

# **South Delhi Municipal Corporation**

## **Assessment & Collection Department**

20<sup>th</sup> Floor, Dr. S.P.M. Civic Center, New Delhi-110002.

### **Request For Proposal (RFP) for Doorstep Delivery of service for collection of Property Tax**

**Last date and time for submission of the e-Tender**

**Date: 3<sup>rd</sup> December 2020**

**Time: up to 4:00 PM**

**Pre-Bid Meeting**

**Date: 23/11/2020**

**Time: 3:00 P.M**

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## I. FACT SHEET

<b>S</b>	<b>PARTICULAR</b>	<b>DETAILS</b>
1	Tender ID	A&C/SDMC/RFP/20-21/01
2	Tender Date	9/11/2020
3	Selection Method	Two Bid System
4	RFP issued by	Assessment & Collection Department, South Delhi Municipal Corporation.
5	Availability of RFP	RFP can be downloaded from e-Procurement platform of South Delhi Municipal Corporation ( <a href="http://mcdonline.nic.in">http://mcdonline.nic.in</a> )
6	EMD	Earnest Money Deposit (EMD) of amount <b>Rs. 2 Lacs only</b> shall be deposited online only
7	Performance Bank Guarantee (PBG)	Bank Guarantee as mentioned in Form-7 ( <b>Rs. 7 Lacs only</b> )
8	Nodal Officer for Correspondence and Clarification	Deputy A &C (HQ), Assessment & Collection Department, South Delhi Municipal Corporation (Email:- <a href="mailto:dyanchq@mcd.gov.in">dyanchq@mcd.gov.in</a> )
9	Language of Proposal	Proposals should be submitted in English language only
10	Validity of Proposal	Proposal must remain valid for 180 days after the submission date
11	Last date for receipt of Pre bid queries	23/11/2020 11:00 A.M
12	Pre bid Meeting	A pre-Bid meeting will be held on 23/11/2020, at 3:00 P.M at Conference Room, 20 <sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi -110002.
13	Issue of addendum/clarification (if any)	1/12/2020
14	Last date of bid submission	Proposals must be submitted no later than the following date and time 3/12/2020 up to 3:00 P.M
15	Opening of Technical bid	3/12/2020 at 3:30 P.M
16	Opening of Financial bid	To be communicated later

## **II. REQUEST FOR PROPOSAL**

The Assessment & Collection Department, South Delhi Municipal Corporation (SDMC), 20<sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi -110002 invites Request for Proposal (RFP) from Sole Proprietor/ Partnership firm/ Consortium of Companies (hereafter referred to as Intermediary Agencies/Agency) for the Project — "**Doorstep Delivery of service for collection of Property Tax**". This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in the Section: **Technical Qualification Criteria (TQ)** of this RFP Document.

## **III. ABOUT THE PROJECT**

The intermediary agency shall be engaged by the South Delhi Municipal Corporation through an open tender, which shall in turn engage service representatives (Property Tax Sahayaks) to manage their operations through Call Centre (CRM)/ 311 mobile app of SDMC. The citizen/ taxpayer seeking to avail the doorstep delivery for property tax collection service may either call the Call Centre (CRM) or register through the 311 mobile app of SDMC. The request received through call centre or the mobile 311 app shall be forwarded to the Mobile Sahayak for collection of property tax from the property of the citizen/ taxpayer who in turn shall pay a service/ facilitation fee. Bidding parameters shall be Service Fee/ Facilitation fee per successful transaction. **The entire service fee/ facilitation fee shall be borne by the citizen/ taxpayer and shall be paid to the agency directly by the citizen/ taxpayer.**

The broad modus operandi of the project is that one representative (Property Tax Sahayak) of the selected Agency shall visit the properties of citizen who have requested to the call centre for availing the service. The said representative shall facilitate citizen in applying for service and also collect the physical documents, if required for availing the said service/services, deposit the physical documents to respective Departments and deliver the service/certificate to citizen at his door step. SDMC shall allow representative to collect facilitation fee on behalf of Intermediary Agency directly from citizen for each successful transaction.

- Vision
  1. To **Provide services** to citizens in a **time bound manner** with no hassle to **visit Property Tax office** to avail the services
  2. Reduce the complexity of getting the G2C (Government to Citizen) services from various Departments and multiple platforms and to provide the G2C Services at doorstep on request of a citizen.
  3. To prove faster delivery of citizen services.

The Project will be implemented in the entire jurisdiction of South Delhi Municipal Corporation.

### **Operation Flow -**

The typical operation flow can be categorized in following four parts:

#### **A. Handling of Citizen Service Requests/Queries**

- a. A citizen may call on a specified number (provided by the South Delhi Municipal Corporation) or in writing and request for help/ assistance in filing online property tax returns and payment of property tax services.
- b. Citizen Service request shall be handled by Web/Mobile Application.
- c. The Call Center will function 24 x 7. However, the visit of Mobile Sahayaks will be only from 8:00 A.M to 8:00 P.M on all days including holidays.
- d. If the call is with reference to complaints or queries, it would be recorded and forwarded for necessary action,
- e. If the call is for service requests, the Call Center executive would first confirm if the citizen has Aadhaar/Voter Id or any other specific ID as prescribed by the Department. If a citizen is eligible for service requested, the call center executive will record the name, address, contact details, Service request, etc. in a suitable format as approved by the Department.
- f. The Call Center executive will let the caller know about the documents required and payment details. The call center executive will also confirm regarding preferred time of facilitation of the requested service.
- g. The entire details with reference to service request will be recorded and assigned to the respective Property Tax Sahayak as per pre-defined algorithm through an application.

