MUNICIPAL ADMINISTRATION

COMMISSIONER AND DIRECTOR OF MUNICIPAL ADMINISTRATION

GOVT. OF AP

INVITES

REQUEST FOR PROPOSAL

FOR

"Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA"

Date: 21-02-2025

**Commissioner& Director of Municipal Administration,
Prime Hill Crest, 4th Floor, Near DGP Office,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502**

Contents

Disclaimer

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Tender Issuing Authority (TIA) or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Authority to the prospective Consultants or any other person. The purpose of this RFP is to provide interested Consultants with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Consultant may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, its employees or advisors to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Consultant 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 RFP to the Consultants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion
on the law expressed herein.

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The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any consultant upon the statements contained in this RFP.
The Authority 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 RFP.

The issue of this RFP does not imply that the Authority is bound to select a consultant or to appoint the Selected Consultant, as the case may be, for the Consultancy and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Consultant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Consultant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a consultant in preparation or submission of the Bid Proposal, regardless of the conduct or outcome of the Selection Process.

Abbreviations

Abbreviation	Description
CDMA	Commissioner & Director of Municipal Administration
BOQ	Bill of Quantities
APUFIDC	Andhra Pradesh Urban Finance & Infrastructure Development Corporation
MEPMA	Mission for Elimination of Poverty in Municipal Areas
EnC	Engineer-in-Chief
DTCP	Directorate of Town & Country Planning
APGBC	Andhra Pradesh Greening & Beautification Corporation
SAC	Swachh Andhra Corporation
APTIDCO	Andhra Pradesh Township and Infrastructure Development Corporation
APRSCL	Andhra Pradesh Rajiv Swagruha Corporation Ltd
APUIAML	Andhra Pradesh Urban Infrastructure Asset Management Limited
APRERA	Andhra Pradesh Real Estate Regulatory Authority
AMRC	Amaravati Metro Rail Corporation
EOI	Expression of Interest
EMD	Earnest Money Deposit
CRDA	Capital Region Development Authority
ERP	Enterprise resource planning
FTL	Full Tank Level
GIS	Geographical Information System
VTAS	Vehicle Tracking & Analytical System
GNSS	Global Navigation Satellite System
GSM	Global System for Mobile
GLSR	Ground Level Storage Reservoirs
GUI	Graphical User Interface
SAS	Software As Service
IPMP	Integrated Project Management Plan
IOT	Internet of Things
LoA	Letter of Agreement
LULC	Land Use/ Land Cover
MA&UD	Municipal Administration & Urban Development Department
MIS	Management Information System
NRSC	National Remote Sensing Centre
OGC	Open Geospatial Consortium
RTMS	Real Time Monitoring System
PSU	Public Sector Undertakings
KPI	Key Performance Indicators
QCBS	Quality-and Cost-Based Selection
RFP	Request for Proposal

RFID	Radio Frequency Identification	
ADCL	Amaravati Development Corporation Ltd	
APHB	Andhra Pradesh Housing Board	
DILL	Deccan Infrastructure and Land Holding Limited	
SDC	State Data Centre	
SDD	Software Design Document	
SI	System Integration	
SNA	State Nodal Agency	
SRS	Software Requirement Specification	
SLA	Service-Level Agreement	
TOR	Terms of Reference	
UAT	User Acceptance Test	
UDA	Urban Development Authority	
ULB	Urban Local Body	
UTM	Universal Transverse Mercator	
UAV	Unmanned Aerial Vehicle	
ETL	Extract, Transform, Load	
API	Application programming interface	
AI/ML	Artificial Intelligence / Machine Learning	
SWM	Solid Waste Management	
DMA	Director of Municipal Administration	
CIS	Comprehensive IT Solution	
HOD	Head Of the Department	

1 Invitation for Bids

CDMA hereby invites Proposals from reputed, competent, and professional Information Technology (IT) companies, who meet the minimum eligibility criteria as specified in this bidding document viz., "**Selection of Service Provider for IT Manpower supply to develop new software applications and maintain/enhance the existing software applications as per requirement of DMA**" as detailed in Section 2.24 of this RFP document.

Sl.no	Item	Particulars
1.	Authority	**Commissioner and Director of Municipal Administration**
2.	Description of the work	**Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA**
3.	Mode of Tendering	e-procurement
4.	Method of Selection	**Combined Quality cum Cost Based Selection with Reverse tendering**
5.	Tender Reference Number	**APUF-11036/1/2025-ENG SEC-APUFIDC**
6.	E-Tendering Website	**https://www.tender.apeprocurement.gov.in/**
7.	Tender Document Fee	Rs. 10,000/- (Rupees Ten Thousand only) (Non-Refundable) Demand draft in favour of **'Commissioner and Director of Municipal Administration'** Vaddeswaram, Mangalgiri.
8.	Earnest Money Deposit (E.M.D.)	Rs 5,00,000/- Rupees Five lakhs only can be paid by BG/DD in favour of **'Commissioner & Director of Municipal Administration'.**
9.	Date from Online Tender Document availability	21-02-2025 @11.00 AM
10.	Last date of submission of pre-bid queries	Date : 24-02-2025 up to 03.00 PM The queries should be submitted as per the format prescribed in Annexure 1.5 with a subject line as: "Pre-Bid queries - <Agency's Name>" at Email : procurement.cdma@cdma.gov.in
11.	Date, time and venue of pre bid Meeting	25-02-2025 at 03.00 PM Venue: O/o CDMA, Mangalagiri, Andhra Pradesh

12.	Reply to pre bid queries	On 27-02-2025 by 5.00 PM through Email and uploading on the e procurement
13.	Last Date and Time for Online submission of the bids	07-03-2025 up to 3.00 PM
14.	Last Date and Time for Hard copy submission of the bids	07-03-2025 up to 3.30 PM to CDMA office
15.	Date and Time for Opening of Technical bids	Date: 07-03-2025 at 4.00 PM
16.	Place, Date and Time for Presentation/Demonstration in response to the RFP	will be intimated to eligible bidders later
17.	Date and Time for Opening of Commercial bids	will be intimated to eligible bidders later
18.	Contact details	Email id: **procurement.cdma@cdma.gov.in** O/o : Commissioner & Director of Municipal Administration, Prime Hill Crest, 4th Floor, Near DGP Office, Vaddeswaram Village, Mangalagiri, Andhra Pradesh Pin code: 522502

Note:

a) The RFP document shall be downloaded from website **https://www.tender.apeprocurement.gov.in/**

b) The Bidder is expected to carefully examine all instructions, forms, annexures, specifications, requirements and other terms and conditions in the RFP document with full understanding of its implications. Failure to furnish all information required in the RFP Document or submission of a bid not substantially responsive to the RFP Document in every respect will be at the Bidders risk and may result in the rejection of the bid.

c) The e-procurement portal does not allow uploading of Bids beyond bid submission time. CDMA will not be responsible for non-submission of Bids through e-procurement portal after the deadline for submission of bids.

d) Last minute submission shall be avoided. CDMA will not be responsible for any failures in submission of Offers/Bids. Bids submitted by Telex, Fax, e-Mail etc. will not be entertained and no correspondence will be entertained on this matter.

e) The Bidder must adhere to the time schedule of activities pertaining to this Request for Proposal and no request to change the last date or extend period / time for submission shall be entertained by CDMA. However, CDMA reserves the right to extend the date/time for submission of the bids without assigning any reason by notifying in e-tender website.

f) Incomplete or Conditional bids will be summarily rejected in very first instance and no correspondence will be entertained on this subject.

g) The bids should be type written only. Correction/overwriting/cutting/ interpolation/use of whitener etc., if any, shall be made by neatly crossing out, initiating, dating, and rewriting, failing which Bids are liable for rejection

h) The name and signature of Bidders authorized person should be recorded at the bottom on each page of the bid document without which bids will not be considered. All pages of the bid document shall be numbered & sealed and shall be signed by a person duly authorized to bind the organization to the Contract. A duly stamped Power-of-Attorney accompanying the Bid document shall support the letter of authorization.

i) The bids and all correspondence/documents relating to the bids shall be written 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.

j) Bidders must keep their offer open for a minimum period of 180 days from the date of opening of the tender, within which the Bidders cannot withdraw their offer. However, subject to the period being extended further, if required, by mutual agreement from time to time.

k) CDMA reserves the right to cancel the tender, or relax any part of the tender offer, without assigning reason thereof. In case of differences, if any, the decision of the Director, CDMA shall be final

l) At any time before the closing schedule for submission of bids, CDMA may amend the tender by issuing an addendum or corrigendum in writing or by standard electronic means and the same will be notified in the e-tender website. The addendum or corrigendum will be binding on all Bidders. If the amendment is substantial, Bidders shall be given reasonable time to make amendment or to submit revised bid, and deadline for submission of bids will be extended by the CDMA accordingly.

m) Canvassing in any form in connection with this tender is strictly prohibited and the bids submitted by the Bidders who resort to canvassing are liable for rejections. Such Bidders will be directly blacklisted by CDMA.

n) **Procedure for bid submission**
   1. Proposals shall be submitted online on **https://tender.apeprocurement.gov**.in platform
   2. The participating bidders in the tender should register themselves in ap e procurement platform in the website **https://tender.apeprocurement.gov.in**
   3. Bidders can login to e-Procurement platform in secure mode only by signing with the Digital Certificates.
      i. Possession of Digital Signature Certificates is mandatory in participating in e-tendering system. Applicants are requested to procure the Digital Signature Certificate well in advance from any of the approved Certifying Authorities (CA).

4. The bidders who are desirous of participating in the tender process shall submit their technical proposal, price bids as per the standard formats available at the Procurement website.

5. The bidders should sign, scan and upload the respective documents in Technical bid documentation as detailed at Appendix-II of the RFQ. The bidders shall sign & affix stamp on all the statements, documents certificates uploaded by them, owning responsibility for their correctness / authenticity. The rates should be quoted online only

6. In case of discrepancy between the uploaded softcopy Technical Proposal and the hardcopy submitted, the upload softcopy shall be given precedence and will form the basis of evaluation and final selection.

7. No hardcopy of financial bid/proposal shall be submitted. The Financial Proposal shall be submitted online and in the prescribed template only.

8. Failure to furnish the documents, certificates, will be entitled for rejection of the bid.

9. CDMA shall not hold any risk because of postal delay.

10. Similarly, if any of the certificates/documents, etc., furnished by the Bidder are found to be false /fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.

11. The Department will not hold any risk and responsibility regulating no visibility of the scanned & uploaded documents. The documents that are uploaded online on e-procurement portal will only be considered for Bid Evaluation.

2 Instructions to Bidders

2.1 Project Background

Director of Municipal Administration, Govt. of Andhra Pradesh is planning to develop software for tracking and monitoring services and activities of all the wings of Municipal Administration & Urban Development Department (MA&UD) in the state of Andhra Pradesh.

The Government of Andhra Pradesh decided to identify a Service Provider through Open Competitive Bidding Process for

a) IT Manpower supply for the development of comprehensive IT solution to monitor services and activities of all the wings of Municipal Administration & Urban Development Department (MA&UD).

b) Vehicle Tracking & Analytical System (VTAS) license procurement

c) Maintenance of existing applications.

The Service Provider also has to develop additional features required by the Director of Municipal Administration from time to time for period of 3 years hence this RFP.

Department of Municipal Administration invites bids from the prospective Agencies having already experience in Development, & Maintenance of Similar kind of applications in any state governments or organizations in India or abroad as per the detailed scope of work mentioned in this RFP. Number of resources that are to be deployed and their work location will be decided by the Director of Municipal Administration. Successful bidder shell be able to deploy additional IT resources to fulfil the IT application requirements of any wing/sub-department of MA&UD.

List of Wing/sub-department of MA&UD

1. Commissioner & Director of Municipal Administration (CDMA)
2. Andhra Pradesh Urban Finance & Infrastructure Development Corporation (APUFIDC)
3. Mission for Elimination of Poverty in Municipal Areas (MEPMA)
4. Engineer-in-Chief (EnC)
5. Directorate of Town & Country Planning (DTCP)
6. Andhra Pradesh Greening & Beautification Corporation (APGBC)
7. Swachh Andhra Corporation (SAC)
8. Andhra Pradesh Township and Infrastructure Development Corporation (APTIDCO)
9. Andhra Pradesh Rajiv Swagruha Corporation Ltd (APRSCL)

10. Andhra Pradesh Urban Infrastructure Asset Management Limited (APUIAML)
11. Andhra Pradesh Real Estate Regulatory Authority (APRERA)
12. Amaravati Metro Rail Corporation (AMRC)
13. Capital Region Development Authority (CRDA)
14. Amaravati Development Corporation Ltd. (ADCL)
15. Andhra Pradesh Housing Board (APHB)
16. Deccan Infrastructure and Land Holding Limited (DILL)

2.2 **Purpose**

CDMA seeks the services of a reputed IT/ITES company, as a "**Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA**". This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in **Section 3** of this RFP document.

2.3 **Consortium**

Consortium is not allowed for this RFP

2.4 **Sub-Contracting Conditions**

Sub-Contracting is not allowed for this RFP

2.5 Completeness of Response & Due diligence by Bidders

1. Bidders may prior to submitting their proposals online, examine the requirements at their own expense and obtain/ascertain themselves, at their own cost and the responsibility and other information necessary for preparing their Proposals. Prior to submitting the proposal may carry out reconnaissance of the area and get acquainted with the existing situation.

2. Bidders shall be deemed to have full knowledge of the requirements of the work. CDMA will not accept any responsibility or liability for any errors, omissions, inaccuracies or errors of judgment with respect to information or materials provided by CDMA, in this RFP Document or otherwise, with respect to this project. Although such information and materials are to the best of CDMA's belief, however their verification is the sole responsibility of Bidder.

3. Neither CDMA , nor their employees or consultants make any representation or warranty as to the accuracy, reliability or completeness of the information provided nor will have any liability to any bidder which may arise from or be incurred or suffered in connection with anything contained in this RFP and the award of the work or otherwise arising in any way from the selection process.

2.6 Proposal Preparation Costs

1. The bidder shall submit the bid at their own cost and CDMA shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over CDMA and CDMA shall be at liberty to cancel any or all bids without giving any notice/information.

