



Government of Punjab, India

REQUEST FOR PROPOSAL

for

**Selection of System Integrator for Online Building
Plan Management System for Punjab**

Tender Notification No.:

Issued By

**Town Planning Wing,
Department of Local Government, Punjab
Plot # 3, Punjab Municipal Bhawan,
Dakshin Marg, Sector – 35-A,
Chandigarh – 160 022
(Tel- 0172-2619229)**

Table of Contents

1.	Invitation for Proposal	4
1.1	RFP Notice	4
1.2	Important Dates / Information	4
2.	Introduction and Background.....	7
2.1	About Project	7
3.	Pre-Qualification Criteria.....	7
4.	Instructions to Bidder	9
4.1	Cost of RFP.....	9
4.2	Completeness of the RFP	9
4.3	Proposal Preparation Cost.....	10
4.4	Pre-Bid Meeting	10
4.5	Amendment of RFP Document.....	11
4.6	LGPs' rights to terminate the Process.....	11
4.7	Earnest Money Deposit (EMD) and its amount	12
4.8	Submissions of Bids	12
4.9	Language of Bids.....	13
4.10	Bid Submission Format	13
4.11	Documents Comprising of Bids	13
4.12	Evaluation Process.....	14
4.13	Evaluation of Technical Bids.....	15
4.14	Opening and evaluation of Commercial Bid	17
4.15	LGPs' Rights to Accept/Reject any or all Proposals	18
4.16	Notifications of awards and Signing of Contract	18
4.17	Performance Bank Guarantee.....	18
4.18	Failure to agree with the Terms & Conditions of the RFP/Contract.....	19
4.19	Terms and Conditions of the Tender	19
5.	Scope of Work.....	20
6.	Timeline, deliverable and payment schedule	23
6.1	System Acceptance	24
6.2	Documentation.....	25
6.3	Data Migration.....	25
6.4	Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary	26
6.5	User Acceptance Testing	28
7.	Service Level Agreement.....	29
	Issue and Escalation Management Procedures	32
	Issue Management Procedures	32
	Version Control	33
	Responsibilities of the Parties	33
	Management Escalation Procedures & Contact Map	34
	Management Escalation Procedures & Contact Map	34
8.	ANNEXURE	35

Glossary

Terms	Meaning
API	Application Program Interface
BOM	Bill Of Material
BPMS	Building Plan Management System
BSF	Bid Security Form
COTS	Commercial Off the Shelf Product
EMD	Earnest Money Deposit
FRS	Functional Requirements Specifications
Gol	Government of India
GoP	Government of Punjab
ISO	International Organization for Standardization
JPEG	Joint Photographic Experts Group
LGP	Department of Local Government (Punjab)
Lol	Letter of Intent
PBG	Performance Bank Guarantee
PQ	Pre-Qualification
RFP	Request for Proposal
SLA	Service Level Agreement
SI	System Integrator (i.e. the successful bidder, vendor)

1. Invitation for Proposal

1.1 RFP Notice

This RFP Document is being published by the Local Government, Punjab for the Project **“Implementation of Online Building Plan Management System for Punjab”**.

Bidder agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

This RFP document is not transferable.

1.2 Important Dates / Information

S.No.	Information	Details
1.	Name of the Assignment	“RFP for Appointment of Agencies for implementing Online Building Plan Management System (BPMS) for Punjab”
2.	About the Assignment	To design and implement BPMS and roll out the solution across the state of Punjab
3.	Name of the Tender Inviting Authority	Department of Local Government, Punjab
4.	Cost of this RFP Document (through e-Payment Gateway)	Rs. 5,000/- (Rupees Two thousand only).
5.	Date of Publishing of Notice Inviting Tenders (NIT) and release of RFP	10 th Jan 2018 RFP can be downloaded from the e-tendering portal free of cost.
6.	Last Date and Time for submission of Queries	16 th Jan 2018, by 5 PM Bidders will have to pay the cost of this RFP online through the portal before submission of queries through email at obpms.lg.pb@gmail.com .

S.No.	Information	Details
		The queries are be sent to PMIDC through email in .xls or .xlsx format carrying following details : S. No., referred clause, query/suggestion. <i>Queries not sent in the required format shall not be entertained.</i>
7.	Date and Time for Pre-Bid Meeting	18 th Jan 2018, at 2 PM Room 107, Punjab Municipal Infrastructure Development Company (PMIDC), Punjab Municipal Bhawan, 5th Floor, Plot No. 3, Dakshin Marg, Sector 35-A, Chandigarh-160022
8.	Last Date and Time for Submission of Proposals	8 th Feb 2018, by 3 PM
9.	Place, Date and Time for opening the Bids and Pre-Qualification	8 th Feb 2018, at 4 PM Punjab Municipal Infrastructure Development Company (PMIDC), Punjab Municipal Bhawan, 5th Floor, Plot No. 3, Dakshin Marg, Sector 35-A, Chandigarh-160022
10.	Validity Period for Bid Security	180 days (One Hundred & Eighty days) from the last date of submission of the bid.
11.	Validity Period for Proposal	180 days (One Hundred & Eighty days) from the last date of submission of the bid.
12.	Presentation of the Technical Proposal	To be notified later
13.	Results of Technical Evaluation and approval for carrying out the POC	To be notified later
14.	Method of Selection	Two stage evaluation, Lowest Cost (L1)
15.	Consortium & Sub-Contracting,	Not allowed
16.	Earnest Money Deposit	Rs 2,00,000/- (Rupees Two Lakh Only)

S.No.	Information	Details
17.	e-Procurement Help Desk details	<p>a. Portal: http://etender.punjabgovt.gov.in, http://pmidc.punjab.gov.in/</p> <p>b. Office Address: Punjab Municipal Infrastructure Development Company (PMIDC), Punjab Municipal Bhawan, 5th Floor, Plot No. 3, Dakshin Marg, Sector 35-A, Chandigarh-160022</p> <p>c. Visiting Hours: 9 AM to 5 PM (Monday to Friday except Public Holidays)</p> <p>d. Contact Details: Tel : 0172-2619223 Email: obpms.lg.pb@gmail.com</p>

2. Introduction and Background

2.1 About Project

Department of Local Government of Punjab desires that the online Building Plan Management System that is to be developed, should cater to all the Urban Local Bodies of Punjab. The proposed Building Plan Management System shall automate the end-to-end process from empanelment of architect, Online Documents Submission, Online Fee Payment, Architect Registration, Building Plan Approval, and Plinth Level Approval to Completion / Occupation Certificate across all ULBs in Punjab. Implementation of the software shall be done at Department HQ and its branch offices / ULB's and the client shall provide the adequate office space, necessary hardware, Internet connectivity, electricity for the vendor.