#### **Request Allocation Algorithm (Tentative)**

Depending upon the service area location and the Property Tax Sahayaks mapped to that location, the request will be assigned to the Property Tax Sahayak mapped with that location. If the Property Tax Sahayak has already been assigned 10 requests for that day, it will be assigned to the Property Tax Sahayak nearest to the location with lowest job assigned for that day and so on. If needed, Request Allocation Algorithm can be changed/ improved by the Assessment & Collection Department, South Delhi Municipal Corporation during project implementation.

- h. A unique number will be allocated to each service requests received by the Call Center and the same may be intimated to the caller so that the same number is quoted by the caller during his/her subsequent call to know the status of any pending service request. The caller will also get

acknowledgement by SMS/prompt with the unique number, name and phone number of Property Tax Sahayak.

i. **Application software (as provided by SDMC) shall be used by the call centre operators for accessing the previous requests logged status through the caller number, identification number and combination of name, PIN code etc. This will help in identification whether application is already logged or it is a bogus.**

j. The service request will be forwarded to Property Tax Sahayak via a portal/app. Once Property Tax Sahayak accepts the call, he/she will confirm the time of visit or visit as per scheduled time. Any such confirmation with the applicant should be recorded on the tablet device and all such recordings should be retained on Corporation's servers for later verification, if required.

### **B) Facilitation at the residence of the citizen by the Property Tax Sahayak**

i) The Property Tax Sahayaks will be provided with a tablet by the agency (details provided in section Minimum Indicative Technical Specifications) for collection of online property tax.

ii) **The Property Tax Sahayak shall collect the due Property Tax and facilitation fee as prescribed by the South Delhi Municipal Corporation online and provide e receipt for the Property Tax and facilitation fee.**

iii) Property Tax Sahayaks will be engaged and recruited by the Intermediary Agency and the Intermediary Agency shall be responsible for thorough verification of the credentials and background of the recruited Property Tax Sahayaks to ensure that no person having criminal background is recruited for the job of Property Tax Sahayak.

iv) The selected agency will have to support any other payment mechanisms which may be prescribed by the Department concerned in future if required.

v). In case of any prescribed documents to be collected by the Property Tax Sahayak from the applicant, such documents shall be uploaded on the spot.

### **C) Delivery and Feedback of Services**

i) At every stage of service request processing, the service seeker and the Call Center will be automatically updated via emails/sms. Citizen can track the status of their application through the application interface at any time.

ii) At any given stage, the service seeker may call up the call center to know the status of the service request.

iii) All the MIS reports should be available on a real time basis.

iv) Upon completion of Service Requests, a feedback call will be given to applicant after 72 hours.

**D) Definition of Successful Transaction:**

A service request call will be considered successful only if the Property Tax is collected from the citizen and thereafter the same shall be closed. There would be a penalty in case the services call would be inappropriately closed and the citizen feedback would be negative.

**(i) SERVICES AND TRANSACTION DETAILS:**

Assessment & Collection Department, South Delhi Municipal Corporation reserves the right to add/delete the services as per citizen response.

**(ii) MONITORING UNIT:**

A Monitoring Unit (MU) shall be set up by the Assessment & Collection Department, South Delhi Municipal Corporation to exercise the power conferred on and to perform the function assigned to it. MU shall monitor SLAs of the selected agency and also to investigate complaints.

**(iii) BRANDING AND MARKETING:**

To provide impetus to the Service the Corporation will do project advertisement through own channels. However, the selected bidder may do advertisements at his own cost but with due approval of content, channel and methodology from the Assessment & Collection Department, South Delhi Municipal Corporation.

**IV) INSTRUCTIONS TO THE BIDDERS**

**(1) General Instructions:**

- a) While every effort has been made to provide comprehensive and accurate background information requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders on successful award of the assignment by the Assessment & Collection Department, South Delhi Municipal Corporation on the basis of this RFP.
- c) No commitment of any kind contractual or otherwise shall exist unless and until a formal written contract/agreement has been executed by or on behalf of South Delhi Municipal Corporation. Any notification of preferred bidder status by South Delhi Municipal Corporation shall not give rise to any enforceable rights by the Bidder. South Delhi Municipal Corporation may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of South Delhi Municipal Corporation.

**(2) Completeness of Response:**



- a) Bidders are advised to study all instructions, forms terms and conditions, requirement and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications
- b) To avoid rejection of the Bid, the Bidders must:
- Include all documentation specified in this RFP;
  - Follow the format of this RFP and respond to each element in the order as set out in this RFP
  - Comply with all requirements as set out within this RFP.

**(3) Pre-Bid Meeting & Clarifications:**

**(a) Pre-bid Conference:**

- i) There shall be a pre-bid meeting with prospective bidders on the date time & venue as mentioned in fact sheet.
- ii) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Nodal Officer at email:[dyanchq@mcd.gov.in](mailto:dyanchq@mcd.gov.in) on or before 23/11/2020, 11:00 A.M.
- iii) The queries should necessarily be submitted in the following format:

S.N O.	RFP Document Reference & Page Number	Contens of RFP requiring Clarification(s)	Points of clarification
1			
2			
3			

South Delhi Municipal Corporation shall not be responsible if the bidders queries are not received by it. Any requests for clarifications post the indicated date and time may not be entertained.

**(b) Responses to Pre-Bid Queries and issue of Corrigendum:**

- i) The Nodal Officer notified by the South Delhi Municipal Corporation will endeavor to provide timely response to all queries. However, South Delhi Municipal Corporation makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does South Delhi Municipal Corporation undertake to answer all the queries that have been posed by the bidders.
- ii) At any time prior to the last date for receipt of bids, South Delhi Municipal Corporation may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

- iii) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the South Delhi Municipal Corporation website.
- iv) Any such corrigendum shall be deemed to be incorporated into this RFP.
- v) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, South Delhi Municipal Corporation may, at its discretion, extend the last date for the receipt of Proposals.

