about high levels of accountability and transparency in its service delivery supported by a high degree of efficiency and effectiveness in the department's internal operations. Interventions to be made are not merely at the surface of service delivery but go deeper in such a way that there is a close integration of the service delivery with the department's internal operations.
- c) Municipal Corporation Bathinda is responsible for Providing the basic amenities and services to the citizens of *Bathinda*. The main function of the Corporation is to provide civic amenities to the public at large, and for discharge of its functions & duties assigned by the Govt.

The Corporation follows various documents like Municipal Corporation Act/Municipal Act as the case may be, Municipal Accounts code, Building bye-laws etc.

The Corporation intends to do the below mentioned tasks

- i. **Application Infrastructure**: This would include:
 - Generate Smartcard for every property
With Complete property information (Owner details, Address, Phone No, Photograph)
 - Photography of every property
 - Auditing & updating the Owner details on GIS data.
 - Sync all the departments with the central server
 - To make UID No a single point reference for all services.
- ii. **Back Office System**: This would include
 - Manpower to facilitate system implementation
 - Call Centre Setup for Helpdesk

- d) Municipal Corporation Bathinda, referred to as the **Purchaser**, now intends to engage a Professional Agency, referred to as the **Supplier** that will implement the envisaged system in all its dimensions as specified in this RFP as well as operate & maintain this system.

- e) It is to be emphasized here that Municipal Corporation Bathinda is looking at this engagement as a set of complete integrated services to be provided through a Web Portal by the selected agency and not as a supply of hardware & software. To that end the specifications laid out in this RFP are given as the indicative requirement whereas the Suppliers are expected to focus on the objectives of this project and formulate their solution offerings in a manner that enables achieving those objectives both in letter as well as spirit. Towards achieving the stated objectives, the Supplier will be required to deploy additional IT infrastructure and services as felt necessary and not be restricted to indicative bill of material provided in this RFP. Further, the payment accruing to the supplier is tightly linked to achieving the service delivery outcomes as specified in this RFP document.

Key Events and Dates

The schedule of activities for the purpose of RFP is outlined below:-

S. No.	Information	Details
1.	Name of the Assignment	Implementation of e-Governance ,Automation through Smart Cards in Municipal Corporation Bathinda, Punjab
2.	About the Assignment	To provide end-to-end System Implementation Services (software supply & deployment, development of infrastructure, deployment of manpower and management, formation & distribution of Smart Cards) for project implementation followed by 3 Years of O&M Support.
3.	Name of the Tender Inviting Authority	Municipal Corporation Bathinda
4.	Cost of this RFP Document	Rs. 5,000/- (Rupees Five Thousand only) . To be paid via Demand Draft (DD) in favor of "Municipal Corporation Bathinda" payable at Bathinda. Please note that this RFP can be downloaded from e-Tendering website of Municipal Corporation, Bathinda (https://mcbathinda.com) but Bidders would have to submit the DD towards the cost of this RFP while submitting their Proposals.
5.	Date of Publishing of Notice Inviting Tenders (NIT) and release of RFP	20-07-2016
6.	Last Date and Time for submission of Queries	29-07-2016 at 17:00
7.	Date and Time for Pre-Bid Meeting	01-08-2016 at 11:00
8.	Last Date and Time for Submission of Bids	05-08-2016 at 15:00

