



RAIPUR MUNICIPAL CORPORATION

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NIT NO: 1346/Revenue/RMC/2020

Raipur, Date: 15/07/2020

Expression of Interest (EOI)

Raipur Municipal Corporation invites Expression of Interest (EOI) for selection of agency for **AMC OF** GIS based Municipal Tax & Fee Collection System from reputed Firms/Agencies/Companies to submit a proposal expressing their interest for “**Operational Support and Annual Maintenance Contract(AMC)**” upto 03/08/2020 at 04.30 PM by speed post /Registered post only. The EOI document can also be viewed and downloaded at www.nagarnigamraipur.nic.in.


Deputy Commissioner (Revenue)
Municipal Corporation,
Raipur (C.G.)

RFP for AMC of the GIS Based Municipal Tax & Fee Collection System at RMC



Request for Proposal (RFP)
For
Operational Support and Maintenance (AMC) of the
GIS Based Municipal Tax & Fee Collection System at Raipur Municipal
Corporation



RAIPUR MUNICIPAL CORPORATION (RMC)

1. About Raipur Municipal Corporation

Raipur is a beautiful city in the Raipur district of the Indian state of Chhattisgarh. It is the capital city of the state of Chhattisgarh and is the administrative headquarters of Raipur district. It is also the largest city in Chhattisgarh. It was formerly a part of Madhya Pradesh before the state of Chhattisgarh was formed on 1 November 2000. Naya Raipur is the upcoming business hub in Chhattisgarh promoted by the state government.

Also, because it is the capital city of this state, Raipur is very significant and prominent, especially for its steel markets. Raipur is home to one of the biggest and largest steel markets in India and also one of the biggest industrial centers. It is also one of the largest cities of Chhattisgarh and hence visited by many tourists all over. Raipur has more than 200 steel mills and six steel plants. Apart from these, the city also boasts off aluminum, power and also coal industries.

When it comes to the entertainment, Raipur has it well covered. It has amusement / water parks, Chowpatty, Waterfronts, Science centers, Marine Drive, Zoo etc for the people to escape from their everyday lives. A few km away from Raipur, the famous – Jungle Safari, Inaugurated by PM Narendra Modi, it is spread over an area of 202.83 hectares and offers an exuberant wildlife experience to the people. Malls, Multiplexes, Clubs, Museums, Public Libraries, Gardens, Indoor Stadiums, and International Hockey Stadium are other popular entertainment hubs of Raipur.

Raipur city is managed and governed by Raipur Municipal Corporation (RMC) and is responsible for providing infrastructure services to the citizens of the city. The city has an area of 180 sq. km with an estimated population of over 10 lakhs. For administrative purposes, the entire city is divided into 70 wards.

With a high growth of around 100% in the last two decades and more than 150% in the previous decades, the city's service levels have been severely strained. This pressure is expected to intensify, since the population of Raipur is expected to grow at a high rate in the subsequent three decades due to the all-round economic development of the Pune region.

To service this increased population efficiently, RMC proposes to upgrade its infrastructure and carry out urban reforms.

2. Objective

To effectively realize the vision, Raipur Municipal Corporation has desired that the interested eligible bidders should provide a proposal in the form of their bid for the Upgrade, **Operation** and Maintenance of the existing Software Application - "Property Tax Management System". RMC now intends to go for **Operational Support and Maintenance of the Property Tax Management System (AMC)**.

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The RMC project was focused on the preparation of Digital Geo-referenced GIS based Property database. This database contained all key property assessment details, type of uses, area of each property, ownership details, building unique identification number, etc. A PTS Solution was prepared for MC Raipur usage:

- PTS solution was customized for RMC, where system users can manage complete properties inventory with single window screen. PTS admin can create logins for system users with their designations.
- Complete set of MIS reports available to provide all information about properties inventory. MIS allows to modify existing properties or new properties and same can be submitted to the PTS system for further management.
- PTS allows property updation, addition, splitting, payment collection, etc. and open to interact with other systems.
- User can propose change in existing data which can only be incorporated in database after approval of competent authority

3. The Scope of the work includes following:

- Successful Bidder shall possess professionally skilled personnel / resources for providing Services in order to perform its obligations under the Bid and this AMC.
- The Bidder shall be responsible for overall configuration, repair & maintenance all associated software installed & required for smooth functioning of GIS Based Municipal Tax & Fee Collection.
- Responsible for overall supervision to ensure that authenticated updated information and services are available all the time.
- Responsible for Database Administration.
- Under take modification & updating, both in English and Hindi from time to time as per the requirement of Raipur Municipal Corporation.
- Provide reports and other relevant information on daily, weekly, fortnightly or monthly basis as may be required.
- The bidder shall configure and update the existing software and provide new reports as desired by Raipur Municipal Corporation with new regulation/application within reasonable time.
- Preparation and maintaining reports related to new properties, self-assessment and appeal & objections, online payment, demand & collection reports etc.
- Provide reports and other relevant information on daily, weekly, fortnightly or monthly basis as may be required.
- The firm shall configure and update the existing software and provide new reports as desired by Raipur Municipal Corporation with new regulation/application within reasonable time.