#### **(4) Tenure of the Contract**

The contract shall be for **Two (2) years starting from January 1, 2021**. However the contract may be extended on mutual consent for a further period of two (2) years ( one year at a time) on same terms and conditions and cost.

#### **(5) Key Requirements of the Bid**

##### **(a) Right to Terminate the Process:**

- (i) South Delhi Municipal Corporation may terminate the RFP process at any time and without assigning any reason and it makes no commitments, express or implied that this process will result in a business transaction with anyone.
- (ii) This RFP does not constitute an offer by South Delhi Municipal Corporation. The bidder's participation in this process may result in selecting the bidder to engage towards execution of the contract.

##### **(b) RFP Document Fees:**

RFP can be downloaded from the Website of South Delhi Municipal Corporation after paying a cost of Rs 1000/- online.

##### **(c) Earnest Money Deposit (EMD)**

- (i) Bidders shall submit the EMD (Rs 2 Lacs) online.
- (ii) EMD of all unsuccessful bidders would be refunded by the South Delhi Municipal Corporation within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- (iii) The EMD amount is interest free and would be refundable to the unsuccessful bidders without any accrued interest on it.
- (iv) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- (v) The EMD may be forfeited:
  - If a bidder withdraws his bid during the period of bid validity.
  - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

**(d) Submission of Proposals:**

- i) The bidders should upload the completed bids on the e–procurement portal of South Delhi Municipal Corporation portal <http://mcdonline.nic.in>.
- ii) The Response to Technical Proposal and Commercial/Financial Proposal should be uploaded respectively.
- iii) Please Note that Prices should not be indicated in the Technical Proposal but should only be indicated in the Financial Proposal.

**(e) Registration on e-Procurement Platform:**

Bids must be submitted online through e-portal site of SDMC <http://mcdonline.nic.in> before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of Internet connection or network traffic jam for online bids. No bid will be accepted after the last date & time for submission of the bid.

**Instructions to Bidders for Registration on e-Procurement Platform**

- I. In order to participate in e-Procurement platform the vendor should register (if not already registered) on e-procurement platform of SDMC, after paying the prescribed registration fee.
- II. **The vendor should be in possession of Class —11 Digital Certificate.**
- III. For any clarification on e-Procurement System, please contact at Help Desk number (011-23227024) and email [dyanchg@mcd.gov.in](mailto:dyanchg@mcd.gov.in)

**(f) Authentication of Bids:**

A Proposal should be accompanied by a Power-of-Attorney in the name of the signatory of the Proposal issued by the company.

**(6) Preparation of Proposal**

**(a) Proposal Preparation Costs:**

- i) The bidder shall be responsible for 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, preparation of proposal, in providing any additional information required by South Delhi Municipal Corporation to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

- ii) South Delhi Municipal Corporation will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

**(b) Language:**

- i) The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.
- ii) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained in this regard.

**(7) Consortium**

- i) Consortium shall mean more than one company(ies)/firm(s) with complementing skills joining together to undertake the scope of the work defined.
- ii) In case of consortium applicant, Consortia shall submit a Self-Declaration Agreement mentioning each organization's responsibility to execute the project. The agreement must be signed by the authorized signatories of all the companies/firms forming a consortium dated prior to the submission of the bid.
- iii) Each member of the consortium shall be equally responsible jointly and individually for execution of the contract in accordance with the terms of the contract/agreement and a statement to this effect shall be included in the consortium agreement. The Lead Bidder shall hold authorization in form of Power of Attorney. On behalf of Consortium, the lead bidder shall give an undertaking for successful completion of the project upon award of contract.
- iv) The Consortium must designate one or more person(s) to represent the bidder in its dealing with the Department. Unless, specifically advised to the contrary, South Delhi Municipal Corporation will assume that person(s) designate is authorized to perform all tasks, including, but not limited to, providing information, responding to queries and entering into contractual commitments on behalf of the Consortium/Bidder and all limitation on the Authority of the designated person(s) should be provided in detail.
- v) All Members of Consortium shall be evaluated collectively in respect of Pre-Qualification and Technical Qualification criteria unless specifically mentioned to the contrary (except financial turnover).
- vi) In consortium, number of members shall be limited to three including the Lead/prime bidder.

- vii) A bidding company/firm cannot be part of more than one consortium. Any member of consortium cannot bid separately as a sole Prospective bidder.
- viii) Sole Bidder/all consortium partners must have company/firm registration certificate, GST registration certificate and Income Tax return with Audit report from CA.
- ix) All pertinent information that may affect the performance of responsibilities of any Consortium member-such as ongoing litigation, financial distress of any other such matter must be disclosed.

**(8) Evaluation Process**

- a) South Delhi Municipal Corporation shall constitute a Committee to evaluate the responses of the bidders.
- b) The Committee constituted by South Delhi Municipal Corporation shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
- d) The Committee may recommend for rejection of any or all proposals on the basis of any deviations.
- e) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.
- f) In case any bid is rejected by the competent authority, the concerned bidder may request South Delhi Municipal Corporation to disclose the reason of rejecting the bid. South Delhi Municipal Corporation shall convey the reason to concerned bidder.
- g) Tender Validity: The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Bid.

