



MUNICIPAL CORPORATION of DELHI  
INFORMATION & TECHNOLOGY DEPARTMENT  
24<sup>th</sup>FLOOR, DR. SPM CIVIC CENTRE  
J.L. NEHRU MARG, NEW DELHI-110002

### Invitation of Tender

**Ref: Advt. No: - DIT/MCD/2023/D-1158**

**Date:- 02/03/2023**

Municipal Corporation of Delhi invites under e-tendering system for Selection of Agency for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.

The schedule of the tender is as follows:-

S. No.	Particulars	Description
1	Tender No.	DIT/MCD/2023/D-1158
2	Name of Work	Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.
3	Period of Work	3 years (Three years including defect liability period) and extendable up to 02 more years on the basis of satisfactory performance
4	Place of availability of tender documents (RFP)	<a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a> & <a href="http://www.mcdonline.nic.in/MCDportal">www.mcdonline.nic.in/MCDportal</a>
5	Mode of bid submission	Online; <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>
6	Earnest Money Deposit	Rs. 10,00,000/-
7	Non-refundable cost of tender/bid document	Rs. 5000/-
8	Validity of Tender	180 days from last date of submission of tender
9	Date of Issuance of Tender Documents	02.03.2023
10	Pre-bid meeting date & time of tender	06.03.2023 at 03:00 PM
11	Email id to send pre-bid queries	mcd-it@mcd.nic.in
12	Place of pre-bid meeting	6 <sup>th</sup> Floor, E1 Block, Conference Hall, Dr. SPM Civic Center, JLN Marg, New Delhi-110002
13	Closing date and time of tender	14.03.2023 at 03:00 PM
14	Opening of Technical bids	15.03.2023 at 03:30 PM

15	Opening of Financial Bids	To be informed later
16	Address for Communication	24 <sup>th</sup> floor, E-1, IT Department, MCD, DR SPM Civic Center, JLN Marg New Delhi-110002

The above RFP document can be downloaded from the e-Tender Central Public Procurement Portal (CPPP) of Government of India, <https://etenders.gov.in/eprocure/app>. A copy of the RFP Document is also available on MCD website, <https://mcdonline.nic.in>. The submission of e-Bids will be only through the e-Tender portal <https://etenders.gov.in/eprocure/app>. Bids will not be accepted in any other form. The terms and conditions of the tender and the project are contained in the RFP document hence forth. Interested firms/agencies may submit their tender documents along with requisite tender fee, earnest money and other documents as mentioned in the RFP document.

  
**PRAVEEN KUMAR**  
 Admn. Officer (IT)  
**Administrative officer (IT), MCD**  
 Municipal Corporation of Delhi  
 24th Floor, Dr. SPM Civic Centre  
 Minto Road, New Delhi-110002

**Note:** Eligible bids will be opened on the specified date wherein the participating bidders may present during the bid opening meeting. Notice of any changes shall be published on the website <https://etenders.gov.in/eprocure/app&> MCD website <https://mcdonline.nic.in>. Further, Price Bid Opening Date, Time & Venue will be intimated to the qualified Bidders at the same or a later date.

The Municipal Corporation of Delhi reserves the right to accept, reject or cancel any tender offer without assigning any reason thereof.

**Request for Proposal for Selection of Agency for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.**



**IT Department  
Municipal Corporation of Delhi  
DR. S.P.M. Civic Centre, J.L.N. Marg,  
New Delhi – 110002**

## **Table of Contents**

Table of Contents.....	2
1. Definition.....	6
2. Objective of the RFP.....	7
3. Instructions to the Bidders.....	8
3.1 General Instructions.....	8
3.2 Availability of the RFP Documents.....	9
3.3 Bid Processing Fee (Pre-qualifications Criteria).....	9
3.4 Conditions under which this RFP is issued.....	9
3.5 Compliant Proposals / Completeness of Response.....	9
3.6 Right to Terminate the Process.....	10
3.7 Acceptance of Part / Whole Bid / Modification – Rights there of.....	10
3.8 Power of Attorney.....	10
3.9 Authorized Signatory.....	10
3.10 Bidder clarifications.....	10
3.11 Pre-Bid Conference.....	11
3.12 Proposal Preparation Costs.....	12
3.13 Earnest Money Deposit (EMD) (Pre-qualification Criteria).....	12
3.14 Forfeiture of Bid Security/ EMD.....	12
3.15 Impact of Litigation.....	13
3.16 Disqualification.....	14
3.17 Conflict of Interest.....	16
4. Bid Submission Instructions.....	17
4.1 Language of Proposals.....	17
4.2 Bid Currency.....	17
4.3 Authentication of Bids.....	17
4.4 Submission of Proposals.....	17
4.5 MCD’s Right to Accept or Reject Any or All Proposal(s).....	18
4.6 Authenticity of the Information and Right of verification.....	19
4.7 Rights to the Content of the Proposal.....	19
4.8 Acknowledgement of Understanding of Terms.....	19
4.9 Clarification on Bids.....	20
4.10 Instructions for Online Bid Submission.....	20
4.11 Governing Law and Dispute Resolution.....	23
4.12 IPR (Intellectual Property Rights).....	23
4.13 Sensitive Data Protection.....	24
5. Eligibility Criteria.....	25
5.1 Bid Opening Sessions.....	27
5.2 Bid Evaluation Criteria and Selection Procedure.....	28
5.3 Award of Contract.....	28
5.4 Parameters for Technical Score on Technical Evaluation Criteria.....	30
6. Notification of Award.....	32
7. Contract Signing.....	32

8. Non-Disclosure Agreement.....	32
9. Scope of work .....	33
10. ISSUE ALLOCATION .....	41
11. ISSUE RESOLUTION .....	41
12. Dashboard: .....	42
13. Payment Terms and Schedule .....	46
13.1 Performance Bank Guarantee (PBG).....	46
13.2 Liquidated Damages .....	47
13.3 Payment Terms .....	48
ANNEXURE-I.....	49
Form A1: Technical qualification Bid Covering Letter.....	49
Form A3: Particulars of the Vendor.....	50
Form A4: Financial Information of Vendor.....	51
Form A5: Undertaking of not being Ineligible /banned /blacklisted /debarred .....	52
Form A6: Undertaking on Conflict of Interest.....	53
Form A7: Authorization for Representation at Bid Opening.....	54
Form A8: Undertaking on Impact of Litigation.....	55
Form A9: Project Experience.....	56
Form A10: Bidder’s details.....	57
ANNEXURE – II: PRICE BID.....	58
ANNEXURE – III: Performance Bank Guarantee for Contract Performance.....	59
ANNEXURE – IV: Draft Agreement .....	60

## **DISCLAIMER**

1. Though adequate care has been taken while preparing the RFP 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 seven 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 Municipal corporation of Delhi (MCD) 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. Municipal Corporation of Delhi (MCD) reserves the right to modify, amend or supplement this Tender Document.
4. While this RFP Document has been prepared in good faith, neither MCD 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 RFP document does not imply that MCD is bound to select a Bidder or to appoint the Selected Bidder (as defined hereinafter) and MCD 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 MCD or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and MCD 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 RFP is not an agreement or an offer by the MCD 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 RFP may not be appropriate for all persons, and it is not possible for the MCD 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 RFP 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 MCD accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The MCD 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 RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

11. The MCD 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 MCD 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.

## 1. Definition

- a) **“The Bidder”** means company/firm participating in this bidding process.
- b) **“Eligible Bidder”** means a bidder satisfying qualifying criteria.
- c) **“The Purchaser”** means Municipal corporation of Delhi.
- d) **“The Purchase Order”** means the order placed by the Municipal corporation of Delhi to the Agency for the required services as per the RFP. This shall be deemed as “Contract”.
- e) **“The Successful Bidder/Agency”** means the successful bidder and on whom Municipal corporation of Delhi have placed a Letter of Intent/Purchase Order for rendering the services as per the RFP and with whom the Purchaser enters into contract against this tender.
- f) **“The Contract”** means an agreement entered into, by the Purchaser with the successful bidder by signing a contract form in a given format by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein.
- g) **“The Contract Price”** means the price payable to the Successful Bidder under the contract for the full and proper Performance of its contractual obligations.
- h) **“Services”** means services to be provided as per the requirement mentioned in the scope of work.
- i) **“Consignee”** or “Indenter” or “Buyer” means the officer authorized by the Municipal corporation of Delhi for receiving services at the place of receipt.
- j) **“Non-compliance”** means failure/refusal to comply with the terms and conditions of the tender.
- k) **“Non-responsive”** means failure to furnish complete information in a given format and manner required as per the tender documents or non-submission of tender offer in given Forms / Pro forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non-submission of tender fee and EMD.
- l) **“PBG”** means Performance Bank Guarantee.
- m) **“FMS”** means Facility management service.
- n) **“Letter of Intent (LoI)”** means a letter issued by the Tendering Agency (MCD) indicating his intention to place a Purchase Order on the successful bidder.



## **2. Objective of the RFP**

As an introduction to Essentials of e-Governance, the Municipal Corporation of Delhi aims to implement some of the essentials of e-Governance pertaining to disposal of citizens of jurisdiction of MCD with the objective to monitor field activities online for improved quality and timelines of the related municipal services.