3. Pre-Qualification Criteria

#	Pre-Qualification Criteria	Proof Document Required	Document name
1	The Bidder must be a company in India Registered under The Company's Act 1956 or a company registered abroad or LLP firms.	Certificate of Incorporation / Registration Certificate, GSTIN	PQ 1
2	Bidder should have an average annual turnover of Rs. 15 crores in each of the last three (3) financial years i.e. FY 2016-17, FY 2015-16 and FY 2014-15.	Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter/certificate from a Chartered Accountant regarding turnover.	PQ 2
3	Bidder should have positive net worth as on 31st March 2017	Copy of the Audited Profit & Loss Statement, Balance sheet and/or Copy of the letter/certificate from a Chartered Accountant regarding net worth.	PQ 3
4	Bidder should have minimum ISO 9001-2008 certification	Copy of certificate	PQ 4
5	Bidder should have SEI CMM Level 3 certification or higher/ ISO 2000	Copy of valid certificate	PQ 5
6	Bidder should have successfully implemented the solution in at-least	Work order along with completion certificate duly	PQ 6

#	Pre-Qualification Criteria	Proof Document Required	Document name
	10 ULB/ Development Authority/ Govt. Department in India during last 5 years.	signed by concerned department/ organization	
7	The bidder should have at least 100 employees on his payroll at the time of submission of the bid	Declaration from the head of HR on the company's letter head	PQ 7
8	The proposed product (for BPMS) should have been running successfully in at least 10 ULB/Development Authority/ Govt. Department in the last 2 years	Work order along with completion certificate duly signed by concerned department/ organization	PQ 8
9	Bidder must have not been declared ineligible or blacklisted by any entity of Government of India / Government of Punjab / other State Government / Government Agencies for participation in future bids for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices or for any other reason during last 3 years as on date of submission of Bid.	Declaration letter by bidder as per format given in the RFP document	PQ 9

4. Instructions to Bidder

Department of Local Government, Punjab, invites the reputed IT Firms to submit their technical proposals and financial offers for the project of ***Implementation of Online Building Plan Management System for Punjab***, in accordance with conditions and manner prescribed in this Request for Proposal (RFP) document.

4.1 Cost of RFP

The Cost of Tender document **(INR 5,000/-)**, to be submitted in the form of Demand Draft.

4.2 Completeness of the RFP

Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of its Proposal.

The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this RFP (the "Bid"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the LGP in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the LGP, its employees or advisors to consider the investment objectives, financial situation 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 bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

LGP also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

LGP may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that LGP is bound to select a bidder or to appoint the Successful Bidder, as the case may be, for providing digitization services; and LGP reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

4.3 Proposal Preparation Cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by LGP to facilitate the evaluation process, and in negotiating a definitive Contract or all such activities related to the bid process. LGP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. All materials submitted by the Bidder shall become the property of the LGP and may be returned at its sole discretion.

4.4 Pre-Bid Meeting

LGP will host a Pre-Bid Meeting for queries (if any) by the prospective bidders. The date, time and place of the meeting are given in Section 2.2. The representatives of the bidders may attend the pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the bidders to clarify their doubts / seek clarification or additional information, necessary for them to submit their bid.

All enquiries from the bidders relating to this RFP must be submitted to the Information & Technology Department. These queries should also be emailed to rajnish.tpw@gmail.com. The queries should necessarily be submitted in the following format:

Sr. No.	RFP Document Reference (Volume, Section No., Page No.)	Content of the RFP requiring clarification	Clarification Sought
1			
2			
...			

Queries submitted post the above mentioned deadline or which do not adhere to the above mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the website (<http://pmidc.punjab.gov.in/>) and e-Tender Site (<http://etender.punjabgovt.gov.in>). The date, time of receiving pre-bid queries are given in Section 2.2.

4.5 Amendment of RFP Document

- At any time till 7 days before the deadline for submission of bids, the LGP, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- The bidders are advised to visit the above mentioned websites on regular basis for checking necessary updates. LGP also reserves the rights to amend the dates mentioned in this RFP for bid process.
- In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the LGP may, at its discretion, extend the last date for the receipt of Bids.

4.6 LGPs' rights to terminate the Process

LGP may terminate the RFP process at any time and without assigning any reason. LGP makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by LGP. The bidder's participation in this process may result in LGP selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the LGP to execute a contract or to continue negotiations. LGP may terminate negotiations at any time without assigning any reason.

4.7 Earnest Money Deposit (EMD) and its amount

- Bidders shall submit, along with their Bids, EMD of Rs. Two Lakh (2,00,000/-), specified in section 2.2 in the form of *Bank Guarantee* valid for 120 days from date of opening of bid
- In case bid is submitted without EMD as mentioned above then the Department reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.
- EMD need to be submitted physically by specified date and time in section 2.2
- Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, within 120 days after Signing of the Contract with the Selected Vendor.
- The EMD may be forfeited:
 - If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
 - In the case of a successful bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time in accordance with the format given in the RFP
 - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information found wrong / manipulated / hidden in the bid.
 - The decision of LGP regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.

4.8 Submissions of Bids

- Complete bidding process will be online (e-tendering) in three folder system. All the notification & details terms and conditions regarding, this tender notice hereafter will be published on line on web sites mentioned on page 13.
- The bid can be submitted in electronic format on the website within the deadline as specified in section 2.2 of the RFP.
- Bids must be accompanied with scanned copies of Demand Draft (Cost of Tender Document) in favour of _____, on nationalized bank or Scheduled Bank except Co-operative Banks, payable at Chandigarh. Bid shall be treated as invalid if scan copies are not submitted online along with the bid.

- The bidders are required to submit Original Demand Drafts of payment towards Cost of Tender Document at least one working day (either by hand delivery or by post) before opening of Technical Bids. The Physical form D.D. submitted shall be the same as scanned copy submitted along with the bid, if found mismatch, the bid may get rejected.
- Bidder should submit information & scanned copies in pdf format in Pre-Qualification folder as mentioned in the RFP.
- Bidder should submit original copies of scanned copies for verification during Technical bids opening.
- Tenderer should upload the commercial bid format after filling rates in it in Commercial folder.
- Time and date of opening of financial bids will be informed by email to technically qualified bidder.
- The Director, LGP, reserves the right to accept or reject any or all the tenders without assigning any reason.

4.9 Language of Bids

- The Bids uploaded by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and LGP, shall be written in English language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- 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 bidder.

4.10 Bid Submission Format

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

4.11 Documents Comprising of Bids

Following table is provided as the guideline for submitting various important documents along with the bid.