2. All materials submitted by the bidder shall be the absolute property of CDMA and no copyright /patent etc. shall be entertained by CDMA

2.7 Bidder Inquiries

Bidder shall E-Mail their queries at above mentioned E-Mail address as prescribed in the **Annexure 1.5**. The response to the queries will be published on **https://www.tender.apeprocurement.gov.in.**
No telephonic / queries will be entertained thereafter. This response of CDMA shall become integral part of RFP document. CDMA shall not make any warranty as to the accuracy and completeness of responses.

Interested bidders can purchase the tender documents online from website

2.8 Amendment of RFP Document

1. All the amendments made in the document would be published on the e-Tendering Portal and shall be part of RFP.
2. The Bidders are advised to visit the websites / portal on regular basis to check for necessary updates. The CDMA also reserves the right to amend the dates mentioned in this RFP.

2.9 Supplementary Information to the RFP

If CDMA deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

2.10 CDMA's right to terminate the process

CDMA may terminate the RFP process at any time and without assigning any reason. CDMA reserves the right to amend/edit/add/delete any clause of this Bid Document. This will be informed to all and will become part of the bid /RFP and information for the same would be published on the e-Tendering portal.

2.11 Earnest Money Deposit (EMD)

1. Bidders shall submit, EMD of Rs. 5,00,000/- (Rupee Five Lakhs only) can be paid by BG/DD in favour of Commissioner & Director of Municipal Administration valid up to 120 days from the last date prescribed to summation of tender .
2. Unsuccessful Bidder(s) EMD will be returned within 90 days from the date of opening of the financial bid.
3. The Bid Security, for the amount mentioned above, of the Successful Bidder/SI would be returned upon submission of Performance Bank Guarantee for an amount equal to 2.5% of Total Contract Value per year in the format provided in **Annexure 8** of the RFP.
4. No interest will be paid by CDMA on the EMD amount and EMD will be refunded to all Bidders (including the successful bidder) without any accrued interest on it
5. The Bid submitted without EMD, mentioned above, will be summarily rejected
6. The EMD may be forfeited:

   a) If a Bidder withdraws, his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
   b) In case of a Successful Bidder/SI, if the Bidder fails to sign the contract in accordance with the terms and conditions.
   c) If during the bid process, a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation.
   d) During the bid process, if any information is found false/fraudulent/ mala fide, and then CDMA shall reject the bid and, if necessary, initiate action.
   e) The decision of the CDMA regarding forfeiture of the EMD shall be final and binding upon bidders.

2.12 Authentication of Bid

1. Authorized person of the bidder who signs the bid shall obtain the authority letter from the bidder, which shall be submitted with the Bid. All pages of the bid and its annexures, etc. shall be signed and stamped by the person or persons signing the bid. In case of consortium, only the person from Lead Member is authorised to sign the bid documents and no other person is permitted.

2. Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.

2.13 Language of Bids

This bid should be submitted in English language only. If any supporting documents submitted are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and summited with the bid, and English translation shall be validated at CDMA's discretion.

2.14 Patent Claim

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof, the bidder shall expeditiously extinguish such claim. If the bidder fails to comply and CDMA is required to pay compensation to a third party resulting from such Infringement, the Bidder shall be responsible for such compensation, including all expenses, court costs, lawyer fees etc. CDMA shall give notice to the Successful Bidder/SI of any such claim and recover it from the bidder.

2.15 Data/ Documents/Software Prepared by the Successful Bidder/SI to be the Property of the CDMA

All plans, specifications, reports, customized software, other documents, patent and data shall be absolute property of CDMA except Vehicle Tracking & Analytical System (VTAS), Whatsapp Based Feedback System, and Artificial Intelligence (AI) licences provided by Successful Bidder/SI. The Successful Bidder/SI shall not use, share this information, any other data derived from the application, customized software etc. anywhere, without taking permission, in writing, from the CDMA and the CDMA reserves right to grant or deny any such request. Intellectual Property Rights (IPR) of the source code will vest solely with the CDMA, GoAP.

2.16 Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable for rejection.

2.17 Bid Submission Instructions

1. Complete bidding process will be online (e-Tendering) in three envelope system. Submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instructions
Envelope A: Pre-qualification Proposal	The Pre-qualification Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in **Annexure 1** of this RFP. Each page of the Pre-qualification Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Prequalification Proposal should be submitted through online and one set of Hard Copy to CDMA office.

Envelope B: **Technical Proposal**	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and the formats are prescribed in **Annexure 2** of this RFP Each page of the Technical Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Technical Proposal should be submitted through online and one set of Hard Copy to CDMA office.
Envelope C: **Financial Proposal**	The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and in the formats prescribed in **Annexure 3** of the RFP. Each page of the Financial Proposal should be signed and stamped by the Authorized Signatory of the Bidder. Financial Proposal should be submitted through online bid submission process only.

*Note: Bidder is requested to submit the **One Hard Copy** of the Pre-qualification and Technical proposal on the date of schedule given in the **Section 1** of the RFP.*

2. The following points shall be kept in mind for submission of bids

   a) CDMA shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

   b) The Bidder is expected to price all the items and services sought in the RFP and proposed in the technical proposal. The Bid should be comprehensive and inclusive of all the services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.

   c) CDMA may seek clarifications from the Bidder on the technical proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Financial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.

   d) Financial Proposal shall not contain any technical information.

   e) If any Bidder does not qualify the prequalification criteria stated in **Section 2.24** of this RFP, the technical and financial proposals of the Bidder shall not be opened in the e-Tendering system. Similarly, if the Bidder does not meet the technical evaluation criteria, the financial proposal of the Bidder shall be unopened in the e-Tendering system.

   f) It is required that the all the proposals submitted in response to this RFP should be unconditional in all respects, failing which CDMA reserves the right to reject the proposal.

   g) Proposals sent by post/courier should be reach CDMA office before due date and time.

2.18 Late Proposal and Proposal Validity Period

Proposals received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall not be opened in the e-Tendering system. CDMA will not take any responsibility of late delivery by post/courier.

2.19 Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. Entire EMD shall be forfeited if any of the Bidders withdraw their proposal during the validity period.

2.20 Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:
   a. If it does not comply with the requirements of this RFP
   b. If the Proposal does not follow the format requested in this RFP or does not appear to address the requirements of the CDMA.

2.21 Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to acknowledge that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

2.22 Confidentiality

CDMA shall treat all Bids and other documents, information and solutions submitted by Bidders as confidential, and shall take all reasonable precautions that all those who have access to such material, treat this in confidence. CDMA will not divulge any such information unless it is ordered to do so by any authority which has the power to release.

Each Bidder shall, whether or not it submits a Bid, treat the RFP Document information provided by CDMA in connection with the Project, any other document, bidding proceedings etc as confidential for a period of five (5) years from the issuance of the request for proposal (RFP) document. During this period, the Bidder shall not disclose or utilise any such documents, information without the written approval of CDMA or as required by law or any governmental authority.

CDMA and Each bidder shall ensure that their consultants or any third party to whom for the bid document was required to be divulged for the preparation of bid or for evaluation, as the case may be, such consultants or third party maintains the confidentiality of the bid document and the evaluation.

Any information relating to examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person not officially concerned with the Bid Process until the award to the Successful Bidder has been communicated.

2.23 Bid Opening

a) Total transparency shall be observed and ensured while opening the Proposals/Bids. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.

b) CDMA reserves the rights at all times to postpone or cancel a scheduled Bid opening

c) Bid opening shall be conducted in two stages.

d) In the first stage, prequalification proposals shall be opened and evaluated as per the criteria mentioned in **Section 2.25** of the RFP. Technical Proposals of bidders who pass the prequalification criteria shall be opened.

e) In the second stage, Financial Proposal of those Bidders, whose Technical Proposals qualify, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.

f) The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for CDMA, the bids shall be opened at the same time and location on the next working day. In addition to that, if there representative of the Bidder remains absent, CDMA will continue process and open the bids of the all bidders.

g) During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine whether they are complete, 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 shall be prima facie rejected. CDMA has the right to reject the bid after due diligence is done.

2.24 Evaluation Process

a) CDMA shall form a Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids.

b) TEC shall review the prequalification proposal of the Bidders to determine whether the requirements as mentioned in Section 2.24 of the RFP are met. Incomplete or partial Proposals are liable for disqualification. All those Bidders, whose prequalification proposal meets the requirements shall be selected for opening of the technical proposal.

c) TEC shall review the Technical Proposal of the prequalified Bidders to determine whether the technical proposals are substantially responsive. Bids that are not substantially responsive shall be disqualified and TEC reserves the right to seek clarification if required.

d) TEC shall assign a Technical score to the Bidders based on the Technical evaluation criteria detailed in the RFP. The Bidders with a technical score above the threshold as specified in **Section 2.29** of the RFP shall technically qualify for the commercial evaluation stage.

e) The Financial proposals of the technically qualified Bidders shall be opened and reviewed to determine whether the financial proposals are complete and as per requirements.

f) Evaluation and award of Contract shall be done as per provisions of Andhra Pradesh State Government Rules.

g) Please note that TEC may seek inputs from their professional, external experts in the Bid evaluation process.

h) At any time during the Bid evaluation process, the Committee may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process

i) The Committee reserves the right to do a reference check of the experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the Technical evaluation process.

2.25 Prequalification Criteria

S. No	Particulars/ parameters	Documents to be submitted
Legal Entity		
1	The Bidder should be a Company registered under the Indian Companies Act and shall be primarily in the business of providing Information Technology Software Development or System Integration or IT Solution Implementation services. The Company should have been in business for at least 5 (Five) financial years as on 31st March 2024. Joint Ventures or Consortiums are not allowed	Certificate of Incorporation of the Bidder to be enclosed. Certificate of GST
Blacklisting		
2	The bidder declared blacklisted/ ineligible/ debarred by any State / Central Government or PSU or has been found to have been engaged in activities or practices which are corrupt, fraudulent, non-satisfactory work performed or any other unethical business practices, as on date of bid submission, shall not be eligible.	Self-Declaration from the Bidder as per authorized signatory of the firm
Financial Criterion		
3	The Minimum average annual turnover per year should be INR 3.0 Cr for the past 3 years. The revenues should have accrued from software development and Maintenance only.	The bidder should submit audited financial statements and a certificate of revenue composition by the Auditor for FY 21-22, FY 22-23 and FY 23-24.

4	The bidder shall have positive net worth during last 3 years.	The bidder should submit audited financial statements and a certificate of revenue composition for each of the 3 years by the Auditor for FY 21-22, FY 22-23 and FY 23-24.

Prior Experience		
5	The Bidder should have prior experience in development & maintenance of Similar kind of applications any one of the Central/ state governments/ organizations in India or organizations abroad and bidder should satisfy all below conditions: 1. Urban solid waste management system. 2. Grievance Redressal System	Details of Experience of responding firm / Project Citation.
Quality Certification		
6	The Bidder should have valid certificates related to: • ISO 9001:2015 or higher Quality Management • ISO/IEC 20000-1:2018 IT - Service Management • ISO/IEC 27001:2022 Information Security Management System	Copy of a Valid Certificate
EMD		
7	Submission of EMD for an amount of Rs.5.00 Lakhs	Details of DD/Bank Guarantee. For EMD payment – the AP e- Procurement portal norms, to be followed.

2.26 Evaluation of Pre-qualification Proposals

Bidder shall be evaluated as per prequalification criteria mentioned at **Section 2.25**. The bidders who fulfil all the prequalification criteria shall qualify for further technical evaluation.

2.27 Evaluation of Technical Proposals

The evaluation of the Technical Proposals will be carried out in the following manner:
  a. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. Detailed Project citations and completion certificates,

client contact information for verification, and all others) as required for technical evaluation.

b. At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.

c. CDMA reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

2.28 Technical Evaluation Methodology (QCBS Model)

1. Each Technical Proposal shall be assigned a technical score out of a maximum of 100 points. (Refer Section 2.29).

2. To qualify for the opening of financial proposal, the Bidder must get a **minimum overall technical score of 70 (Seventy)**

3. The Financial Proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system.

4. CDMA reserve the right to accept or reject any or all bids without giving any reasons thereof.

5. CDMA shall inform to the technically shortlisted Bidders about the date and venue of the opening of the financial proposals.

2.29 Technical Evaluation Criteria

S No	Evaluation Criteria	Max Score
I	**Past Experiences and Technical Expertise**	**55**
a	Software Services with security audit in any Govt/PSU'S The bidder should meet anyone of the following Criteria: Five or more projects will get 15Marks (or) Four Projects will get 10 Marks (or) Two Projects Will get 5 Marks	15
b	The bidder should have an experience of implementing vehicle tracking system(VTS) with video monitoring system(VMS) in a single project for 3000 Urban Sanitation vehicles – 15 Marks (or)for 2000 Urban Sanitation vehicles – 10 Marks (or)for 1000 Urban Sanitation vehicles – 5 Marks	15
c	The bidder should have successfully Implemented QR/RFID based urban Solid Waste Management System to any Govt/PSU'S	5
d	The bidder should have successfully developed and Implemented a mobile app & web to collect municipal	5

	charges/ taxes for any Govt/PSU'S		
e	The bidder should have successfully developed and Implemented a mobile app & web for urban public grievances redressal system to any Govt/PSU'S	5	
f	The bidder should have successfully developed and Implemented Urban GIS web & app with multiple layers to any Govt/PSU'S	5	
g	The bidder having experience in development and Implementation of web application to monitor stray dogs birth control	5	
II	**Employee Outsourcing Strength**	**10**	
a	The bidder having experience of outsourcing IT man power resources in last 3 years 50 resources – 10 marks (or) 25 resources – 5 marks	10	
III	**Presentation**	**35**	

a	Implementation Methodology and Solution Architecture
	
	    a. Implementation Methodology - 5 Marks
	    b. Solution Architecture – 10 Marks
		15	

b	Work Plan:
	Apart from the detailed Project Plan proposed by the Bidder, the following has to be provided which would be evaluated in the following parameters: -
	
	    a. Project Monitoring and Communication Plan– Bidder's approach to project monitoring and communications among stakeholders – 5 Marks
	    b. Implementation plan– Bidder's approach to implement the project - 5 Marks
	    c. Risk Management Plan – Bidder's approach to identify, respond / manage and mitigate risks – 5 Marks
	    d. Quality Control plan - Bidder's approach to ensure quality of work and deliverables – 5 Marks
		20	

	Total (I+II+III)	**100**	

Note: Bidder who meets the minimum pre-qualification criteria shall be called for technical presentation (maximum duration of one hour) with respect to above technical evaluation criteria during Technical Bid Evaluation. Date, Time and Venue for the Technical Presentation will be informed later to qualified bidders. CDMA reserves right to visit bidder's customer where such a similar project execution has taken place.