SECTION-I

INVITATION FOR BIDS

1. This invitation to Supplier (individual companies or consortium) is for:-
 - 1.1 Generation of Smartcard carrying Property image with all the details of the owner. Same shall be synced with the Central Server & GIS Data. All the details of each property shall be synced with the common UID No with all the departments (Property Tax / Water & Sewerage Bills/ Building Application / Single Window /Complaint Cell)Updating the data onto the Server and to be made available on Web App & Mobile App.
 - 1.2 Capturing data through mobile App at site as per the applications which shall be generated by supplier as the part of the Project.
 - 1.3 Generation of requisite Property Tax / Water & Sewerage Bills/ Building Application lists online on web application www.mcbathinda.com .
 - 1.4 Online payment of Property Tax / Water & Sewerage bills.
 - 1.5 Supplementary Property Tax and issue the Assessment Notices & Bills The above work shall have to be accomplished for all the vacant plots, residential, commercial, institutional, industrial building and government building etc. in all areas falling under the purview of Municipal Corporation.
2. Suppliers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with understanding if its implications.
3. Sealed offers prepared in accordance with the procedures enumerated in Clause 1 of Section II should be submitted to the Office The Commissioner, Municipal Corporation, Bathinda not later than the date and time laid down, at the address given in the Schedule for Invitation to Tender under Clause 6 of this Section below.
4. All bids must be accompanied by earnest money of Rupees 1,00,000/- (Rupees One Lac Only).
5. This tender document is not transferable.
6. Schedule for Invitation to Tender:
 - a) Addressee and Address at which Tenders to be submitted:
To The Commissioner, Municipal Corporation, Bathinda
 - b) Last Date of Sale of Tender: ON OR BEFORE
 - c) Last date and time for receipt of Tenders:
 - d) Place Time and Date of opening of Technical Bids:
Office of The Commissioner, Municipal Corporation, Bathinda
 - e) Place Time and Date of opening of Financial Bids:
Date will be intimated at time of opening of technical Bids Office of
The Commissioner, Municipal Corporation, Bathinda,
The date of opening of the financial bids shall be intimated subsequently and the financial bids of only those Suppliers shall be opened who will qualify the technical bid criteria.
 - f) Date till which the tender is valid: 120 days from the opening of the Bid.

Note:

1. The Client shall not be responsible for any postal delay about non-receipt/non-delivery of the documents.
2. Conditional Tenders and tenders with deviations will be summarily rejected.
3. Failure of attaching required documents will lead to rejection of tender.

SECTION-II

INSTRUCTION TO SUPPLIER

A. Introduction

1. Procedure for Submission of Bids:

It is proposed to have a Two Bid System for this tender.

- a) Technical Bid in one sealed cover (all pages should have page nos. including purchase order & Certificate with proper Index)
- b) Financial Bid in one separate sealed cover.

1.1 The Supplier must place their Technical and Financial Bids, in separate sealed covers, in a single envelope, super-scribed with the Bid title as follows:

“Auditing Property Details & Generation of Smart Card with Pictography with UID No”.

1.2 Technical Bids will be opened on the prescribed date and time. However, the Financial Bids of only the Technically Qualified bidders shall be opened.

1.3 The documents Technical & Financial bid prepared as above are to be kept in a single sealed cover super scribed with Tender Number, Due date, Item and the wording “DO NOT OPEN BEFORE 05/08/2016, 15 00 Hrs”

1.4 The cover thus prepared should also indicate clearly the name and address of the Supplier to enable the Bid to be returned unopened in case it is declared “Late”.

2. Cost of Tender

2.1 The tender cost will be Rs. 5,000/-. The Supplier shall bear all costs associated with preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

3. Instructions

3.1 The Supplier is expected to examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Supplier’s risk and may result in the rejection of the bid.

4. Clarification of Tender Document

4.1 A prospective Supplier requiring any clarification of the Tender Document may notify the Client in writing or by email at the Client’s mailing address ***cmcbathinda@gmail.com***. The Client will respond in writing to any request for clarification of the tender Document received, not later than 7 days prior to the last date for the receipt of bids prescribed by the Client. Written copies of the Client response (including an explanation of the query but identifying the source of inquiry) will be sent to all prospective Suppliers who have received the Tender Documents.

5. Amendment of Tender Document.

- 5.1 At any time the Client may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Supplier, modify the tender document by an amendment.
- 5.2 The amendment will be notified on Punjab Govt. tender website only. The Bidders are requested to visit this site frequently for any updates.
- 5.3 In order to afford prospective Supplier reasonable time in which to take the amendment into account in preparing their bids, the Client may, at its discretion, extend the last date for the receipt of Bids.