Sl.	Type of Folder	Documents to be submitted
No		

01	Pre-Qualification Folder	<ol style="list-style-type: none"> 1. Bid Covering Letter as per section 8.1 2. Check-list for the documents to be included in the Pre-Qualification Folder 3. Copy of Certificate of Incorporation, GSTIN 4. Copy of Audited Profit & Loss Statements for last three financial years (2014-15, 2015-16, 2016-17) 5. Copy of Audited Balance sheet as of 31/03/2017 6. Copy of Work Order & Work Completion certificate of the projects as per Evaluation Criteria. 7. Declaration letter by bidder as per format given in bid document 8. Copy of Service Tax Registration 9. Copy of Income Tax Certificate (ITR) 10. Performance Bank Guarantee
02	Technical Proposal Folder	<ol style="list-style-type: none"> 1. Check-list for the documents to be included in the Technical-Qualification folder as indicated in RFP 2. Technical Proposal 3. Copy of Work Order & Work Completion certificate cover letter as indicated in RFP 4. Module-wise Functionality Compliance Matrix 5. Manufacturer's Authorization Form
03	Commercial Proposal Folder	<ol style="list-style-type: none"> 1. Commercial Proposal Cover Letter as per RFP 2. Commercial Bid as per RFP

Bidders shall furnish the required information on their Pre-Qualification, technical and financial proposals in the enclosed format only. Any deviations in format may make the tender liable for rejection. Disclosure of Commercial information of the bid in Pre-Qualification or Technical Envelope shall be sufficient ground for rejection of the bid.

4.12 Evaluation Process

- The Bidder must possess the technical know-how and the financial wherewithal that would be required to successfully provide the services sought by LGP, for the entire period of the contract. The Bidder's Bid must be complete in all respect, conform to all

the requirements, terms and conditions and specifications as stipulated in the RFP document.

- The evaluation process of the RFP proposed to be adopted by LGP is indicated under this clause. The purpose of this clause is only to provide the Bidder an idea of the evaluation process that LGP may adopt. However, LGP reserves the right to modify the evaluation process at any time during the Tender process, without assigning any reason, whatsoever, and without any requirement of intimating the Bidder of any such change.
- LGP shall appoint a Tender Evaluation Committee (TEC) to scrutinize and evaluate the technical and commercial bids received. The TEC will examine the Bids to determine whether they are complete, compliant, and responsive and whether the Bid format confirms to the RFP requirements. LGP may waive any informality or nonconformity in a Bid which does not constitute a material deviation according to LGP.
- There should be no mention of bid prices in any part of the Bid other than the Commercial Bids.

4.13 Evaluation of Technical Bids

- The Technical Bids of only those Bidders, who qualify in the Pre-Qualification stage, shall be considered and will be evaluated as per the evaluation criteria in this clause. The TEC may invite each Bidder to make a presentation as part of the technical evaluation.
- The TEC may require written clarifications from the Bidders to clarify ambiguities and uncertainties arising out of the evaluation of the Bid documents.
- In order to qualify technically, a Bid must secure a minimum of 70% of total marks.
- Only those Bids which have a minimum score of 70% of total marks will be considered for opening of their Commercial Bid. Only the Bids qualifying the technical evaluation will be considered for commercial evaluation.
- Technical Evaluation of the bids would be carried out on 5 broad parameters as given below :
 - Bidder's Competence (A) – 50% of the total weightage
 - Functional Compliance of the proposed product (B) – 20% of total weightage
 - Approach and Methodology (C) – 10% of the total weightage
 - Technical Presentation (D) – 20% of the total weightage

The 4 evaluation categories would be divided into various sub-categories, as broadly mentioned below:

4.13.1 Bidder's Competence (A)

Evaluation Criteria	Max. Marks	Criteria	Sub-Criteria	Marks
Bidder's capability				
Capability of the Bidder/ OEM to execute similar projects (number of projects)	10	Experience of the bidder in implementing installation of similar projects in the last 5 years Similar project would be implementation of the Online Building Management System in a ULB/ Development Authority/ Govt. Department in India	1 project	7
			1 mark for each additional project	
Product's capability				
OEM/Bidder's Prior experience in Building Permission systems for ULBs (All Successfully Completed. Supported by certificates from client- would be considered)	20	Area scrutinized	0.5 Crore sq feet	10
			1 mark for each additional 1 Crore sq feet	
	20	Files/ drawings processed	10000 drawings/ files	10
			1 mark for each additional 5000 drawings/ files	

Table 1: Bidder and Solution's Competence

4.13.2 Functional Compliance of the proposed product (B)

Evaluation Criteria	Max. Marks	Sub-Criteria	Marks
Functional Compliance of the proposed product to the requirements of the Department	100	Compliance <= 50%	0
		Compliance >50% and <=75%	50
		Compliance >75% and <=95%	75
		Compliance >95%	100

Table 3: Functional Compliance

4.13.3 Approach & Methodology (C)

Evaluation Criteria	Max. Marks	Sub-Criteria	Marks
Strategy & Approach & methodology to manage the work	100	• Implementation Approach and Methodology	30
		• Detailed project plan to carry out work within the timelines	30
		• Identification of risks and mitigation strategy	20
		• Learnings from past work that would be extrapolated to the engagement	20

Table 4: Approach & Methodology

4.13.4 Presentation and Demonstration (D)

Evaluation Criteria	Max. Marks	Sub-Criteria	Marks
Presentation and demonstration	100	<ul style="list-style-type: none"> • Compliance to the RFP requirements • Past experience of the firm and the resources • Learnings from past work that would be extrapolated to the engagement 	100

Table 5: Presentation and Demonstration

Evaluation shall be done based on the information provided in the technical proposal (& subsequent clarification, if any) and Clarifications / Answers given to the TEC during the Presentation by the bidders.

Evaluation shall be done based on the information provided in the technical proposal (& subsequent clarification, if any) and Clarifications / Answers given to the TEC during the Presentation by the bidders (if the presentations are held).

4.14 Opening and evaluation of Commercial Bid

The proposal with lowest total project cost (PC) will be designated as L1 and will be issued Letter of Intent for signing the contract. However, the Department does not bind itself in any way to select the bidder(s) offering the lowest price. In case two or more bidders are having same PC then bidder having superior technical score will be invited for negotiations first.

As per the evaluation criteria specified above in this Tender Document, selection of the successful bidder will be made and such bidder will be called for negotiations. Department reserves the right to negotiate with the successful bidder.

4.15 LGPs' Rights to Accept/Reject any or all Proposals

LGP reserves the right to accept or reject any proposal, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected bidder or bidders of the grounds for LGPs' action

4.16 Notifications of awards and Signing of Contract

- Prior to the expiration of the period of proposal validity, the bidder will be notified in writing or by fax or email that its proposal has been accepted.
- The notification of award will constitute the formation of the Contract. Upon the Bidder's executing the contract with LGP, it will promptly notify each unsuccessful bidder and return their EMDs.
- At the time LGP notifies the successful Bidder that its bid has been accepted, LGP will send the Bidders the Performa for Contract, incorporating all clauses/agreements between the parties. Within 7 days of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to LGP.