2.30 Financial Bid Evaluation

a) Financial proposals of only those firms who are technically qualified shall be opened through e-procurement portal

b) Bidders shall be ranked as per the total fees quoted and the Financial Score will be calculated as below

Financial Score = 100 x X/Y

Where,

X = Lowest quoted bidder price

Y = Responsive bidders price

c) Bidder Price = A + B

Where,

A = Total cost of IT man power supply per 36 months

B = VTAS license cost per 1000 vehicle per 36 months

d) All the technically qualified bidders will be notified to participate in Financial Proposal opening process.

e) Financial Proposals for the technically qualified bidders will then be opened on the notified date and time and reviewed to determine whether the financial proposals are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at CDMA's discretion.

f) Financial Proposals that are not meeting the condition mentioned in **Annexure 3.2** shall be liable for rejection.

g) If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected and EMD forfeited.

h) The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services and should be stated in INR only. Omissions, if any, in costing of any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the Terms of Reference within the total quoted price shall be that of the Bidder. The Bidder shall bear all taxes, duties, fees, levies, and ot her charges imposed under the Applicable Law as applicable.

i) The designation-wise number of resources to be deployed, as mentioned in Part-1 of Annexure-2, may vary depending on the scope of work defined for the tasks assigned from time to time. Any such variation in the number of resources will be subject to the prior approval of the Commissioner and Director of Municipal Administration (CDMA) or the Heads of Departments (HODs) of the respective departments where the work is being assigned or executed.

2.31 **Selection of Successful Bidder and issuance of LOA**

The technical quality of the proposal will be given weightage of 80%, the method of evaluation of technical qualification will follow the procedure given in para. 15 above. The price bids of only those consultants who qualify technically **(Minimum Qualifying Marks: 70)** will be opened. The proposal with the lowest cost will be given a financial score of 100 and the other proposal given financial score that are inversely proportionate to their prices. **The financial proposal shall be allocated a weightage of 20%.** For working out the combined score, the employer will use the following formula:

Total points = T (w) x T (s) + F (w) x EC , where
T (w) stands for weight of the technical score (80% ie 80/100).
T (s) stands for technical score
F (w) stands for weight of the financial proposal (20% ie 20/100)
F (s) stands for Evaluated Cost of the financial proposal

The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and will be called for negotiations, if required.

Note:
The shortlisted bidder shall be the agency securing the highest composite score.
However, in the event of two or more Bidders securing exactly the same composite score, then CDMA reserves the right to

- *Declare the bidder whose technical score is highest, among the bidders who have secured the same composite score as successful bidder, or*
- *Adopt any other method and that will be binding on all bidders.*

Prior to the expiration of the period of bid validity, CDMA will notify the Successful Bidder in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. LoA will constitute the formation of the contract. Upon the Successful Bidder's furnishing of Performance Band Guarantee, CDMA will promptly notify each unsuccessful bidder.

2.32 **Negotiations**

Negotiations will be held, if necessary, at the date and address that will be informed to the Successful Bidder in due course of time. The Successful Bidder will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the CDMA proceeding to negotiate with the next-ranked Bidder. Representatives conducting negotiations on behalf of the Successful Bidder must have written authority to negotiate and conclude a Contract.

Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Successful Bidder to improve the Terms of Reference. The CDMA and the

Successful Bidder will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be suitably incorporated in the Contract. Special attention will be paid to clearly defining the inputs and facilities required from the CDMA to ensure satisfactory implementation of the assignment.

2.33 Award of Contract

After completing negotiations, the CDMA shall intimate the decision to the Successful Bidder and send a copy of draft Contract to him. The Successful Bidder shall enter into contract agreement with CDMA within the time frame mentioned in the Letter of Acceptance issued to the Successful Bidder by CDMA

2.34 Performance Bank Guarantee

a) Within fifteen (15) working days from the date of issuance of LOA, the Successful Bidder shall at his own expense submit unconditional and irrevocable Performance Bank Guarantee (PBG) an amount equivalent to 2.5% of contract value to CDMA.

b) The PBG shall be from a Nationalized Bank or a Scheduled Commercial Bank in the format prescribed in **Annexure 841T**, payable on demand, for the due performance and fulfilment of the contract by the bidder.

c) All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the Successful Bidder/SI.

d) The PBG shall be valid till satisfactory completion of Post Implementation Support. The PBG may be discharged/returned by CDMA upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the PBG. The PBG shall hold good till 180 days after completion of the Contract Period.

e) In case the project is delayed beyond the project schedule as mentioned in the RFP, the PBG shall be accordingly extended by the Successful Bidder/SI till completion of scope of work as mentioned in RFP.

f) In the event of the Bidder being unable to service the contract for whatever reason CDMA would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of CDMA under the contract in the matter, the proceeds of the PBG shall be payable to CDMA as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. CDMA shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

g) CDMA shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

h) On satisfactory performance and completion of the order in all respects and duly certified to this effect by CDMA Contract Completion Certificate shall be issued and the PBG would be returned to the Successful Bidder/SI.

2.35 Non-Disclosure Agreement (NDA)

The Successful Bidder/SI has to sign the Non- Disclosure Agreement (Annexure 4) with CDMA

3 Scope of the Work

3.1 Introduction

Commissioner and Director of Municipal Administration (CDMA) of Government of AP, invites techno commercial proposals for Selection of Agency for providing **"VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA"**.

The team of resources has to maintain and enhance the existing software applications and develop new application as per requirement of CDMA and other wings/sub-departments of MA&UD in the State of Andhra Pradesh and also maintain the same Software, as and when new ULBs are constituted and the project owner is CDMA. Firms and business entities of repute that have expertise and experience in providing expertise resources for developing software applicationsin this area can participate in this RFP.

Detailed scope:

The successful bidder has to supply IT man-power supply to develop below mentioned IT applications and license of VTAS to track sanitation vehicles

   3.1.1   Vehicle Tracking & Analytical System

   3.1.2   Whatsapp Based Feedback System

   3.1.3   Animal Birth Control System

   3.1.4   Water Quality Testing System (AI Based)

   3.1.5   Integrated dashboard for CCC

   3.1.6   ULB performance rating dashboard

   3.1.7   Task Management System

   3.1.8   MA&UD Unified Dashboard With KPIs

   3.1.9   AI chatbot based auto generation of MIS reports

   3.1.10   Blackspot Monitoring System

   3.1.11   Citizen Services & Grievance Web Application

   3.1.12   Puraseva

   3.1.13   Up-gradation of RTMS

   3.1.14   AI based Unified GIS Platform

   3.1.15   Any other Software Application or new development work as entrusted by the Government to DMA from time to time during the agreement period.

3.1.1 Vehicle Tracking & Analytical System

Successful bidder has to provide SAS (Software As Service) based license Vehicle Tracking & Analytical System (VTAS) for monitoring of Public Health/Sanitation vehicles across all Urban Local Bodies (ULBs) in the state. VTAS system will provide real-time tracking, monitoring, and analytical insights. The system will aim to optimize vehicle routes, reduce operational costs, and improve service efficiency 1000 secondary transportation vehicles.

Functional Requirements

1	Real-Time GPS Tracking: Continuously track the location of each sanitation vehicle
2	Geofencing: Set virtual boundaries for service areas and detect unauthorized movements.
3	Dynamic Route Planning: Optimize collection routes based on traffic, bin status, and fuel efficiency
4	Adhoc Trip Updates: Adhoc adjustment routes/trips as per
5	Missed Collection Alerts: Detect and alert operators about missed stops
6	Driver Authentication & Monitoring: Track driver behavior (speeding, idling, harsh braking)
7	Work Order Assignment: Assign specific collection tasks to vehicles
8	Shift Management: Monitor working hours and optimize driver shifts
9	Over-Speeding & Reckless Driving Alerts: Detect unsafe driving patterns.
10	Unauthorized Vehicle Usage Alerts: Identify vehicles used beyond work hours
11	Operational Dashboard: Display vehicle locations, collection status, and fleet efficiency
12	Performance Reports: Generate insights on fuel usage, collection efficiency, and driver performance
13	Mobile App for Complaints: Allow citizens to report missed waste pickups
14	Live Service Tracking: Show residents the estimated arrival of waste collection vehicles
15	Multi-Angle Monitoring: Install cameras at different points (front, rear, and sides) to ensure full coverage
16	Automatic Recording: Store footage for future reference and audits
17	Missed Pickup Alerts: Automatically detect and alert supervisors if a bin is skipped
18	Illegal Dumping Detection: Identify and alert authorities about unauthorized waste disposal

19	Location-Tagged Footage: Link video recordings with GPS data to track where and when each collection occurred
20	Route Deviation Alerts: Detect and notify supervisors if a vehicle deviates from its assigned route.
21	Proof of Service: Capture video evidence of waste collection for dispute resolution.
22	Mobile App for Citizens: Allow residents to report missed pickups with video proof.
23	Incident Review Portal: Enable supervisors to review complaints and verify service quality using video records.
24	Automated Reports: Generate compliance reports based on collected video data.

Note: As the given quantity is estimated number, CDMA does not guarantee the count of the vehicles given above. The actual quantity for the given items may be more or less

3.1.2 Whatsapp Based Feedback System

A WhatsApp-Based Feedback System can help municipalities streamline citizen engagement by allowing residents to report issues, provide feedback, and track service requests via WhatsApp. This system enhances transparency, accountability, and efficiency in municipal services

Functional Requirements

1	User Registration: Residents can register using their WhatsApp number
2	Multi-Language Support: Enable interactions in local languages
3	Profile Management: Store user details such as name, address, and GPS location
4	User Authentication *(Optional)*: OTP verification to prevent spam
5	Text-Based Complaints: Users can describe issues in text format
6	Photo & Video Uploads: Citizens can attach media for proof of complaints
7	Complaint Acknowledgment: Auto-reply confirming receipt of the complaint
8	Unique Ticket ID Generation: Assign a tracking ID for each complaint
9	Complaint Status Tracking: Allow users to check progress with commands like "Status <Ticket ID>"

10	Expected Resolution Time: Provide estimated resolution time based on complaint type
11	Smart FAQ System: Answer common queries (e.g., property tax, garbage collection schedule)
12	Guided Complaint Filing: Interactive chatbot guides users to select issue type and upload evidence.
13	Escalation Mechanism: Auto-escalate unresolved complaints after a set time.
14	SMS & WhatsApp Notifications: Notify users and officials about complaint updates
15	Emergency Alerts: Allow citizens to report urgent issues (e.g., floods, fire, accidents)
16	Role-Based Access: Different access levels for municipal staff, supervisors, and public users.
17	Multi-Level Workflow: Route critical complaints to senior officials.
18	Supervisor Dashboard: Track unresolved complaints and generate reports

3.1.3 Animal Birth Control System

The Animal Birth Control (ABC) System is a structured and humane initiative designed to manage and control the population of stray animals, particularly dogs, through sterilization and vaccination. The system ensures improved community health, animal welfare, and effective disease control, such as rabies prevention.

The successful bidder will be responsible for developing a web-based application and mobile app to monitor the progress of the ABC program across various Urban Local Bodies (ULBs). The solution will provide real-time tracking, compliance verification, and report generation to support supervisory authorities in managing the program efficiently

Functional Requirements

1	Complaint-Based Capture Requests: Citizens can report strays needing sterilization
2	Public Reporting of Stray Animals: Citizens can report strays needing sterilization via WhatsApp, Mobile App/Web Portal, Call Center
3	Automatic Task Assignment: Assign pickup tasks to municipal or NGO teams based on location
4	Unique Animal ID Assignment: Each animal receives a system-generated unique ID
5	Pre-Sterilization Health Screening: Ensure the animal is fit for surgery

6	Surgery Scheduling & Tracking: Assign sterilization slots to veterinary teams
7	Vaccination & Deworming: Record administration of anti-rabies vaccine, DHPP, deworming, etc
8	Post-Surgery Monitoring & Recovery: Log daily checkups and discharge date
1	Animal Capture & Release Mapping: Use GPS to track where animals were captured and released
2	Geofencing & Animal Population Heatmaps: Monitor high-density stray areas for strategic sterilization campaigns
11	Tracking of Previously Sterilized Animals: Prevent duplicate surgeries through a tagging system
12	Collaboration with NGOs & Animal Welfare Organizations for volunteer and resource management
13	Sterilization & Vaccination Reports: Generate reports on total surgeries and vaccinations
14	Stray Animal Population Trend Analysis: Measure the impact of the ABC program
15	Operational Efficiency Reports: Track team performance and efficiency.
16	Admin Dashboard: Monitor operations, generate reports, and manage user roles
17	Mobile & Web-Based Access: Ensure usability for field teams on mobile devices.

3.1.4 Water Quality Testing System (AI based)

The Water Quality Testing and STP Monitoring System is an automated platform designed to monitor and manage the quality of drinking water and effluent standards at Sewage Treatment Plants (STPs). The system integrates mobile applications for ground staff and web-based dashboards for supervisory authorities, ensuring real-time monitoring, data accuracy, and compliance with national and international safety standards, such as WHO guidelines.

This system also enables the tracking of water storage levels and monitoring sewage treatment processes through quality testing kits to ensure compliance with effluent discharge standards.