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- Implementation of new regulations including changes /modification and structural changes in database etc. This is a critical activity and as such all efforts shall be made by the firm to carry out this activity without any delay.
- Making portal more accessible through popular search engines.
- Home page and other inner page improvement, as may be necessary from time to time.
- Provision of Powerful Search Engine based on simple text search and digital Search indexing.
- Providing API/web services as and when need basis.
- The firm shall do third party system integration with existing system as and when need basis.
- Taking periodic daily, monthly database back-up, version control with backup of application software in case of any modification.
- Implementation, Maintenance, Support & Enhancement of the existing Web Based Property Tax Management System.
- Implemented for offline, online collection of Property Tax
- Maintenance of WCF application
- Maintenance of Web based GIS Application
- Maintenance of Tree census application
- Maintenance of Web application platform to sync data from Android app
- Integration with existing Smart City application.
- Provision of required training, handholding to the Property Tax department staff.
- After completion or termination of tenure bidder must hand over all the running application software with complete Source Code, Data Base Software, latest back data etc. followed by providing knowledge transfer to RMC officials.
- The service timings shall be 24x7 for all 7 days.
- The Successful Bidder shall have 24x7 support center for call logging and remote support services. The contact center numbers and escalation matrix should be provided with the proposals.
- No extra payments will be given by RMC for any updates, modification, and third party integration through API etc.

4. Technical Support Services –

- ✓ The firm is required to provide on-site support personnel on all working days along with expert remote support as and when needed for ensuring smooth functioning of the all the Software Application.
- ✓ The support personnel shall be available at Head Office of Raipur Municipal Corporation on all working days/holidays (if system problem exists).
- ✓ The availability of on-site support personnel at site along with expert remote support will help to attend the problem as quickly as possible and will ensure high level of system availability and if require, the same may visit to site to attend the same. If the Engineer-in-charge experiences that remote support is not sufficient to conduct the work within specified time, the contractor may be advised to depute software expert to accomplish the given task. The support personnel

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should be well experienced computer professional having known how of general computer software and specific knowledge of Visual .Net, C#, Crystal Reports, Oracle and GIS Software. The suitable substitute of the support personnel may be ensured by the contractor to ensure his availability at desired location.

5. NORMS FOR SYSTEM AVAILABILITY & COMPUTATION OF DOWN TIME

5.1 NORMS FOR SYSTEM AVAILABILITY –

System Availability for the purpose of contract shall mean the availability GIS Based Municipal Tax & Fee Collection performing with full functionalities. If online system is down then the contractor shall restore the system within 36 Hrs by deputing support personnel at site or remotely on priority basis, failing which the contractor shall be liable for penalty and the down time shall be calculated as detailed given hereunder.

5.2 System is considered available under following conditions:

I. Application Software:

In case whole of application software is in an inoperable state continuously for four (3) hours, the same shall be considered as non-availability of the system. If a portion / part of application software is an inoperable state continuously for six (6) hours, the same shall be considered as non-availability of the system.

The above norms are for the purpose of computing the down time of the system only and do not in any way relieve the contractor from the primary responsibility of maintaining all software of GIS Based Municipal Tax & Fee Collection and contractor failure to attend the faults within the time limit shall attract penalties. Penalties shall impose after this Time limit.

II. COMPUTATION OF SYSTEM DOWNTIME:

On violation of system availability norms mentioned above, the Down time (DT) as per above norms shall be logged on daily basis and cumulated at the end of each month. The system down time and penalty shall be calculated on monthly basis and shall be accumulated on quarterly basis for deducting from quarterly payment. The procedure for calculating the Down Time and Penalty shall be as follows –

$\% \text{ Down Time} = \text{Down Time in hrs.} \times 100$

Total No. of hrs.in the month

Down time reckoned for recovery (Penalty) = (% DT – 2) * 2

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For example, suppose in a month of Jan“2020 the system down time is logged as detailed below –

| S.No. | Particulars | Date & Time of Reporting Fault | Date & Time of Rectification of Fault | Total Time in Hr. |
|-------|--------------------------|--------------------------------|---------------------------------------|-------------------|
| 1 | Property Tax System Down | 03-01-2020 at 9:00 Hrs | 03-01-2020 at 11:00 Hrs | 2 Hrs. |
| 2 | GIS System Down | 01-01-2020 at 10:00 Hrs | 02-01-2020 at 10:00 Hrs | 24 Hrs. |

III. NORMS FOR AVAILABILITY OF SUPPORT PERSONNEL AT SITE –

The contractor is required to ensure the availability of on-site support engineer. For non-availability of site support personnel at Head Office, Raipur the penalty shall be deducted from the quarterly bill of the firm as given hereunder :-

Quarterly Penalty deducted (Rs.) due to non-availability of deputed engineer = (Total no. of working days in the quarter - Total Availability of deputed engineer in days)* 2000.

Total Penalty The Total Penalty shall be the Sum of Penalties due to downtime of GIS Based Municipal Tax & Fee Collection+ Penalties due to Non-availability of deputed support personnel.

6. Period of Contract

6.1 The term of the Contract shall be for a period of 1 year from the date of acceptance of Purchase Order (PO) or signing of agreement for the first year whichever is earlier and shall be renewed annually upon satisfactory performance during the preceding year/s. PO will be raised separately for each year by the approval of tender committee.

7. Termination

7.1 The Purchaser may terminate this Contract by giving the Bidder a prior and written thirty days' notice indicating its intention to terminate the Contract under the following circumstances:

7.2 Where it comes to the Purchaser's attention that the Bidder (or the Bidder's

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team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder's Bid or this Contract.

7.3 Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder, and to ensure business continuity.