4.17 Performance Bank Guarantee

- The Vendor shall at his own expense, deposit with department, within seven (07) working days of the notification of award of the contract or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized or Scheduled Bank other than co-operative Banks as per the format given in this RFP, payable on demand, for the due performance and fulfilment of the contract by the bidder.
- This Performance Bank Guarantee will be for an amount equivalent to 5 % of contract value. All charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.
- The performance bank guarantee shall be valid till the end of 120 days after the expiration of contract period or completion of the project whichever is later and should be in the format prescribed in this RFP.

- The Performance Bank Guarantee may be discharged/ returned by department 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 Performance Bank Guarantee.
- In the event of the Bidder being unable to service the contract for whatever reason, department would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of department under the Contract in the matter, the proceeds of the PBG shall be payable to department as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. Department 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.
- Department shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, 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.

4.18 Failure to agree with the Terms & Conditions of the RFP/Contract

- Failure of the Vendor to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

4.19 Terms and Conditions of the Tender

- Bidder is required to refer to the draft Contract Agreement, attached as Annexure in this RFP, for all the terms and conditions (including project timelines) to be adhered by the successful bidder during Project Implementation and Post implementation period. Please note that one needs to read the Contract Agreement as a whole document; and the Annexure mentioned there-in may not correspond to the RFP Annexure.

5. Scope of Work

Currently most of the councils follow a complete manual mode of providing various building related approvals and related NOCs. This delays the approval process and creates a lot of hassle for the applicant and the officials and also lacks transparency and accountability. Going paperless is the new modus operandi for Government offices in order to reduce complexity and enhance efficiency.

Department of Local Government of Punjab desires that the online Building Plan Management System that is to be developed, should cater to all the Urban Local Bodies of Punjab. The proposed Building Plan Management System shall automate the end-to-end process from empanelment of architect, Online Documents Submission, Online Fee Payment, Architect Registration, Building Plan Approval, and Plinth Level Approval to Completion / Occupation Certificate across all ULBs in Punjab. Implementation of the software shall be done at Department HQ and its branch offices / ULB's and the client shall provide the adequate office space, necessary hardware, Internet connectivity, electricity for the vendor.

Computerized risk based inspection process automation is required for ease of business process for citizen as well as departmental personnel. Selected service provider will develop an online portal for to enable day to day operation of third party (architects, citizens etc.) and in-house inspector. Selected bidder will also develop an online rating system of registered agencies (architects) in line with the guidelines from MoUD for Ease of Doing Business.

The expectations from the vendor for BPMS are:

- Design, Supply, Host and Maintain (for 3 years post Go-live) BPMS system
- Workflow Management System with Online drawing approval utility
- NOCs that need to be provided by the Department needs to be issued through the system
- MIS Dashboard at Corporation, District and State level
- Integrate the solution with the existing payment gateway of LGP
- LGP shall, at their own discretion, undertake an exercise to perform a complete audit of the solution by a third party agency at any time during the contract period. The audit may comprise functional, operational, security, performance requirements etc. The vendor would have to facilitate audit and assessments as and when required in order to procure the security audit certificate.

- The vendor is supposed to provide handholding support to the ULB officers for a period of one month in order to ensure easy acceptance of the solution by the stakeholders.

Detailed scope: The different modules in the solution are given as follows:

BPMS: In this module, the bidder shall be responsible to develop or customize the proposed solution to automate the process of building plan approval which involves the survey of the site, work flow for the approval process & scrutiny of the site plan with issuance of appropriate approvals and certificates from respective ULBs. There should be provision for geo-tagged images of the site inspection using mobile based solution to validate the ground truth.

The module shall enable the architect / owner to register itself and prepare the drawing (site plan in CAD format) on the proposed application. The required NOCs from respective Authorities should be captured online and submitted for the scrutiny. The workflow should be well defined which clearly showcases at what stage the application has reached to both bidder and applicant. Every application submitted for approval to the department should have a Unique ID which should be generated automatically through the system. The building plan is approved broadly in three stages. These stages occur at the timeline of the development of the building (structure).

Pre-approval process > Online Registration of Architects / Engineers / Supervisors

1. Approval for Inception to Plinth level (Commencement Certificate)
2. Approval for Plinth to Super Structure (Plinth level Approval)
3. Approval for Super Structure to Occupancy certificate

The vendor shall provide training for the users of the system. The stakeholders for the training would include the architects, officers of the ULB. The vendor should submit updated training manuals (in English and Punjabi) and also prepare video tutorials of the same as a ready reckoner for the users of the system. The bidder is expected to make all the arrangements for the training.

The vendor is responsible for testing the solution. The solution testing shall include Unit Testing, System Testing, Performance Testing, Integration Testing etc. The selected vendor shall submit to LGP the testing approach and plan and make necessary amendments, if requested by LGP. The selected vendor shall perform the testing of the solution based on the above test plan, document the results and shall fix the bugs found during the testing. Though LGP is required to review the test plan, it is the ultimate responsibility of selected vendor to ensure that the end product delivered by the selected vendor meets all the requirements

(including functional and technical requirements) of the Project as specified in the RFP. The basic responsibility of testing the system lies with the selected vendor. The selected vendor shall after development and customization/configuration of the integrated solution, conduct tests to demonstrate that the system meets all the requirements (functional and technical) specifications as brought out in this RFP along with integration with the payment gateway. The Development and Quality environments are to be managed by the SI. The Production system will be managed by the client. The solution should be deployable on cloud (IaaS) and the cloud service provider should be adhering to the guidelines laid by Govt. of India. The network connectivity and availability would be in the vendor's scope.

Online registration of Architects: The proposed system should be fully automated and should not have any manual intervention after uploading the file till generation of scrutiny report. There should, however, be a workflow to manage human error in data entry. This module should enable Architects / Engineers / Supervisors to register with any particular Municipal Council Online. Already registered users (e.g. architects) details to be incorporated in the system with current status and validity. Necessary supporting documents should be submitted online. System should enable Government official to fix meeting for original document verification. All steps during processing of file to be intimated to the applicant via email and SMS (integration with SMS and Payment gateway to be available). Online fee payment option to be available for payment of fees. E-Sign feature should be available in the system, which should be Aadhaar authenticated. In case of non availability of aadhaar, architect should integrate with digital signature. System should enable online verification of certificate by third party. The system should enable downloading of utility software by registered Architects.