**h) Tender Evaluation:**

**i) Initial Bid scrutiny will be held and incomplete details, inter alia, as given below, will be treated as non- responsive, if Proposals:**

- Are not submitted as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP

- With lesser validity period
- Received without EMD or less EMD

**ii) All responsive Bids will be considered for further processing as below:**

Assessment & Collection Department, South Delhi Municipal Corporation will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

**V. CRITERIA FOR EVALUATION:**

**a) Technical Qualification Criteria**

The invitation to bid is open to all Prospective bidders who qualify the eligibility criteria as given below:

<b>S. No</b>	<b>Technical Qualification Criteria</b>	<b>Documents Required</b>
1	The sole bidder/all consortium partners should be company(s) Firm(s) registered under the Indian Companies Act, 2013 (or) a firm registered under the Limited Liability partnership Act,2008 (or) a firm registered under the Partnership Act,1932 and should be registered at least three year before the last date of bid submission	Certificates of incorporation of Company(s)/Firm
2	Apart from company registration, sole bidder/all consortium partners must have valid GST Registration Certificate and Income Tax Return.	Copy of GST Registration Income Tax returns for last 3 financial year (till 2018-19) Copy of PAN card
3	The sole/lead bidder should have an <b>average annual turnover of at least Rs.50 Lacs</b> from similar operations in last three financial years as on March 31, 2019, <b>Definition of Similar Operations:</b> <ul style="list-style-type: none"> <li>➤ Logistics of goods/services (logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions through IT application)</li> <li style="text-align: center;"><b><u>or</u></b></li> <li>➤ citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application.</li> </ul>	Certificate from statutory Auditor appointed by the company Or Certificate from Chartered Accountant (CA) and Authorized

4	<p>The lead bidder or consortium partner/s must have successfully completed at least the following numbers of projects in last Three years (till 2018-19) as on last date of bid submission of value specified herein :</p> <ul style="list-style-type: none"> <li>➤ Any One project of value not less than Rs 80 Lacs as defined below</li> <li>Or</li> <li>➤ Any Two project of value not less than the amount equal to Rs 60 Lacs each as defined below</li> <li>Or</li> <li>➤ Any Three projects of value not less than the amount equal to Rs.40 Lacs each as defined below</li> </ul> <p><b>Definition of Project for this context:</b></p> <ul style="list-style-type: none"> <li>➤ Logistics Project: Consolidated Billing/Invoice from Logistics of goods /services (logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions through IT application).</li> <li>➤ Citizen Service Project: Consolidated Billing/Invoice from Citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application</li> </ul>	<p>Work Order + Completion Certificates from the client;</p> <p>OR</p> <p>Work Order + Self Certificate of Completion (Certified by the Authorized Signatory );</p> <p>OR</p> <p>Word Order + Phase completion certificate from client</p> <p>Or</p> <p>Copy of Invoices, self-certificate any client certificate (In case of Logistics).</p>
5	<p>The sole bidder/each member of the consortium should have valid ISO 9001:2008 or Higher Certification</p> <p>OR</p> <p>The sole bidder/any of consortium partner should have valid ISO 27001 or Higher Certification and the sole bidder/any of consortium partner should have valid CMMi Level-3 or Higher Certification</p>	<p>Copy of Certificate</p>
6	<p>The lead bidder must have Local office in Delhi/NCR.</p>	<p>Authorization Letter with office address (OR) Declaration by Authorized signature to open office in Delhi within 45 days of award of contract.</p>
7	<p>Any Participants should not be an entity which has been black- listed by Central Government or any State Government/s</p>	<p>Undertaking on company letter head.</p>

Note: - The turnover and experience of holding/subsidiary companies/ associated companies shall not be considered.

**b) Financial Bid Evaluation of Tender on the basis of Least Cost Method**

- i) The Financial Bids of technically qualified Bidders will be opened on the prescribed date in the presence of Bidder representatives.

- ii) **The Bidder with lowest financial bid (L1) will be awarded the contract. The bid shall be capped at Rs 100/- inclusive of all charges as per similar tender floated by GNCTD for their doorstep delivery services.**
- iii) Only fixed price financial bids indicating total price for all the deliverables and services specified in the bid documents will be considered.
- iv) Any conditional bid will be rejected.

## **VI. APPOINTMENT OF SUCCESSFUL BIDDER:**

### **(a) Award Criteria**

South Delhi Municipal Corporation will award the Contract to the successful bidder whose bid has been found responsive and L1 and who is eligible to perform the contract satisfactorily as per terms and conditions incorporated in bidding document.

### **(b) Right to Accept Any Proposal and to Reject Any or All Proposal(s)**

South Delhi Municipal Corporation reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for South Delhi Municipal Corporation action.

### **(c) Notification of Award**

Prior to the expiration of the validity period, South Delhi Municipal Corporation will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, South Delhi Municipal Corporation may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, South Delhi Municipal Corporation will notify each unsuccessful bidder and return their EMD. The EMD of successful bidder shall be returned only after furnishing of Performance Bank Guarantee and signing of Contract.

### **(d) Performance Guarantee**

South Delhi Municipal Corporation will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value equal to **Rs. 7 Lacs**.



**(e) Signing of Contract**

After South Delhi Municipal Corporation notifies the successful bidder that its proposal has been accepted, South Delhi Municipal Corporation shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between South Delhi Municipal Corporation and the successful bidder.

**(f) Failure to agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event South Delhi Municipal Corporation may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, South Delhi Municipal Corporation shall invoke the EMD of the most selected bidder.

**VII. SCOPE OF WORK**

Following is the broad scope of work to be taken up under this project. Further, other municipal services may also be included in the future.