Functional Requirements

1	Unique Sample Identification (ID): Automatically assign a unique identifier to each water sample for traceability.
2	Location Tagging: Capture GPS coordinates or address of the water source to map the sample location
3	Sample Source Classification: Identify and classify the water source as Drinking Water, Wastewater etc
4	Date and Time Logging: Capture the time and date of water sample collection

5	Sample Volume & Container Type: Record the amount of water collected and the container used (e.g., sterile bottle).
6	pH Level Measurement: Measure the acidity or alkalinity of water (range 0-14)
7	Ai Based Color Analysis: Assess the water color for potential contaminants (e.g., iron, organic materials).
8	Automated Report Generation: Automatically generate detailed reports for water quality tests, including test parameters, results, and status
9	Real-Time Reporting: Enable real-time reporting of critical water quality issues to relevant authorities
10	Compliance Certification: Provide certificates of compliance for water quality (especially for municipal or industrial water sources)
11	Customizable Reports: Allow users to customize reports based on specific tests or geographic regions
12	API Integration: Allow integration with existing Command Control Centre(CCC)
13	Role-Based Access Control: Implement role-based access for users (e.g., administrators, lab technicians, field agents, regulators).
14	Audit Logs: Maintain logs of all system activity for traceability and compliance auditing
15	User Authentication: Ensure secure user login and authentication for data access and entry
16	Mobile & Web Access: Provide access to the system through web or mobile platforms for on-site testing

3.1.5 Integrated dashboard for CCC

The Command Communication Center (CCC) Dashboard will serve as a centralized monitoring platform to oversee various Urban Local Bodies (ULBs) across the state. The dashboard will integrate multiple applications and services to provide real-time updates, track grievances, monitor road network issues, manage water sampling, and collect citizen feedback via IVRS.

The CCC Dashboard will streamline operations by providing a single-window interface for CCC personnel to monitor, manage, and report activities across 123 ULBs.

Functional Requirements

1	Real-Time Data Monitoring: Live tracking of various ULB activities
2	Role-Based Access Control: Each CCC personnel should have unique login credentials with role-based access.
3	The dashboard should enable CCC personnel to register grievances on behalf of citizens or from social media platforms
4	Grievance Assignment: Grievances should be assigned to the correct designatory based on the nature and location of the issue

5	Tracking: Provide real-time tracking of open, in-progress, and closed grievances.
6	The water sampling test process, currently conducted manually, should be automated and integrated into the CCC dashboard
7	The system should capture details of all overhead tanks, reservoirs, and underground tanks, including: Chlorine Levels, pH Levels
8	Any deviation in chlorine or pH levels should trigger an alert notification on the dashboard for immediate action
9	Daily Reports: Generate daily reports of water sampling results for each ULB
10	An IVRS Feedback System should be developed and integrated with the CCC dashboard to collect feedback from citizens
11	Category-Based Feedback: The IVRS system s`hould collect feedback on various categories, such as Grievance Resolution, Public Services etc
12	Integration: The IVRS system should be capable of integrating with all CCC applications to ensure data consistency
13	The dashboard should be capable of generating comprehensive MIS reports across various parameters like Region-Wise Reports, District-Wise Reports, ULB-Wise Reports etc

3.1.6 ULB performance rating dashboard

A ULB Performance Rating Dashboard provides an overview of the performance of Urban Local Bodies (municipalities, city councils, etc.) in terms of various essential services they offer to the citizens. These services typically include sanitation, water supply, waste management, health, education, and other public services. The dashboard helps in assessing the effectiveness, efficiency, and quality of services provided by ULBs, aiding decision-makers in identifying areas for improvement.

Functional Requirements

1	Rating Overview: A summary of the overall performance rating across various services (e.g., sanitation, health, water, etc.)
2	Performance Score: Display a numerical rating (out of 100 or 5 stars) for each service
3	Yearly Progress: A visual representation (e.g., bar graph or line chart) showing the performance trend over the last few years
4	Waste Collection Efficiency: Percentage of households receiving timely waste collection
5	Waste Segregation Compliance: Percentage of segregated waste collection (biodegradable, recyclable, etc.)
6	Solid Waste Processing: The amount of waste processed or recycled
7	Door-to-Door Garbage Collection: Performance in ensuring every

	household gets waste collection
8	Coverage: Percentage of population with access to clean water
9	Water Quality: Compliance with water quality standards (e.g., pH, contaminants)
10	Water Supply Reliability: Hours of daily water supply vs. required hours
11	Water Metering & Billing: Percentage of households metered and billed accurately
12	Healthcare Access: Number of healthcare facilities per population
13	Emergency Response Time: Average time for emergency medical services to reach citizens.
14	Immunization Coverage: Percentage of children vaccinated in the city.
15	Emergency Response Time: Average time for emergency medical services to reach citizens.
16	Health Outcome Improvement: Key health metrics (e.g., infant mortality rate, life expectancy, etc.).
17	School Enrollment: Percentage of children enrolled in primary and secondary education.
18	School Infrastructure: Availability of basic facilities (e.g., toilets, drinking water, playgrounds)
19	Teacher-Student Ratio: Performance based on optimal teacher-to-student ratios.
20	Pass Rate: The percentage of students passing annual exams.
21	Road Quality: Percentage of roads in good or fair condition.
22	Street Lighting: Percentage of streets with proper lighting
23	Radar Chart: Display the performance of each ULB across all service categories. Each axis represents a service area (sanitation, health, water supply, etc.), and the chart shows how well the ULB is performing in each area
24	Bar Graphs: Show individual KPIs for each service category, with the ability to compare multiple ULBs
25	Heat Maps: Highlight areas of the city that are underperforming or need improvement (e.g., sanitation, water supply).
26	Trend Lines: Use line charts to track the progress of various services over time.

3.1.7 Task Management System

Task Management System **for** MA&UD (Municipal Administration & Urban Development) Ministers and Officers is specifically designed to help track, assign, and manage tasks related to urban development, municipal services, policy decisions, and administrative functions. It enables ministers, officers, and their teams to stay organized, collaborate effectively, and monitor the progress of various tasks and projects System Support & Maintenance

Functional Requirements

1	Role-Based Access Control (RBAC): Different user roles with varying permissions: Minister, Senior officer, Assistant etc
2	Secure Authentication: Multi-factor authentication (MFA) for sensitive data access
3	Task Creation: The minister or senior officers can create tasks with details like: Title, Description, Priority, due date etc
4	Assigned Officer/Team: Assign the task to specific officers or teams
5	Tags: Assign tags based on the task type (e.g., "Policy," "Budgeting," "Compliance").
6	Attachments: Attach relevant documents, reports, or official files
7	Subtasks: Break tasks into smaller actionable subtasks
8	Task Ownership: Maintain clear ownership for each task, ensuring accountability
9	Collaborators: Allow multiple officers or teams to collaborate on tasks (e.g., for large projects like city planning).
10	Task Progress Status: Track task status with predefined stages like: In progress, completed etc
11	Milestone Tracking: Set key milestones within tasks to monitor intermediate progress
12	Task Dependencies: Mark tasks as dependent on the completion of other tasks to ensure proper sequencing
1143	Progress Updates: Allow officers to update the progress with comments or percentage completed
15	Dashboard for the Minister: A high-level dashboard that aggregates all tasks, ongoing projects, and pending approvals. Key metrics
16	Performance Analytics: Track individual and team performance in terms of task completion.
17	Task Reports: Generate detailed reports on task status, including who is assigned to each task, its progress, and any delays
18	Real-Time Notifications: Alert the minister or officers of task status changes, upcoming deadlines, new task assignments, or comments
19	Monthly/Weekly Summary: Send summaries of tasks completed, pending approvals, or new tasks assigned at the end of each week or month.

20	Task Comments: Enable communication between officers within tasks. The system can allow @mentions to notify the concerned person
21	Discussion Threads: Enable threaded discussions for collaborative decision-making and brainstorming
22	Task Review Process: Once tasks are completed, allow the Minister or senior officers to review the outcomes, providing feedback on performance
23	User Permissions: Allow granular control over which users can view or modify specific tasks or projects
24	Discussion Threads: Enable threaded discussions for collaborative decision-making and brainstorming
25	Whatsapp Alerts: Alerts through whatsapp to ticket assigned officer

3.1.8   MA&UD Unified Dashboard With KPIs

To provide a unified, real-time, and data-driven dashboard interface that aggregates key performance indicators (KPIs), program statuses, financial metrics, and operational insights from various MAUD sub-departments/wings. By consolidating data into a single platform, stakeholders can review departmental performance, validate interdepartmental data, and streamline coordination on initiatives that span multiple entities

Functional Requirements

1	The Unified Dashboard will display the following KPIs for monitoring the performance of Wings/sub-departments of MA&UD
2	Infrastructure Development Progress: Percentage of infrastructure projects completed versus planned by Wings/sub-departments of MA&UD
3	Budget Utilization: Percentage of the allocated budget spent for ongoing infrastructure projects
4	Construction Delays: Number of delayed construction projects or activities.
5	Urban Planning Approvals: Number of development plans approved versus the number submitted.
6	Land Acquisition Status: Percentage of land required for urban development projects that has been acquired
7	Affordable Housing Availability: Percentage of affordable housing units built or under construction.
8	Slum Redevelopment Progress: Percentage of slum areas redeveloped versus planned
9	Urban Green Space: Percentage of the city's land area allocated as green space or parks
10	Road Maintenance Efficiency: Percentage of roads requiring maintenance

	that have been addressed within the scheduled timeframe
11	Dynamic KPIs: Display KPIs in real-time, updating automatically as new data comes in from various municipal departments
12	Widgets: Allow the user to customize the dashboard by selecting and arranging widgets based on their preferences
13	Filter Options: Users can filter data based on time periods (e.g., monthly, quarterly), regions, or project types
14	Drill-Down Functionality: Ability to click on specific KPI data points for more detailed information, such as project-level data or geographic breakdowns
15	Custom Reports: Generate reports based on selected KPIs and time periods. Users can filter data and generate monthly, quarterly, or annual reports.

3.1.9   AI chat-bot based auto generation of MIS reports

An AI-powered chat-bot for auto-generating MIS reports is a modern tool that helps automate the process of creating, formatting, and presenting business or operational reports. For municipal administration, this system could significantly improve efficiency, reduce manual errors, and save time by quickly generating reports related to urban development, service delivery, and resource utilization.

Functional Requirements

1	User Interaction: Users can interact with the chat-bot in natural language
2	Report Queries: The chat-bot should understand queries and generate appropriate MIS reports based on the context
3	Contextual Understanding: The chat-bot must recognize the department or specific area the user is requesting the report for and fetch relevant data accordingly
4	Integration with Internal Systems: The chat-bot should be able to connect with other internal systems to retrieve data for report generation.
5	Data Querying: The AI chat-bot should fetch data from multiple databases (either real-time or from scheduled reports) and present it in an appropriate format
6	Data Transformation: The AI must transform raw data into a structured format, suitable for reporting
7	Predefined Templates: The chat-bot should be able to generate reports from predefined templates
8	Time Period Selection: Allow users to select the time period for the report (e.g., daily, weekly, monthly, quarterly)
9	Department-Specific Reports: Customize reports for different departments
10	Charts & Visuals: Generate reports with graphical visualizations
11	Report Distribution: The chat-bot can send reports via email, internal

12	Push Notifications: Notify users when the report is ready or when there are significant updates or anomalies in the report
13	Automated Insights: In addition to presenting data, the AI chat-bot can provide contextual insights based on the data trends
14	Data Privacy & Security: Ensure all data, particularly sensitive information, is encrypted during transit and at rest
15	Compliance: Ensure that the AI chat-bot adheres to relevant data protection laws, such as GDPR, HIPAA (if applicable), or other municipal data compliance standards.
16	User Interaction: Users can interact with the chat-bot in natural language
17	Report Queries: The chat-bot should understand queries and generate appropriate MIS reports based on the context
18	Contextual Understanding: The chat-bot must recognize the department or specific area the user is requesting the report for and fetch relevant data accordingly
19	Integration with Internal Systems: The chat-bot should be able to connect with other internal systems to retrieve data for report generation.

3.1.10 Black-spot Monitoring System

A Blackspots Monitoring System for Garbage aims to identify, track, and monitor areas with recurring garbage accumulation, illegal dumping, or poor sanitation. The system helps municipal authorities manage waste collection, improve cleanliness, and identify problem areas (black-spots) where garbage piles up frequently, making it easier to implement targeted cleaning, awareness campaigns, and resource allocation

Functional Requirements

1	Manual Reports: Field staff and waste collection teams can report areas with heavy waste accumulation or illegal dumping via a mobile app or system interface
2	GPS Tracking: Waste collection vehicles should have GPS tracking to monitor their routes, and identify areas where waste is being consistently left behind or not picked up
3	Waste Collection Data: Data on waste collection schedules, frequencies, and completion rates should be collected to analyze service gaps in certain areas
4	Public Reporting System: A mobile app or web portal for citizens to report black-spots with photographs and location details (GPS coordinates)
5	Complaint Tracking: Track complaints from the public regarding garbage-related issues in specific locations
6	Community Engagement: Allow residents to provide feedback on recurring waste issues and suggest improvements to waste management practices
7	Automatic Detection: Use image recognition and AI-powered tools to identify illegal dumping or areas with excessive waste accumulation.

8	Automatic Black-spot Identification: Automatically flag areas with high or recurring waste accumulation, illegal dumping, or inadequate sanitation services.
9	Geographical Heat Map: Create a visual heatmap of black-spots using geographic data. Areas with frequent reports of waste issues or garbage pileups should be highlighted in red.
10	GPS-based Monitoring: Track the locations of high-frequency waste collection failures or missed garbage pickups to identify potential black-spots.
11	AI and ML Integration: Over time, the system can leverage artificial intelligence (AI) and machine learning (ML) to predict new black-spots based on trends and recurring patterns.
12	Drone Surveillance: Drones capture aerial images of regions. If new unauthorized garbage heaps are detected by the drone's camera, AI algorithms can flag these as potential new black-spots for further ground-level verification and action
13	The PHW visits the identified black-spot daily. They upload 4 images and input a status. AI/ML tools automatically classify the spot's condition—potentially saving time and ensuring consistency
14	CCCP also audits the performance of black-spots over time to determine if they qualify to become green spots
15	If the spot is rated Bad for 3 continuous days OR accumulates 5 Bad instances over 60 days, it reverts to Black.
16	Manual Reports: Field staff and waste collection teams can report areas with heavy waste accumulation or illegal dumping via a mobile app or system interface
17	GPS Tracking: Waste collection vehicles should have GPS tracking to monitor their routes, and identify areas where waste is being consistently left behind or not picked up

3.1.11 Citizen Services & Grievance Web Application

The Municipal Administration & Urban Development (MA&UD) Citizen Services & Grievance Web Application aims to provide an efficient, transparent, and user-friendly platform for citizens to avail urban services, register grievances, track complaints, and engage with municipal authorities.

