

Dhamtari Municipal Corporation

Dhamtari, Chhattisgarh

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Tender for Municipal Composite Statement

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1. Introduction:

Municipal Corporation Dhamtari wishes to invite Tender for the development of a Municipal Composite Statement system for all the wards of DMC. You are requested to submit a proposal for “**Municipal Composite Statement System**”, as per the brief contained in this document.

Please send/submit the bid in two separate envelopes sealed inside the third large envelope clearly marked “**Response to Tender for Municipal Composite Statement for DMC**”. The two envelopes shall contain:

Envelope 1 – Technical Bid (Annexure 1) along with EMD & other relevant documents.

Envelope 2 – Financial Bid (Annexure 2)

Your offer comprising of technical proposal and financial proposal, in **separate sealed Envelopes (enclosed in a third envelope)**, should reach the following address no later than **Date 21.12.2015 3:00 PM** at Commissioner, Municipal Corporation Dhamtari, Post Office Ward, Dhamtari-493773

S No	Particulars	Amount
01	Cost of tender Document	500.00
02	EMD in form of DD to be deposited (in favor of “The Commissioner, Dhamtari Municipal Corporation”)	15,000.00
03	Last Date for Purchase of Tender Document	14.12.2015 5:00 PM
04	Last Date for Submission of Bids	21.12.2015 3:00 PM
05	Date & Time of Opening of Technical Bids	21.12.2015 4:00 PM
06	Date & Time of Opening of Financial Bids	22.12.2015 4:00 PM

2. Eligibility Scope:

(Enclose Documentary proof for each)

- The interested bidder should be registered as a Firm/Company under the Govt. Registration Act.
- Bidders are neither allowed to join hands to participate in the tender (through Joint Venture/Consortium or outsourcing/sub-letting) nor allowed to submit multiple bids. In case found otherwise, their bid is liable to be rejected.
- The bidder should have a well set infrastructure within Chhattisgarh preferable close to Dhamtari with validated nodes/computers, appropriate technology, complete required hardware and software, uninterrupted net / server connectivity, trained proactive staff, adequate security measures and due diligence.
- The bidder should have minimum of 3 years of establishment in Chhattisgarh.
- The bidder must have awareness and belief in the Urban Zonal bodies' mission & mandates and must have experience of providing similar natured solutions to different municipal corporations.
- The bidder must have an experience of serving the government's Urban Department (state/central) with offices in multiple locations.
- The bidder should have valid TIN and Service Tax registration.
- The bidder should have a PAN Card registration.
- The bidder must be committed towards providing effective service. ISO certification or CMM level3 or higher would be desirable.
- The bidder should not be black listed by any Govt. Organization. Self attested certificate to be enclosed

3. Statement of Work:

For a fast growing city like Dhamtari, it is imperative that its Municipal Government must manage performance of the **strategic mission of government** as a whole. Financial & Operational performance of the organization is crucial in achieving the strategic objectives and deliver programs and services to the citizens. This calls for a holistic picture of one complete view of Municipal Government's programs and budgets. It requires the capability of driving transparency and accountability by gathering and opening up information to all stake holders.

Revenue generation is an important aspect of the corporation, which is a must for smooth functioning of the operations within the city. Through this tender, Dhamtari Municipal Corporation wishes to develop and implement a system that will enable to generate a composite statement of pending dues against the citizens towards services offered by DMC.

Currently, the citizens need to pay different taxes to the Corporation including Property Tax, Water Tax, and Garbage Disposal Tax etc. Citizens sometime don't know that how many dues are pending against them. This Municipal statement will help them understand the different taxes and their pending balances that can be paid on a door to door collection scheme or at the DMC office. DMC hopes that this initiative will bring a high level of transparency in the functioning of DMC.