7.4 **Termination for Insolvency:** The Purchaser may at any time terminate the Contract by giving written notice of **thirty days** to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

7.5 **Termination for Default: The Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Successful Bidder / Vendor, may terminate the Contract in whole or in part.**

7.6 **Termination for Convenience: Notwithstanding the provisions of the Contract and/or the Bid Documents, the Purchaser at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days' notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for Purchaser's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective.**

7.7 The payments will be made for all services rendered up to the date the termination becomes effective, at the contracted terms and prices.

7.8 Deliverable after completion of the contract:

The vendor shall provide detailed final system documentation for reference of RMC. The vendor shall prepare the final user manual incorporating all details of all menus and functionalities provided by the system.

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The vendor shall provide the following product documents; however, the list may not be limited to the same:

1. Configuration documents - consisting of system setting and parameters for each function modules.
2. Process blue print and process flows implemented.
3. User manual including system instruction and user cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
4. Program flow and documentation
5. Complete software Source code with all backups.
6. System operational procedure manuals
7. Any other documentation required for usage of implemented solution future additions and/ or future modifications in the customized solutions

The vendor shall provide a minimum of two hard copies and one soft copy of the above mentioned manuals.

8. Invitation of Bid

This section provides a snapshot of the RFP Document to the Bidder. The Bidder is expected to read the entire Document for details.

| | |
|--|--|
| Name of the project | Operational Support and Maintenance (AMC) of the GIS Based Municipal Tax & Fee Collection System at Raipur Municipal Corporation\ |
| Project description | |
| Scope of Work | As per RFP document is provided which enlists details of the work |
| Contract period | 1 (One) year from the date issue of work order |
| Key dates | |
| Tender Released date | 13.07.2020 at 10:30 AM |
| Last date and time for submission | 04.08.2020 at 05:30 PM |
| Technical Bid Opening | 05.08.2020 at 11:00 AM |
| Financial Bid Opening | After Technical Evaluation |
| Eligible entities | Companies registered under Companies Act, 1956/ Partnership Firms. No consortium / JV Allowed |
| Evaluation criteria (Technical and Financial) | |
| Technical | Bidder must have experience in successful implementation of Governance applications in a minimum two govt./Semi govt. bodies with minimum one being a municipal corporation. The Bidder will submit the certificates in this regard. Experience / Turn-over of data entry / BPO / Hardware supply services will not be considered. |

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| | |
|-------------------------------------|---|
| | |
| Financial | Average annual turnover of Rs 20,00,000/- (Twenty Lac Rupee Only). |
| Cost of RFP document | Rs.10,000/- (Ten Thousand Rupee only) In the form of DD. |
| Place of opening of Tenders | Dept. Commissioner Revenue, Room No. 314, 2nd Floor, Nagar Nigam Raipur |
| Bid Security amount | Rs. 35,000/- (Thirty Five Thousand Rupee only). In the form of FDR. |
| Performance Security | Rs. 2,50,000/- (Two Lac Fifty Thousand Rupee only) in the form of Bank Guarantee |
| Bidding Parameter | 1. The Successful Bidder will be selected based on the financial proposal 2. The commercial proposal shall contain quoted amount which the bidder can submitted lowest |
| Payment to Service Provider | The payment to Service Provider as per the Fee quoted shall be made at the end of every 3rd Months |
| Submission of Bid – Contents | |
| 1 | Commercial Proposal should be submit through offline only |
| RMC contact details | |
| Address | Dept. Commissioner Revenue, Room No. 314, 2nd Floor, Nagar Nigam Raipur. Kalibadi, Raipur, C.G. |
| Telephone/Mobile | 7000069534/9301953216 |
| Email | dcrevenuermc@gmail.com/ranjeet.ranjan05@gmail.com |
| Web site | URL:- nagarnigamraipur.nic.in |

Bids will be opened in the presence of Tender Committee members whoever are present as well as Bidders or their authorized representatives who choose to attend on the specified date and time.

In the event of the date specified for receipt and opening of bid being declared as a holiday for Raipur Municipal Corporation, the due date for submission of bids and opening of bids will be the following working day at the appointed time.

9. Eligibility Criteria

The bidder can be a company/corporation/enterprise. The Bidder should possess the following conditions of eligibility:

1. Bidder must have experience in successful implementation of e-Governance applications in a minimum two govt. /Semi govt. bodies with minimum one being a municipal corporation. The proposed enterprise e-Governance platform should be in use for a minimum of one year. The Bidder will submit the certificates in this regard. Experience / Turn-over of data entry / BPO / Hardware supply services will not be considered.
2. The bidder must have a minimum turn-over of Rs. 20 Lac in previous two financial years.