Functional Requirements

1	Provide an online portal for citizens to request services, report grievances, and track their resolution.
2	Enable real-time monitoring of urban services such as waste management, water supply, sanitation, and road maintenance
3	Ensure transparency in grievance redressal by allowing citizens to track their complaints
4	Support multi-channel access (Web, Mobile App, WhatsApp, Call Center).
5	Include dashboards for municipal officers to monitor service delivery

	and grievance resolution
6	Citizens should be able to register using mobile number (OTP-based authentication) or Aadhaar-based verification
7	Login options via email, mobile number, or social media (optional).
8	Users should be able to attach images, videos, and documents for verification
9	Geo-tagging to pinpoint the exact location of complaints
10	Grievances should be automatically categorized and assigned to the respective department
11	Auto-routing based on complaint type and jurisdiction.
12	Android & iOS apps for service requests, tracking, and notifications.
13	If unresolved within predefined SLA timelines, the complaint is automatically escalated to higher authorities.
14	After resolution, citizens can provide feedback and rate their service experience.
15	Provide an online portal for citizens to request services, report grievances, and track their resolution.

3.1.12 Puraseva

Puraseva is a citizen grievance redressal and municipal service request mobile application developed for urban local bodies (ULBs) under the Municipal Administration & Urban Development (MA&UD) Department. The app enables citizens to report civic issues, request services, and track complaints in real-time.

Functional Requirements

1	Provide an mobile app for citizens to request services, report grievances, and track their resolution.
2	Enable real-time monitoring of urban services such as waste management, water supply, sanitation, and road maintenance
3	Ensure transparency in grievance redressal by allowing citizens to track their complaints
4	Support multi-channel access (Web, Mobile App, WhatsApp, Call Center).
5	Include dashboards for municipal officers to monitor service delivery and grievance resolution
6	Citizens should be able to register using mobile number (OTP-based authentication) or Aadhaar-based verification
7	Login options via email, mobile number, or social media (optional).
8	Users should be able to attach images, videos, and documents for verification
9	Geo-tagging to pinpoint the exact location of complaints
10	Grievances should be automatically categorized and assigned to the respective department

11	Auto-routing based on complaint type and jurisdiction.
12	Android & iOS apps for service requests, tracking, and notifications.
13	If unresolved within predefined SLA timelines, the complaint is automatically escalated to higher authorities.
14	After resolution, citizens can provide feedback and rate their service experience.

3.1.13 Up-gradation of RTMS

A Real Time Monitering System (RTMS) is designed to efficiently handle waste collection, transportation, processing, and disposal while ensuring environmental sustainability and regulatory compliance. This system integrates real-time tracking, IoT sensors, AI analytics, and citizen participation to improve operational efficiency and reduce environmental impact. The successful bidder has to upgrade existing RTMS with new technologies as per requirement of DMA

3.1.14 AI based Unified GIS Platform

The Unified GIS Platform provides a centralized, map-based environment to track and analyze critical datasets—specifically blackspots, citizen grievances, and vehicles—across a region. By overlaying these layers on a single GIS map, stakeholders can quickly identify patterns, respond to issues, optimize resources, and make data-driven decisions that improve safety, service delivery, and operational efficiency.

Functional Requirements

1	Blackspots are areas identified as having recurring incidents or problems such as frequent waste dumping, poor lighting, sanitation issues, or other recurring urban challenges
2	Thematic markers on the map
3	Citizen complaints or requests submitted through a grievance redressal system—ranging from potholes and garbage accumulation to broken streetlights or water supply issues

3.1.15 Any other existing Software Application or new development

The scope of work may be revised or expanded based on future instructions from the Government. The C & DMA may also direct the maintenance and management of existing IT applications under the Municipal Administration & Urban Development (MA&UD) Department. In such cases, the Commissioner & Director of Municipal Administration (CDMA) may allocate additional manpower resources as required.

3.2 System Support & Maintenance

Once the proposed IT applications including web and mobile applications have been commissioned, the Successful Bidder/SI shall support the system for the period of 130 weeks. The Successful Bidder/SI shall propose the teams for this along with their roles, job descriptions and profiles.

Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The Successful Bidder / SI shall keep the application software in good working order; perform changes and upgrades to APCMMS as requested by the CDMA

All tickets related to any issue/complaint/observation about the system shall be maintained in an ITIL compliant comprehensive ticketing solution.

3.3 Designations of Manpower Deployment

Successful Bidder/SI shall deploy preferably consist of following members.

S. No	Description	Educational Qualification	Years of Experiences
1	Project Manager	M.Tech/B.Tech/ BE/ MCA	Overall 10+ years' experience in Java, SQL, PostgreSQL and Min 5 years' experience in project management.
2	Technology Architect	M.Tech / B.Tech/ BE/ MCA	Overall 10+ years' experience in Designing of Java, J2EE, Spring, Hibernate, and Spring boot based architectures. Micro service architecture knowledge.
3	Team Lead	M.Tech / B.Tech/ BE/ MCA	7 to 9 years development experience in Java/J2EE and PostgreSQL.
4	Team Lead Devops	M.Tech / B.Tech/ BE/ MCA	Overall 7 to 9 years' experience and 3 to 4 years' experience in implementation work; enterprise Java development or infrastructure automation, DevOps toolkit, continuous integration platforms, infrastructure-as-code frameworks.
5	Team Lead GIS	M.Tech / B.Tech/ BE/ MCA	7 to 9 years' experience in areas of GIS, Remote Sensing, Lidar, Survey. Experience in ARC GIS, AutoCAD, ERDAS.

S. No	Description	Educational Qualification	Years of Experiences
6	Sr.Software Developer Java/node js	M.Tech / B.Tech/ BE/ MCA	Min 4 to 6 years' experience in Java
7	Design Specialist (UI/UX)	M.Tech / B.Tech/ BE/ MCA	Min 4 to 6 years' experience in UI/UX
8	Software Developer Java/node js	M.Tech / B.Tech/ BE/ MCA	Min 2 to 4 years' experience in Java / J2EE
9	Sr.Software Developer .NET	M.Tech / B.Tech/ BE/ MCA	Min 5 years' experience in .NET framework 4.0 , VB.net, C#
10	Jr Software Developer .NET	B.Tech/ BE/ MCA/	Min 3 years' experience in .NET framework 4.0 , VB.net, C#
11	Sr.Software Developer C++	B.Tech/ BE/ MCA/ MSc(Comp)/	Min 5 years' experience in C++ with CAD knowledge
12	Sr.Mobile Developer	B.Tech/ BE/ MCA/ MSc(Comp)/ BSc(Comp)/ BCA	Min 4 to 6 years' experience in Mobile Application Development.
13	Mobile Developer	B.Tech/ BE/ MCA/ MSc(Comp)/ BSc(Comp)/ BCA	Min 2 to 4 years' experience in Mobile Application Development
14	Sr. Database Administrator-DBA	B.Tech/ BE/MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 7 years' experience in PostgreSQL Database administration on Win/Linux
15	Performance Tester	B.Tech/ BE/ MCA/ MSc(Comp)	Min 2 to 4 years' experience in Performance Testing
16	Tester	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 2 to 4 years in Functional Testing and Automation Testing using Cucumber and Ruby
17	Application Coordinator	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 8 years in municipal administration domain.
18	Sr.Business / Data Analyst	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	5 to 7 year's in municipal administration domain and min 3 years in Data Analysis, and experience in preparing BRD documentation.
19	Business / Data Analyst	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	3 to 5 year's experience in supporting business solution software and analyzing business operations and min 3 years in Data Analysis.
20	Business Analyst	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	3 to 5 years' experience in supporting business solution software and analyzing business operations.
21	Sr. GIS Developers	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/	Min 6 to 8 years' experience in GIS, Remote Sensing, Lidar,

S. No	Description	Educational Qualification	Years of Experiences
		BCA	Survey. Experience in ARC GIS, AutoCAD, ERDAS
22	GIS Developers	B.Tech/ BE/ MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 3 to 5 years' experience in GIS, Remote Sensing, Lidar, Survey. Experience in ARC GIS, AutoCAD, ERDAS
23	Field Support Engineer	BSc(Comp)/ BCA	Min 2 to 4 years' experience in data entry
24	Data Processing Officer (DPO)	BSc(Comp)/ BCA	Min 2 to 4 years' experience in data processing
25	AI / ML Expert	B.Tech/ BE/MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 5 to 10 years' experience in Python, R, or Java, with experience in libraries like TensorFlow, PyTorch, and Scikit-learn, Spark, Dask, or Ray
26	AI / ML Developers	B.Tech/ BE/MCA/ MSc(Comp) / BSc(Comp)/ BCA	Min 5 to 7 years' experience in Python, R, or Java, with experience in libraries like TensorFlow, PyTorch, and Scikit-learn, Spark, Dask, or Ray

3.3.1 Roles and responsibilities

Role	Responsibilities
Project Manager	- Identify and analyze the functional requirements - Prepare/Review the SRS and Design documents - Liaison with the customers for project execution - Responsible for project deliverables to the DMA - Responsible for project Quality - Project planning, tracking progress and project controlling - Decision and appropriate action for customer reported issues - Monitor &Analyze capacity and availability Management - Configuration Management planning and implementation - Ensure change management and change evaluation - Co-ordinate project engineer activities - Ensure coding guidelines are implemented - Release Estimation and Planning - Release Rollout/Rollback Plan - Rollover of demand for Property Tax and Water charges - Ascertain the closure of release cycle - Integration, communication and Human Resource management within the project. - Employee performance evaluation - Training plan for end users - Any other responsibilities as required from time to time

Role	Responsibilities
Technology Architect	➢ Designing functional technology solutions ➢ Understand client needs to define system specifications ➢ Providing technical leadership and support to software development teams. ➢ Plan and design the structure of a technology solution ➢ Communicate system requirements to software development teams ➢ Evaluate and select appropriate software or hardware and suggest integration methods ➢ Oversee assigned programs (e.g. conduct code review) and provide guidance to team members ➢ Assist with solving technical problems when they arise ➢ Ensure the implementation of agreed architecture and infrastructure ➢ Address technical concerns, ideas and suggestions ➢ Monitor systems to ensure they meet both user needs and business goals. ➢ Any other responsibilities defined from time to time.
Team Lead	➢ Participate in Requirements analysis ➢ Prepare the SRS and Design documents ➢ Inputs to Estimation ➢ Involve in engineering activities of the project ➢ Allocate responsibilities and timelines for design, coding and testing of various modules to appropriate project engineers ➢ Technical decisions in collaboration with PM related to the project ➢ API and interface programming ➢ Prepare Dev/Test environments ➢ Organize review of designs, code and test plans ➢ All issues tracking and closure – Requirements, Defects, technical issues ➢ Traceability matrix maintenance ➢ Track defects in the project and identify root causes ➢ Data collection and metrics analysis till the project closure ➢ Help in Release rollout and roll back plans. ➢ Give/Participate in any trainings planned for end users ➢ Any other responsibilities defined from time to time.
Team Lead Devops	➢ Proven experience managing, mentoring and running a technically focussed team. ➢ An appreciation for DevOps methods (communication, collaboration, integration & automation). ➢ Excellent written and verbal communication skills. ➢ Demonstrable development and/or scripting abilities. ➢ Commitment to supporting and maintaining solutions on an ongoing basis. ➢ Appreciation of security, reliability, scalability and availability requirements. ➢ Configuration management tools implementation. ➢ Any other responsibilities defined from time to time.

Role	Responsibilities
Team Lead GIS	➢ Develop/Use necessary tools for loading/transferring GIS data between different systems ➢ Create and maintain the structures necessary for GIS data storage ➢ Use tools to join together different GIS datasets and create new information or investigate patterns. ➢ Plan GIS teams work ➢ Monitor and track GIS teams work for on time completion. ➢ Preparation of WMS layers / services for the usage of other departments. ➢ Updation to Geo portal. ➢ Planning, Implementation and Monitoring of GIS/GIS- integrated applications. ➢ Any other responsibilities defined from time to time.
Sr.Software Developer Java	➢ Understand the SRS and Design documents ➢ Inputs to Estimation ➢ Development and unit testing ➢ Participate in review of designs, code and test plans ➢ API and interface programming ➢ All issues tracking and closure – Requirements, bugs, technical issues ➢ Prepare Dev/Test environments ➢ Traceability matrix updation ➢ Fix bugs in the project and identify root causes ➢ Ensure right data is updated at appropriate tools or templates till the project closure ➢ Any other responsibilities defined from time to time.
Design Specialist (UI/UX)	➢ Gather and evaluate user requirements in collaboration with product managers and engineers ➢ Illustrate design ideas using storyboards, process flows and sitemaps. ➢ Design graphic user interface elements, like menus, tabs and widgets ➢ Build page navigation buttons and search fields ➢ Develop UI mock-up's and prototypes that clearly illustrate how sites function and look like ➢ Create original graphic designs (e.g. images, sketches and tables) ➢ Prepare and present rough drafts to internal teams and key stakeholders ➢ Identify and troubleshoot UX problems (e.g. responsiveness) ➢ Conduct layout adjustments based on user feedback ➢ Adhere to style standards on fonts, colors and images ➢ Any other responsibilities defined from time to time.
Software Developer Java	➢ Understand the SRS and Design documents. ➢ Development and unit testing. ➢ Participate in review of designs, code and test plans. ➢ All issues tracking and closure – Requirements, bugs, and technical issues. ➢ Traceability matrix updation. ➢ Bug fixing

Role	Responsibilities
	➢ Ensure right data is updated at appropriate tools or templates till the project closure ➢ Update timesheets ➢ Any other responsibilities defined from time to time.
Sr.Software Developer .NET	➢ Understand the SRS and Design documents ➢ Inputs to Estimation ➢ Development and unit testing ➢ Participate in review of designs, code and test plans ➢ All issues tracking and closure – Requirements, bugs, technical issues ➢ API and interface programming ➢ Traceability matrix updation ➢ Fix bugs in the project and identify root causes ➢ Ensure right data is updated at appropriate tools or templates till the project closure ➢ Any other responsibilities defined from time to time.
Jr. Software Developer .NET	➢ Understand the SRS and Design documents. ➢ Development and unit testing. ➢ Participate in review of designs, code and test plans. ➢ All issues tracking and closure – Requirements, bugs, and technical issues. ➢ Traceability matrix updation. ➢ Bug fixing. ➢ Ensure right data is updated at appropriate tools or templates till the project closure ➢ Update timesheets ➢ Any other responsibilities defined from time to time.
Sr.Software Developer C++	➢ Understand the SRS and Design documents ➢ Inputs to Estimation ➢ Development and unit testing ➢ Participate in review of designs, code and test plans ➢ All issues tracking and closure – Requirements, bugs, and technical issues. ➢ Traceability matrix updation. ➢ Fix bugs in the project and identify root causes. ➢ Ensure right data is updated at appropriate tools or templates till the project closure. ➢ Any other responsibilities defined from time to time.
Sr.Mobile Developer	➢ Understanding the customer needs and translating them into mobile application framework. ➢ Design and build applications for the Android/IOS platform. ➢ Providing proper technical and customer support to the clients. ➢ Writing Documents related to technical specifications, approach and processes. ➢ Designing mobile applications based on best practices and requirements. ➢ Support the entire application lifecycle (concept, design, test, release and support). ➢ Produce fully functional mobile applications writing clean code.