Workflow Management: The architect/ citizen would submit the drawings in the CAD format. The system should be able to associate the relevant data with the drawing. The bylaws would be configured in the system. The system would read the data from the CAD drawings and establish relationship between the various entities and produce scrutiny reports by mapping all applicable DC rules. Analysis will be done in accordance with the applicable Development Plans (DP) and Development Control Rules (DCR). System will provide an interface to capture scrutiny details (Scanned /CAD format) and relevant drawings of the proposals approved earlier so that information can be entered. Tables with respect to Area statements and building component calculations (such as opening schedule, parking calculations, water tank capacities etc.) and calculation for all other parameters as mentioned in the applicable DCRs shall be

generated in the drawing. Complete requirement will be studied by the bidder at the time of preparation of SRS. Multiple reports shall be generated – Scrutiny Report, Failed List Report, Check List Report. The work flow management should have administrative controls, hierarchical login, compatibility of data transfer and integration to GIS platform (for any envisaged integrations in future). Based on the CAD drawing the various fees associated should be calculated automatically. Option for variation of fees to be available with the ULB authority, which may be used with proper justification. It should ensure an easier integration of 3rd Party Applications using web services or APIs. The solution should manage the content lifecycle (drawings, certificates, note sheets etc.) related to each proposal so as to maintain complete traceability. The sanctioned proposals should be displayed on the public domain (BPMS application home page). The sanctioned proposals should be viewable on the standard maps used online.

Helpdesk: Vendor is expected to establish a helpdesk and provide support in accordance to meet the SLAs prepared in this RFP.

State-wide Roll out: The bidder is expected to implement the solution in all the ULBs and Improvement Trusts.

6. Timeline, deliverable and payment schedule

T = Date of Issue of Work Order

Sr. No.	Stage	Deliverables	Timeline (in Weeks)	Payment Schedule
1	System Requirements Specification - Preparation of SRS, System Design & Development (SDD) and its finalizations, UDD and Sign off. - Submit the SRS (Software Requirement Specification) document to client.	SRS, SDD	T+2	10% of Implementation cost
2	Customization and Development - Configuration of BPMS (including configuration of bylaws)	BPMS Solution, Test Cases, Test results	T+12	30% of implementation cost

	- Testing results, and UAT with relevant signoffs			
3	Go-Live of the Application	Go-Live Acceptance (Pilot)	T+16	60% of implementation cost
4	Training - The vendor shall provide training services for the stakeholders (architects, ULB officers etc.) - The vendor shall conduct trainings for 20 batches. Each batch shall comprise of about 25 members.	Training manuals, training videos	T+18	25% of training cost at the end of training of 5 batches with average feedback marks for all trainings $\geq 75\%$. <i>Evaluation criteria for trainings to be defined at a later stage.</i>
5	Post Implementation Support Application hosting (Cloud Service Provider Cost) and Application Maintenance Support for three years post Acceptance of Go-Live	Quarterly Progress Report, Issue register, Issue resolution report	Quarterly (for three years post Acceptance of Go-Live)	Post Implementation cost to be paid in 12 instalments

6.1 System Acceptance

- The selected vendor shall develop acceptance test procedures and the same will need to be approved by LGP. The purpose of this acceptance is to ensure conformance by the users to the required process operations, response time, and integrity of the software after installation, and to eliminate any operational bugs. This will include:-
 - Fine tuning of the software, ensuring all required related component software are installed and any debugging required.
 - At the satisfactory conclusion of these Acceptance Tests to the satisfaction of LGP, the commissioning/ implementation of the software shall be considered to be ready.

- Selected vendor shall provide all the necessary support to the LGP in conducting the user acceptance testing.

6.2 Documentation

- The selected vendor shall prepare/update the documents including SRS, Detailed Design, Test Cases & Results, User Manuals, Operations Manual, Administrator Manual, Security Policy, Licensing etc. as per notified standards. The selected vendor shall obtain the sign-off from LGP for all the documents submitted for this Project and shall make necessary changes as recommended by LGP before submitting the final version of the documents.
- Key Documents Required are:
 - Configuration Documentation: Consisting of system setting and parameters for each function modules.
 - User Manual including system instruction and use cases, running of a program to perform specific task in the system with sample reports, screen formats etc.
 - Program flow and Description.
 - Any other documentation required for usage of implemented solution at each location
 - System operational procedure manuals.
 - On-line help
 - The selected vendor shall provide minimum three hard copies and two soft copies on (two different CDs) of the above mentioned manuals.
- Selected vendor shall prepare and submit all the documentation before provisional 'Go-Live' and also ensure that a periodic revision of the documents to reflect any changes in the system and / or processes are also done and submitted to LGP.

6.3 Data Migration

The selected vendor is not responsible for the digitization of the data currently available in manual form. But after selection, the selected vendor shall interact and discuss with LGP and its other stakeholders to finalize the migration of the data available in the databases of the existing IT systems/ registers to the new database implemented for the proposed project. The procedure for data digitization and migration activities suggested is as follows:

- The selected vendor will ensure that the data migration task is completed before shifting to the new application.

- The selected vendor has to design data migration & acceptance methodology and plan and get it approved from LGP
- Develop own data migration schema etc. as well as procure any software which may be required for data migration at no additional cost to the Corporation
- Respective ULB shall provide the available data to the supplier for migration purposes. The selected vendor will migrate the existing data and will provide proof of the migrated data to the ULB for verification purposes. Once the data is handed to the SI in the templates to be uploaded into the system, it becomes the responsibility of the SI to preserve sanctity of the same.
- Selected vendor shall provide checklists for migrated data to Corporation for verification, including number of records, validations (where possible), other controls etc.
- The Selected vendor will submit a report on the quality assurance/control and the process adopted duly ensuring the accuracy in the migrated data (100 % accuracy is required).
- Any corrections as identified in the migrated data during Data Quality Assessment and Review shall be addressed by selected vendor at no additional cost to Corporation. Selected vendor is required to ensure the high accuracy during data digitization exercise and as per the data digitization plan.

6.4 Operations and Maintenance of the proposed Solution for 3 Years after Go-Live along with deployment of Manpower as necessary

The selected vendor shall be required to provide operational & maintenance services for Solution including, but not limited to, production monitoring, troubleshooting & addressing the functionality, availability & performance issues, implementing any system change requests, addressing the incidents/problems raised by the users for problems/bugs in the application etc. The selected vendor shall keep the application software in high availability mode meeting the requirements defined by the LGP from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by the LGP and required for achieving the project objectives.

Following is the broad scope for maintenance and support functions with regard to software.

- **Compliance to SLA**
 - The selected vendor shall ensure compliance to uptime and performance requirements of Project solution as indicated in the SLA in the RFP and any upgrades/major changes to the software shall be accordingly planned and

implemented by selected vendor at no additional cost for ensuring the SLA requirements.