4. Organization Structure:

Dhamtari is the newly formed Municipal Corporation in Chhattisgarh, though it covers a big area of 42 wards within its capacity. Given Below is a list of main departments of Dhamtari:

- Water Works Department
- Health & Medical Department
- Education Department
- Women & Child Welfare Department
- Food & Civil Supplies Department
- Revenue Department
- Law and General Admin. Department
- City Planning and Building Permission
- Electricity Department
- Poverty Alleviation and Social Welfare Department
- Public Works Department
- Information Technology
- Environment & Gardening Department
- Market Department
- Rehabilitation and Employment Department
- Finance ,Accounting and Audit Department
- Mechanical Engineering (Yantriki)
- SC and ST Welfare Department
- Sports and Youth Welfare Department
- Culture, Tourism, Entertainment and Virasat.
- Fire Fighting Department

5. Scope of Work:

a. Composite Statement Software

1. Customized software is to be developed to input the details of all the citizens of Dhamtari Municipal Corporation.
2. Details of their residential and commercial buildings/houses/shops/offices etc to be captured in the software.
3. Based on the guidelines of DMC, the different taxes to be paid by each citizen is to be calculated and the summary of all the taxes is to be displayed in a composite manner.
4. This detail can be printed as a statement.
5. DMC employs different rates for different places for property taxes. This shall be applicable while calculating the taxes.
6. Different other taxes are also levied to citizens based on their usage. All the taxes shall be calculated separately and then combine into a single statement.

7. Provisions of Discounts, Waive off, advance payment etc need to be incorporated in the software.
8. The software shall be integrated with the printer for direct printing of statement.
9. The payment shall be collected in cash or cheque etc. The payment information needs to be stored in the software.
10. A payment receipt needs to be generated from an Android based Mobile App, which will have the latest information synchronized with the software.
11. Detailed MIS reports of the pending and paid amounts to be developed according to different categories including ward, revenue office, type of taxes etc.

Note: Further details can be collected from the DMC office in order to understand the scope of work.

b. Android based Mobile App

1. Each agents of DMC responsible for door to door collection of dues will be given an android based tablet / mobile device.
2. A mobile app (Android) has to be developed which will share the database with the above mentioned software.
3. The Agents will just enter the bill no and the details can be seen in the app itself.
4. The agents will enter the received payment amount and generate the receipt.
5. The generated receipt shall be printed through an attached portable printer (see the specifications below)
6. The app shall be designed in a way that even if there is no internet at the site, the above functionality works. And once the device is in network it can be synchronized with the server.

c. Tablet

Given below are the minimum requirements for supply of 20 Nos Android based Tablets:

- 1 year Warranty by the OEM
- Screen Size: 7 Inch or above
- RAM : 1 GB or above
- Storage: 16 GB or above
- Voice Call : Yes
- OS Version: Android KitKat or above
- Processor: 1.3 GHz or above
- Camera: 5.0 MP Auto Focus rear camera or above

d. Portable Printer

Given below are the minimum requirements for supply of 20 Nos Portable Printers:

- Thermal printer
- With Bluetooth Accessible
- Compatible with Android based Tablet / Mobile Phone
- Portable – Easy to carry by hand

- Battery Backup of at least 3 hours
- Warranty by OEM

e. Delivery Timelines:

DMC is looking towards the development of the complete system within 3 months from the date of the work order. The implementation of this system will need to happen first as a pilot phase for 1 Ward, which should run successfully for 1 month. After this; a rollout will be done for all the Wards of the DMC.

f. Generic Requirements

1. The Awarded agency will have to provide their assistance of knowledge transfer as and when required by the DMC apart from providing an initial training to all the users of the software.
2. Secured login to be provided at various level i.e. Head office, Accounts Department, Planning Department etc. Bidder is free to suggest any additional security feature inclusive in the bid amount.
3. The successful bidder has to provide 1 year of free maintenance for the developed software.
4. The bidder has to provide the domain registration and trouble free hosting of the software for a period of one year.
5. The web link of the developed software should be accessible from the existing website of the DMC.

7. Support and Maintenance:

The bidders must include the warranty of 12 months (from the date of project completion) which shall include maintenance of the system and fixing of any issues that may arise. The bidders might quote for the AMC charges applicable after the completion of 1 year of warranty. However, DMC may or may not go with that particular bidder for the AMC, it will be its sole decision based on the performance of the service during the warranty period.

8. Training & Manuals:

The bidder must provide the training manuals for the developed system before completion of the project. Additionally, the bidder must also provide necessary training to all the key stakeholders about the working of the system.