Role	Responsibilities
	➢ Collaborate with cross-functional teams to define, design, and ship new features. ➢ Gather specific requirements and suggest solutions. ➢ Write unit and UI tests to identify malfunctions. ➢ Troubleshoot and debug to optimize performance. ➢ Design interfaces to improve user experience. ➢ Ensure new and legacy applications meet quality standards. ➢ Research and suggest new mobile products, applications and protocols. ➢ Stay up-to-date with new technology trends. ➢ Any other responsibilities defined from time to time.
Mobile Developer	➢ Design and build applications for the Android/IOS platform ➢ Work with outside data sources and APIs ➢ Unit-test code for robustness, including edge cases, usability, and general reliability ➢ Work on bug fixing and improving application performance ➢ Continuously discover, evaluate, and implement new technologies to maximize development efficiency. ➢ Any other responsibilities defined from time to time.
Sr. Database Administrator-DBA	➢ Perform the installation and configuration of new databases; patch, monitor and upgrade existing databases ➢ Design, implement and maintain database security ➢ Collaborate with development teams on database architecture best practices ➢ Resolve database performance issues ➢ Communicate and resolve complex technical issues and solutions in a clear, simple and understandable way ➢ Write clear documentation around reoccurring processes ➢ Provide accurate resource and capacity planning ➢ Manage backup and disaster recovery plans for all databases ➢ Act as the technical resource relating to all database related requirements. ➢ Provide after-hours support when necessary ➢ Any other responsibilities defined from time to time.
Performance Tester	➢ Understanding the non-functional requirements from business ➢ Analysing the critical business scenarios ➢ Analysing the service level agreement objectives ➢ Developing the test scripts ➢ Designing workload model ➢ Test Execution ➢ Test Monitoring ➢ Analysing the test results ➢ Preparing the test report ➢ Any other responsibilities defined from time to time.
Testers	➢ Understanding the Software Requirements specification document. ➢ Develop test scenarios along with test cases. ➢ Select Test cases for Re & Regression Testing ➢ Selection or identification of test cases for automation from existing test case documentation.

Role	Responsibilities
	➤ Applying Designing and Test Automation Strategy Document ➤ Creating an automation test plan and getting approval. ➤ Configure Test Environment for setup (ex: IDE, Java, Selenium WebDriver and TestNG etc.). ➤ Automation framework design and implementation according to project structure. ➤ Creating, Enhancing, Debugging and Running Test Scripts. ➤ Execute Regression Tests ➤ Execute Test Cases. ➤ Defect Logging ➤ Test Status Reporting. ➤ Make sure the application is the free defect. ➤ Any other responsibilities defined from time to time.
Network Administrator	➤ Assess a company or organization's network and computer system needs. ➤ Install hardware and software. ➤ Make upgrades and repairs as needed. ➤ Oversee digital security. ➤ Design Network structure ➤ Perform maintenance that all systems are operating. ➤ Collect and analyse data to optimize performance. ➤ On-board /De-board users to network and Manage credentials. ➤ Train users on hardware and software. ➤ Troubleshoot problems with the system. ➤ Oversee local area network and wide area network. ➤ Firewall Management ➤ Antivirus, Vulnerability upgrades and management. ➤ Any other responsibilities defined from time to time.
Application Coordinator	➤ Prepare and coordinate project documentation ➤ Coordinate training classes. ➤ Develops and documents internal decisions ➤ Performs in-depth analyses of workflows, report details, and other technical issues associated with the use of software. ➤ Responsible for achieving in-depth knowledge of application software and business operations to ensure that the application is configured to support business requirements. ➤ Coordinate team travel if required. ➤ Generation of various reports ➤ Any other responsibilities defined from time to time.
Sr.Business / Data Analyst	➤ Documenting and translating customer business functions and processes. ➤ Warranting the system design is perfect as per the needs of the customer. ➤ Participating in user acceptance testing of the new system ➤ Helping in domain training and coaching professional and technical staff. ➤ Drives analytics projects requiring collaboration with business stakeholders from beginning to end ➤ Defines, implements and standardizes metrics, reports and

Role	Responsibilities
	dashboards for the business
	➢ Generates follow-up questions with stakeholders, refines data findings and interprets again to drive data-based insight
	➢ Develops new and better analytics approaches to solve questions in a creative way.
	➢ Any other responsibilities defined from time to time.
Business / Data Analyst	➢ Documenting and translating customer business functions and processes.
	➢ Warranting the system design is perfect as per the needs of the customer.
	➢ Participating in user acceptance testing of the new system.
	➢ Helping in domain training and coaching professional and technical staff.
	➢ Work with management to prioritize business and information needs
	➢ Locate and define new process improvement opportunities
	➢ Interpret data, analyse results using statistical techniques and provide ongoing reports
	➢ Acquire data from data sources and interpret the trends.
	➢ Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.
	➢ Any other responsibilities defined from time to time.
Business Analyst	➢ Documenting BRD and translating customer business functions and processes.
	➢ Warranting the system design is perfect as per the needs of the customer.
	➢ Participating in user acceptance testing of the new system
	➢ Helping technically in training and coaching professional and technical staff.
	➢ Developing a training programme and conducting formal training sessions covering designated systems module.
	➢ Acting as a domain expert on assigned projects and assignments and providing work direction to the developers and other project stakeholders with respect to domain.
	➢ Any other responsibilities defined from time to time.
Sr. GIS Developers	➢ Manipulate, analyse and present geographical information by creating programs to convert GIS information from one format to another
	➢ Use/Develop tools to join together different GIS datasets and create new information or investigate patterns.
	➢ Ensure data integrity and quality assurance activities
	➢ Integration of Assets Module with GIS Layers and Integration of works module with Geoportal
	➢ Integration of RDUS survey app with Puraseva app.
	➢ Develop system problem reports and recommendations.
	➢ Work effectively in a team to develop high quality GIS solutions.
	➢ Regular updation and uploading of GIS data to Geo Server and provide the same to Geo Portal.

Role	Responsibilities
	➤ Any other responsibilities defined from time to time.
GIS Developers	➤ Use a range of GIS tools in the field to capture the location of 'assets' such as bridges, street lights, buildings and flood defences, etc. ➤ Finalisation of GIS basemaps ➤ Uploading of finalised GIS basemaps into geoportal ➤ Final Prints & correlation statements for ULB & Property Tax data Analysis ➤ Live Base Map Updation at ULB level ➤ Updation of DDN with GIS layers & Geoportal ➤ Integration of DDN data with GIS layers ➤ Work effectively in a team to develop high quality GIS solutions. ➤ Any other responsibilities defined from time to time.
Data Entry Operator (DEO)	➤ Transfer data from paper formats into database systems ➤ Type in data provided directly from customers or other parties ➤ Create and manage spreadsheets with large numbers of data ➤ Verify data by comparing it to source documents ➤ Update existing data ➤ Produce reports ➤ Retrieve data as requested ➤ Perform regular backups to ensure data preservation ➤ Sort, organize and store paperwork after entering data ➤ Any other responsibilities defined from time to time.
Data Processing Officer (DPO)	➤ Assists with data processing or other tasks as needed ➤ Organizes documents; prepares and codes data for entry into computer system. ➤ Investigates and reconciles any discrepancies in files. ➤ Answers phone; screens calls; responds to any inquiries or transfers call to appropriate office or individual; composes correspondence in response to inquiries. ➤ Enters data into system via on-line terminals and other data entry devices; verifies for accuracy and completeness. ➤ Maintains library of any reference material needed to ensure accurate data entry or processing. ➤ Files material into proper location. ➤ Any other responsibilities defined from time to time.
AI / ML Expert	➤ Designing, training, testing, and optimizing machine learning and deep learning models. ➤ Gathering structured and unstructured data from various sources. ➤ Handling missing values, outliers, and transforming data into a usable format. ➤ Working with large-scale data using tools like Spark, Hadoop, or Dask. ➤ Mentoring junior engineers and educating teams about AI/ML best practices. ➤ Writing research papers, giving talks at conferences, or explaining AI solutions to stakeholders. ➤ Selecting and engineering features to improve model performance ➤ Implement automated pipelines using Docker, Kubernetes, and Git

Role	Responsibilities
	for seamless deployment. ➢ Integrate models into production using cloud platforms (AWS, GCP, Azure) and MLOps pipelines. ➢ Address bias, interpretability, and compliance with AI regulations (e.g., GDPR, HIPAA). ➢ Maintain technical documentation, experiment logs, and performance reports for stakeholders
AI / ML Developers	➢ Build and optimize machine learning and deep learning models using TensorFlow, PyTorch, Scikit-learn, etc. ➢ Choose the right ML algorithms based on business problems (e.g., classification, regression, clustering, NLP). ➢ Optimize model parameters to improve accuracy and efficiency. ➢ Extract meaningful features from raw data to enhance model performance. ➢ Gather, preprocess, and transform structured and unstructured data. ➢ Use distributed computing frameworks (e.g., Apache Spark, Dask) for large-scale data... ➢ Apply techniques to improve dataset quality, especially in deep learning tasks like image recognition and NLP

3.4 Contract Period & Project Timelines

CDMA envisages the completion of the project (the Scope of Work has been given in Section 3) within a timeframe of 156 weeks (includes Go-Live in 26 weeks and Operation and Maintenance of 136 weeks Months) from the date of contract signed. An Indicative Project Timeline has been given below:

SN.	Milestone	Expected time	Deliverable/Solution
1	Project planning and submission of project plan	T+1 week	Project Charter
2	a. System and software requirements specifications/FRS b. Detailed requirement architecture and design documentation c. Test plans and test cases, automated test suit e. Project management plan f. Change management and training plan g. Data digitization and migration plan	T+2 weeks	System and software requirements specification document
3	Specification of IT infrastructure	T+2 weeks	IT and infrastructure specifications document
4	Development of of comprehensive IT solution & VTAS license	T+ 25 weeks	a. Application software including other requirements such as source code of CIS,

			library files, setup programs, documentation etc. b. Rollout for UAT.
5	Third party application testing	T+ 26 weeks	Testing certification
6	User Acceptance Testing & Go-Live	T+ 26 weeks	UAT test cases, testing reports with fail/pass results and plans to fix the defects
7	Change Management and Technical Support	T+ 26 Weeks	Change requests and Support.

The contract period is for Three (3) years initially from the effective date of agreement and shall be extended further in the multiples of one year on satisfactory performance and mutual consent and there on, as per the financials decided by the Department of Municipal Administration, in agreement with the service provider

Number of resources that are to be deployed and their work location will be decided by the Director of Municipal Aadministration. HOD ofThe successful bidder has to deploy Additional IT resources The DMA/ concern HOD of MAUD wing may at any point of time during the contract period, add or remove resources deployed with a notice of 2 months as per the agreement without assigning any reasons whatsoever. The vendor should raise bill accordingly to the changes in the resources

Note: the above timelines are subject to change based on enhancements in scope of work and data dependencies, the Director of Municipal Administration may take a decision duly to extend time line

DRAFT CONTRACT

4 General Conditions of Contract (GCC)

These General Conditions of Contract (GCC), read in conjunction with the Particular Conditions of Contract (PCC) and other documents listed there in, should be a complete document expressing fairly the rights and obligations of both parties.

4.1 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the India

4.2 Payment Terms & Milestones

4.2.1 Payment Terms

1. The Bidder's request(s) for payment shall be made to the CDMA in writing, accompanied by an invoice describing, completion of payment milestone. The invoice should be submitted and upon fulfilment of other obligations stipulated in the contract.
2. Payments shall be made promptly by the CDMA after submission of the invoice or claim by the Bidder, only after quality inspection and verification by the CDMA Official of the conformity of the Goods/Products/Services/Solutions supplied as per the agreed specifications.
3. If the successful bidder deployed IT resources to fulfil the IT application requirements of any wing/sub-department of MA&UD, Payment will be made by concern HOD of the department
4. Payment shall be made in Indian Rupees.

4.2.2 Payment Milestones

Payment will be done on monthly basis as per the price quoted by bidder for number resource deployed per month

The selected Service Provider shall submit their claim for payment to the Director of Municipal Administration/HOD of MA&UD wing, as per the scope of work done and deployment of resources, along with details of the Number of resources deployed, work executed, operation and maintenance of the portal with evidence of accomplishment of the scope of the work. Eligible amount will be paid after deducting the IT/GST if any at source as per IT/GST act

4.3 Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or

decreased, to the extent that the Successful Bidder/SI has thereby been affected in the performance of any of its obligations under the Contract.

4.4 Force Majeure

1. The Successful Bidder/SI shall not be liable for termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

2. For purposes of this Clause, Force Majeure means an event or situation beyond the control of the Successful Bidder/SI that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Successful Bidder/SI. Such events may include, but not be limited to, acts of CDMA in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

3. If a Force Majeure situation arises, the Successful Bidder/SI shall promptly notify CDMA in writing of such condition and the cause thereof. Unless otherwise directed by CDMA in writing, the Successful Bidder/SI shall continue to perform its obligations under the Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.5 Change Orders and Contract Amendments

1. CDMA may at any time order the Successful Bidder/SI to make changes within the general scope of the contract,

2. If any such change causes major deviation in the cost of, or the time required for, the Successful Bidder/SI performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Successful Bidder/SI for adjustment under this Clause must be asserted within 30 days from the date of the Successful Bidder/SI receipt of CDMA's change order.