- **Application Software Maintenance**

- The selected vendor shall address all the errors/bugs/gaps in the functionality offered by solution (vis-à-vis the SRS signed off for the Project) at no additional cost during the operations & maintenance period.
- For performing of any functional changes to system that are deviating from the signed-off Functional Requirements/System Requirements, a separate Change request shall be raised by the selected vendor and the changes in the software shall be implemented accordingly. The time period for implementation of change shall be mutually decided between selected vendor and LGP.
- In case there is a change request in the scope of work, the selected vendor shall get it approved by LGP for the additional cost, effort and implementation time.

- **Problem identification and Resolution**

- Identification and resolution of application problems (e.g. system malfunctions, performance problems and data corruption etc.) shall be part of selected vendor's responsibility.
- The selected vendor shall also be responsible to rectify the defects pointed out by the Project Monitoring Body to be setup by LGP and carry out the enhancements suggested by such body, as a result of the its feedback, during the O&M period. This shall be at no additional cost to the LGP, in so far as the enhancements relate to items of work falling within the purview of the defined Scope of Work for the selected vendor.
- Resolution of incidents/problem logs created by the users of the application.

- **Software Change & Version Control**

All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:

- Appropriate communication on change required has taken place
- Proper approvals have been received
- Schedules have been adjusted to minimize impact on the production environment

The selected vendor shall define the Software Change Management & Version control process and obtain approval for the same from LGP. For any changes to the software, the selected vendor has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features

added to the system etc. The selected vendor is required to obtain approval from LGP for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations & maintenance support.

- **Maintain configuration information**

Maintain version control and configuration information for application software and any system documentation.

- **Maintain System documentation**

Maintain and update documentation of the software system. Ensure that:

- Source code is documented (Any customisation made specific to LGP; the IPR for the same would remain with LGP)
- Functional specifications are documented
- Application documentation is updated to reflect on-going maintenance and enhancements including FRS and SRS
- User manuals & training manuals are updated to reflect on-going changes/enhancements
- Standard practices are adopted & followed for version control and management.

6.5 User Acceptance Testing

User Acceptance stage will be deemed to be successful on the timely completion of the following User Acceptance activities

- Selected vendor to assist the LGP to develop user acceptance test cases
- Selected vendor shall deploy the solution in the test environment.
- Selected vendor shall the resolve the defects / bugs users identified during testing.
- Selected vendor shall re-test the solution to ensure closure of identified defects / bugs.
- Selected vendor shall assist the users during acceptance testing.
- After the defects are resolved, selected vendor shall deploy the solutions on the production environment.
- The solution will be monitored under production use for a pre-defined period of time for satisfactory performance of the solutions.
- In case of any performance issues during this period, selected vendor shall resolve the issues identified on a priority basis.

7. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected vendor to LGP for the duration of this contract.

The benefits of this SLA are to:

- Trigger a process that applies LGP and the selected vendor management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.
- Makes explicit the expectations that LGP has for performance.
- Helps client control the levels and performance of selected vendor services.

The selected vendor and LGP shall maintain a regular contact to monitor the performance of the services being provided by the selected vendor and the effectiveness of this SLA. This Service Level Agreement is between the selected vendor and LGP.

The resolution time shall not exceed the stipulated time for the Metric given in the below table. All the calls are to be closed within specified Service Level Agreement (SLA), irrespective of time the call is registered. The Service Level Agreements (SLAs) covered will be calculated on 24 hours a day 7 days a week basis.

Note: If total penalty amount crosses 10% of overall contract value, LGP reserve the right to invoke Annulment of the contract.

1. "Uptime" shall mean the time period for which the specified services / components with specified technical and service standards are available for the application. Uptime, in percentage, of any component (Non-IT and IT) can be calculated as:

$$\text{Uptime} = \left\{ 1 - \left[\frac{\text{System Downtime}}{\text{Total Time} - \text{Planned Maintenance Time}} \right] \right\} * 100$$

2. "Downtime" shall mean the time period for which the specified services are not available for the Users, the scheduled outages / Planned Maintenance time planned in advance for application. The planned maintenance time / scheduled downtime will include activities like software upgrades, patch management, security software installations etc.
3. The selected SI will be required to schedule 'planned maintenance time' with prior approval of Client. This will be planned outside working time. In exceptional

circumstances, Client may allow the SI to plan scheduled downtime in the working hours.

4. "Incident" refers to any event / abnormalities in the functioning of the application, and services that may lead to disruption in normal operations.
5. "Helpdesk Support" shall mean the 24x7x365 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.
6. "Response Time" shall mean the time incident is reported to the help desk and an engineer is assigned for the call.
7. "Resolution Time" shall mean the time taken (after the incident has been reported at the helpdesk), in resolving (diagnosing, troubleshooting and fixing) or escalating (to the second level) getting the confirmatory details about the same from the SI and conveying the same to the end user), the services related troubles during the first level escalation.

The resolution time shall vary based on the severity of the incident reported at the help desk. The severity would be as follows:

1. Critical / High: The application is down impacting critical business functions or multiple modules/functions down impacting users on daily operations or any module /functionality deemed as highly critical by Client .
2. Medium: One module/functionality down impacting critical business functions having major impact on daily operations.
3. Low: Loss of business functionality for less than 10 users impacting day to day operations or minor functionality down impacting less than 10 users.

Sl. No.	Area	Parameter	Requirements	Penalty/ breach
1	Implementation of end to end Application System	Timelines for completion of stages as per approved project plan during entire implementation	Delay of no more than 2 weeks for any given stage AND no more than 6 weeks'	After 2 weeks will attract a 0.5% penalty per day of delay (on that milestone

		period	time cumulatively for the entire project. <i>These will not be applicable in case the delay is not attributable to the vendor.</i>	payment); (Max 10%).
2	Availability of application	Software solution covering all business functionalities	99.95% availability	Will attract penalty of Rs. 5000 per hour of unscheduled downtime. The unscheduled downtime may not exceed 4 consecutive hours in a month.
3	Resolution Time (Only for Bug fixing)	Time taken by the Bidder to fix the problem & release the same into the production system <i>Severity levels of issues to be mutually decided once the vendor is onboarded</i>	Severity Level 1: within 24 hours Severity Level 2: within a maximum of one week. Problems with Severity Level 3: within a	Delay to resolve as per Severity level problem (1/2/3) on more than two occasions in a quarter shall attract a penalty of 0.25% per day (in that quarter

			maximum of three weeks.	payment).
--	--	--	-------------------------	-----------

Liquidated Damages: Liquidated damage(s) shall be calculated for default on the part of Contractor when the down-time of any service as detailed above exceeds the SLA of components in a month. The amount equivalent to the sum of all such liquidated damage(s) calculated on monthly basis shall be deducted from monthly payments to the Contractor. In case the penalty reaches 10% of the contract cost, provision for Termination by LGP shall be invoked.