The functionaries while performing the cleaning, keeping vigil on collection, transportation and disposal of Solid Waste would use the art of technology for automatic data transfer from various devices to vendor/Company owned Centralized database for storage of repositories for easy reference and instant retrieval for the management.

Accordingly, to improvise the functioning at the field level with innovative steps & to monitor and manage the municipal services with a view to improve their efficiency and ensure that quality and timelines of municipal services is improved.

### **3. Instructions to the Bidders**

#### **3.1 General Instructions**

- a) Bidders are advised to study the tender document carefully & thoroughly. Submission of tender shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- b) It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which could have any effect on the performance of the contract and cost of the related services. No request for the change of price or time schedule of delivery of related services shall be entertained, on account of any local condition or factor once the offer is accepted by the Purchaser.
- c) A bidder may be a legal private entity or a legal government-owned entity with the intent to enter into a contract with the MCD to deliver the aforementioned scope of work.
- d) Bidder should not have any conflict of interest with any parties included in the bidding process.
- e) The bidder can submit only one bid in the bidding process. Submission of more than one bid by the bidder will result in the disqualification of all the bids submitted by the bidder.
- f) The bidder must submit documentary evidence for eligibility criteria.
- g) MCD with the prior approval of competent authority reserves the right to relax any terms & conditions in the Govt. interest.
- h) Conditional bids will not to be entertained and summarily rejected.
- i) Optional bids will not be entertained and summarily rejected. The optional bids either in model or in rates will not be accepted and the tender will be rejected straightway.
- j) Only online bids through e-Tendering will be accepted. No physical bids will be accepted.
- k) Bids not accompanied with the scanned copies of Application Fee and Earnest Money will be rejected straightway.
- l) The competent authority reserves the right to terminate/recall the tender at any stage due to administrative reasons.
- m) The tender will be rejected straightway without assigning any reasons if the firm/company or their owners/partners/directors etc are found involved in any Criminal Case or pending trial before any competent court within the territorial jurisdiction of India.
- n) A Foreign firm can participate in the tender only through its authorized distributor/dealer/agent appointed in India. In case the bidder is an India incorporated Agent of foreign firm/principal, the bidder shall have to submit the copy of agreement between the parties containing terms and conditions of agreement. No foreign company shall be entertained directly.

- o) Bidders shall not be permitted to alter or modify their bids after closer date of submission of bids.

### **3.2 Availability of the RFP Documents**

Bidders can obtain or download the RFP document from the MCD website <https://mcdonline.nic.in> & <https://etenders.gov.in/eprocure/app>. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the bid security amount.

### **3.3 Bid Processing Fee (Pre-qualifications Criteria)**

The electronic version of the RFP document is freely available free of cost to all interested Bidders.

Intending eligible bidders are required to submit the Bid processing fee of Rs. 5000 (non refundable) online through specified mode on e-tender portal. Proposals received without or with inadequate Bid processing fee shall be liable for rejection.

### **3.4 Conditions under which this RFP is issued**

- a) This RFP is not an offer and is issued with no commitment. MCD reserves the right to withdraw the RFP and change or vary any part thereof at any stage. MCD also reserves the right to disqualify any bidder should it be so necessary at any stage.
- b) No oral conversations or agreements with any official, agent, or employee of MCD shall affect or modify any terms of this RFP and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of MCD shall not be valid. Oral communications by MCD to bidders shall not be considered binding on MCD.

### **3.5 Compliant Proposals / Completeness of Response**

Bidders are advised to thoroughly go through the RFP. It is assumed that the bidder has done the due diligence and examination of the RFP document with full understanding of its implications, prior to submission of the bid.

- a) Failure to comply with the requirements of this RFP may render the Proposal non- responsive.
- b) Bidders must ensure that all the required documentation is

submitted with bid and all information should be submitted as per formats provided in this RFP.

c) Non-responsive bids are liable to be rejected.

### **3.6 Right to Terminate the Process**

MCD reserves the right to terminate the whole bidding process at any time and without assigning any reason.

### **3.7 Acceptance of Part / Whole Bid / Modification – Rights there of**

MCD reserves the right to modify the technical specifications / quantities / requirements/tenure mentioned in this RFP including addition / deletion of any of the item or part thereof after pre-bid and the right to accept or reject wholly or partly bid offer, or, without assigning any reason whatsoever. No correspondence in this regard shall be entertained. MCD also reserves the unconditional right to place order on wholly or partly bid quantity to successful bidder.

### **3.8 Power of Attorney**

The bidder must submit a statement confirming the authority of the authorized representative(s) of the bidder and a notarized power of attorney to act in all matters concerning the delivery of the Project.

### **3.9 Authorized Signatory**

It is required that an authorized representative of the bidder shall sign the original submission letters/ forms in the required format for the Technical & Price Bids and shall initial and stamp all pages of the entire bid.

### **3.10 Bidder clarifications**

- a) The Bidders should ensure that their queries for the Pre-Bid meeting should reach Director (IT), MCD as per the schedule provided in the Tender Notification Table.
- b) MCD reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion they consider that it would be inappropriate to do so or do not find any merit in it.
- c) The queries must be submitted as per the following format:

<b>BIDDER'S REQUEST FOR CLARIFICATION / PRE-BID</b>
Name of the Person :
Organization Name :

Tel:			
Email:			
S. No.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring Clarification	Points of clarification Required
1			
2			

- d) No pre-bid queries will be entertained if the queries are not provided in the above format.
- e) In no event the MCD will be responsible for ensuring that bidder's inquiries have been received by the MCD.
- f) Any requests for clarifications post the indicated date and time may not be entertained by the MCD.
- g) Responses to Pre-Bid Queries and Issue of Corrigendum/Addendum (if any)
- h) At any time prior to the last date for receipt of bids, the MCD may, for any reason, modify the RFP Document by a corrigendum. Appropriate time would be provided to all bidder to submit their bids after the issuance of corrigendum.
- i) The Corrigendum/Addendum (if any) & clarifications to the queries will be issued to all the bidders over the e-mail or notification on MCD website <https://mcdonline.nic.in> & <https://etenders.gov.in/eprocure/app>

### **3.11 Pre-Bid Conference**

- a) MCD will host Pre-Bid meeting, as per the schedule provided in the Tender Notification Table. In case of any change in date, time, venue and mode of the conference, the same will be notify on MCD website <https://mcdonline.nic.in> & <https://etenders.gov.in/eprocure/app>
- b) Only persons, duly authorized by the Bidder, will be allowed to participate in the pre-bid meeting.
- c) The purpose of the conference is to provide bidders with information regarding the RFP and the proposed requirements in reference to this RFP.
- d) Pre-Bid Conference will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.
- e) Request for clarifications shall be sent by the bidders through email.

### **3.12 Proposal Preparation Costs**

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

### **3.13 Earnest Money Deposit (EMD) (Pre-qualification Criteria)**

Intending eligible Intending eligible bidders are required to submit the Rs. 10,00,000/- for the Earnest Money Deposit (EMD) online through specified mode on e-tender portal. Proposals received without or with inadequate Bid processing fee shall be liable for rejection.

- a) In case of unsuccessful bidder, earnest money/bid security will be refunded to the unsuccessful bidder without any accrued interest within 30 days from date of notification of the award of contract.
  - No exemption from EMD is allowed for the MSME and Startup bidders.
  - The EMD of the successful bidder will be adjusted with Performance Bank Guarantee of this document.
  - The EMD amount is interest free.
  - The bid / proposal submitted without EMD, will be rejected.

### **3.14 Forfeiture of Bid Security/ EMD**

The Bid security shall be forfeited in case of any of the following:

- a) If the bidder shall be requested to withdraw its bid during the validity period or any extension agreed by MCD.
- b) If the bidder tries to influence the evaluation process.
- c) If the successful bidder fails to sign the contract in accordance to this RFP.
- d) If the successful bidder fails to furnish Performance Security within 15 days of receipt of notification of award of contract from MCD.
- e) The MCD reserve the right to forfeit the earnest money or part

thereof, in circumstances which according to the MCD indicate that the bidder is not adhering to the requirements of executing the project.

### **3.15 Impact of Litigation**

MCD does not intend to deal with any bidders who are blacklisted/debarred facing litigations for non-performance or non-delivery of projects or enquiry of such nature which have the potential to adversely impact the capability to deliver and thereby posing significant risk to the implementation of the Project at the MCD. The bidder shall furnish an undertaking to this effect, using the format provided in the [Form A8<Litigation of Impact Statement>](#) of the [ANNEXURE-I](#) of this RFP. The bidder shall provide the litigation information on the pending litigations, giving details of the organization, nature of litigation, name of the petitioner, name of responder, competent court, date of filing litigation and current status. MCD reserves the right to accept or reject the bids from such bidders at any stage during the bidding process.

### **3.16 Disqualification**

The online proposal submitted by the bidder is liable to be disqualified if one or more violations of the following conditions are violated.