- (A) Engagement, Recruitment, Training, Facilitation and End-to-End operation of Property Tax Sahayaks and the coordination team.
- (B) Minimum indicative Technical Specification

**(A) Engagement, Recruitment, Training, Facilitation and End-to-End operation of Property Tax Sahayaks and the coordination team**

- i) Intermediary Agency shall engage the number of Property Tax Sahayaks depending on the requests received. The number of Property Tax Sahayaks **should be proportionate** to the request received and in no case there should be any delay in the service for want of Property Tax Sahayak. The number of Property Tax Sahayak to be engaged shall be decided by the Department from time to time. **The Property Tax Sahayak must not store any user information anywhere. The Property Tax Sahayak shall also collect the facilitation fees from the citizen/ tax payer.**
- ii) All the resources have to be trained before deployment. Call center agent will be trained on Service request handling application and Property Tax Sahayaks

will be trained on Service Delivery Application interface for Property Tax Sahayaks.

- iii) The selected bidder shall ensure that all Property Tax Sahayaks are provided access to Frequently Asked Questions related to the registration of a specific service which may be periodically updated by the respective departments. The selected bidder shall prepare demonstrative guides for the Property Tax Sahayaks and load them on the device for reference in case of any trouble using any service-registration request.
- iv) In case of Non-performance of any Property Tax Sahayak(s), he/she may be asked to be replaced by the MU. Metrics for performance measure shall be provided by the Department and has to be regularly tracked via application.
- v) The selected bidder shall deploy two resources onsite for liaising with the Department Call Center and Property Tax Sahayaks.
- vi) The selected bidder shall provide technical support with reference to application and hardware to Property Tax Sahayaks. The Selected bidder shall have a back-to-back agreement on paper with Property Tax Sahayaks detailing terms of reference of work. The selected bidder shall be responsible for any defaults made by Property Tax Sahayaks. At any point of time, the Department has right to issue revised Guideline regarding Property Tax Sahayaks to improve the efficiency or to address the complaints of citizens with reference to delivery of services.
- vii) South Delhi Municipal Corporation may issue guidelines in case it finds intermediary agency of exploiting the Property Tax Sahayaks.
- viii) **Key guidelines for engagement of Property Tax Sahayaks:-**
  - a) The selected bidder shall engage Property Tax Sahayaks deployed as per specified criteria and pay the remuneration of Property Tax Sahayak for their service in the project.
  - b) All Property Tax Sahayaks deployed shall be equipped with a tablet device along with specified hardware for biometric authentication, with minimum specifications as prescribed by the South Delhi Municipal Corporation. The device should also have mobile voice, data connectivity for access to the service registration websites
  - c) Property Tax Sahayaks will have to visit multiple times, if required, for fulfillment of a service. There won't be any additional fee paid for multiple visits. The facilitation fee paid to Property Tax Sahayaks is provided against a service request and remain same even if it incurs multiple visits

- d) All the deployed resources should be Minimum qualification of (10+2) or 10<sup>th</sup> +3 year diploma, with Computer Knowledge. Property Tax Sahayaks should be able to do Data entry in English with 100% accuracy.
- e) All the deployed resources should be able to speak in Hindi **and should be able** to understand English.
- f) The Property Tax Sahayaks must undergo Police Verification and should not have any Police cases registered against them.

ix) **Key requirements with reference to deployment of resources:**

The selected bidder must deploy the following number of resources (minimum) to carry out above mentioned activities. **Minimum Number of resource to be deployed for Management and Coordination Team**

- Project Manager: Sr Engineer or MBA, Min 5 Yrs. of related work Experience
- Trainer: Engineer, MBA, 3 Yr of Exp (Prepare Training modules for Property Tax Sahayaks and training them, Coordination with Department)

**(B) Minimum Indicative Technical Specifications**

**The Property Tax Sahayaks have to carry the hardware as per below technical specification:**

**i) Android Tablet with 7-inch screen**

- Processor-2.0 GHz Dual Core or above
- RAM- 2 GB or above
- Internal Storage- 16GB or above
- Expandable storage through micro SD, minimum 32 GB
- USB Port- Minimum One Micro USB port and an optional additional USB Port
- USB port should provide power supply to biometric device and support USB OTG.
- Rear Camera with Auto focus & 13 Mega Pixel resolution or above, LED Flash
- Front Camera with 5 Mega Pixel resolutions or above
- GSM SIM card slot with voice calling and call recording support
- Separate charging port with AC adapter 110-240-volt range
- GPS and AGPS facility for capturing the location coordinates
- Android 5.0 Operating System or Above
- Safety and other standards compliance — CE certification/RoHS certification BIS IS 13252 & FCC certification

**ii) Single Fingerprint Scanner Device for use with Android Tablet**

- STQC certified Single Finger-print biometric device for Aadhaar Authentication with driver, in-built template extractor software/SDK (mandatorily with license, if required) (STQC Certificate for the device must be submitted)
- API/SDK for Android (5.0 and above) platform.
- Device should be plug and play with any android (5.0 and above) tablet without need of any additional license to be deployed.
- The device should have integrated USB 2.0 type connector or higher.
- Device must come with connector cables to allow connection of the device to Micro USB port
- Vendor has to provide all necessary technical support for integration of their device

**iii) Iris Authentication Device for use with Android Tablet**

- STQC certified Iris authentication device for Aadhaar Authentication and extractor software/SDK (STQC Certificate must be submitted)
- API/SDK for Android (5.0 or above) Operating System
- Device should be plug and play with any Android (5.0 and above) without need of any additional license to be deployed
- The device should have integrated USB 2.0 type connector.
- Device must come with connector cables to allow connection of the device to Micro USB port
- Vendor has to provide all necessary technical support for integration of their device.
- The officer, employees, Property Tax Sahayaks etc. of Intermediary Agency shall observe the highest standard of ethics during the contract period.