Issue and Escalation Management Procedures

Issue Management process provides for an appropriate management structure towards orderly consideration and resolution of business and operational issues in the event of a quick consensus not reached between LGP and Selected vendor. Implementing such a process at the commencement of services shall significantly improve the probability of successful issue resolution. It is expected that this pre-defined process will only be used on an exception basis if issues are not resolved at operational levels.

Issue Management Procedures

Either LGP or Selected vendor may raise an issue by documenting the business or technical problem, which presents a reasonably objective summary of both points of view and identifies specific points of disagreement with possible solutions.

- The LGP and the selected vendor will determine which committee or executive level should logically be involved in resolution. A chain of management escalation is defined for the same
- A meeting or conference call will be conducted to resolve the issue in a timely manner. The documented issues will be distributed to the participants at least 24 hours prior to the discussion if the issue is not an emergency requiring immediate attention.
- The LGP and the selected vendor shall develop an interim solution, if required, and subsequently the permanent solution for the problem at hand. The Selected vendor will then communicate the resolution to all interested parties.
- In case the issue is still unresolved, the arbitration procedures described in the Contract will be applicable.

Version Control

All negotiated SLA changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release (e.g. every quarter) or for release when a critical threshold of change has occurred.

Responsibilities of the Parties

Selected vendor

Selected vendor is responsible for executing this contract and delivering the services, while maintaining the specified performance targets.

Additionally the Selected vendor is responsible for:

- Reporting problems to respective ULBs as soon as possible
- Assisting ULBs in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect selected vendor's ability to deliver the services.
- Assisting ULBs to address and resolve issues from time to time.
- Reporting to the LGP on a fortnightly basis on the issues and their resolutions.
- Updating Project Plan with progress and sharing with the ULBs and LGP

Selected vendor shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible.

LGP

- LGP is responsible for coordinating with the respective ULBs.
- Review the project progress and intervene in case of issues and resolve the same

ULB

The ULBs, in turn, shall:

- Reporting defects and problems to the Selected vendor as soon as possible
- Assisting Selected vendor in management of the SLA
- Providing early warning of any organizational, functional or technical changes that might affect Selected vendor's ability to deliver the services
- Assisting Selected vendor to address and resolve issues from time to time

Selected vendor shall take immediate action to identify problems and follow up with appropriate action to fix them as quickly as possible.

Management Escalation Procedures & Contact Map

The purpose of this escalation process is to provide a quick and orderly method of notifying both parties that an issue is not being successfully resolved at the lowest possible management level. Implementing this procedure would mean that LGP and Selected vendor management are communicating at the appropriate levels.

Management Escalation Procedures & Contact Map

IN WITNESS WHEREOF, the parties hereto have caused this Service Level Agreement vide Tender No. XXXX to be executed by their respective authorized representatives.

For and on behalf of:

-----Bidder

Place: _____

Date: _____

Name: _____

Title: _____

For and on behalf of:

-----LGP

Place: _____

Date: _____

Name: _____

Title: _____

Office Seal: _____

Office Seal: -

8. Annexure

Annexure 1: Pre-Qualification Cover Letter

Date: DD/MM/YYYY

To

The Director,
Department of Local Government, Government of Punjab ,
Plot # 3, Punjab Municipal Bhawan, Dakshin Marg,
Sector-35A, Chandigarh – 160022

Sub : Selection of agency for ***“Implementing online Building Plan Management System (BPMS) for Punjab”***

Ref : RFPNo: ... dated <...>

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 agency for ***“Implementing online Building Plan Management System (BPMS) for Punjab “***.

We attach hereto our responses to pre-qualification requirements and technical 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 the client, 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 department 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.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this RFP response.

We agree that you are not bound to accept any RFP 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 RFP 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)

RFP for Implementation of Online Building Plan Management System for Punjab

Name :
Designation :
Address :
Telephone & Fax :
E-mail address :

Annexure 2: Check-list for the documents to be included in the Pre-Qualification Envelope

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
1.	Bid Covering Letter		
2.	Hard copy and Scanned copy of RFP Fee of Rs. 5,000/- (Scanned copy to be emailed to the bid submission email id)		
3.	Particulars of the Bidders (in the formats given subsequently)		
4.	Copy of Certificate of Incorporation		
5.	Copy of Audited Balance Sheet for last 3 financial years (FY 2014-15, 2015-16, 2016-17)		
6.	Copy of the audited Profit & Loss Statements for last 3 financial years		
7.	Certificate from the Chartered Accountant towards net worth of the company as on 31/03/2017		
8.	Certificate from the Auditor towards Revenue of the firm work from last 3 financial years		
9.	Copy of certificates asked as per the pre-qualification (SEI CMM, ISO 9001:2008, ISO 20000)		
10.	Details & proof of the similar projects executed		
11.	Declaration letter that the firm is not blacklisted by Central Government or any State Government organization / department in India at the time of submission of the Bid, in the format given in the RFP		

Annexure 3: Format to share Bidder's Particulars

Sr. No	Description	Details (to be filled by the responder to the RFP)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	CST/LST/VAT registration No.	
11.	Service Tax Registration No.	
12.	Permanent Account Number (PAN)	
13.	Company's Revenue for last 3 years (Year wise)	
14.	Company's Profitability for the last 3 years (Year wise)	

Please submit the relevant proofs for all the details mentioned above along with your Bid response. Contact Details of officials for future correspondence regarding the bid process:

Details	Authorised Signatory	Secondary Contact
Name		
Title		
Company Address		
Phone		
Mobile		
Fax		
E-mail		

Annexure 4: Format to share Bidder details

Name of the Bidder		
Parameter	Sub - Parameter	
Financial Capability	Overall turnover for FY FY 2014-15, FY 2015-16 and FY 2016-17 (in INR crores)	
# List of the similar Projects considered	1. 2. 3.	

please submit CA Certification for Turnover and Net Worth. Also attach the Auditor Certified financial statements for the last three financial years; 2014-15, 2015-16 and 2016-17.