9. Evaluation and comparison of proposals:

A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any finance/budget proposal being opened and compared. The

finance/budget proposal of the proposals will be opened only for submissions that passed the minimum technical score of 50% of the obtainable score points in the evaluation of the technical proposals. The technical proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR).

a. Criteria for evaluation:

This evaluation process consists of 2 stages. Only those companies, that have passed the first technical evaluation stage, will be considered for financial evaluation. During the first stage participants' technical proposals are examined against the following evaluation criteria:

S. No.	Parameters	Marking Scale	Maximum Marks
1	Average annual turnover of the agency for last 3 Financial Years	15 to 30 lakhs: 5 30 to 60 lakhs: 10 60 to 100 lakhs: 15 Above 100 lakhs: 20	20
2	Years of Establishment of bidder in Chhattisgarh	Less than 3 years: 0 Above 3 years: 10	10
3	Location of Bidder	Out of CG: 0 Within CG: 10	10
4	Software applications successfully developed and installed in any Municipal Corporations in last 3 years.	Per task 5 marks, Maximum 3 tasks : 15	15
5	Experience of the agency in development of mobile applications to any government organizations	Per task 5 marks, Maximum 3 tasks : 15	15
6	Value of single government's Urban Department (state/central) project	Less than 30 Lakhs: 5 30 to 50 Lakhs: 10 More than 50 Lakhs:	15
7	Experience of other MIS based work experience	Per task 2 marks, Maximum 5 tasks : 10	10
8	ISO certification or CMM level3 or higher	5 Marks	5
9	Background and registration of organization (PAN/TIN/Service tax/Trade License/COI)	2 Marks Each	10
10	Methodology for execution of the project i.e. Technical Proposal	On a scale of 0 to 30	30
Total Marks			140

Note:

- Score will be given on the basis of documentary proofs.
- Please attach the List of your last main assignments performed by your company during last 3 years. Please indicate:
 - Subject of assignment
 - Year
 - Customer with contact details (fax, phone, e-mail)
 - Amount paid for your services under the assignment
- During the subsequent stage financial proposals of only those participants who passed the

technical evaluation will be reviewed. If needed, the bidders will be called for a presentation before the financial evaluation.

b. Technical Evaluation:

Technical Bid will be out of a maximum of 140 points. Bidders with Technical score of 50% and above will qualify for the evaluation in their financial bids. The technical scores would be normalized on a scale of 100. Such normalized scores would be considered for the purpose of QCBS (**QUALITY AND COST BASED SELECTION**) based evaluation, explained in section below:

The individual bidder's technical scores (Ts) are normalized as per the formula below:

$$T_n = (T_b / T_{max}) \times 100$$

Where,

T_n = Normalized Technical score for the bidder under consideration

T_b = Absolute Technical quote for the bidder under consideration

T_{max} = 140

Detailed technical evaluation shall be carried out by Technical Evaluation Committee pursuant to conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility; terms and condition of the tender without any material deviation.

The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have the rights and sole discretion to call / not to call any bidder for any discussion/presentation etc.

c. Financial Evaluation:

The financial bid shall be opened for only those bidders who have been found to be technically eligible (with more than 50% in Technical Bid). The financial bids shall be opened in presence of representatives of technically eligible bidders, who may like to be present.

The Financial bid of those bidders, who qualify in the technical evaluation, will only be opened. i.e. - The Financial bids of the technically qualified bidders will only be evaluated. The financial scores would also be normalized on a scale of 100, with lowest score being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized scores would be considered for the purpose of QCBS based evaluation, explained in section below.

The individual bidder's financial scores (Fb) are normalized as per the formula below:

$$F_n = (1 - (F_b - F_{min}) / (F_{max} - F_{min})) \times 100$$

Where,

F_n = Normalized financial score for the bidder under consideration

F_b = Absolute financial quote for the bidder under consideration

F_{min} = Minimum absolute financial quote out of all bidders

F_{max} = Maximum absolute financial quote out of all bidders

d. Final Evaluation:

The Bidder with the highest Composite Score(S) would be awarded the contract. There will be 80 % weightage for Technical Evaluation and 20 % for Financial Evaluation.

$$\text{Composite Score (S)} = T_s \times 0.8 + F_n \times 0.2$$

10.Award criteria, award of contract

The procuring entity (DMC) reserves the right to accept or reject any proposal, and to annul the solicitation process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Organization or any obligation to inform the affected Organization or organizations of the grounds for the organization's action. The award of the contract will be done to the qualified organization whose proposal, after being evaluated is considered to be the most responsive to the needs of the organization and activity concerned.