#### **Violation of the bid submission process**

- a) Online Price Bid proposal & online Technical proposal are not submitted in the prescribed formats and mode as given in the RFP.
- b) The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the Price Bid aspects of the online proposal are either fully or partially enclosed or are part of the online Technical Proposal.
- c) If it comes to MCD's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel impacting the fair and transparent bid process, then the bidders so involved are liable to be disqualified.
- d) If a bidder submits more than one bid.
- e) If it is not complying to the CVC requirement of:
  - € In a tender, either the Indian agent on behalf of the Principal / OEM or Principal / OEM itself can bid but both cannot bid simultaneously for the same item / product in the same tender.
  - € If an agent submits bid on behalf of the principal / OEM, the same agent shall not submit a bid on behalf of another Principal / OEM in the same tender for the same item / product.

#### **Non-compliance to the conditions of the bidding process**

- a) The Bid documents are not signed as per guidelines of the RFP.
- b) The required EMD has not been paid as specified in the RFP.

The Bid validity period is shorter than the required period.

- c) The Bid is not submitted in accordance with this document.
- d) During validity of the Bid, or its extended period, if any, the bidder revises its quoted prices.

The bidder submits a conditional bid.

- e) Bid is received in incomplete form.
- f) Bid is not accompanied by all the requisite documents.

#### **Non-responsive Content of the proposal**

- a) Information submitted in an online Technical bid proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of



the bids or during the tenure of the agreement including the extension period, if any.

- b) If it does not comply with the terms & conditions, requirements of this RFP including amendments and corrigendum.
- c) If an online proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP for Technical and Price Bid proposals or do not appear to address the particular requirements of the response, any such bids shall also be disqualified.
- d) If the online technical or Price Bid proposal of the bidder does not adhere to the minimum requirements and timelines of this RFP, the bid shall be declared as non- responsive and will be rejected.
- e) If there is a deviation in the proposal w.r.t requirements, terms and conditions as laid out in the RFP.

**Inability to respond in accordance with the RFP guidelines**

- a) The successful bidder does not accept the letter of Intent within the stipulated time.
- b) The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into an agreement within 15 days of the notification of the award or within such extended period, as may be specified by MCD.

**Fraudulent and corrupt practice**

- a) Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process defines, for the purposes of this provision, the terms set forth below as follows:
- b) “Corrupt” practice means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution; and
- c) “fraudulent” practice means a misrepresentation of facts in order to influence a procurement process or the execution of an agreement to the detriment of the Purchaser, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the purchaser of the benefits of free and open competition;
- d) “Unfair trade” practice means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of

genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser

### **Consequences of disqualification**

- b) If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.
- c) If the proposal/bid is disqualified, it will not be processed further and the same will be communicated to the bidder through online. No further correspondence from the bidder with MCD will be entertained.
- d) If the disqualification is for the reasons of fraudulent or corrupt practice, MCD have the right to initiate actions to black list the bidder as per the provisions of the relevant acts/rules

### **3.17 Conflict of Interest**

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the MCD. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the vendor to complete the requirements as given in the RFP. Please use format provided in [Form A6<Conflict of Interest>](#) of [ANNEXURE-I](#) of this RFP for making declaration to this effect.

## 4. Bid Submission Instructions

### 4.1 Language of Proposals

The online Proposal should be filled by the Bidder in English language only.

### 4.2 Bid Currency

Prices for services offered shall be quoted in Indian National Rupees (INR) only.

### 4.3 Authentication of Bids

The online Proposal must be supplemented by a Power-of-Attorney in the name of the authorized signatory of the Proposal, in a letter-head of the firm/ organization, duly signed & stamped by the competent authority along with the board resolution statement appointing the competent authority.

### 4.4 Submission of Proposals

Online Bids must be correct and complete in all aspects. MCD will evaluate the bid based on its clarity, correctness and completeness of its response to the requirements of the project as outlined in this RFP. This RFP process will-be administered through the e-Tender Central Public Procurement Portal (CPPP) (URL: <https://etenders.gov.in/eprocure/app>)

Bidder must submit online proposal in two (02) parts as per the format given in this RFP in the following manner:

#### **Part-I: Online Technical Bid**

- Online Technical Bid with all details and all the supporting documents as per the Form (A1): Compliance Sheet for Eligibility Criteria of the ANNEXURE-I all be uploaded in the technical bid folder at: <https://etenders.gov.in/eprocure/app>

**Note:** *Providing any Price Bid information in any form in Part I will render the bidder disqualified*

#### **Part-II: Online Price Bid**

- Online Price BID all details of all the components of price bid, the bidder has to first download the price bid format, fill up and upload the same in respective Price Bid folder. No any document is uploaded in the folder at online submission of Bid <https://etenders.gov.in/eprocure/app>

*Note:-*

- a) All the pages of the Technical proposal document must be sequentially numbered and indexed and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.*

- b) The proposal/bid must be prepared in indelible ink. It must not contain any interlineations or overwriting.*
- c) All pages of the bid must be initiated and stamped by the person or persons who sign the bid.*
- d) The Bidder is advised to submit the online Bid well before the last date in order to avoid any inconvenience at the last moment.*
- e) The online bids received prior to the closing time and date of the bids shall be taken as valid and will be further processed for evaluation.*

#### **4.5 MCD's Right to Accept or Reject Any or All Proposal(s)**

The MCD also reserves the right to accept or reject any or all bid(s), without thereby incurring any accountability to the affected Bidder(s) or any responsibility to inform the affected Bidder(s) of the reasons of accept or reject any or all Proposal(s).

The acceptance of the RFP response will rest with the MCD, which does not bind themselves to accept any specific bid and reserve the right to reject any or all the proposals received, without assigning any reason. All bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. Canvassing about this RFP is strictly prohibited, and the proposal responses submitted by the Bidders, who may resort to canvassing, will be liable to rejection.

In the event of identification of a potentially abnormally low or high Bid, the MCD may seek written clarifications from the Bidder, including detailed price analyses of its Price Bid in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the bidding document. After evaluation of the analyses, in the event that the Corporation determines that the Bidder has failed to demonstrate its capability to perform the Contract for the offered Price Bid, the Corporation reserves the right to reject such Bid.

#### **4.6 Authenticity of the Information and Right of verification**

- a) MCD reserves the right to verify all statements, information and documents submitted by the bidder in response to this RFP for the purpose of Technical evaluation.
- b) In case it is found at any point of time that the bidder has made material misrepresentation or has given any materially incorrect or false information in the proposal, the following provisions shall apply:
  - I. Before the Award of the contract:  
The bid will be out rightly rejected.  
The EMD will be forfeited.
  - II. After the Award of the contract:  
The agreement will be terminated.  
PBG will be forfeited.

The bidder will be blacklisted, and appropriate penal and legal action will be initiated against the bidder.

#### **4.7 Rights to the Content of the Proposal**

All the bids along with accompanying documentation in response to this RFP shall become the property of the MCD and shall not be returned after opening of the proposals. MCD shall have full rights to use or disclose any or all of the information contained in the proposal and can do so without any compensation to the bidders. MCD shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure. MCD have the right to use the services of external experts to evaluate the proposal by the bidders and share the content of the proposal either partially or completely with the experts for evaluation with adequate protection of the confidentiality information of the bidder.

#### **4.8 Acknowledgement of Understanding of Terms**

- a) By submitting a proposal, the bidder shall be deemed to acknowledge that the bidder has carefully read all sections of this RFP, including all forms, schedules, Annexures and Appendices hereto, and has fully informed itself as to all the conditions and limitations.
- b) By submitting a proposal in response to this RFP, the bidder shall be deemed to acknowledge that he is in

agreement with the terms and conditions of the RFP and the procedures adopted for bidding and evaluation of the responses of the bidders.

#### **4.9 Clarification on Bids**

At any stage during the bid evaluation process, MCD, at their discretion, may ask the Bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

#### **4.10 Instructions for Online Bid Submission**

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

#### **Registration**

- a) Bidders are required to register on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app> ) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- e) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

- f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC/eToken.

### **Searching For Tender Documents**

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents I tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

### **Preparation of Bids**

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR/DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- d) To avoid the time and effort required in uploading the same set of standard documents which are required to be

submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **Submission of Bids**

- a) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
- d) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- e) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.



- f) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **4.11 Governing Law and Dispute Resolution**

- a) The agreement between Corporation and vendor shall be governed by and construed in accordance with the laws of India, without giving effect to conflict of law rules
- b) In case of any dispute arising out of or in connection with the agreement, which is not resolved as per the governance structure provided in this RFP, only the Courts in Delhi shall have sole and exclusive jurisdiction in respect of the dispute arising out of the present agreement.

#### **4.12 IPR (Intellectual Property Rights)**

All the IPRs of the developed/devised module and process shall lie with MCD only and replication of same shall require prior written consent from MCD. For proposed application, the following (packages and custom-made developments):

- a) A copy of the application with current source code and the means of compiling /deployment of that code.

- b) A copy of all sub-versions of source code along with external libraries and extension required to code and the means of compiling that code.
- c) Copies of the current and upgraded design documents or technical documents that can be used by IT staff in supporting the applications or in making modifications to existing code.
- d) Any other artefacts created for/during the assignment.