## **VIII. PROJECT TIMELINES**

<b>Project</b>	
Contract Signing	T
Operationalization of services as Identified by the department	T+6 weeks

## **IX. SERVICE LEVEL AGREEMENT**

### **(a) Pre-Operation SLA/ Liquidated Damage**

In case the contractor fails to commence/ execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, department reserves the right to impose the penalty as detailed below:

- I. Rs 50,000/- per week up to 4 weeks
- II. After 4 weeks delay, principal employer reserves the right to cancel the contract and get this job be carried out from other contractor(s) from open market or other agencies. The difference in any will be recovered from the defaulter contractor and also shall be blacklisted for a period of 2 years from participating in any such tender and his security deposit may also be forfeited.

### **(b) Post Operation SLA**

- I. In case any public complaint is received attributable to misconduct/ misbehavior of agency's personnel, a penalty of Rs 5000/- for each such incident shall be levied.
- II. In case any of agency's personnel deployed under the contract fails to report in time and contractor in unable to provide suitable substitute in time (12 hours), a penalty of Rs 1,000/- for each incident shall be levied.
- III. In case of loss of original documents of citizen, a penalty of Rs 5000/- shall be levied and cost and responsibility of making duplicate documents shall also be of the contractor.
- IV. In case of security breach/ loss of data a penalty of Rs 1000/- per incident shall be imposed.
- V. In case of collection of additional fee exceeding service fee from the citizen,

a penalty of Rs 10,000/- per instance shall be imposed and FIR on the concerned Tax Sahayak will be registered.

- VI. All the entries made In case the Tax Sahayak uploads incorrect entries with respect to factors such as Use Factor, Age Factor, Structure Factor, Occupancy Factor etc. leading to a loss of revenue/ tax to the Corporation, the same shall be levied with a penalty equivalent to the loss of revenue caused.

## **X. PAYMENT SCHEDULE**

**Payments will be made on annual basis (if any) upon submission of invoice. However, penalty (if any) shall be imposed on quarterly basis.**

Payment will be made by Assessment & Collection Department, South Delhi Municipal Corporation (if any) to intermediary agency on the basis of service fee/ facilitation fee per successful transaction after deducting

- Penalty, fine etc imposed on intermediary agency; and
- Any other due amount on part of intermediary agency.

## **XI MINIMUM GUARANTEE:**

A minimum of 20,000 transactions (including both new and old taxpayers) per annum shall be provided as minimum guarantee for the project. If the number of services are less than 20,000, the service fee for the gap (20,000 - Exact number of successful transactions) shall be paid to the bidder by the government (in case successful bidder fulfils all the milestones provided in the RFP).

## **XII FRAUD AND CORRUPT PRACTICES:**

- a) The Bidders and their respective Officers, Employees, Property Tax Sahayaks and Advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, South Delhi Municipal Corporation shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, South Delhi

Municipal Corporation shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the South Delhi Municipal Corporation for, inter alia, time, cost and effort of the department, in regard to the RFP, including consideration and evaluation of such Bidders Proposal.

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

i) "corrupt practice" means

- the offering, giving, receiving, or soliciting, directly or indirectly, of, anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of South Delhi Municipal Corporation, who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of South Delhi Municipal Corporation, shall be deemed to constitute influencing the actions of a person connected with the Selection Process);
- save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of South Delhi Municipal Corporation in relation to any matter Concerning the Project;

ii) "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;

iii) "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any **persons'** participation or action in the Selection Process;

iv) "undesirable practice" means

- establishing contact with any person connected with or employed or engaged by South Delhi Municipal Corporation with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process;
  - having a Conflict of Interest
- v) "Restrictive Practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
- c) In case it has been found at any point of time that the selected agency has indulged in exploitation of Property Tax Sahayaks, the department may invoke the termination for default clause or may levy a penalty as decided by the Department.

### **XIII. FORCE MAJEURE:**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or South Delhi Municipal Corporation as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not **limited to floods**, droughts, earthquakes and epidemics.
- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

The bidder or South Delhi Municipal Corporation shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

### **XIV. DISPUTE RESOLUTION**

Any dispute arising out of this contract shall be resolved through local jurisdiction of courts of Delhi only.



## **XV. LIMITATION OF LIABILITY**

The Selected Agency's liability under this Agreement and /or its modifications shall be determined as per the Law in force for the time being. The agency shall be liable to South Delhi Municipal Corporation for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the agency and its employees, including loss caused to South Delhi Municipal Corporation on account of deficiency in services on the part of the agency or his agents or any person / persons claiming through or under said agency. However, such liability of 'agency' shall not exceed value of submitted PBG (Performance Bank Guarantee) except in cases where limitations on liability clause are arising because of reason of death or personal injury, fraud or gross negligence.

## **XVI. INTELLECTUAL PROPERTY RIGHTS AND SOURCE CODE**

The selected Agency shall agree that all data provided by the citizen for the project shall be the sole and exclusive property of the South Delhi Municipal Corporation.

## **XVII. CONFLICT OF INTEREST**

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, South Delhi Municipal Corporation shall forfeit and appropriate the EMD as mutually agreed pre-estimated compensation and damages payable to South Delhi Municipal Corporation for, inter alia, the time, cost and effort South Delhi Municipal Corporation.

## **XVIII. EXIT MANAGEMENT**

### **a) Exit Management Purpose**

- i. This clause sets out the provisions, which will apply during Exit Management period. The Parties of the contract shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Clause.
- ii. The exit management period starts, in case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the vendor. The exit management period ends on the date agreed upon by South Delhi Municipal Corporation or Six months after the beginning of the exit management period,

whichever is earlier.