B. Preparation of Bids

6. Language of Bids

- 6.1 The Bids prepared by the Supplier and all correspondence and documents relating to the bids exchanged by the Supplier and the Client, shall be written in the English language, provided that any printed literature furnished by the Supplier may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

7. Documents Comprising the Bids (Qualification for Technical Bids)

The Bids prepared by the Supplier shall comprise of following components:-

- a) Bid Proposal sheet duly filled in, signed and complete in all aspects. **(Section V, Performa-I)**
- b) Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Supplier is eligible for bid and is qualified to perform the contract, if its bid accepted (Section-V, Performa-II)
- c) The bidder should be ISO certified.(In case bidder is a Dealer/Agency/Business Associate it should also have ISO certification for at least 1 year)
- d) The bidder must have minimum 3 years experience in handling Property Tax Collection software/ Water sewerage Billing/GIS surveys or similar corporation related IT Software projects.
- e) The bidder must have minimum 5 years experience in handling government IT related projects.
- f) The bidder must have at least one completion certificate for similar type of project in government department in last three years.
- g) The bidder must have certificate of completion of at least one Mobile Application with feature of onsite Photography from the App with saving location of the site and syncing to the centralized server in last three years.
- h) The bidder must have an office or shall maintain office in Bathinda for next 4 years.
- i) The bidder should have turnover of minimum 2 Crore in last three years.

The Earnest Money of Rs Rupees 1,00,000/- (Rupees five Lac Only) in the form of Demand Draft in favour of *Municipal Corporation, Bathinda* from any Nationalised Bank

8. Conditional tenders and tenders with deviations will be summarily rejected.

(A) Technical Bid shall consist of following:-

- The bidder must have a minimum of 10 technical staff
- The bidder must have a valid ISO Certification.

(iii) Documents required:-

- a) EMD
- b) Address of the Registered Office.
- c) Address proof of office in case bidder owns office at Bathinda. In case bidder does not have office in Bathinda then later they have to provide the proof of office (Ownership Proof/Rent deed for 3 years).
- d) Articles of Memorandum of association /Partnership Deed / Proprietorship.
- e) Registration certificate under Indian Companies Act.
- f) Experience Certificates of minimum 5 years in software development in Government department.
- g) Experience Certificates of minimum 3 years in software development for Property Tax / Water Sewerage/ Building Plan Management or similar software for Municipal Corporation.
- h) Completion Certificates (As mentioned in clause 7e & 7f)
- i) MOU (in case of consortium)
- j) Valid ISO Certificate for last 1 years (in case of consortium Dealer/Agency should also provide the ISO certification).
- k) Income Tax returns of last three years.

EVALUATION OF PROPOSALS:-

The proposals will be evaluated on following basis:-

SR. No.	PARAMETERS
1	General Experience
2	Core competence of the company like technical staff on roll
3	Experience in development jobs for Govt Related IT jobs
4	Experience in development of Municipal Corporation Related IT jobs
5	Experience in Maintaining Call Center
5	Technical specifications and Presentation
6	Financial proposal

(B) Financial Bid shall consist of following:-

- Bid prices duly filled, signed and complete as per the price Schedule on the prescribed Quotation Proforma (Section-V, Proforma-III)

SECTION-III

TERM AND CONDITIONS OF THE TENDER

1. SUPPLIER 'S QUALIFICATIONS / ELIGIBILITY CRITERIA:-

The bidders meeting the following criteria are eligible to apply and submit their bids:-