#### **4.13 Sensitive Data Protection**

- a) In the entire period of Contract, the vendor should adhere to, IT Act 2000, IT Act 2008 (amendment), Cyber Security Laws, Role of Cert-In, the Information Technology (Reasonable security Practice and procedures and sensitive personal data of information) Rules, 2011, Sensitive Personal Data Information Rules and Privacy of Personal Data etc. issued by Government of India from time to time.
- c) Vendor shall develop a detailed security policy for the solution implementation & maintenance. The security policy developed by the Vendor shall be updated to keep the security recommendations current and the same shall be implemented for the solution.
- d) The Vendor with the co-operation of appropriate, appointed representatives of MCD and the participating departments will manage the response process to security incidents. The incident response process will seek to limit damage and may include the investigation of the incident and notification of the appropriate authorities. A summary of all security incidents shall be made available to, MCD on a weekly basis. Significant security incidents will be reported on a more immediate basis.
- e) The Vendor shall produce and maintain system audit logs on the system for a period agreed by the Vendor and the, MCD, at which point they will be archived and stored at off-site or as desired by MCD. The Vendor will regularly review the audit logs for relevant security exceptions

## 5. Eligibility Criteria

### Pre-Qualification (PQ) Criteria

Sr No	Description	Minimum Requirement	Documentary Proof
PQ 1	Legal Entity	<p>1.1 Bidder should be an Indian firm</p> <p>1.2 The bidder should be Software Company and dealing with Development, Supply &amp; Installation of Mobile Applications / Software.</p> <p>1.3 Bidder should be registered under the Companies Act 1956 in India or a Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 or a Proprietorship Firm at the time of the bidding</p> <p>1.4 Bidder should have a registered number of, GST, Income Tax / PAN number</p> <p>1.5 Bidder should be in operation in India for a period of at least 3 years as on publication Of this tender.</p>	<p>a) Copy of certification of incorporation issued by competent authority/ Registration Certificate/ Shop &amp; Establishment certificate</p> <p>b) Copy of PAN card</p> <p>c) Copy of GST registration</p>
PQ 2	Financial Capability	<p>3.1 Bidder should have average annual turnover of minimum <b>Rs. 0.78 Crore (78 Lakh)</b> from software in last three audited financial years ending 31 March 2022, i.e. (FY 2019-20, FY 2020-21 and FY 2021-22).</p> <p>3.2 Bidder must have positive net worth and should be profit making in each of the last three financial years as on 31st March 2022.</p>	<p>a) Copy of audited Balance Sheet, audited Profit &amp; Loss statements for each of the last 3 financial years as on 31st March 2021.</p> <p>b) Certificate from the statutory auditor / Chartered Accountant (CA) Clearly specifying the annual turnover for each of the last 3 financial years as on 31st March 2022. Original / Notarized Copy should be submitted for evaluation.</p>

PQ 4	Bidder's Experience	1. Bidder must have executed Cloud Hosted and SaaS based Min. 3 similar projects in Government Organization / State Government / ULBs / PSUs.	Copy of Work Order / Client Certificate / Agreement  Note: Needs to provide contact detail (email & phone number) of senior official from client.
PQ 5	ISO Certificate	The Bidder should possess Bidder should have ISO 9001:2015 or ISO 27001:2013	Copies of valid certificates in the name of the bidding entity
PQ 6	Swachhata Integration	At least three (3) projects having experience to have an Integration with Swachhata MoHUA app.	Client Certificate
PQ 8		JV/Consortium Not Allowed.	Not Allowed
PQ 9	Mandatory Undertaking	The Bidder should:  4.1 Not have been blacklisted by Government Organization / State Government / ULBs / PSUs in India as on the date of bid submission.  4.2 Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.	Self-declaration by the Bidder duly Signed and stamped by the authorized.

PQ 10	Past Experiences	<p><b>The bidder should have experience of successful completion of similar works of IT software development with</b> Government Organization / State Government / ULBs / PSUs. during the last 7 financial years ending 31.03.2022. The value of work orders to be counted towards work experience shall be as under:-</p> <ul style="list-style-type: none"> <li>a) At least three projects of value greater than Rs. 64 Lakhs each; OR</li> <li>b) At least two projects of value greater than Rs. 80 Lakhs each; OR</li> <li>c) One project of value not less than Rs. 1.28 Crore.</li> </ul>	<ol style="list-style-type: none"> <li>1. The Vendor should submit the particulars of the projects as per <b>Form A9</b>.</li> <li>2. Copy of relevant work orders.</li> <li>3. Completion certificate from client confirming year of Go Live/Completion.</li> </ol>
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## 5.1 Bid Opening Sessions

- a) Total transparency shall be observed while opening the online proposals/bids.
- b) Corporations reserve the rights at all times to postpone or cancel a scheduled bid opening
- c) The online bids will be opened on the e-tendering portal by the committee to be setup by the Corporations.
- d) The representatives of the bidders are advised to carry the identity card to identify their bonafide submitted as per [Form A7](#) of ANNEXURE-I of this RFP for attending the opening of the proposal. The bidder's representatives, who will be present, may be required to sign evidencing their attendance.
- e) In the event of the specified date of bid opening being declared a holiday for the Corporations, the Corporations will communicate the subsequent date for the Bid opening.
- f) In case there is no representative of the bidder present in the bid

opening session, Corporations shall go ahead and open the bid of the bidders.

- g) During bid opening, preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether they comply with the Technical qualification criteria, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- h) Bids for which the requisite online Bid Processing Fees has not been received by the Corporations shall be rejected.
- i) Bids for which the requisite online EMD has not been received by the Corporations or whose EMD is not in order shall be rejected.
- j) The venue of the Bid Opening Sessions will be: Conference Hall, 6<sup>th</sup> Floor, E-1 Block, Municipal corporation of Delhi, Dr. SPM Civic Centre, J.L. Nehru Marg, New Delhi – 110002.

## **5.2 Bid Evaluation Criteria and Selection Procedure**

The Bidding process below specifies the procedures that would regulate the overall bidding process. It contains standard provisions that have been prepared to Design, Prepare, Advertise/ Publish, Submit, Open, Evaluate, Compare bids and Award of Contract and are to be strictly adhered to by the bidder.

### **Evaluation of Technical Bids (Eligibility Criteria)**

To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document. Only those bids will be considered for Technical Evaluation, which fulfil the pre-qualification criteria as per Clause 5 (Pre- Qualification Criteria) of this document and are found to be substantially responsive.

### **Evaluation of Bids on Technical Qualification Criteria**

Evaluation shall be on the basis of technical scoring defined in this document technical bid criteria on the scale of 100 Points as per Clause 5.4 and Financial Bids of only those bidders will be opened, who score at least 70% in the Technical Scoring in addition to fulfilling pre-qualification criteria as above.

## **5.3 Award of Contract**

1. The bidder with lowest quoted price bid price (L1) including applicable taxes, will be considered for award of the contract.
2. In case of similar rates of two or more bidders, department may ask the respective bidders to submit their revised price bids in sealed envelope on the time and date fixed by the department.
3. The EMD of successful bidder shall be adjusted from PBG value.

#### 5.4 Parameters for Technical Score on Technical Evaluation Criteria.

Bidders shall be asked to make presentation before the committee formed by MCD to arrive at the final Technical Score (TS). The technical evaluation of the bids to arrive at Technical Score will be done strictly as per the matrix shown below:

Sr. No.	Evaluation Criteria	Sub-Criteria	Max. Marks	Marking Guidelines
1	Similar Work Experience	The bidder having Similar work experience as defined in PQ 10.	25	<ul style="list-style-type: none"> <li>▪ Similar projects worth cumulative value of min. 1.28 Cr - 5 Marks</li> <li>▪ Similar projects worth cumulative value of min. 1.5 Cr - 10 Marks</li> <li>▪ Similar projects worth cumulative value of min. 1.8 Cr - 15 Marks</li> <li>▪ Similar projects worth cumulative value of min. 2 Cr or more - 25 Marks</li> </ul>
2	Technology Experience	The bidder having relevant technology experience to execute work asked in this document.  (Attach Proof for each category (one project may consider in multiple categories if full fill))	10	<ul style="list-style-type: none"> <li>▪ Open source - 2 Marks</li> <li>▪ Unicode on mobile- 2 Marks</li> <li>▪ Cloud Hosted - 2 Marks</li> <li>▪ Android Platform app development- 2 Marks</li> <li>▪ iOS platform app development—2 Marks</li> </ul>
3	Downloads	Firm/Agency should have at least one city app related Mobile Application having downloads in total of Android	10	Relevant Documents/evidences should be submit ( like Admin Panel Screen shot)



		<p>and iOS on Google play store and apple app store.</p> <p>Downloads 1 to 2,00,000 – 5 Marks</p> <p>Downloads 2,00,001 to 4,00,000 – 7 Marks</p> <p>Downloads above 4,00,001 or more – 10 Marks</p>		
4	Demonstration	As part of bid evaluation, the PQ qualified bidders need to demonstrate the offered Solution and Products in the form of PPT presentation and existing proven solution to the Bid Evaluation Committee.	35	Demonstration of Mobile App, Demonstration of CRM portal, Demonstration of integrations.
5	Presentation	Technical Presentation (Understanding of scope, objectives and completeness of response; overall concord between requirements, proposal etc. submit in	20	<ul style="list-style-type: none"> <li>▪ Technical Capability – 5 Marks</li> <li>▪ Understanding of Scope of Work– 5 Marks</li> <li>▪ Quality of Response against queries raised by Bid Evaluation Committee– 5 Marks</li> </ul>

		technical proposal.).		
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The venue of the technical presentation will be: Conference Hall, 6<sup>th</sup> Floor, Block E-1, Municipal corporation of Delhi, Dr. SPM Civic Centre, J.L. Nehru Marg, New Delhi – 110002. Date and time shall be intimated later.