**b) Confidential Information, Security and Data**

Selected Agency promptly on the commencement of the exit management period, supply to the South Delhi Municipal Corporation or its nominated agencies the following:

- i. Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to Project; any other data and confidential information related to the Project;
- ii. Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing Selected Agency in a readily available format.
- iii. All other information (including but not limited to documents, source codes, records and agreements) relating to the services reasonably necessary to enable the South Delhi Municipal Corporation, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to South Delhi Municipal Corporation or its nominated agencies, or its Replacing Vendor (as the case maybe).

**c) Rights of Access to Information**

At any time during the exit management period, the Selected Agency will be obliged to provide an access of information to South Delhi Municipal Corporation and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / Software / Active / passive), documentations, manuals, catalogs, archive data, live data, policy documents or any other material related to the Project.

**d) Exit Management Plan**

The selected agency shall provide Assessment & Collection Department, South Delhi Municipal Corporation with a recommended exit management plan (“Exit Management Plan”) within 180 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- I. A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

- II. Plans for the communication with such of the Selected Agency, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- III. Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period {minimum one month) after transfer.
- IV. Plans for training of the South Delhi Municipal Corporation staff to run the operations of the project. This training plan along with the training delivery schedule should be approved by South Delhi Municipal Corporation. The delivery of training along with handholding support and getting the sign off on the same would be the responsibility of selected agency.
- V. Selected Agency shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date.
- VI. Each Exit Management Plan shall be presented by the Selected Agency to and approved by South Delhi Municipal Corporation or its nominated agencies.
- VII. During the exit management period, the Selected Agency shall use its best efforts to deliver the services.

## **XIX. TERMINATION OF CONTRACT**

Commissioner, South Delhi Municipal Corporation reserves the right to terminate this contract by giving the Selected Agency at least one month's prior written notice indicating its intention to terminate the contract under the following circumstances:

### **a) Termination for Default**

South Delhi Municipal Corporation may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of one week to remedy the breaches stating the reason for breaches to the Selected Agency.

Prior to serving a notice of termination to the Selected Agency, South Delhi Municipal Corporation shall provide the Selected Agency with a written notice of 7(seven) days instructing the Selected Agency to cure any breach/ default of the Contract, if South Delhi Municipal Corporation is of the view that the breach may be rectified.

On failure of the Selected Agency to rectify such breach within 7(seven) days, South Delhi Municipal Corporation may terminate the contract by providing a written notice of One month to

the Selected Agency, provided that such termination will not **prejudice** or affect any right of action or remedy which has accrued or will accrue thereafter to South Delhi Municipal Corporation. In such event, the Selected Agency shall be liable for penalty/liquidated damages imposed by the South Delhi Municipal Corporation. The performance Guarantee shall be forfeited by the South Delhi Municipal Corporation.

**b)** In addition to above, Commissioner, SDMC may at any time terminate/ cancel the contract without assigning any reason thereof after serving a notice of 7 days. This decision of the Commissioner, SDMC shall be final and binding.

**c) Post termination rights and obligations of vendor**

All plans, drawings, specifications, designs, reports and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of South Delhi Municipal Corporation and before termination or expiration of this contract the Selected Agency shall deliver all such documents, prepared under this contract along with a detailed inventory thereof, to South Delhi Municipal Corporation. Selected Agency shall deliver proper knowledge transfer as mentioned in clause "Exit Management" of this agreement.

## Appendix-I: Templates

### Form 1: Particulars of the Bidder

PARTICULARS OF THE BIDDER		
A	Name and address of the bidding Agency (Corporate office)	
B	Local address of the bidding Agency (In NCR)	
C	Incorporation status of the firm/Agency (public limited / private limited, etc.)	
D	Year of Establishment	
E	Date of registration	
F	ROC Reference No.	
G	Details of Company/Firm/Agency registration	
H	Details of registration with appropriate authorities for GST	
	Name, Address, email, Phone nos. and Mobile Number of Contact Person(s)	

**Form 2: Letter of Proposal**

To  
Joint Assessor & Collector,  
Assessment & Collection Department,  
South Delhi Municipal Corporation  
20<sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi-110002.

**Subject: Submission of the Technical bid for Doorstep Delivery of Public Services for Assessment & Collection Department, South Delhi Municipal Corporation, Delhi.**

Dear Sir/Madam,

- We, the undersigned, offer to provide solutions to Assessment & Collection Department, South Delhi Municipal Corporation on the project of “Doorstep Delivery of service for collection of Property Tax ”with your Request for Proposal dated<\_\_>and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed through e-Tender procedure.
- We hereby declare that all the information and statements made in this Technical bid are, true and accept that any misrepresentation contained in it may lead to our disqualification.
- We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Factsheet.
- We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFPdocument.
- We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [in full and initials]: \_\_\_\_\_

Name and the Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location:

Date: \_\_\_\_\_

### Form 3: Compliance Sheet for Technical Qualification

S.NO	Criteria	Required Document	Provided Yes/No	Page No.
1	EMD	Details of EMD		
2	The sole bidder/all consortium partners should be Company(s)/Firm(S) registered under the Indian companies act, 2013 (or) a firm registered under the Limited Liability Partnership Act,2008 (or) a firm registered under the Partnership Act,1932 and should be registered at least five year before the last date of bid submission.	-Certificates of incorporation of company/registration of firm		
3	Apart from company registration, sole bidder/all consortium partners must have valid GST Registration Certificate and income Tax Return.	Copy of GST Registration Income Tax returns for last 3 financial years (till2018-19) Copy of PAN card		
4	The sole/lead bidder should have an average annual turnover of at least Rs 50 Lacs from similar operations in last three financial years as on March 31, 2019. <b>Definition of Similar Operations:</b> Logistics of goods/services.{logistics experience of only those agencies will be considered which provide logistics services at doorstep and do Data Entry for recording their transactions * through IT application) <b>or</b> Citizen services delivery on behalf of any Government Client including data entry for transaction recording through IT application.	<b>Certificate from Statutory Auditor</b> appointed by the company  Or Certificate from Chartered Accountant (CA) and Authorized Signatory		
5	The lead bidder or consortium partner/s must have successfully completed at least the following numbers of projects in last Three years as on last date of bid submission of value specified herein :  - Any One project of value not less than Rs 80 Lacs as defined below ; <sup>2</sup>  OR	Work Order + Completion Certificates from the client OR Work Order +Self Certificate of Completion (Certified by the Authorized Signatory ); OR Work Order +		