Commissioner,
Municipal Corporation Dhamtari
Dhamtari, CG

11. Terms of Reference

1. The DMC will release the payment based on:

S No	Stage	Percentage payment
01	Requirement & Scoping	20%
02	Development & Testing	50%
03	Training & Final Deployment	30%

2. For any clarifications, please get in touch with the DMC team. Clarifications should be submitted in written latest by 5 days prior date of submission of tender.
3. The financial offer quoted in this bid shall be valid for a period of 120 days from the date of bidding.
4. Bidders are encouraged to gather all the information from the different departments and prepare a final requirements document before starting the development of the dashboard system.
5. DMC might require changing the number of analysts after bidding. The number of analysts will be charged based on the rates approved in this bid.
6. Installation, Documentation & Training would be in scope of the bidder. In case of extra charges, it has to be quoted separately.
7. Warranty must be 1 year what-ever problem firm must give free service including travelling, hotel etc all are to be in the bidder's scope.
8. DMC will have no liability regarding transportation, boarding & Lodging of bidder and their staff.
9. In case the bidder is not able to provide effective support during the warranty period, the EMD will be forfeited.
10. The firm has to complete the job assigned within the joint agreement time and if the job is not completed within the stipulated time, a penalty @ 1% of the cost of the uncompleted job for every week will be imposed on the firm.
11. Any conditions of the bidder sent along with proposal if any, shall not be binding upon DMC.
12. It is not binding on DMC to accept the lowest of the bidding. DMC shall give preference to the bid that has an overall optimum solution, both technical & financial.
13. TDS as applicable on date will be deducted from Company actual bill submitted for payment.
14. In case of any dispute between the parties, the arbitration shall be at Dhamtari.
15. The selected bidder will have to complete the job as per terms and conditions specified above.
16. The procuring entity reserves the right to accept or reject any or all Eols without assigning any reason thereof.
17. Conditional offer / Eol submitted by fax/email or after the due date and time will be rejected.

12.Proposal Submission Form

Dear Sir / Madam,

Having examined the Solicitation Documents we, the undersigned, offer to undertake a scoping study as per the TORs for the sum as may be ascertained in accordance with the Technical and Finance/ Budget Plan attached herewith and made part of this proposal.

We undertake, if our proposal is accepted, to commence and complete all activities specified in the contract within the time frame stipulated.

We agree to abide by this proposal for a period of 120 days from the date fixed for opening of proposals in the Invitation for proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any proposal you may receive.

Dated this day /month Of year.....

Signature of the Company
With Name, Designation, Seal
& Date

13. Technical Bid (Annexure-1)

S. No	Description	Remarks	Indicate page number where Enclosed
1.	Name, Address, email and telephone number of the agency/Company		
2.	Name, Designation, Address and telephone no. of the authorized person		
3.	Whether Company is registered, PAN (Please attach copy of TIN/ PAN/ Service Tax Registration Certificate)		
4.	Please enclose the list of analysts proposed (enclose the resumes)		
5.	Detail of experience with development & support of similar Systems.		
6.	Detail of experience in years (please attach proof)		
7.	Detail of similar assignment (Please attach copy)		
8.	Certificate indicating that the bidder is not black listed by any Govt Agency.		
10.	Latest Tax Return (Please attach copy)		
11.	Annual Turnover:		
12.	Proposed Work Plan and Approach		

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the Company
With Name, Designation, Seal & Date

14. Financial Bid (Annexure-2)

Please provide detail financial implication to the organization with break up.

S. No.	Particulars	Unit Price (Rs.)	Tax (Serv. Tax / VAT)	Qty	Total Amount (Rs.)
1	Development, Implementation and Training of the Municipal Composite Statement System including hosting and domain charges.			01	
2	Development of Mobile Apps in Android			01	
3	Android based Tablet as per specification			20	
4	Portable Printer as per specification			20	
5	Other Charges, (if Any) Please specify.				
Total Amount					
In Words: -					

Also provide:

AMC Charges for each additional year for software: Rs.

Note:

1. All Prices/Rates quoted must be inclusive of all Taxes.
2. All Prices/Rates quoted must be inclusive of free Warranty / AMC of the complete system for a period of 1 year.
3. Dhamtari Municipal Corporation is not liable to order all the work as per the bid above and may select full or part work for implementation, the charges would be divided accordingly.

Declaration:

This is to certify that I/We before signing this job assignment have read and fully understood all the terms and conditions contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the Company
With Name, Designation, Seal & Date