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3. Bidder must have manpower of at least 15 Software engineers with proof of their details.
4. RMC has implemented e-Governance project under NMMP as a JnNURM reform. Under using a specific set of software technologies. To ensure the capability of the bidder in the same technologies, the bidder must have implemented e-Governance applications in the technology used by RMC for e-Governance as given below:
 - a. Open Source Platforms
 - b. Operating System: Linux OS
 - c. Application Server: Apache Geronimo
 - d. Database: PostgreSQL
 - e. Open Source Web GIS
 - f. Google Map API
 - g. Object Relational Mapping: Hibernate
 - h. Scheduler: Quartz
 - i. Frameworks: Wicket, Java Server Faces
 - j. Public Key Infrastructure: E-Lock Digital Signature and Encryption Solutions,
 - k. ICE PDF
 - l. Payment Gateway: BillDesk or any Payment Gateway
 - m. Business Intelligence: Jasper Reports, BIRT
 - n. Web Browser: W3C (World Wide Web Compatible)
 - o. Software development, Web development, GIS based services.
5. The Bidder should agree and give undertaking that they will create support and liaison office in the Pune Metropolitan Region and keep it operational till the duration of contract.
6. Bidders should not be under a declaration of ineligibility for corrupt and fraudulent practices with any of its Client.
7. The Bidder itself should have proper knowledge and expertise in handholding the system and operation of the project to client.
8. The Bidder itself should have a proper and complete infrastructure and able manpower required to carry out the survey, study and analysis of the entire requirement of RMC pertaining to this project.
9. Should be an ISO 9001:2015 certified Company and also hold ISO 27001-2013 and CMMI level 3 certificate

10. Eligible Solutions / Goods / Products / Services

10.1 All the solutions/goods/products/services to be provided or used under the Contract shall have their origin in eligible countries, and all expenditures made under the contract will be limited to such goods and services.

10.2 For purpose of this clause, “origin” means the place where the goods/products /solutions/Services are manufactured /created /processed /managed.

11. Cost of Bidding

Bidder shall bear all the costs associated with the preparation and submission of its bid. The RMC will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the bidding process.

12. Bidding Documents

12.1 Contents of Bidding Documents

In addition to the Invitation for Bids, the bidding documents include:

1. Instructions to Bidders
2. General Conditions of Contract
3. General Requirements
4. Technical Specifications
5. Additional services to be provided
6. Annexure
7. Bid Forms

The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

12.2 Clarification of Bidding Document

A prospective Bidder requiring any clarification of the bidding documents shall contact the RMC Authority in writing at the RMC's address indicated in the invitation to Bid or through e-mail on the email address given. The RMC Authority will respond in writing or email to any request for the clarification of any bidding documents, which it receives three working days prior to the pre-bid meeting.

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For any further clarification, on the request of the vendor, the Corporation will make available a soft copy of the amendment/common set of deviations (CSD) to the tender document in 'pdf' format.

12.3 Amendments to Bidding Document

At any time prior to the deadline for submission of bids, the RMC Authority may, for any reason, whether on its own initiative or in response to the clarification request, if any, by a prospective bidder, modify the bidding documents.

All prospective bidders who have interest in offering their bid themselves will remain responsible to check the modifications to the bid document on the website of RMC before offering the bid. The last modification, if any, will be issued by RMC minimum 48 hours before the date and time of submission of tender.

In order to allow prospective bidders reasonable time to take the amendments into consideration, if any, while preparing their bids the RMC Authority, at its discretion, may extend the deadline for the submission of bids.

13. Preparation of Bids

13.1 Language of Bids

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid submitted by the Bidder to the RMC Authority shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the bid, the translation shall govern.

13.2 Submission of Bids

The Bid shall be submitted in two parts:

Part-1: Technical Bid

The Technical Part shall be submitted by the bidders through tendering procedure already in practice at RMC.

The Technical Part shall contain following:

1. The Overall approach to the Project
2. Deployment methodology

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3. Change Management
4. High Level Project Plan
5. The constraints, essentials and necessities if any for installation & Commissioning of system
6. Any other requirement which will be essential for consideration to complete. The project and will have effect on cost considerations.
7. Documents establishing evidence that the Bidder is eligible to bid and is qualified to perform the contract if his bid is accepted.

Part-2: Financial Bid

The Financial bid will be submitted through e-tendering procedure already in practice at RMC.

Initially, only the Technical Bids will be opened on the date and at the address, and time specified and the same will be evaluated by the RMC. The Financial Bids will remain secured and shall be protected by the RMC Authority. No amendments or changes to the Technical Bids will be permitted after submission and opening of Bid.

The technical bid shall be opened subject to the confirmation to submission of documents required to be submitted along with bid. The documents to be submitted shall be in 'pdf' format and digitally signed by the authorized signatory of the Bidder. If any one of the essential documents is not submitted along with the bid, the bid will not be evaluated further and shall be treated as an invalid bid.

Financial Bids of qualified bidders, whose technical bids are evaluated and declared successful as per the norms of qualifications, will be subsequently opened in the presence of representatives of technically qualified bidders on the date and at the address and time to be decided and advised by the RMC Authority.

14. Currency of Bids

All the currency denominations for the bid will be in Indian Rupees in words and figures.

14.1 Documents Establishing Bidders Eligibility and Qualification

- i. The Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its capability to perform the Contract if its bid is accepted.
- ii. The documentary evidence of the Bidder's qualifications to perform the Contract if the bid is accepted, shall establish to the RMC's satisfaction that the Bidder has the financial, technical, production and management capability, if required, necessary to perform the Contract and the same meets the criteria outlined in the Qualification Requirements

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- iii. The legal status, place of registration and principal place of business of the Bidder, whether a Pvt. Ltd. or Ltd. company, firm, etc;
- iv. Details of experience and past performance of the Bidder and their performance of the solutions offered of similar nature within the past two years and details of current contracts in hand and other commitments.
- v. Reports on the financial standing of the Bidder, such as profit and loss statement, balance sheets and auditor's reports of last three years.
- vi. PAN/TAN/GST Numbers along with certified copies of Registration Certificates.