### **6. Notification of Award**

- a) The Corporations will issue a Letter of Intent (LOI) to inform the successful bidder by email and/or by post that its proposal has been selected, well in advance prior to the expiry of the validity period or extended validity period.
- b) Contract signing process will take place once the successful bidder submits the performance bank guarantee in accordance with the terms of this RFP.
- c) Service are *and extendable up to 02 more years on the basis of satisfactory performance.*
- d) Upon furnishing of performance bank guarantee by the successful Bidder in accordance with the terms of this RFP, Corporations will promptly notify the unsuccessful Bidder and will discharge their bid security.

### **7. Contract Signing**

MCD shall notify the successful bidder regarding the acceptance of the proposal. Subsequently, Corporations shall enter into a contract agreement with the successful bidder as per all the terms and conditions of this RFP. The contract will include all the required agreements/sub agreements (including SLA) between the corporations and the Successful bidder. The draft Agreement is provided as ANNEXURE – IV: Draft Agreement of this RFP.

### **8. Non-Disclosure Agreement**

The vendor shall have also to sign a non-disclosure agreement along with the signing of the Agreement.

## 9. Scope of work

The Scope of Work shall broadly comprise the following activities:

### Scope of Work

Sr. No.	Modules	Features Requirement
<b>1) Officer's Mobile Application Modules:</b>		
1	Field Work Monitoring Module	<p>1.This module shall be used to report day-to-day field inspections activities of various categories of activities of departments of MUNICIPAL CORPORATION OF DELHI like create new inspection under a department by a designated user.</p> <p>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</p> <p>3. Using this module, user / officials can track down the progress in the reported field also w.r.t the completion timelines defined. The messaging / commenting system of this application enables senior officers to make Mobile Application specific communication and also see the progress.</p> <p>4. Field inspection include GPS enabled road inspection, schools, buildings, manholes, bell mouths, 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> <ul style="list-style-type: none"> <li>a. Location as per geo coordinates in the Google map/any usable map.</li> <li>b. Audit Trails of each action taken by the user</li> <li>c. MIS Reports and statistics.</li> <li>d. Role based dashboard.</li> </ul>
2.	GPS Attendance Module	<p>1. A unique user ID and location (GPS coordinate) GPS Attendance along with selfie image association would be required in this application. A time and attendance MODULE software to process the data</p>

	<p>received from users mobile and store the information (time, entry and leaving) to the Database.</p> <p>2. Officers will be able to track down Information</p>
	<p>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</p> <p>3. This can be used to ascertain whether a staff has visited the area of inspection/ event place.</p> <p>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: -</p> <ol style="list-style-type: none"> <li>a. Determine the location using GPS</li> <li>b. Check the location with pre-stored (office/workspace) location</li> <li>c. Send information to the system</li> <li>d. User will have to take the selfie to confirm the</li> <li>e. App will update the pic, time, geo coordinate to the central server application.</li> <li>f. User will get confirmation message after the attendance update</li> <li>g. User can see the previous attendance log in the summery format</li> <li>h. Any officer of the same hierarchy can see the attendance of the officials along with Pic, geo location and date/time.</li> <li>i. Track the multiple logs of the time and locations</li> <li>j. Count the hours between the every time login of entry and exits at the premises/field.</li> <li>k. Hourly attendance report.</li> <li>l. Report of attendance of all users department wise which can be seen by administrator.</li> </ol>

		<p>m. Audit trails</p> <p>n. MIS Reports and statistics - Development of API to share attendance data to other external applications.</p>
3	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> <ul style="list-style-type: none"> <li>a. Assign different Mobile Applications to different members/Departments.</li> <li>b. Maintain start date and end date of each project</li> <li>c. Maintain the overall timeline of the project with Dash board.</li> </ul> <p>2. This module contains following features:</p> <p><b>:- Administrator Level</b></p> <ul style="list-style-type: none"> <li>a. Administrator able to create/Modify Department/Division.</li> <li>b. Create New Mobile Application/project: - The Administrator create new Mobile Applications/project and assigns them to the desired officers/officials.</li> <li>c. Create Message: - The Administrator can create Message for the other team members notifying them about project updates etc.</li> <li>d. Generate Report: - The Administrator can generate reports for the various Mobile Application and project.</li> <li>e. Decide Deadline: - The Administrator can decide the time needed for the Mobile Application to be completed.</li> <li>f. Update Project Status: - The Administrator can update the completion status of the project on</li> </ul> <p><b>:- Field Officers level</b></p> <p>Update Mobile Application Status: - The staff working on the particular Mobile Application can update the Mobile Application completion status relating to physical status of the progress of the work along with status.</p> <p><b>:- MIS and Statistics</b></p>
4	M-Challan Module	<p>1. Features for M-Challan System:</p> <ul style="list-style-type: none"> <li>a. Photo capturing and transmission</li> </ul>

		<p>b. Violation booking as per the provisions of the MUNICIPAL CORPORATION OF DELHI Act.</p> <p>M-challan Generation for various violations report Generation:</p> <p>e. Online Uploading photos by the field staff</p> <p>f. Server database and crash recovery of data.</p> <p>g. APIs for sharing M-Challan information for online integration</p> <p>h. Menu for description of the relevant Sections/Rules of MUNICIPAL CORPORATION OF DELHI Act.</p> <p>3. MIS and statistics</p>
		<ol style="list-style-type: none"> <li>1. Complaints assignment through CRM received from Various modes.</li> <li>2. Complaints attended current progress status.</li> <li>3. Complaints closed.</li> <li>4. Complaint transfer.</li> <li>5. Attributes like complaints-viewed, not viewed, Re-Open, Acknowledgement, Work in process, on hold, Resolved, no action required, closed by Citizens, New, SLA Violated.</li> <li>6. Escalation of complaints after defined period from one level of official to next level</li> <li>7. Notification to administrator / HoD about complaint's received, assigned, not assigned / closed.</li> <li>8. Statistics / MIS of complaints received, assigned, not assigned, viewed, not viewed, resolved, pending.</li> <li>9. Dash Board for analysing complaints area wise, department wise, complaints type wise during a given period.</li> <li>10. Development and/or integration with Magistrate module along with challan payment system.</li> </ol>
5	Zonal Officers Module	<ol style="list-style-type: none"> <li>1. This module will facilitate to all the Zonal officers (senior officers in-charge of general inspection of zones/circles of MUNICIPAL CORPORATION OF DELHI to inspect all the civic related issues under their jurisdiction.</li> <li>2. Add Mobile Application and create inspection report.</li> <li>3. Assigning to others officials of a department.</li> <li>4. Bookmarks-Viewed, Not viewed, Re-Open, Acknowledgement, Work in process, On hold, Resolved, No action required, New.</li> </ol>

		<p>5. Draft for inspection report.  6. Lat long, image capture  7. MIS and Statistics  8. Mobile Application to other officer, the person who has been assigned</p> <p>Mobile Application gets notification about Mobile Application being assigned, he can transfer the Mobile Application to other person, he can file his compliance report with photo of Mobile Application completed, he can send update message about status of Mobile Application.</p> <p>9. This module will also have preventive Maintenance &amp; Scheduler, which means any Mobile Application assigned to an officer can also be assigned as repetitive Mobile Application for Eg. Cleaning of MUNICIPAL CORPORATION OF DELHI statues every 15 days.</p> <p>10. Various field level exception</p>
6	Public Toilet Inspection	<p>1. Inspection of public toilet and status of cleanliness, Inspection 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</p>
7	Parking Inspection	<p>1. Inspection of parking lots and status of parking Inspections 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 - AVABILITY OF STAFF, BAY MARKING, STAFF AVAIBILITY.  6. License Payment-Paid or Due.  7. MIS and statistics summary</p>
8	Road Inspection	<p>1. Creation of inspection report- selection by inspecting Officer/officials, lat-long selection, image Selection and submission of report.</p>