General:-

- 1.6 The bidder must be an Indian firm / company / organization registered under Indian Companies Act/Partnership act or Proprietary
- 1.7 The Supplier can be an individual company/firm or a group companies.
- 1.8 The bidder must have minimum 10 years experience in handling IT projects. The details must be provided along with the bid document.
- 1.9 The bidder must have minimum 3 years experience in handling Property tax , Water sewerage Bills, Building Section and single window Complaint management Computerization with any Municipal Corporation/Council.
- 1.10 The bidder should have minimum 1 year experience in maintaining a Call centre.
- 1.11 The bidder should have done at least 2 similar types of project involving Dynamic website with Mobile App syncing with web data.
- 1.12 The bidder should preferable have the experience in handling government projects.
- 1.13 The bidder must establish office in Bathinda and maintain the same for next 3 years after executing the agreement with the client.
- 1.14 The client reserves the right to outsource complete or a part of the job and the client's decision in this matter shall be final.
- 1.15 The client reserves the right to carry out the capability assessment of the tenders and the client's decision shall be final in this regard.
- 1.16 All the software used in executing this project shall remain the property of municipality and agency shall handover the relevant software to the municipality before applying for the last bill which is under Commercial off-the-shelf (COTS).
- 1.16 All the data shall be handed over to the municipal corporation after completion of the project.
- 1.17 At any instance during the execution of project, it is found that the survey conducted by the agency is not true in nature then Commissioner, Municipal Corporation, Bathinda shall have the right to impose the penalty twice the agreement amount per unit for the units whose survey has been found incorrect and the agency competing tender shall have to conduct of those property again and no payment shall be made for those survey.
- 1.18 A security @ 10% of the billed amount shall be deducted from each bill and will be refunded after six months of completion of project on written request from the agency and certificate from the officer concerned regarding successful completion of the project in accordance to provisions of this tender.
- 1.19 The Supplier should further clarify that the individual signing all documents in connection with the tender whether he or she signs as:-
 - A "Sole proprietor" of the firm attorney of such sole proprietor.
 - A partner of the firm if it is partnership, in which case he has authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative the tender should be signed by all the partners.
 - Constituted attorney of the firm, if it is a company.

2 Technical qualification criteria is as follow:-

	Technical Bid Criteria	Points
1	Performa-I duly filled	-
2	5 years experience in handling Municipal Corporation Related /IT Projects (Property Tax/Water & sewerage Billing/Building Branch)	30
3	Experience in handling Property tax Computerization with any Municipal corporation	25
4	5 years Experience in handling government projects	10
5	Should have office in Bathinda or maintain Office in Bathinda for next 3 years	10
6	Should bring the demo / Prototype Software/Mobile App at time of opening of tender.	15
7	Should have minimum 10 years in field of software development.	10

Note:- For qualifying in Technical Bid, minimum 70% score of Points is required. Those who will qualify shall be considered for the Financial Bid.

3. DELIVERY PERIOD:

The delivery period shall be as under:-

Sr. No	Job	Time Frame
1	Photography of each Property	90 days from date of issue of Work Order
2	Correction of data	120 days from date of issue of Work Order
3	Uploading of data with central server	150 days from date of issue of Work Order
4	Distribution Of cards	165 days from date of issue of Work Order

4. DELAY IN THE VENDOR PERFORMANCE & PENALTY:

4.1 Delivery and performance of Service shall be made by the Supplier in accordance with the time schedule specified by the client in this schedule of requirement.

4.2 No extensions in the delivery schedule would be given and the Supplier shall have to strictly adhere to the delivery schedule.

- i. Penalty@ Rs. 10000/- per week shall be levied after the delay in execution of the assignment at various stages. In case, the company delays the completion of assignment for more than 30 days at each stage, the EMD shall be forfeited and the order shall stand cancelled.

4.3 An unexcused delay by the Supplier in the performance of its delivery obligations shall render him liable to any or all of the following penalties’:-

- i. Forfeiture of earnest money, performance guarantee and security deducted from bills in case of non-compliance of the 4.3
- ii. Imposition of liquidated damage and termination of the contract for default.
- iii. Negligence, Default and Risk purchase.

Further in case of any default by the vendor, the client may also suspend business dealings with the vendor apart from claiming reasonable compensation/damages including forfeiture of security and blacklisting of supplier.

4.5 In case of delay, due to reason beyond control of Supplier, Supplier shall inform Head of the municipality in writing, and municipality shall give provision for review and consideration of the application. In case the delay reason is justified the period extension may be granted by the Head of the municipality and no penalty shall be levied.