14.2 Bid Security

1. The Bidder shall furnish, as part of its bid, a Bid Security (Earnest Money Deposit) for an amount of Rs. 35,000/- (Thirty-Four thousand One hundred only) in favor of Commissioner Municipal Corporation, Raipur in the form of FDR.
2. The Bid Security shall be valid for a period of one hundred and eighty (180) days beyond the end of the validity period of the bid. This shall also apply if the period of the bid validity is extended.
3. The Bid Security is required to protect the RMC against the risk of the Bidder's conduct, which warrants the security forfeiture.
4. The Bid Security shall be in Indian Rupees (INR) only.
5. Any bid that is not secured in accordance with above will be rejected by the RMC as nonresponsive.
6. Unsuccessful Bidder's Bid Security will be discharged / refunded as promptly as possible after finalization of bid, but not later than 60 days after the expiry of the period of the bid validity prescribed by the RMC.
7. The successful Bidder's Bid Security will be converted in to security deposit only upon receipt of the contract duly signed by the Bidder along with furnishing of the performance security.
8. The Bid Security shall be forfeited If, a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form;

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9. Or in case of a successful Bidder, if the Bidder fails:
 - a. to sign the Contract; or
 - b. To furnish the performance security

15. Period of validity of Bids

Bids shall be valid for 120 days after the last date of submission for bid prescribed by the RMC. A bid valid for a shorter period shall be rejected by the RMC as non-responsive.

In exceptional circumstances, the RMC may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

The Bid Security period provided shall also be suitably extended. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder granting the request will not be permitted to modify his bid.

16. Evaluation of Bids

The bidder shall be evaluated and weighted on the merits considering aspects mentioned in table -A as below:

Table-A

| Sr. No. | Description | Points |
|-----------------------------|--|-----------|
| 1 | Experience in planning, designing, implementing and managing integrated Web based Information System for Municipal Corporations for cities having a population of minimum of 5 Lack. | 10 |
| 2 | Experience in implementing e-Governance applications in the technology specified in the document | 10 |
| 3 | Experience in working with Municipal Corporations | 10 |
| 4 | Experience in deployment of integrated Web based Information System in minimum of 3 government / semi government bodies in India | 5 |
| 5 | Adequacy of Infrastructure and Manpower to execute the project Successfully | 5 |
| 6 | ISO 9001-2015 Valid Certification | 5 |
| 7 | ISO 27001:2013 and CMMI - 3 Valid Certification | 5 |
| Total Maximum Points | | 50 |

The Technical Bid shall be evaluated from the documents as well as presentations submitted / made by the bidder in support of the technical bid shall be weighted as mentioned in the Table B below:

| Sr. No. | Description | Points |
|---------|-------------------------------------|--------|
| 1 | The Overall approach to the Project | 10 |

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| | | |
|-----------------------------|---|----|
| 2 | The Deployment Methodology | 10 |
| 3 | Change Management & Capacity Building Methodology | 10 |
| 4 | Proposed Work Plan | 10 |
| 5 | Risk Management Plan | 10 |
| Total Maximum Points | | 50 |

The Total maximum summated Points for technical bid are 100 i.e. 50 (Table-A) + 50(Table-B). The bidder has to score minimum 70 points out of 100 Points to be a **technically qualified bidder**.

Financial Bids of technically qualified bidders will be opened on the date and at the address and time specified by the RMC.

17. Patent Rights

The Bidder shall indemnify the RMC against all third-party claims of infringement of Intellectual property Rights in any form including patent, trademark or industrial design rights arising from use of the Goods or any part thereof in India.

17.1. Performance Security

1. The value of the Performance Bank Guarantee will be 5 % of the yearly Contract value. The successful Bidder shall submit the Performance Bank Guarantee within 7 days of the receipt of acceptance of the Contract/LOI.
2. The proceeds of the security deposit (performance security) shall be payable to the RMC as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract.
3. The Bidder shall submit a fresh Bank guarantee at the time of annual renewal of the Contract. Every Bank Guarantee shall be valid for a period of 24 months (including a claim period of one year) from the date of execution of Contract or acceptance LOI / Purchase Order whichever is earlier.
4. Failure of the Successful Bidder to comply with the requirement of the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security.
5. The Performance Bank Guarantee for a respective year will be discharged by Bank and returned to the Successful Bidder after expiry of the claim period of the Performance Bank Guarantee for the respective year.

18. Bidders office at RMC

The successful bidder will be provided with a fully furnished and network / telecom ready office space to carry out the design and development of the said software in RMC area.

19. Payments

1. No advance payment will be made on award of the contract.
2. The Bidder shall submit separate and distinct invoices for AMC, at the end of every month.
3. The methods and conditions of amount to be paid to the Bidder or to be received from the Bidder under this Contract shall be specified.
4. The Bidder's request(s) for payment shall be made to the RMC in writing, accompanied by an invoice describing, as appropriate, the Goods / products / Services / software solutions delivered and the Services performed, and by documents, submitted, and upon fulfillment of other obligations stipulated in the contract.
5. Payment will be made only after the positive satisfactory testing report by a dedicated user acceptance team of the Property Tax Dept. RMC.
6. Payment for Upgrade, Enhancement, Operational Support and Maintenance shall be in four equal installments per quarterly basis on the invoices raised by the bidder.
7. Any failure to perform the services as stipulated in the contract shall attract penalty charges as mentioned in penalty clause same shall be deducted against payment due.
8. Payment processing will be initiated only after ensuring that the vendor has submitted and executed all relevant documents along with invoices.