		<p>2. Road name, road length inspection-meters/Kilometres/Road length measured with GPS.</p> <p>3. Inspected Route on Map.</p> <p>4. Maintenance of roads-sweeping done, pot hole, bell mouth, pruning, lane marking, zebra marking, Maintenance of status foot path.</p> <p>5. Request notification to other department concerned like Horticulture, Electricity, Civil, Police and Public Health etc. for attending to any deficiency</p> <p>6. MIS and statistics summary</p>
9	Integration of Swachhata app for Complaints booking	Swachhata app Integration should be done with mobile app for pull and push of complaints lodged on swachhta app so that it can be viewed and resolved on either of the mobile App.
10	VBD tracker	<p>The purpose of VBD tracker would enable the officials of the Public Health Department of MCD to supervise, monitor, and evaluate all preventive measures taken for controlling VBD &amp; water borne diseases. The MCD official will feed the requisite data from their Zones by Health Inspector.</p> <p>The Inspections report creation zone and ward wise. Detection (positive) reporting and creating thermal map of detected breeding cases and also Challan issued and fine imposed.</p> <p>MIS and statistical summary.</p>
11	Plastic Waste	<p>It will have 2 components:</p> <p>1. Create New Report 2. My Reports Create New Report:</p> <p>Create New Report:</p> <ol style="list-style-type: none"> <li>1. Google Location (automatic)</li> <li>2. Drop down option- Concessionaire, EPR Agencies, WMAs, Others (Please specify)</li> <li>3. Name of Reporting Person</li> <li>4. Contact no. of Reporting Person:</li> <li>5. Ward No.</li> <li>6. Zone Name:</li> <li>7. Total Plastic Waste Generation (in TPD):</li> <li>8. Quantity of plastic waste segregated (in TPD) <ol style="list-style-type: none"> <li>a. Household b. Dhalaos C. FCTS d. MRF e. Others (please specify in box)</li> </ol> </li> <li>9. Quantity of plastic waste recycled (TPD)</li> <li>10. Quantity of non-recyclable waste (TPD)</li> <li>11. Quantity of plastic waste processed/Disposed off <ol style="list-style-type: none"> <li>a. MRF b. Energy Recovery C. Converted into granules and plastic products d. Inserts</li> </ol> </li> </ol>



		<p>(disposal) e. Others (please specify in box)</p> <p>12. Action against single used plastic (SUP)</p> <p>a. Quantity of material seized in KG.</p> <p>b. Nos. of Challan issued C. Amount of Challan.</p> <p><b>My Reports: An excel based sheet of filled data will be recorded on daily basis and submitted as report date wise.</b></p>
12	Dog sterilization	<p>The major components of the application module are reiterated as below:</p> <ol style="list-style-type: none"> <li>1. Initiation of trip by officer catching the stray dogs from various locations.</li> <li>2. Opening and closing of spots at the catching sites.</li> <li>3. Entry of dog details under each spot and that further under a trip.</li> <li>4. Closing of trip and handing over to the sterilisation centre.</li> <li>5. Detail entry of operation, anti-rabies injection and fit for release status update.</li> <li>6. Creation of groups of dogs identified as fit for release.</li> <li>7. Handing over by the sterilization center to the officer assigned for releasing the dogs.</li> <li>8. Field releasing of dogs to the actual site – geo validation is must</li> </ol> <p>The following data may be provided in MIS dashboard at HQ:</p> <ol style="list-style-type: none"> <li>1. No. of dogs captured by zonal teams of department and NGO ( s ) separately as well as total number during the selected period of time</li> <li>2. Ward wise no. of dogs captured by zonal teams of department and NGO ( S ) separately as well as total number during the selected period of time .</li> <li>3. Ward wise no. of dogs sterilized NGO wise during the selected period of time.</li> <li>4. No. of dog sterilized - total as well as NGO ( s ) wise during a selected period of time .</li> <li>5. NGO wise real time No. of dogs present at dog sterilization centres category wise i.e. 1 ) Sterilized 2 ) unsterilized 3 ) unfit for sterilization during selected period of time .</li> <li>6. Total no. of dogs released back in their original</li> </ol>

		<p>habitat, NGO wise and date wise during selected period of time.</p> <p>7. Total no. of picked up dogs found unfit for sterilization category wise i.e. 1 ) Already Sterilized , 2 ) other reason for sterilization during a selected period of time .</p> <p>8. Total no. of dogs sterilized in selected zone NGO wise for selected period of time.</p> <p>Zonal Dashboard:</p> <p>MIS 1. No. of dogs picked up by NGO &amp; zonal team from respective zone ward wise during selected period of time .</p> <p>2. NGO wise &amp; ward wise no . of dogs sterilized in respective zone during selected period of time .</p> <p>3. No. of dogs picked up and not sterilized in respective zone during selected period of time category wise i.e.</p> <p>1 ) Already Sterilized,</p> <p>2 ) other reason.</p> <p>3. Real time no. of dogs present in dog sterilization centre located in respective zone NGO wise and category wise i.e. 1 ) Sterilized 2 ) unsterilized 3 ) unfit for sterilization</p>
13	Jansunwaai Module	<ol style="list-style-type: none"> <li>1. Develop portal - under specified complaint channel.</li> <li>2. Input login ID and Password.</li> <li>3. Click 'Create Issue' to open complaint registration form.</li> <li>4. On the form – first select the Channel as 'Jansunwaai' or other as applicable (this would categorized the complaints and MIS reports).</li> <li>5. On the form first section is of complainants details- input details as applicable.</li> <li>6. Second section of form is to input details of complaints as – <ul style="list-style-type: none"> <li>▪ Issue Category</li> <li>▪ Issue title/details</li> <li>▪ File upload (image or letter representation as provided by complainant during Jansunwaai)</li> <li>▪ Provide landmark of the complaint site.</li> </ul> </li> </ol>

		<ul style="list-style-type: none"> <li>▪ Select area and ward.</li> </ul> <p>7. Click submit button then a list view page will open detailing the received complaints and the name of officer/official the complaints has been assigned to, through system logic (this may take 1-2 minutes).</p>
14	Air Pollution Module:	<p>Municipal Corporation of Delhi and other urban local bodies in Delhi, on directions of Commission of Air Quality Management (CAQM) to run a project on 'Abatement of Air Pollution from Dispersed Sources'.</p> <p>It has 3 component</p> <p>1. Surveyor / Citizen app</p> <ul style="list-style-type: none"> <li>○ The surveyor captures the issue image and selects the curated air pollution categories of the complaint.</li> <li>○ The app automatically captures the geo-location and address associated with the complaint.</li> <li>○ The surveyor then submits the complaint</li> <li>○ The issue is automatically assigned to the appropriate official in real-time and the surveyor receives notifications regarding progress.</li> </ul> <p><b>10. ISSUE ALLOCATION</b></p> <ul style="list-style-type: none"> <li>○ The officers a have a separate app to view and resolve complaints.</li> <li>○ Basis the complaint category and location, the issue is automatically assigned to the appropriate official and is reflected in their apps.</li> <li>○ The app provides status-wise breakup of all complaints against the officer.</li> <li>○ Officers can view all details pertaining to the issue on a click.</li> <li>○ In case an issue pertains to a different agency or shall require assistance from other department/officers, the app provides an option to transfer the complaint to other agencies too.</li> </ul> <p>Officer Application:</p> <p><b>11. ISSUE RESOLUTION</b></p> <ul style="list-style-type: none"> <li>○ Once an officer has worked on the issue, they</li> </ul>

		<p>shall click the image of their resolution on the app.</p> <ul style="list-style-type: none"> <li>○ Post clicking the image, officer shall submit the complaint for approval</li> <li>○ The complaint then automatically gets reflected in the account of respective officer's immediate superior officer for verification.</li> <li>○ An issue is marked resolved only after the competent approval authority marks the complaint as resolved.</li> <li>○ This ensures quality of resolution is maintained.</li> <li>○ CAQM also keeps check on resolution quality and approvers marking incorrect resolutions as resolved are reported to Commissioner on regular basis.</li> <li>○ In the event, the issue requires significant funds to be able get substantially resolved, the officer has the option to mark the complaint as "Large Scale Project"</li> <li>○ For large scale issues, officers can input estimated completion time.</li> <li>○ The progress on those over their entire lifecycle can be updated and tracked via the app.</li> </ul> <p><b>12. Dashboard:</b></p> <ul style="list-style-type: none"> <li>○ The dashboard provides real-time pendency breakup on basis of: Time, Zone, Ward, Agency and Status.</li> <li>○ Weekly reviews are held at Deputy Commissioner/Joint Commissioner level to monitor progress via dashboard.</li> </ul> <p>The dashboard also allows real time download of officer-wise pendency reports, for perusal of relevant authorities.</p> <p>Integration with external agencies for complaint data push and pull the final status once disposed off. GSDL API integration to determine external agency name to generate complaint and auto assign to respective agency nodal officer.</p>
15	Wet waste & Compost waste module:	Develop data driven mobile application (android and iOS platform) to capture details in field at several locations. The details to be captured will be in form of text, image and geo data. The data thus captured on daily basis from multi user and multi-location basis will be analyses for generation of MIS to track