4.6 At any instance during the execution of project, it is found that the survey conducted by the agency is not true in nature then, Commissioner, Municipal Corporation, Bathinda shall have the right to impose the penalty twice the agreement amount per unit for the units whose survey has been found incorrect and the agency competing tender shall have to conduct of those property again and no payment shall be made for those survey. Non compliance of this clause or any other clause of the tender document shall render him liable to any or all of the following penalties’:-

- i. Forfeiture of earnest money, performance guarantee and security deducted from bills.
- ii. Imposition of liquidated damage and termination of the contract for default.
- iii. Negligence, Default and Risk purchase.

Further in case of any default by the vendor, the client may also suspend business dealings with the vendor apart from claiming reasonable compensation/damages including forfeiture of security and blacklisting of supplier.

5. EARNEST MONEY & SECURITY:

The Supplier shall deposit an Earnest money of Rupee One Lac Only in the form of bank Draft in favour of *Municipal Corporation*; Payable at *Bathinda* Tenders submitted without earnest money shall be rejected.

6. SCHEDULE OF PAYMENT:-

Note: The payments for each Zone shall be considered only after each item benchmark of minimum 8000, 9700, 4250, 5350, 9000, 16000, 9000 & 3600 properties is successfully completed for Zone No.1,2,3,4,5,6,7&8 respectively. The total lumpsum quoted price (Q) shall be distributed for each zone as under:

Zone1= 12.5%, Zone2=15%, Zone3=6%, Zone4=8%, Zone5=14%, Zone6=25%, Zone7=14% & Zone8=5.5%

Sr. No.	Description of Item	%age of Payment to be released
1	Auditing, verification & correction(wherever required) of GIS Information	10
2	Taking photograph of properties	10
3	Scanning files of office record(Property Tax, Water Supply & Sewerage arrears) & attaching with UID	10
4	Updating audited Information & Photographs to GIS & Central Server	10
5	Generation of Smart Card	10
6	Distribution of Smartcards	10
7	Establishing a dedicated helpline no for Smartcard related issue for public convenience.	10
8	Operation & Maintenance of installed e-governance System	
	1st Year	10
	2 nd Year	10
	3 rd Year	10

7. PRICES:

7.1 The prices quoted shall be inclusive of all Taxes and duties throughout the period of contract & this contract.

8. OTHER CONDITIONS:

8.1 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator of *The Commissioner, Municipal Corporation, Bathinda*. The award of the sole arbitrator shall be final and binding in both the parties under the provisions of the arbitration Act, 1996 or by statutory modification re-enactment thereof for the time being in force. Such arbitration shall be held at Bathinda.

8.2 In all matters and disputes arising thereunder, the appropriate Courts at Bathinda alone, shall have jurisdiction to entertain any try them.

9. COPYRIGHTS AND IPRs:

The Copyrights and Intellectual Property Rights of all deliverables at various stages would that be of Municipal Corporation, Bathinda only. The vendor shall not be authorized to use whole or any part of the deliverable without prior written approval of The Commissioner, Municipal Corporation, Bathinda.

10. CHANGE MANAGEMENT

Any change in the scope of work/ deliverables which have not been conceptualized at this

stage, can be proposed and negotiated with the client and if agreed any extra charges for the same can be finalized.

11. AGREEMENT

Agreement on a stamp paper of Rs. 100/- shall be executed with the Corporation Engineer, Municipal Corporation, Bathinda.

12. Performance Bank Guarantee

The Successful Bidder shall submit an unconditional Bank Guarantee in favor of Commissioner, Municipal Corporation, Bathinda valid for a period of one year from the date of issue for Rupees Five Lacs. This Bank Guarantee shall remain effective for four years and shall be renewed every year.

12. Milestones & Penalties

The bidder shall achieve milestone of installation of new e-governance system within 270 days of issue of Work Order failing which a Penalty@ Rs. 10000/- per week shall be levied.

FORCE MAJURE.