20. Taxes and Duties

All costs are exclusive of government taxes and duties. Bidder shall raise invoices on the basis costs agreed through the bidding process and shall add the prevailing taxes and government duties required to be paid with necessary documents and registrations. PCMC shall pay the taxes additionally as per the rates and government rules from time to time.

21. Functional Specifications

21.1. Integrated Property Tax Management System

The Scope of the work includes following maintenances:

21.1.1. PTS Application:

The MC Raipur project was focused on the preparation of Digital Geo-referenced GIS based Property database. This database contained all key property assessment details, type of uses, area of each property, ownership details, building unique identification number, etc. A PTS Solution was prepared for MC Raipur usage:

- PTS solution was customized for Raipur MC, where system users can manage complete properties inventory with single window screen. PTS admin can create logins for system users with their designations.
- Complete set of MIS reports available to provide all information about properties inventory. MIS allows to modify existing properties or new properties and same can be submitted to the PTS system for further management.
- PTS allows property updation, bill generation, demand & collection register generation and printing, payment collection (Online + Pos Machines), etc.
- User can propose change in existing data which can only be incorporated in database after approval of competent authority.
- System is open to connect with another systems using REST API's.
- Public users can search their properties, download their bills, make online payments, check tax dues etc with the system.

21.1.2. Team Deployment for AMC:

- One senior Oracle DBA will appoint dedicatedly to support this project
- 1 Senior MS.Net developer to fix the bugs with application
- 1 Team Leader who will give supervision to handle the project
- 1 Project Manager who will manage the team and co-ordinate with Raipur officials

21.1.3. Roles and Responsibilities under AMC:

1. Bug fixes with the application
2. Handle issues related to payment gateway
3. Bank reconciliation support
4. Keen to answer any query related to system, database, process etc. from Raipur officials
5. Taxes will be prepared for next financial year
6. Maintenance of the application

RFP for AMC of the GIS Based Municipal Tax & Fee Collection System at RMC

7. Database administration
8. Data tuning
9. Support on the payment collection with the application
10. Business process assessment
11. SQL optimization

22. WCF Application:

This application is developed to work with Pos-machines. Application is basically create channels to provide information for Pos-machines. Application is also responsible to update payment related information into database. Application provides REST services which are consumed by pos-machines.

22.1. Team Deployment:

1 Senior WCF developer for smooth communication between pos-machines and oracle DB

22.2. Roles and Responsibilities:

1. Bug fixes with the application
2. Maintenance of the application

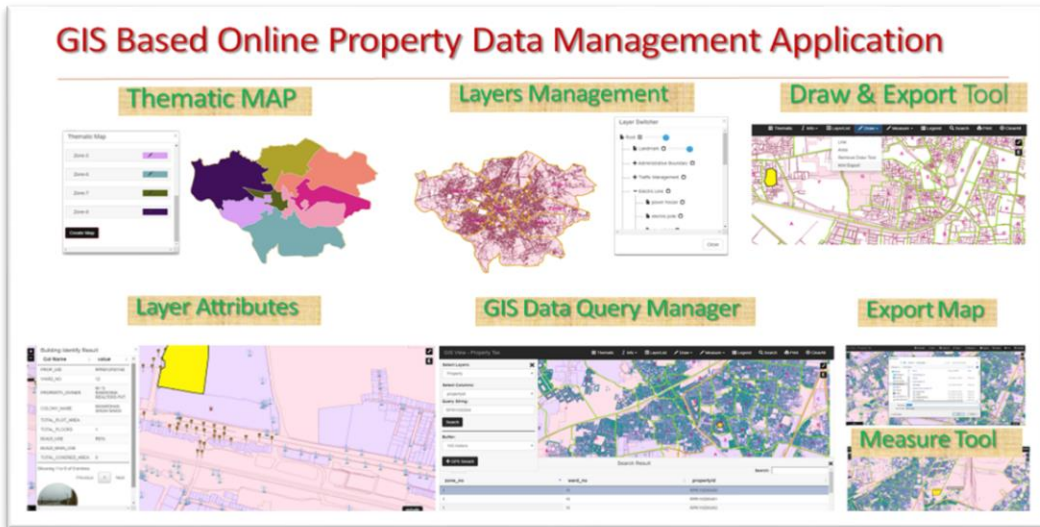
23. GIS Application:

The MC Raipur GIS application is not only managing the GIS layers data but providing complete administration over data. Layers attributes including GIS data are stored in post-grace database. Currently more than 50 layers are being published over web using GEO server. To fast retrieval data from database bidder will use light weighted queries and open layers to sync attributes information.

- GIS application manages more than 50 layers and its attributes information. Attributes can be available using info tool. GIS application is synced with property taxation application and provides tax information related to property over MAP using REST API.
- GIS application can prepare thematic map at any time using GIS application. Users need to select the layer and it's attributes than click on submit button. Users will also get option to customize colours as per choice.
- Layers tool not only manage the layers list but also provide options to on / off layers and provide option to transparent the layer. Layers will display as per parent chid relationship. Related or similar layers are clubbed together and can available to click on plus sign.
- GIS application provides drawing tool where users can draw shape similar to line or polygon. Further shape can be exported in file having extension kml.