		<p>the collection and production for each compost pit, ward and zone.</p> <p>Application Screens:</p> <ol style="list-style-type: none"> <li>1. Login Screen: every compost concerned/authorized officer can login to the application to access the module.</li> <li>2. Menu Access screen: a dedicated menu needs to be created under officer app.</li> <li>3. Form – Input collection of wet waste: an input form as below will be developed for user to enter collection details of wet waste at a compost pit like Compost ID, Vehicle Number , Wet waste weight , photo , Date , time , zone and ward , lat and long</li> <li>4. Form – Input production of compost: an input form as below will be developed for user to enter collection details of wet waste at a compost pit like Compost ID, Vehicle Number , compost waste weight , photo , Date , time , zone and ward , lat and long</li> <li>5. Upon submission of data user should be provide with a confirmation message/screen that data was submitted and submit button should be disabled to avoid duplicate entries.</li> <li>6. From CRM software (web application) user management should be there for activation/deactivation/new user creation for etc.</li> </ol> <p>MIS Report:</p> <ol style="list-style-type: none"> <li>1. Zone and ward wise report: <ol style="list-style-type: none"> <li>a. Total collection of wet waste on a given date.</li> <li>b. Total number of collections (vehicle trips) on a given date.</li> </ol> </li> <li>2. Total Collection of wet waste at each compost pit on a given date.</li> <li>3. Total generation of compost on a given date: zone wise / ward wise / compost pit wise.</li> <li>4. Reports to be tabular data and graphical charts: bar and pie.</li> </ol>
16	ata Capture:	<p>This module shall be used to capture MCD property like school , parks , open gym, Unipole, Beat, Market, CT / PT , Parking side etc. inspection activities.</p>

		<p>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 zones and ward. There will be provision for writing description and returning remarks. And fill property wise detail which provide by MCD. The department have GEO coding for tagging respective zone and ward on the GPS location.</p> <p>Using this module, user / officials can track down the MCD property details and progress in the reported field.</p> <p>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</p>
17	Complaints Redressal System	1. 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.
<b>2) Citizen Mobile Application Modules:</b>		
1.	Complaint Module	<p>This would enable citizens to register a complaint regarding any civic issue like water logged street, potholes, garbage, etc. using their smartphone. They just need to click a photo of the issue and submit it.</p> <p>These complaints will then be assigned to officers where they can review the issue, update the status of work done and resolve it.</p> <p>Once the complaint is resolved, the citizen will be notified.</p>
2	What's Near Me	Do you want to find nearby places by your current location? If yes, What's Near Me allows you to look for nearby places of your current location. No matter whether you are looking for Community Hall .Public Toilets, Bus Station, Police station, you can look out for any place using What's Near me.
3	Get Helpline 24*7	Through Helpline24x7, citizens can get in touch with emergency departments like fire, ambulance, Women helpline, Ambulance Service etc..
4	Traffic	Want to get real-time information about the Traffic and parking of your city? Traffic & Parking has made it easy for the citizens to get real-time parking and traffic information of different areas of the city.
5	MCD	Under MCD module citizen know the about us of

		MCD menu citizen can accessing and view the Delhi history and other menus like Delhi news and Directory in single click.
6	Electric Vehicle Charging Station	Do you want to find nearby Electric Vehicle Charging Station by your current location. Allows you to look for nearby Electric Vehicle Charging Station of your current location.
7	Gift For Tree	This Module use for Citizen can be donate the tree plant.
8	Air Pollution	This would enable citizens to register a complaint regarding any Air Pollution like Garbage Dump, Road Pothole, Overflowing Dhalao etc. using their smartphone. They just need to click a photo of the issue and submit it.
9	Connect With Us	Connect with us citizen can directly connect to social media page of MCD just single click.
10	FAQs	Get most generally asked questions and their answers
11	Mobile Based Customisation of online service	The customisation of online service of MCD service like 1 Renewal of license 2 Property Tax payment 3 Birth & Death Certificate 4 Park availability booking 5 Community Hall Booking Note :- For the customisation of existing online service for mobile app all web service and API will provide by MCD
<b>3) Client Relationship Management System</b>		
1	CRM	CRM is develop to perform different activates like manage officers, citizens, to view and export MIS reports of each module.  The CRM should have features of: <ul style="list-style-type: none"> <li>• <b>There should be role based dashboard</b></li> <li>• <b>Integrated analytics</b></li> <li>• <b>Send SMS/Notification to Officers or Citizens</b></li> <li>• <b>Simplicity and ease of integration</b></li> <li>• <b>Responsive</b></li> <li>• <b>Using these CRM officers can view the reports filter the reports based on the locations, category, Heat Map, Pin Map</b></li> </ul>

		<p><b>and export.</b></p> <ul style="list-style-type: none"> <li>• <b>Customer is notified with Complain number via SMS</b></li> <li>• <b>Based on category of complaints, it is auto routed to appropriate Officer.</b></li> <li>• <b>Complaints will automatically follow the allocation work flow and department wise hierarchies. Each hierarchy level must follow escalation matrices as per SLA.</b></li> <li>• <b>Officers can update complaint status with his comments &amp; picture/image.</b></li> <li>• <b>Senior official can analyses the complaint system based on real time data.</b></li> </ul>
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### **13. Payment Terms and Schedule**

#### **13.1 Performance Bank Guarantee (PBG)**

- a) Within fifteen (15) days of receipt of notification of award of contract from the Corporations, successful bidder shall furnish a PBG from a nationalized bank.
- b) PBG shall be submitted in the format specified in the [Annexure-III](#) of this RFP.
- c) It shall be valid till 180 days after completion of tenure of Contract. However, in case of extension of time period of project, vendor will be required to submit the fresh PBG for value equal to 3% of the total project value for the extended time period.
- d) The Bank guarantee will be for a value equal to 3 % of the total contract value.
- e) All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- f) In the event of the bidder being unable to service the contract for whatever reason, the Corporations would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the Corporations under the contract in the matter, the proceeds of the PBG shall be payable to the Corporations as compensation for the



bidder's failure to perform/comply with its obligations under the contract.

- g) Before invoking the PBG, the vendor will be given an opportunity to represent before the Corporations.
- h) The decision of the Corporations on the representation given by the vendor shall be final.

### **13.2 Liquidated Damages**

In case of any delay in the execution of the contract beyond the stipulated time schedule including any extension permitted in writing, Corporations reserve the right to recover from the vendor a sum equivalent to 0.5% of the value of the delayed deliverable of work for each week of delay and part thereof subject to a maximum of 3 % of the value of the contract.

- a) The amount towards Liquidated Damage would be

recovered from the amount including Performance Bank Guarantee or any payment to be made as a part of the Agreement. Payment of liquidated damages shall not be the sole and exclusive remedies available to Corporations and the vendor shall not be relieved from any obligations by virtue of payment of such liquidated damages.

- b) If the liquidated damages for any timeline or service level exceed the cap on liquidated damages mentioned in the RFP, Corporations shall have the right to treat it as an event of default and the consequences of event of default as mentioned in the Agreement shall be applicable.
- c) Alternatively, Corporations reserve the right to get the services delivered from elsewhere at the sole risk and cost of successful bidder and recover all such extra costs incurred by Corporations in procuring the services from the resources available including encashment of PBG or any other sources etc.
- d) Alternatively, Corporations may cancel the order completely or partly without prejudice to his right under the alternatives mentioned above.

### **13.3 Payment Terms**

The payment shall be made by corporation against the invoice of the vendor as per the payment terms mentioned below:

1. Monthly charges including manpower charges towards the successful Go Live the Mobile App application and Cloud Hosting.

# ANNEXURE-I

## Form A1: Technical qualification Bid Covering Letter

(To be submitted on the Letterhead of the vendor)

To,

Dated:

.....

Director (IT),  
MCD, E1- 24<sup>th</sup> floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.  
Ref. RFP No.....

**Sub: Submission of Technical qualification Bid Documents for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.**

Sir/Madam,

Having examined the requirement mentioned in the RFP , the scope of work **for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years** and other terms and conditions, I/We, the undersigned, offer to provide all the services as required and in accordance with the entire Scope of Work as detailed in your Request for Proposal and our technical Proposal.

I/We are hereby submitting our Technical qualification bid in compliance with the 'compliance sheet for the Technical qualification'.

I/We hereby declare that all the information and statements made in this Technical qualification bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

I/We agree to abide by all the terms and conditions of this RFP document. I/We would hold the terms of our proposal valid for the number of days as stipulated in the RFP document.

I/We have not mentioned any Price Bid information anywhere in the Technical qualification bid.

Further, I/We hereby declare that the bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

Yours Sincerely,

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:

## Form A3: Particulars of the Vendor

(To be submitted on the Letterhead of the vendor)

<b>S. No.</b>	<b>Information Sought</b>	<b>Details Furnished</b>
1.	Name and Address of the Bidding Company	
2.	Incorporation Status of The Firm (Public Limited / Private Limited, Etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	Roc reference no.	
6.	PAN	
7.	GSTIN	
8.	Details of Company Registration	
9.	Details of Registration with Appropriate Authorities	
10.	Name, Address, email, Phone nos. and Mobile Number of contact person	

Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of vendor:

## Form A4: Financial Information of Vendor

(To be submitted on the Letterhead of the statutory Auditor)

To,  
.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.

Ref. RFP No.....