11.1. Notwithstanding anything to the contrary elsewhere contained in this agreement between the parties. Neither party shall, in any event regardless of the form of claim, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including but not limited to, any loss of use loss of data, business interruption, and loss of income of profit, irrespective of whether it has an advance notice of any such damages: or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon, subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of Supplier shall be regardless of the form of claim, the consideration, actually received by Supplier for the statement of work to which the claim relates, and the maximum liability of Company shall be the consideration committed to be paid under the statement of work.

11.2 if either party is unable to perform any of its obligations under this Agreement because of circumstances beyond the reasonable control of the party, such as an act of God, fire, casualty, flood war, strike, lock out, failure of public utilities, injunction or any act, exercise, assertion or requirement of any governmental authority, epidemic, destruction of production facilities, insurrection, inability to obtain labor, materials equipment, transportation or energy sufficient to meet needs (a "force Majure Event") the party who has been so affected shall immediately give notice to the other party and shall do everything reasonably practicable to resume performance, except that Company shall not be excused in any event from its payment obligation. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended for the period so such Force Majure Event. If the period of nonperformance exceeds sixty (60) days from the receipts of notice of the force Maujre Event, the party whose ability to perform has not been so affected may give written notice to terminate this Agreement".

SECTION-IV

SCOPE OF WORK

A. The Supplier shall be responsible to undertake the following under the present tender as per the satisfaction of The Commissioner, Municipal Corporation, Bathinda.

1- The Generation of Smartcard (with Photography, Property and owner details) of Residential, Commercial, Educational, Institutional Building & Vacant Plots within limits of Municipal Corporation, Bathinda in following manner.

- a) First of all, agency shall get the data from GIS survey done previously and Host it on cloud server to make Central Database.
- b) Sync Property tax, Water & Sewerage data with central database.
- c) Zone wise allocation done from the Municipal Corporation for Pictography
- d) Setup Camp in particular area where Pictography is to be conducted.
- e) Pictography of every property to be conducted in the area which shall be synced to central server which fetches Owner details.
- f) Show the details of the property to the owner. In case of any discrepancy, the data signed form the owner shall be taken with corrected information and supporting documents. This is to be submitted to the corporation office for further verification.
- g) After verification upload data to the central server.

2- Distribution of Smart Cards.

- a) Once everything is approved by both Municipal Corporation and Property owner Smartcard to be Printed in the camp office.
- b) Write in the information & UID No. in Smart card
- c) Ready for distribution.
- d) Get delivery signed copy from the Owner.

3- GIS Data Up Gradation.

- a) Auditing & verification of current collected data with GIS.
- b) Update any missing information in GIS data.
- c) Attach Photo of Property with GIS data.

4- Integrating all the Departments.

- a) Integrating all the departments to common UID No.
- b) UID No will be common for one property and will act as reference no for any corporation related services/issues.

5- Regular upgradation of Water Supply & Sewerage Bills & Receipts including payments by any mode i.e. online/cash/cheque/draft/RTGS.

- a) Online upgradation of water & sewerage bills Water and Sewerage Bills/arrears/charges & Receipts, arrears of Property Tax, License Fee, Building Composition Fee, CLU Charges, Cow Cess and any other taxes payable to MCB.
- b) Online payments through secure payment gateway using debit card, credit card & net banking etc. The transaction charges shall be borne by the users. The rates of the transaction charges shall be applicable as approved by the Commissioner, Municipal Corporation, Bathinda.
- c) UID No will be common for one property and will act as reference no for any corporation related issues.

6- Call Centre Setup (Toll Free No)

- A) A dedicated helpline no for Smartcard related issue for public convenience.
- c) UID No will be common for one property and will act as reference no for any corporation related issues.

7- Digitization/Scanning of Documents

- a) Scanning of all Documents Proof of Property & attaching the same with UID No.s.

8- Up gradation of Data

- a) The data shall be entered in a web based database online on www.mcbathinda.com and the assessment lists shall have to be generated online and handed over to the municipality along with all the relevant data, software in CD which is under COTS.