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- Users can use measurement tool to get the length of any road / street etc using drawing the line over shape. Unit of distance will come in Meter square. Tool also provides option to get area of shape after drawing shape polygon type.
- Search tool can search attributes information after giving input over attributes data. Users need to select the layer and attributes where value wants to search. Search results will display in result panel. Users need to click on search result to show building selected over map. Users can also do query using buffer. System gives an option to select pre-defined buffer ranges to search the results.
- Map can be exported at any point of time. Users can take print the same.



23.1. Team Deployment:

- One senior Post graduate DBA will appoint dedicatedly to support this project
- 1 Senior GIS developer to fix the bugs with application
- 1 Team Leader who will give supervision to handle the project
- 1 Project Manager who will manage the team and co-ordinate with Raipur officials

23.2. Roles and Responsibilities:

1. Database updation to add / update upcoming changes
2. Bug fixes with the application
3. Maintenance of the application
4. Database administration
5. Data tuning
6. SQL optimization

24. Tree Census Android App:

Tree census android app is managing tree survey in the fields. Thousands of trees have been captured till date. App is covering almost all information that is required to survey the trees. All types of trees are being captured.

Multiple teams are deployed for this survey in the fields. App will handle app users in defined hierarchy. Public users can also participate in this survey and share their contribution to municipality. They only need to download the app from play-store and register using registration module. Once they register in the app they can start the survey. App is user friendly and any one participates in tree census survey.

App can store survey data locality in the app including co-ordinates, photos, name of tree, tree girth, tree length, tree type etc. App users will share survey data to server wherever they will have internet facility. App will transfer all data to web server and local database records will be deleted for those records where data is sync to web server.

24.1.1. Team Deployment:

- 1 Senior android developer to fix the bugs with the android app
- 1 Team Leader who will give supervision to handle the project
- 1 Project Manager who will manage the team and co-ordinate with Raipur officials

24.1.2. Roles and Responsibilities:

1. Bug fixes with the application
2. Maintenance of the application
3. Database administration
4. Data tuning

25. Web application platform to sync data from Android App:

This web application collects information from the tree census apps. Users can access this web app using valid credentials. This app is responsible to collect, validate and approve records. MIS option is given to filter and download the data. Dashboard of app will give complete status of survey and also users can do management here only.

- Dashboard of all gives complete status of survey. It also provides tree wise counts for better understanding and clarity. Users can also do administration of web application and android application from dashboard only.
- Synced records will come in this tab. Supervisors will have option to check details, approve, reject, edit the records.
- Users are also having an option to check approved, rejected records separately
- Status reports can be generated at any point of time. Report can be downloaded with tree images in excel sheet.
- MAP view will show all the trees on MAP in form of markers. Users can click on it to get attributes information.

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- Web app will also have user management module. Module can be used to create users further to access the application. This module will provide complete user administration.
- Android app logs the user's device information for security reason. Report can be find from web application.

User Dashboard

| | |
|---------------|------|
| Total Records | 6510 |
| Data Synced | 0 |
| Data Approved | 6508 |
| Data Rejected | 2 |

| Tree Types | Count |
|----------------------|-------|
| Mango | 695 |
| Tabobia Rosea | 682 |
| Spathodia | 574 |
| Pikhan | 522 |
| Badam | 499 |
| jamun | 461 |
| Terminalia Mentality | 450 |
| Ticomo Argertia | 446 |

| |
|------------------------|
| Manage Wards |
| Manage Tree Types |
| Manage Tree Names |
| Manage Tree Heights |
| Manage Tree Girths |
| Manage Roles |
| Add User / Change Role |
| Assign User on Ward |
| User Relationship |

Tree Survey Status Report

W01 | APPROVED | Select Tree Type | Select Tree Name

Select Tree Height | Select Tree Girth | Select Vendor | Enter Serial No

| WARD_NO | SERIAL_NO | TREE_TYPE | TREE_NAME | TREE_HEIGHT | TREE_GIRTH | LATITUDE | LONGITUDE | UPDATED_DATE | USERID | STA |
|---------|----------------|-----------|-----------|---------------------|-------------------|------------|------------|--------------------|------------|-----|
| W01 | W01045000001 | Bush | pepal | >5 Meter | <1 Inch | 28.638236 | 77.3782645 | 2/19/2020 12:46:47 | 9782012045 | APP |
| W01 | W01045000002 | Bush | pepal | >5 Meter | >20 Inch | 28.638255 | 77.378186 | 2/19/2020 12:46:47 | 9782012045 | APP |
| W01 | W01045000010 | Bush | pepal | >5 Meter | >20 Inch | 28.636126 | 77.3764378 | 2/19/2020 1:05:20 | 9782012045 | APP |
| W01 | W01045000011 | Bush | pepal | >5 Meter | >20 Inch | 28.638537 | 77.3759284 | 2/19/2020 1:39:38 | 9782012045 | APP |
| W01 | W01202000039 | Bush | jamun | >3 Meter & <5 Meter | >1 Inch & <5 Inch | 28.6362678 | 77.378216 | 2/20/2020 9:19:41 | 994838292 | APP |
| W01 | W0189300002131 | Plant | Mango | >1 Meter & <3 | >10 Inch & <3 | 21.266831 | 81.5864832 | 4/12/2020 9:49:57 | 882761933 | APP |