### **Sub: Financial Information of the Vendor**

Sir/Madam,

We have examined the books of accounts and other relevant records of <<Vendor Name along with registered address>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover, Profit before Tax and Profit after tax for the three years i.e. from FY 2017-18 to FY 2019-20 was as per details given below:

<b>Financial Information</b>			
	<b>2021-2022</b>	<b>2020-2021</b>	<b>2019-2020</b>
<b>Turnover (in INR Crores)</b>			
<b>Profit Before Tax (in INR Crores)</b>			
<b>Net Worth (in INR Crores)</b>			
<b>Turnover from IT support services (in INR crores)</b>			
Any Other Relevant Information			

(Signature of the Chartered Accountant)

Name:

Designation:

Membership Number:

Date:

Company Seal:

Business Address:

**Form A5: Undertaking of not being Ineligible /banned /blacklisted /debarred**

(To be submitted on the Letterhead of the vendor)

To,

.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.

**Sub: Undertaking of not being Ineligible / banned / blacklisted / debarred**

Sir/Madam,

I/We confirm that our company is not under a declaration of not ineligible / banned / blacklisted / debarred in any manner whatsoever by any State Government, Central Government or any other Public sector undertaking or a Corporation or any other Autonomous Organization of Central or State Government as on Bid submission date.

Yours Sincerely,

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:

## Form A6: Undertaking on Conflict of Interest

(To be submitted on the Letterhead of the vendor)

To,

.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.

### **Sub: Undertaking on Conflict of Interest**

Sir/Madam,

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the vendor or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Corporations.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold Corporations harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by Corporations and/or its representatives, if any such conflict arises later.

Yours Sincerely,

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:

## Form A7: Authorization for Representation at Bid Opening

(To be submitted on the Letterhead of the vendor)

To,  
.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.

Sir,

**Sub: Authorization for Representation at Bid Opening**

I/We declare and confirm that Mr./Ms. \_\_\_\_\_ has been duly authorized by <Vendor Name> to represent us at the opening of Technical bid/Price Bid (whichever applicable) bids. He/ She shall be carrying valid photo identification as per below details:

<b>Name as on the ID</b>	
<b>ID Number</b>	
<b>Designation</b>	

\*Maximum 2 persons per vendor

We undertake to furnish any additional documents that may be requested by you in respect of the aforesaid authorization.

Encl: <Photocopy of the ID of the representatives>

Yours Sincerely,

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:



## Form A8: Undertaking on Impact of Litigation

(To be submitted on the Letterhead of the vendor)

To,  
.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.

### **Sub: Undertaking on Impact of Litigation**

Sir/Madam,

I/We have read and understood the contents of the Request for Proposal and pursuant to this hereby confirm that we continue to satisfy the eligibility criteria laid out at the time of short-listing us to participate in the bidding process to implement for **for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.**

Moreover, there are no pending litigations in any court of law, which are likely to have a materially adverse impact on our ability to deliver under this project, or to pay our debts as they fall due or on our ability to enter into any of the transactions contained in or contemplated in respect of the IT Services of the proposed project to the Corporations.

Yours Sincerely,

Name & Signature of authorized signatory:

Name of the Firm:

Full Address:

Company Seal:

## Form A9: Project Experience

(To be submitted on the Letterhead of the vendor)

S. No.	Details Sought	Details Provided
<b>General Information</b>		
1.	Name of the Project	
2.	Name of the Client	
3.	Contact Details of the Client	
<b>Project Details</b>		
4.	Description of the Project	
5.	Scope of Services	
6.	Service Levels being Offered/ Quality of Service (QOS)	
<b>Other Details</b>		
7.	Total Cost of the Project	
8.	Duration of the Project	
9.	Start Date	
10.	Current status	

\*Please use separate forms for multiple citations.

\*Attach copy of work order.

## Form A10: Bidder's details

(To be submitted on the Letterhead of the vendor)

To,

.....

Dated:

Director (IT),  
MCD, E1- 24<sup>th</sup> Floor, Dr. SPM Civic Centre,  
J.L. Nehru Marg, New Delhi – 110002.  
Sir,

### Bidder's Details

S.No.	Particulars	Details to be furnished
Bidder's Profile (In case of JV/Consortium details of each member of the group need to be furnished)		
1.	Name of the company	
2.	Status of the company (Proprietorship, Partnership, Public/Private Limited)	
3.	Address:	
4.	Authorized Person with designation	
5.	Contact No.	
6.	Email ID	
7.	Website of the company	
8.	Incorporation Certificate	
9.	Income Tax Registration /PAN No.	
10.	GST Registration No.	
11.	MSME Certificate (if applicable)	
12.	Self-declaration for not blacklisted/debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.	

**Signature of the bidder**

## ANNEXURE – II: PRICE BID

Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years.”

In response to the RFP for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years. (reference no \_\_\_\_\_ dated \_\_\_\_\_) we hereby submit our commercial offer as below:

S. No.	Particulars	QTY	Monthly Charges (Exclusive of GST)	Period	GST	Total cost inclusive of taxes.
1	For Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years (Max 2000 Users)	2000	.....	36 Months	18%	
2	Support Executive	03	.....	36 Months	18%	
	Total					

Note:- 1. Bidder should quote monthly charges in respect of all scope of work (for design, development, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years (Max 2000 Users).

2. A standard BoQ format has been provided online to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

## **ANNEXURE – III: Performance Bank Guarantee for Contract Performance**

BANK GUARANTEE NO.: \_\_\_\_\_

Dated:

To, Director (IT),  
MCD, E1-24th Floor,  
Dr. SPM Civic Centre,  
J.L. Nehru Marg,  
New Delhi – 110002.

Whereas, (hereinafter called “the Vendor”) has undertaken, in pursuance of RFP bearing no. dated to provide services for **“for Design, Development, Customization, Configuration, Cloud Hosting and Maintenance of Mobile App (iOS & Android) on Monthly License Fee (SaaS model) with user cost capping with AMC for a period of Three (03) years** to Municipal corporation of Delhi.

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

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

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

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

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

This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

- a) Our liability under this bank guarantee shall not exceed Rs. (Rupees only).
- b) This bank guarantee shall be valid up to .
- c) It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

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

## ANNEXURE – IV: Draft Agreement

THIS Agreement made the ..... date of ..... 2021, between..... (Hereinafter.....referred to as the “VENDOR”) of the one part and ..... (Hereinafter called the “Corporations”) of the other part.

WHEREAS VENDOR has the required professional skills, personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract and is about to perform services as specified in this RFP .....(hereinafter called “works” ) mentioned, enumerated or referred to in certain Contract conditions, specification, scope of work, other sections of the RFP, covering letter and schedule of prices which, for the purpose of identification, have been signed by ..... on behalf of the .....VENDOR and ..... ( the Corporations) on behalf of the Corporations and all of which are deemed to form part of the Contract as though separately set out herein and are included in the expression “Contract” whenever herein used.

**NOW, THEREFORE, IT IS HEREBY AGREED** between the parties as follows:

- a) The Corporations has accepted the tender of VENDOR for the provision and execution of the said works for the sum of ..... upon the terms laid out in this RFP.
- b) VENDOR hereby agrees to provide Services to Corporations, conforming to the specified Service Levels and conditions mentioned.
- c) The following documents attached hereto shall be deemed to form an integral part of this Agreement:

Complete Request for Proposal (RFP) Document	All terms & conditions given in the RFP , corrigendum and addendum, if any
Break-up of cost components	Bidder’s Commercial bid
The Corporations’ Letter of Intent dated <<>>	To be issued later by the Corporations
VENDOR’s Letter of acceptance dated <<>>	To be issued later by the VENDOR
Bid submitted by VENDOR as per file No. <<>>	Bidder’s Technical bid

- e) The mutual rights and obligations of the “Corporations” and VENDOR shall be as set forth in the Agreement, in particular:
  - VENDOR shall carry out and complete the Services in accordance with the provisions of the Agreement; and
  - The “Corporations” shall make payments to VENDOR in accordance with the provisions of the Agreement.

NOW THESE PRESENTS WITNESS and the parties hereto hereby agree and declare as follows, that is to say, in consideration of the payments to be made to VENDOR by the Corporations as hereinafter mentioned, VENDOR shall deliver the services for the said works and shall do and perform all other works and things in the Contract mentioned or described or which are implied there from or there in respectively or may be reasonably necessary for the completion of the said works within and at the times and in the manner and subject to the terms, conditions and stipulations mentioned in the said Contract.

AND in consideration of services and milestones, the Corporations shall pay to VENDOR the said sum of ..... or such other sums as may become payable to VENDOR under the provisions of this Contract, such payments to be made at such time and in such manner as is provided by the Contract.

IN WITNESS WHEREOF the parties hereto have signed this deed hereunder on the dates respectively mentioned against the signature of each.

**Signature**

**Name:** .....  
.....

**Designation:** .....  
.....

**Date:** .....

**Place:** .....  
.....

**In the presence of** .....

**Signature**

**Name:**

**Designation:**

**Date:** .....

**Place:**

**In the presence of** .....

**Signature**

**Name:** .....  
.....

**Designation:** .....  
.....

**Date:** .....

**Place:** .....  
.....

**In the presence of** .....

**Signature**

**Name:**

**Designation:**

**Date:** .....

**Place:**

**In the presence of** .....