9- Notice Generations

- a) To generate Notice for defaulters of Property Tax / Water & Sewerage.
 - (a) The regularity of the performance of the services will be the essence of this agreement. The Service Provider shall take all possible steps to ensure to maintain its performance as determined by the Department from time to time.
 - (b) The assessment made by the Service provider in the tender including number of personnel of various descriptions as required to provide / give the required quality of services shall be final and acceptable by the binding upon the Service Provider.
 - (c) If the Department notices that the Service Provider is negligent, careless in rendering he said services, the same shall be communicated immediately to the Service Provider who will take the corrective steps immediately to avoid recurrence of such incidents and reports to the Department.

10- Achieving Milestone

The bidder shall obtain Milestone Completion Certificate of installing e-governance system from the Commissioner, Municipal Corporation, Bathinda. This Milestone Completion Certificate shall be issued within 90 days of receipt of such request from the bidder or the observations/shortcomings in the services provided by the bidder shall be communicated to the bidder.

11- Operation & Maintenance

The bidder shall operate & maintain the software & new installed system including all public grievances for a period of three years after installation.

For further information, please contact:-

Mr. Sandeep Gupta
Corporation Engineer
Municipal Corporation, Bathinda
Mob. No. 09780014145
Email: cmcbathinda@gmail.com

SECTION-V

BID PERORMA NO. 1

All Information must be given in capital letters :-

Sr. No.	Bid Form	Attachments
1.	Name of Company / Firm.	
2.	Correspondence address	
3.	Permanent address	
4.	PAN / TAN No. of Company / Firm	
5.	Office Telephone No.	
6.	Fax No.	
7.	e-mail ID No.	
8.	The whether the firm is an Indian firm / company / organization registered under Indian Companies Act.	
9.	Whether the bidder have a turnover of minimum Rs. 2 Crores (Please attach proof thereof.)	
10.	Whether the firm have experience of GIS /GPS business for last five years.	
11.	Whether the firm is an individual company/firm or a group companies	
12.	Whether the firm has minimum 3 years experience in handling surveys or similar IT projects. The details must be provided along with the bid document.	
13.	Whether the firm have experience in handling Property tax / license Computerization with any Municipal Corporation / Municipal Council.	
14.	Whether the firm has the experience in handling government projects.	
15.	Whether the firm have Office in _____ Bathinda	

SIGNATURE OF SUPPLIER / APPLICANT

(with seal) ADDRESS _____

DECLARATION:-

I/we have gone through and understood the contents of this tender / application form carefully and the information furnished by me/us is true to the best of my / our knowledge and belief and nothing has been concealed therefrom. I/we have also read and understood carefully the terms & conditions annexed herewith which I/we shall abide by

SIGNATURE OF SUPPLIER / APPLICANT

(with seal) ADDRESS _____

SECTION-V
PERORMA - NO. II, TECHNICAL BID

Sr. No	Technical form	Certificates /Documents
1	Whether the bidder have a minimum of 50 technical staff in case of Municipal corporations, 30 technical staff in case of Municipal Councils and 15 technical staff in case of Municipal committees on their roll as on date of bidding. A certificate from a company secretary should be enclosed.	
2	Whether the bidder have a valid ISO Certification. A Certificate should be enclosed.	
3	Address of the registered office of the company / firm	
4	Articles of Memorandum of association /Partnership Deed / Proprietorship. (Documents should be enclosed)	
5	Registration certificate under Indian Companies Act should be enclosed	
6	Audited balance sheet of last three years indicating the turnover must be enclosed.	
7	EMD.....an amount of Rs. _____as Earnest Money / caution money is paid herewith by Bank Draft / Pay Order No. _____ dated _____ drawn on _____ in favour of Commissioner, Municipal Corporation, Bathinda.	
8	Any other information which the Supplier / applicant may like to furnish:-	

SIGNATURE OF SUPPLIER / APPLICANT

(with seal) ADDRESS _____

SECTION-V
BID PROFORMA - III
QUOTATION PROFORMA – FINANCIAL BID

Lump sum rate for the job as described under Scope of work & the Terms & Conditions of this RFP Document.(Inclusive of all taxes)

SIGNATURE OF SUPPLIER / APPLICANT

(with seal) ADDRESS _____