Rejected Treecensus Data

Show 10 entries

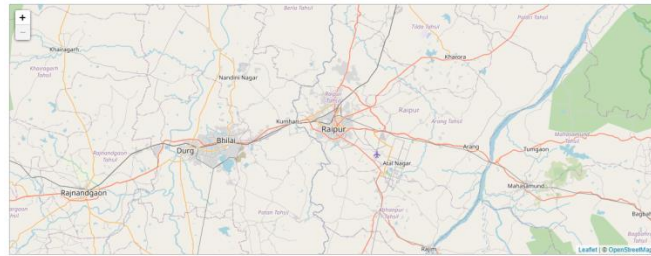
Search:

| WARD_NO | SERIAL_NO | TREE_TYPE | TREE_NAME | TREE_HEIGHT | TREE_GIRTH | LATITUDE | LONGITUDE | STATUS | USERID |
|---------|---------------|-----------|------------|--------------------|---------------------|------------|------------|----------|-------------|
| WY3 | WY33800000002 | Plant | Silver Oak | >1 Inch & <5 Meter | >3 Meter & <5 Meter | 21.2652084 | 81.5374093 | REJECTED | 08691913000 |
| WY3 | WY33800000001 | Plant | Silver Oak | >1 Inch & <5 Meter | >3 Meter & <5 Meter | 21.265241 | 81.5374277 | REJECTED | 08691913000 |

Showing 1 to 2 of 2 entries

Previous 1 Next

User: admin



25.1.1. Team Deployment:

- One senior Sql Server DBA will appoint dedicatedly to support this project
- 1 Senior GIS developer to fix the bugs with application
- 1 Team Leader who will give supervision to handle the project
- 1 Project Manager who will manage the team and co-ordinate with Raipur officials

25.1.2. Roles and Responsibilities:

- Database updation to add / update upcoming changes
- Bug fixes with the application
- Maintenance of the application
- Database administration
- Data tuning
- SQL optimization

25.1.3. Issues Handling:

All the issues with the application will be divided in three categories.

1. High
2. Medium
3. Low

Issues will be assigned on categories. Resolutions will be provided to client based on issues severity.

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25.1.4. Disaster Recovery:

Everyday database backup will be prepared and saved to remote secure location. Application back will be prepared every day. Server acronis backup will also available for any damage. During server failure or any physical damage bidder will make ready server from acronis backup. For bed situations bidder will have database and application backup for recovery.

All the above manpower will be deployed off-site to handle the issue based on requirement.

Other Conditions:

1. Provision of required training, handholding to the Property Tax department staff.
2. Maintenance & Operational Support services for 1years including
 - a. Regular enhancement and development of New Features, Integration with other RMC Applications including Finance, Multi Service, Building Permissions, GIS, etc.
 - b. Operational Support for Bill Generation, Application of Fines, Penal Interest, Implementation of Amnesty Schemes etc. from time to time.
 - c. Operational Support for reconciliation and timely reporting of transactions to
 - d. Finance & Accounting Department in a timely manner.
 - e. Operational Support for tracking and accounting of failed or challenged online transactions, tracking and accounting of deposited, credited and returned cheques and any other exceptional transactions that may arise in due course of daily operations as per the operating policies and procedures of the Property Tax department.
 - f. Updation of Assessment System to include Capital Value based Assessment as and when it is made applicable to properties within RMC.
 - g. API Support for multi-channel online and offline collection of Taxes eg: various Banks, Payment Gateways, eWallets, CFCs, Pay points etc as well as multiple payment methods like Cash, Cheque/DD, Debit/Credit Cards, ewallet, mobile payments etc.
 - h. API Support for mobile based collection.
 - i. Provided Cloud based dedicated server for GIS and PTIS both Application

26. Services Architecture

The Solution will be integrated with various servers through Web Services Architecture. The integrated application will have front office functionalities for providing various workflows for the Property Tax Department of PCMC. It will have PCMC's applications as well as other services integrated. It will also have common set of functionalities like Single Sign-On, Integration with PKI (Public Key Infrastructure), Payment Gateway and Workflow orchestration. It will have powerful reporting engine. It will also have role based access control.

27. Existing Property Tax System

c. PTS Main Menu

1. Management
2. User Management
3. Manage Designations
4. Manage Wards & Blocks
5. Menu Rights
6. Property Management
7. Manage OLD Property Tax
8. Split Property
9. Property Approvals
 1. Calculate Tax & Print Tax Bills, Notices
 2. Demand and Collection Register
 3. Payment Module
 4. Reports
10. Employee Management
11. User Management
12. Manage Designation
13. Manage Wards & Blocks
14. Menu Rights
15. Property Management
16. Management of OLD Property Tax
17. Split Property
18. Property Approval
19. Calculate Tax & Print Tax Bills, Notices
20. Demand and Collection Register
21. Bank Tax Chillan/ Receipts
22. Reports
23. Log Reports

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24. Property Area Report
25. Property Type Report
26. Property UID Search Report
27. Name Search Report
28. Original Property Data Report
29. Master Data Report
30. Summary Report
31. Tax Collection Report
32. Top Due List Report
33. GIS MAP
34. Security
35. Backup
36. Assumptions
37. Dependencies and Constraints

28. Financial Bid

1. Property Tax System Operation & Maintenance

| S. No | Particulars of Work | Amount (INR) |
|---------------------------------------|--|--------------|
| 1 | Operational Support and Maintenance of the Property Tax Management System for 1 Year | |
| Total (exclusive of all taxes) | | |


Deputy Commissioner(Revenue)
Municipal Corporation
Raipur (C.G.)