3. Prices to be charged by the Successful Bidder/SI for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties, and shall not exceed the prevailing rates charged to other parties by the Successful Bidder/SI for similar services

4. CDMA may procure any third party licenses/ proprietary licenses from successful bidder for market price with mutual consent of both the parties.

4.6 Settlement of Disputes

1. Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, clause GCC 4.8 (2) shall become applicable.

2. **Arbitration:**

a. The Department of Municipal Administration and the Firms/bidders shall make every possible effort to resolve the disputes amicably by direct informal negotiations on any disagreements or disputes arising between them under or in connection with the contract.

b. If, after thirty (30) days from the commencement of such informal negotiations, Department of Municipal Administration and the Firms/bidders have been unable to resolve the said disagreements or disputes amicably , either party may require that the said disagreements or disputes be referred for resolution to the formal mechanisms specified here in.

c. The dispute resolution mechanism shall be as follows:

- In case of a dispute or difference arising between the Department of Municipal Administration and the Firms /bidders relating to any matters arising out of, or connected with this agreement, such disagreements or disputes or differences shall be settled at the Director of Municipal Administration in accordance with the Arbitration and Conciliation Act, 1996.

- All Arbitration proceedings shall be held at the office of the Director of Municipal Administration, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

- In case of any dispute, the Arbitrator's decision shall be final in all regards. In case of any dispute the Director / or his nominee shall be the Arbitrator and the decision of the Director of Municipal Administration shall be final

4.7 Extensions of Time

If at any time during performance of the Contract, the Successful Bidder/SI should encounter conditions impeding timely delivery of the Services, the Successful Bidder/SI shall promptly notify CDMA in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Successful Bidder/SI notice, CDMA shall evaluate the situation and may at its discretion extend the Successful Bidder/SI time for performance in writing.

4.8 Termination

4.8.1 Termination by CDMA

1. CDMA may, without prejudice to any other remedy for breach of Contract, terminate this Contract in case of the occurrence of any of the events specified in paragraphs (1) through (11) of this GCC Clause 4.10.1. In such an occurrence, CDMA shall give a not less than 30 days' written notice of termination to the Successful Bidder/SI.

2. If the Successful Bidder/SI does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as CDMA may have subsequently approved in writing.

3. If the Successful Bidder/SI becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.

4. If, in the judgment of CDMA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

5. If, as the result of Force Majeure, the Successful Bidder/SI is unable to perform a material portion of the Services for a period of not less than 60 days.

6. If the Successful Bidder/SI submits to the CDMA a false statement which has a material effect on the rights, obligations or interests of CDMA.

7. If the Successful Bidder/SI places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to CDMA.

8. If the Successful Bidder/SI fails to provide the quality services as envisaged under this Contract, CDMA may make judgment regarding the poor quality of services, the reasons for which shall be recorded in writing. CDMA may decide to give one chance to the Successful Bidder/SI to improve the quality of the services.

9. If the Successful Bidder/SI fails to comply with any final decision reached as a result of arbitration proceedings.

10. If CDMA, in its sole discretion and for any reason whatsoever, decides to terminate this Contract

11. In the event CDMA terminates the Contract in whole or in part, pursuant to GCC Clause 4.10.1, CDMA may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered or not performed, and the Successful Bidder/SI shall be liable to CDMA for any additional costs for such similar services. However, the Successful Bidder/SI shall continue performance of the Contract to the extent not terminated.

4.8.2 Termination by Bidder

The Successful Bidder/SI may terminate this Contract, by not less than 30 days' written notice to CDMA, such notice to be given after the occurrence of any of the events specified in paragraphs (1) through (3) of this GCC Clause 4.10.2:

1. If, as the result of Force Majeure, the Successful Bidder/SI is unable to perform a material portion of the Services for a period of not less than 60 days.

2. If CDMA fails to comply with any final decision reached as a result of arbitration pursuant to GCC Clause 4.8 hereof.

3. If CDMA is in material breach of its obligations pursuant to this Contract and has not remedied the same within 30 days (or such longer period as the Successful Bidder/SI may have subsequently approved in writing) following the receipt by CDMA of the Successful Bidder/SI notice specifying such breach.

4.8.3 Payment upon Termination

Upon termination of this Contract pursuant to GCC Clauses 4.10.1 or 4.10.2, the CDMA shall make the following payments to the Successful Bidder/SI:

a) If the Contract is terminated pursuant to GCC Clause 4.10.1 (10) or 4.10.2, remuneration for Services satisfactorily performed prior to the effective date of termination.

b) If the agreement is terminated pursuant of GCC Clause 4.10.1 (1) to (3), (4), (5), (6), (7), (8) and (9). The Successful Bidder/SI shall not be entitled to receive any agreed payments upon termination of the contract. However, the CDMA may consider making a payment for the part satisfactorily performed on the basis of Quantum Merit as assessed by it, if such part is of economic utility to the CDMA. Applicable under such circumstances, upon termination, the CDMA may also impose liquidated damages. The Successful Bidder/SI will be required to pay any such liquidated damages to CDMA within 30 days of termination date.

4.8.4 **Assignment**

If Successful Bidder/SI fails to render services in stipulated timeframe and as per schedule, CDMA, at its discretion and without any prior notice to Successful Bidder/SI, may discontinue or minimize scope of work or procure/board any other similar agency to render similar services to complete project in stipulated timeframe.

4.8.5 **Service Level Agreement**

Service Level Agreement (SLA) is the contract between the purchaser and the successful bidder. SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by the department in the Service Level Agreement with successful bidder.

The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services. Non-compliance with the SLA attracts penalty.

Note: Penalties shall not be levied on the successful bidder in the event of force majeure affecting the SLA which is beyond the control of the successful bidder.

The following is the table providing the indicative SLA for the project:

Measurement	Target	Penalty
Completion of Tasks/Activities and Submission of Deliverables/Reports as per schedules given in this RFP.	As per timelines mentioned	1% of the Total value of the concern application development/maintenance cost for every 2 week of delay in submission of deliverables, on an incremental basis to a maximum of 10%..

4.8.6 **Other Conditions**

The Successful Bidder/SI should be comply with all applicable laws and rules of GoI/GoAP/CDMA/ULB and the solution should meet all e-Governance, Mobile

Governance, GIGW and other relevant standards , compliance and guidelines set by Government from time to time.

b) Manpower deployed by the Successful Bidder/SI shall not have right to demand for any type of permanent employment with CDMA or its allied Offices.

4.8.7 **Risk Purchase**

In case the Successful Bidder/SI fails to deliver the project due to inadvertence, error, collusion, incompetency, misconstruction or illicit withdrawal, the Secretary, CDMA reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the Successful Bidder/SI.

4.8.8 **Exit Management Plan**

An Exit Management plan shall be furnished by Successful Bidder/SI in writing to the CDMA within 90 days from the date of signing the Contract, which shall deal with at least the following aspects of exit management in relation to the contract as a whole and in relation to the Project Implementation, and Service Level monitoring.

1. A detailed program of the transfer process that could be used in conjunction with a Replacement Service Provider 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;
2. Plans for provision of contingent support to Project and Replacement Service Provider for a reasonable period after transfer.
3. Exit Management plan in case of normal termination of Contract period
4. Exit Management plan in case of any eventuality due to which Project is terminated before the contract period.
5. Exit Management plan in case of termination of Successful Bidder/SI
6. Exit Management plan at the minimum adhere to the following:
    i. Three (3) months of the support to Replacement Service Provider post termination of the Contract
    ii. Complete handover of the Planning documents, bill of materials, functional requirements specification, technical specifications of all equipment's, change requests if any, sources codes, wherever applicable, reports, documents and other relevant items to the Replacement Service Provider/Authority
    iii. Certificate of Acceptance from authorized representative of Replacement Service Provider issued to SI on successful completion of handover and knowledge transfer
7. In the event of termination or expiry of the contract, Project Implementation, or Service Level monitoring, both Bidder and Authority shall comply with the Exit Management Plan.
8. During the exit management period, SI shall use its best efforts to deliver the services.
9. The SI will hand over the Systems & other items of the project, as a part of deliverables of and the documents related to at any time if department demands for

transfer of the whole maintenance and operational support and web site to any other Agency, the Contractor shall help in smooth transition in as is where is condition

10. At the time of exit the successful Contractor shall submit all latest documentation in soft and hard copies as case may be

Annexure 1 - Guidelines for Pre-Qualification Bid

Annexure 1.1. Check-list for the documents to be included in the Pre-Qualification Envelope

Sl.no	List of Documents	Submitted Yes/No	Documentary Proof (Page No.)
1	Bid Covering Letter		
2	Power of Attorney in favor of Authorized Signatory		
3	Declaration that the bidder (All members in case of Consortium) has not been debarred / blacklisted by any Government / Semi-Government organization		
4	Copy of Certificate of Incorporation, Certificate of Registration under central sales Tax (Registration and Turnover Rules 1957) /PAN / GST certificate		
5	Copy of the audited Profit & Loss Statement of the company duly certified by statutory auditor OR CA Certificate to support that Bidder has average turnover of Rs. 3 Crore during the last Five financial years.		
6	Copy of Certificate duly signed by Statutory Auditor of the Bidder confirming the net worth for each of the specified period to support that the Sole Bidder last five audited financial years (FY 19-20, FY 20-21, FY 21-22, FY- 22-23 and FY 23-24)		

7	Copy of work order and completion certificate support that the Bidder have successfully completed/Substantially Completed at least 1 Project in past 5 years		
8	The copy of valid quality certificates: • ISO 9001:2015 or higher Quality Management • ISO/IEC 20000-1:2018 IT - Service Management • ISO/IEC 27001:2022 Information Security Management System		
9	Valid documentary proof of GST registration number and the details of income tax registration (PAN)		
10	Copy of EMD Submitted for an amount of Rs.5.00 Lakhs		

Annexure 1.2 Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Place
Date
Commissioner and Director of Municipal Administration
4th Floor, Near DGP Office,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502

Subject: Submission of proposal in response to the RFP for The Selection of System Integrator for Development, Implementation, and maintenance of enterprise GIS Solution for Resurvey project (Urban
RFP Reference No: *XX/XX/XX*

Dear Sir,
Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the Appointment of IT Agency for the Project "*Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA*"

We attach hereto our responses to pre-qualification requirements and technical & financial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to CDMA, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the CDMA in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)
Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

Annexure 1.3 Format to share Bidder's and Bidding Firms Particulars

1	Name of Bidding firm:	
2	Address and contact details of Bidding firm:	
3	Firm Registration Number and Year of Registration	
4	Web Site Address	
5	Status of Company (Public Ltd., Pvt. Ltd., etc.)	
6	Company's GST Registration No.	
7	Company's Permanent Account Number (PAN)	
8	Company's Revenue for the last 5 years (Year wise)	
9	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP	
10	Telephone number of contact person:	
11	Mobile number of contact person:	
12	Fax number of contact person:	
13	E-mail address of contact person	

Please submit the relevant proofs for all the details mentioned above along with your Bid

response

Authorized Signatory

Name

Seal

Annexure 1. 4 Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on the Letterhead of the responding company)

Date: dd/mm/yyyy

To
Commissioner and Director of Municipal Administration
4th Floor, Prime Hill Crest, Near DGP Office,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502

Sub: Declaration for not being debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid
RFP Reference No: XX/XX/XX

Dear Sir,
I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the Government of AP/ Any other state government/Government of India which includes any Government Department, Public Sector Undertakings of the Government, Statutory Boards formed by the Government, Local Bodies in the State, Cooperative Institutions in the State, Universities and Societies formed by the Government for any reason as on last date of submission of the Bid. In the event of any deviation from the factual information/ declaration, CDMA, Government of AP reserves the right to reject the Bid or terminate the Contract without any compensation to the Company.

Thanking you,
Yours faithfully,

_____
Signature of Authorized Signatory (with official seal)
Date :
Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

Annexure 1.5: Format of sending pre-bid queries

RFP Reference No: XX/XX/XX

Bidder's Request for Clarification	
Name and complete official address of Organization submitting query / request for clarification	Telephone and E-mail of the organization Tel: Email:

Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required
1				
2				

Signature:
Name of the Authorized signatory:
Company seal:
Date and Stamped

Annexure 2– Guidelines for Technical Proposal

Annexure 2.1. Technical Bid Cover Letter

(To be submitted on the Letterhead of the responding firm)

Date: dd/mm/yyyy
To
Commissioner and Director of Municipal Administration
4th Floor, Prime Hill Crest ,Near DGP Office,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502

Sub: Selection of Agency for "Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA"

RFP Reference No: XX/XX/XX
Dear Sir,
Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for **"Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA** "

We attach hereto the technical response as required by the RFP, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule) for providing Professional Services in **"Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA** ", put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and CDMA or its appointed representatives.

If our proposal is accepted, we will obtain a Performance Bank Guarantee issued by a nationalized bank in India, for a sum of equivalent to **2.5%** of the contract value for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and CDMA.

We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to CDMA is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead CDMA as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Date:
(Signature)
(Name)
(In the capacity of)
[Seal / Stamp of bidder]
Witness Signature:
Witness Name:
Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I_____, the Company Secretary of _____, certify that_____ who signed the above Bid is authorized to do so and bind the company by authority of its board/ governing body.
Date:
Signature:

(Company Seal) (Name)

Annexure 2.2 Format to Project Citation (Project Data Sheet)

Sl.No	Item	Details	Attachment reference no
1	Name of the Project		
2	Date of Work Order		
3	Client details		
4	Scope of Work		
5	Contract value		
6	Completed/ongoing		
7	If ongoing, furnish the last milestone delivered		
8	No of resources worked		
9	Start Date		
10	End date		

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the pre-qualification criteria and technical bid evaluation.

Annexure 2.3 Project Implementation Approach and Methodology

The Bidder is required to submit the proposed technical solution in detail. Following should be captured in the explanation:

a) The Overall approach to the Project
b) Implementation Methodology and Strategy
c) Project Organization and Management Plan
d) Project Monitoring and Communication Plan– Bidder's approach to project monitoring and communications among stakeholders.
e) Implementation plan– Bidder's approach to implement the project
f) Risk Management Plan – Bidder's approach to identify, respond / manage and mitigate risks
g) Quality Control plan - Bidder's approach to ensure quality of work and deliverables
h) Escalation matrix during contract period
i) Staffing Plan should be provided as per Form-1 below

Note:

a. All the pages (documentary proofs and other documents that may be attached) should contain page numbers and would have to be uniquely serially numbered.

b. Inadequate information shall lead to disqualification of the bid.