	<p>- Any Two projects of value not less than the amount equal to Rs 60 Lacs each as defined below; OR</p> <p>- Any Three projects of value not less than the amount equal to Rs 40 Lacs each as defined below:</p> <p>Definition of Project for this context:</p> <ul style="list-style-type: none"> <li>Logistics Project: Consolidated Billing/Invoice from logistics (as defined in point no 3 of PQ)</li> <li>Across the Counter Project: Consolidated Billing/Invoice from Across the Counter Citizen Service Delivery on behalf Single Government Client.</li> </ul>	<p>Phase completion certificate from client</p> <p>OR</p> <p>Copy of Invoices, self- certificate and client certificate (In case of Logistics).</p>		
6	<p>The sole bidder/each member of the consortium should have valid ISO 9001:2008 or Higher Certification OR</p> <p>The sole bidder/any of consortium partner Should have valid ISO 27001 or Higher Certification and the sole bidder/any of consortium partner should have valid CMMiLevel-3 or Higher Certification.</p>	Copy of Certificate		
7	The lead bidder must have Local office in Delhi/NCR.	<p>Authorization Letter with office address OR</p> <p>Declaration by Authorized signature to open Office in Delhi with 45 days of award of contract</p>		
8	Any Participants should not be an entity which has been black-listed by Central Government or any State Government/s.	Undertaking on company letter head.		
9	Power of Attorney regarding authorization of signatory to make bid, sign contract etc.			
10	Agreement of Consortium, if any			
11	<b>Form - I</b>	Duly filled In		



## **Form 4: Financial Bid Covering Letter**

Dated:.....

To

Joint Assessor & Collector,  
Assessment & Collection Department,  
South Delhi Municipal Corporation  
20<sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi-110002.

Subject: Dear Sir,

Submission of the Financial bid for Doorstep Delivery of service for Assessment & Collection Department, South Delhi Municipal Corporation

We, the undersigned, offer to provide the services/solution for Doorstep Delivery of Service in accordance with your Request for Proposal dated <<\_\_\_\_> and our Proposal (Technical and Financial Proposals). This amount mentioned in the financial proposal is inclusive of all applicable taxes, duties, cess, levies etc.

### **PRICE AND VALIDITY**

- AIR the prices mentioned in our tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of currency of contract period from the date of opening of the Bid.

#### **1. TENDER PRICING**

We further confirm that the prices stated in our bid are in accordance with your instruction to Bidders included in Tender documents.

#### **2. QUALIFYING DATA**

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your Satisfaction.

#### **3. PERFORMANCE BANK GUARANTEE**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document. We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

AuthorizedSignature[infullandinitials]\_\_\_\_\_Name and the TitleofSignatory: \_\_\_\_\_

Address:\_\_\_\_\_

Location:\_\_\_\_\_Date:\_\_\_\_\_

**Form 5: Price Bid**

To

Joint Assessor & Collector,  
Assessment & Collection Department,  
South Delhi Municipal Corporation  
20<sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi-110002.

Dear Sir,

I/We hereby submit our price bid for Doorstep Delivery of Service for Assessment & Collection Department, South Delhi Municipal Corporation

<b>S. No.</b>	<b>Particulars</b>	<b>Total Rate in INR</b>
A.	Service Fee for Per Successful Transaction including all cost required for engagement, recruitment, training, facilitation and end-to-end operation Property Tax Sahayaks (including the payment of remuneration to Property Tax Sahayaks) as well as coordinate with corresponding departments, call centre and software development teams of NIC. during the contract period <b>(Including all charges)</b> .	
		(In words)

## **Form 6: Performance Bank Guarantee**

To

Joint Assessor & Collector,  
Assessment & Collection Department,  
South Delhi Municipal Corporation  
20<sup>th</sup> Floor, Dr. S.P.M. Civic Centre, New Delhi-110002.

Whereas \_\_\_\_\_(Name and address of bidder) has undertaken, Agreement No. \_\_\_\_\_ Dated \_\_\_\_\_ 2017 \_\_\_\_\_ (Description of Services) hereinafter called "The Agreement".

**AND WHEREAS it has been stipulated by you in the said agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank of the sum specified therein as security for compliance with the performance of the Nations in accordance with the Agreement.**

**And whereas we have agreed to give the agency / firm / company a guarantee: -**

THEREFORE WE (Name of Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "The Second Party" up to a total of \_\_\_\_\_ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument any sum or sums within the limit of \_\_\_\_\_ as aforesaid, without you needing to prove or to show this grounds for reasons for your demand for the sum specified therein. This guarantee is valid until the \_\_\_\_\_ day of \_\_\_\_\_.

The bank guarantee shall be **irrevocable, unconditional** and shall incorporate in accordance with the laws of India.

We represent that this bank guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of Guarantor Bank.

### **Signature and Seal of Guarantors**

**Dated:**

Address of Guarantors

\_\_\_\_\_