Annexure 3 – Guidelines for Financial Proposal

Annexure 3. 1 Financial Proposal Cover Letter

(To be submitted on the Letterhead of the bidder)

Date: dd/mm/yyyy
To
Commissioner & Director of Municipal Administration,
Prime Hill Crest,
4th Floor, Near DGP Office,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502

Subject: Submission of proposal in response to the RFP for The **Selection of System Integrator for Development, Implementation, and maintenance of enterprise GIS solution for resurvey project (Urban)**

Ref :

Dear Sir,

We, the undersigned, offer to provide the services for **"Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA"** in accordance with your Request for Proposal dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal for is for the sum of [*Insert amount(s) in words and figures*]. We are aware that any conditional financial offer will be outright rejected by CDMA.

This amount is inclusive of taxes and duties as listed at **Annexure 3.2** attached. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal (180 days) from the date of submission of Bid.

We hereby declare that our Tender 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. We confirm that no technical deviations are attached here with this commercial offer. We remain,

Yours sincerely,
Authorized Signature [*In full and initials*]:
Name and Title of Signatory:
Date and Stamp of the signatory:
Name of Firm:

RFP Reference No: XX/XX/XX

Part - I: Price bid for IT Manpower supply

S No	DESCRIPTION	Cost per Resource Per Month (Including GST)	No. of Resources	IT Resources cost per 3 years (Including GST)
(a)	(b)	(c)	(d)	(c*d) * 36 = (e)
1.	Project Manager		1	
2.	Technology Architect		1	
3.	Team Lead		2	
4.	Team Lead Devops		1	
5.	Team Lead GIS		1	
6.	AI / ML Expert		2	
7.	AI / ML Developers		4	
8.	Sr.Software Developer node js/java		15	
9.	Design Specialist (UI/UX)		3	
10.	Software Developer Java/ node js		10	
11.	Sr.Software Developer .NET		2	
12.	Jr. Software Developer .NET		2	
13.	Sr.Software Developer (Other than Java viz., C++/C# etc.,)		1	
14.	Sr.Mobile Developer		5	
15.	Mobile Developer		2	
16.	Sr. Database Administrator-DBA		2	
17.	Performance Tester		2	

18.	Testers		1	
19.	Application Coordinator		2	
20.	Sr.Business / Data Analyst		2	
21.	Business / Data Analyst		2	
22.	Business Analyst		1	
23.	Sr. GIS Developers		5	
24.	GIS Developers		5	
25.	Field Support Engineer		5	
26.	Data Processing Officer (DPO)		5	
	Grand Total of IT Manpower supply per 36 months			

Note: Break up to be given during Negotiations.

Part - 2: Price bid for Vehicle Tracking & Analytical System (VTAS)

Description	Hardware Price Per Unit per month with GST (A)	Software license Price Per Unit per month With GST (B)	Total Price Per Unit per month with GST (A+B=C)	Total Price Per Unit per 36 months with GST (C*36=D)	Total Price Per1000 Units per 36 months with GST (D*1000=E)
VTAS License Price					

Instructions:

a) CDMA does not guarantee the quantity for the particular line items given above. The actual quantity for the given items may be more or less. The payment shall be made based on unit cost quoted for the particular item on actual work/item is undertaken/supplied.

b) Bidder should provide all prices as per the prescribed format

c) All the prices are to be entered in Indian Rupees only

d) CDMA may ask bidder to provide breakup of estimation sheet of each component.

e) CDMA reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.

f) CDMA shall take into account all Taxes, Duties & Levies for the purpose of evaluation

g) The Bidder needs to account for all Out-of-Pocket expenses, no additional payment shall be made by CDMA whatsoever.

h) The Bidder should refer the RFP for details on the technical requirements of the system and the benchmark specifications for the items mentioned in the financial formats.

i) Any component/fixtures/ancillary/adjunct to the specified item shall be deemed to have been included in the unit rates quoted above.

j) Bidders must carefully read the Scope, Technical Requirements and the SLAs mentioned in the RFP and accordingly propose the software, hardware, accessories and services and their respective quantities required to completely meet the requirements of this RFP.

k) The extension of the contract after 3 years shall be based on the performance of the Successful Bidder/SI and there may be an annual increase which shall be mutually agreed on the existing cost for next 3 years. However, CDMA reserves the right to extend the contract based on the mutual agreement between the Successful Bidder/SI and the CDMA

l) DMA/Any MAUD sub-department/ULB reserves right to procure VTAS system with both Hardware and software license or any one of them as per convenience

m) The team shall work for the department from designated location as informed by DMA

Annexure 4- Non-Disclosure Agreement

[Company Letterhead]

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month], [year], between, CDMA on the one hand, (hereinafter called the "CDMA") and, on the other hand, [Name of the Bidder] (hereinafter called the "Bidder") having its registered office at [Address]

WHEREAS

1. The "CDMA" has issued a public notice inviting various organizations for provision of The Selection of **Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA** (hereinafter called the "Project") of the CDMA;

2. The Bidder, having represented to the "CDMA" that it is interested to bid for the proposed Project,

3. The CDMA and the Bidder agree as follows

   a) In connection with the "Project", the CDMA agrees to provide to the Bidder a detailed document on the Project vide the Request for Proposal document. The Request for Proposal contains details and information of the CDMA operations that are considered confidential.

   b) The Bidder to whom this information (Request for Proposal) is disclosed shall –

      i. hold such information in confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information;

      ii. restrict disclosure of the information solely to its employees, other member with a need to know such information and advice those persons of their obligations hereunder with respect to such information;

      iii. use the information only as needed for the purpose of bidding for the Project;

      iv. except for the purpose of bidding for the Project, not copy or otherwise duplicate such information or knowingly allow anyone else to copy or otherwise duplicate such information; and

      v. undertake to document the number of copies it makes

      vi. on completion of the bidding process and in case unsuccessful, promptly return to the CDMA, all information in a tangible form

4. The Bidder shall have no obligation to preserve the confidential or proprietary nature of any information which:

   a) was previously known to the Bidder free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or

   b) is or becomes publicly known through no wrongful act of the Bidder; or

   a) is independently developed by an employee, agent or contractor of the Bidder not associated with the Project and who did not have any direct or indirect access to the information.

5. The Agreement shall apply to all information relating to the Project disclosed by the CDMA to the Bidder.

6. CDMA will have the right to obtain an immediate injunction enjoining any breach of this Agreement, as well as the right to pursue any and all other rights and remedies available at law or in equity for such a breach.

7. CDMA reserves the right to share the information received from the bidder under the ambit of RTI Act.

8. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Bidder, on any of the information. Notwithstanding the disclosure of any information by the CDMA to the Bidder, the CDMA shall retain title and all intellectual property and proprietary rights in the information. No license under any trademark, patent or copyright, or application for same that are now or thereafter may be obtained by the CDMA is either granted or implied by the conveying of information. The Bidder shall not alter or obliterate any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the CDMA on any copy of the information and shall reproduce any such mark or notice on all copies of such information.

9. This Agreement shall be effective from the date of signing of this agreement and shall continue perpetually.

10. Upon written demand of the CDMA, the Bidder shall (i) cease using the information, (ii) return the information and all copies, notes or extracts thereof to the CDMA forthwith after receipt of notice, and (iii) upon request of the CDMA, certify in writing that the Bidder has complied with the obligations set forth in this paragraph.

11. This Agreement constitutes the entire Agreement between the CDMA and the Bidder relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the two parties. This Agreement may be amended or modified only with written permission of CDMA. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

12. Confidential information is provided "As-Is". In no event shall the CDMA be liable for the accuracy or completeness of the confidential information.

13. This agreement shall benefit and be binding upon the CDMA and the Bidder and their respective subsidiaries, affiliate, successors and assigns.

14. This agreement shall be governed by and construed in accordance with the Indian laws and is subject to the exclusive jurisdiction of the Courts of Law situated at Vijayawada.

For and on behalf of the Bidder
(Signature)
(Name of the authorized Signatory)
Designation :
Date :
Time :
Seal :
Business Address

Annexure 5- Power of Attorney

Know by all men by these presents, We_____ (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms_____ (name and residential address of Power of attorney holder) who is presently employed with us and holding the position of _____ as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for th**e "Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA**" including signing and submission of all documents and providing information / responses to the CDMA, representing us in all matters before CDMA, and generally dealing with the CDMA in all matters in connection with our Proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____
Name:
Designation:
Date:
Time:
Seal:
Business Address:

Accepted,

_____ (Signature)
(Name, Title and Address of the Attorney)

Note:
- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- The Power of Attorney shall be provided on Rs.100/- stamp paper.
- The Power of Attorney should be supported by a duly authorized resolution of the Board of Directors of the Bidder authorizing the person who is issuing this power of attorney on behalf of the Bidder

Annexure 6 - Declaration of Data Security

Date: dd/mm/yyyy

To

Commissioner & Director of Municipal Administration,

Prime Hill Crest,

4th Floor, Near DGP Office,

Vaddeswaram Village, Mangalagiri, Andhra Pradesh

Pincode: 522502

Sub: Declaration of Data Security

RFP Reference No: XX/XX/XX

Dear Sir,

We .... who are established and reputable bidder having office at............................... do hereby certify that CDMA shall have absolute right on the digital data and output products processed / produced by us. We shall be responsible for security / safe custody of data during processing.

We also certify that the data will not be taken out of the CDMA's premises on any media. The original input data supplied to us by Survey Vendor/ CDMA and output products processed / produced from input data will not be passed on to any other agency or individual other than the authorized person of CDMA. We shall abide by all security and general instructions issued by CDMA from time to time.

We also agree that any data from our computer system will be deleted in the presence of CDMA official after completion of the project task.

Thanking you,

Yours faithfully,

Annexure 7 – Format for Performance Bank Guarantee

For Contract Performance Bank Guarantee
Ref : < --- >
Date: _____
Bank Guarantee No.: _____

To
Commissioner & Director of Municipal Administration,
Prime Hill Crest,
4th Floor, Near DGP Office,
Beside Ultratech Ready, Mix Plant,
Vaddeswaram Village, Mangalagiri, Andhra Pradesh
Pincode: 522502

Dear Sir,
PERFORMANCE BANK GUARANTEE – For <Project Name>

WHEREAS
M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated ……... (Hereinafter, referred to as "Contract") with you for "**Selection of Service Provider to supply VTAS license & IT Manpower for the development of new software applications and maintain/enhance the existing software applications as per requirement of DMA**", in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for an amount of 10% of the Total Contract Value, and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of 10% of the Total Contract Value i.e.,…………..<in words> without any demur.

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.
We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Contract until 6 months after the completion of Contract Period.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.
We hereby expressly waive all our rights: Requiring pursuing legal remedies against CDMA, Govt of AP; and For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any

amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to 10% of the Contract Value, and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is /are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

Our liability under this Performance Bank Guarantee shall not exceed 2.5% of the Total Contract Value. This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.
Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such count.

Dated …………………….. this ……….. day ………….. 20XX.
Yours faithfully,

For and on behalf of the …………… Bank,
(Signature)
Designation
(Address of the Bank)
Note:

This guarantee will attract stamp duty as a security bond.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

Annexure 8 - Form of Model Contract Agreement

This contract agreement is made on the *[insert: number]* day of *[insert: month]*, [insert: year]. Between

(1)   *[insert: Name of Client]*, (hereinafter called "the Client"), and

(2)   *[insert: name of the bidder]*, (hereinafter called "the bidder").

Whereas the Client desires for " _____ " for _____

Department, Andhra Pradesh, Guntur and submit all deliverables and have agreed to

such engagement upon and subject to the terms and conditions appearing below in this

Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

1.   Article 1 - Contract Documents

1.1   **Contract Documents**

The following documents shall constitute the Contract

between DEPARTMENT OF MUNICIPAL ADMINISTRATION and the

Firm, and each shall be read and construed as an integral part of the Contract:

This Contract Agreement and the Appendices attached to the Contract

Agreement.

(a)   Notification of Award
(b)   Special Conditions of Contract
(c)   General Conditions of Contract
(d)   Pre-bid conference minutes.
(e)   Bid document with modification if any
(f)   **Any other documents**

1.2   *Order of Precedence*

In the event of any ambiguity or conflict between the Contract Documents listed above,

the order of precedence shall be the order in which the Contract Documents are listed in

Article 1.1 (Contract Documents) above.

1.3   *Definitions* (Reference GCC Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same

meanings as are ascribed to them in the General Conditions of Contract.

2.   Article 2 - Contract Price and Terms of Payment

2.1   **Contract Price**

The Client hereby agrees to pay to the bidder as amount of

Rs. Xxxx /- for the items mentioned after finalisation of price bid. The Contract Price in

consideration of the performance by the bidder of its obligations under the Contract.

3. **Article 3 - Effective Date for Determining Time for Operational Acceptance**

3.1 *Effective Date*:

The time allowed for execution, delivering deliverables and Acceptance of the same

should be determined from the date when all of the following conditions have been

fulfilled:

(a) This Contract Agreement has been duly executed
for and on behalf of the Client and the bidder;

(b) The bidder has submitted to the Client the Implementation cum
performance security.

4. **Article 4 – Jurisdiction**

4.1. Any legal proceedings arising out of this agreement shall be subject to the

appropriate Courts situated in Guntur District.

5. **Article 5 – Appendixes**

5.1. The Appendixes listed in the attached List of Appendixes shall be deemed to
form an integral part of this Contract Agreement.

5.2. Reference in the Contract to any Appendix shall mean the
Appendixes attached to this Contract Agreement, and the Contract shall be read and
construed accordingly.

IN WITNESS WHERE OF DEPARTMENT OF MUNICIPAL ADMINISTRATION and
the Firm have

caused this Agreement to be duly executed by their duly authorized representatives

the day and year first above written.

For and on behalf of the Client

Signed:

in the presence of _____

For and on behalf of the Bidder

Signed: _____

in the capacity of *[insert title or other appropriate designation*] in the
presence of