Annexure 5: Format for Declaration by the bidder for not being Blacklisted / Debarred

(To be submitted on a 100 rupee stamp paper)

Date: DD/MM/YYYY

To
The Director,
Department of Local Government, Government of Punjab ,
Plot # 3, Punjab Municipal Bhawan, Dakshin Marg,
Sector-35A, Chandigarh – 160022

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

Dear Sir,

I/We, the undersigned, herewith declare that my/our company (<-- name of the firm -->) has not been debarred / black-listed by Central / any State Government department in India as on the date of submission of the bid.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date :

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

Annexure 6: Format for declaration by head of HR

(on company's letterhead)

Date: dd/mm/yyyy

To
The Director,
Department of Local Government, Government of Punjab ,
Plot # 3, Punjab Municipal Bhawan, Dakshin Marg,
Sector-35A, Chandigarh – 160022

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document for ***Implementation of Online Building Plan Management System.***

I hereby declare that my company <name has to specify by bidder> has <number to be defined by bidder> software engineers as on 31 Mar 2017.

I further certify that I am competent officer in my company to make this declaration.

Yours Sincerely,

Annexure 7: Formats for Technical Bid

FORMAT: Details of similar work undertaken

Name of the Project	
General Information	
Client for which the project was executed	
Name of the client contact person(s)	
Designation of client contact person(s)	
Contact details of the client contact person(s)	
Project Details	
Description of the project	
Scope of work of the Bidder	
Deliverables of the Bidder	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (number of months, start date, completion date, current status)	
Other Relevant Information	
Mandatory Supporting Documents:	
· Work order / Purchase order / Contract for the project	
· Client Certificate giving present status of the project and view of the quality of services by the Bidder	

Annexure 8: Commercial Proposal Formats

Commercial Proposal Cover Letter

Date: dd/mm/yyyy

To

The Director,
Department of Local Government, Government of Punjab ,
Plot # 3, Punjab Municipal Bhawan, Dakshin Marg,
Sector-35A, Chandigarh – 160022

Sub : Selection of SI for the Project “**Implementation of Online Building Plan Management System**”

Ref : Tender No: <No> Dated <DD/MM/YYYY>

Dear Sir,

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of “**Implementation of Online Building Plan Management System for Punjab**” do hereby propose to provide services as specified in the RFP referred above.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the Tender documents. All the prices and other terms and conditions of this Tender are valid for a period of 90 calendar days from the date of opening of the Tenders.
- We hereby confirm that our Tender prices include all taxes. Taxes are quoted separately under relevant sections, as specified in the RFP formats.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any income tax, surcharge on Income Tax, Professional and any other corporate Tax in altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the RFP documents and there are no deviations except for those mentioned in Pre-Qualification Envelope, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, other than those stated in the deviation schedule in Pre-Qualification Envelope, shall not be given effect to.

4. QUALIFYING DATA

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

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP document. These prices are indicated in the subsequent sub-sections of this Section.

6. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Bank Guarantee in the form prescribed in the RFP.

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.

Thanking you,

Yours faithfully,

(Signature of the Authorised Signatory)

Name

Designation

Seal.

Date:

Place:

Business Address:

Commercial Bid formats

General Instructions:

1. Bidder should provide all prices as per the prescribed format under this Annexure. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate "0" (Zero) in all such fields.
2. All the prices (even for taxes) are to be entered in Indian Rupees ONLY (%age values are not allowed)
3. It is mandatory to provide breakup of all Taxes, Duties and Levies wherever applicable and/or payable.
4. LGP reserves the right to ask the Bidder to submit proof of payment against any of the taxes, duties, levies indicated.
5. LGP shall take into account all Taxes, Duties & Levies for the purpose of Evaluation
6. The Bidder needs to account for all Out of Pocket expenses due to Boarding, Lodging and other related items.
7. For the purpose of evaluation of Commercial Bids, LGP shall make appropriate assumptions to arrive at a common bid price for all the Bidders. This however shall have no co-relation with the Contract value or actual payment to be made to the Bidder.
8. Since the payments to the SI will made over a period of around four years, the DCF method will be used to compare different payment terms, including advance payments and progressive stage payments to the SIs so as to bring them to a common denomination for determining lowest bidder.

Summary of Cost Components

Item	Total Price
Implementation Cost Summary	A
Training Cost	B
Annual Maintenance Cost for 3 years	C
Cloud Service Provider Cost	D
Total Cost of Ownership	E=A+B+C+D

Details of Cost Components

Note: LGP reserves it right to alter the scope (increase quantity / remove certain items)

The total cost would be considered for commercial evaluation of the bids. This however may not have co-relation with the Total Contract value or actual payment to be made to the successful bidder.

Witness: -----

Bidder: -----

Signature: -----

Signature: -----

Name: -----

Name: -----

Designation: -----

Designation: -----

Company: -----

Company: -----

Address: -----

Address: -----

Date: -----

Date: -----

Implementation Cost (A)

IMPLEMENTATION SERVICES		
Particulars		Total Cost * Rs.
1.	Implementation fee which includes process study, configuration of BPMS application	
	Sub Total (A)	
	Notes: <ul style="list-style-type: none"> • Implementation up to Go Live and hand holding period (bug free) of a month (30 days) • Where lump sum price is quoted, please indicate accordingly • Please indicate discount provided if any • The bidder is required to provide adequate manpower for the successful implementation and running of operations and support throughout the project • The bidder is supposed to provide a project manager for the entire duration of the project • The bidder is also required to quote for blended man-months rate for software development. This may be required in case of the department wanting to get any additional modules developed at its discretion • Taxes as applicable You may please add additional rows/lines and detail the pricing of other services.	

Training Cost (B)

TRAINING		
Particulars		Total Cost * Rs.
1.	Training fees for different category of users	
	Sub Total (B)	

Apart from this, the bidder should also indicate the cost per training session. Client may, at their discretion, decide to increase the number of training sessions for the stakeholders. The vendor needs to provide the training at a cost not more than the quoted price (per training session) in the aforementioned table. At the end of each training session, a feedback form would be circulated to the participants. The average score of the feedback (on agreed criteria) should be $\geq 75\%$. If not, then the vendor should provide repeat training at no additional cost.

Post Implementation Cost (C, D)

The successful bidder will be required to provide the annual maintenance support of the application for three subsequent years from the date of final acceptance of the integrated solution. The Maintenance Fee should be provided as per the following table.

#	Particular	Year 1	Year 2	Year 3
1	AMC for the solution (C)			
2	Cloud Service Provider cost (D)			
Sub Total (C+D)				

Annual Maintenance Contract will be considered from the date of certification of successful operations of the integrated solution given to Bidder by LGP.

Annexure 9: Functional Requirement Specifications

Online Building Approval System	
1	The proposed solution shall enable the architect / owner to register itself and submit the drawing (site plan) in dwg format. Documents should be uploaded online and submitted for the scrutiny. The file movement should be well defined. Every application submitted for approval to the department should have a Unique ID which should be generated automatically through the system.
2	Online filing of applications and supporting documents.
3	Should perform automated building scrutiny on CAD drawings and also implement building plan approval process as an integrated system.
4	Auto generation of FAR, area statement and schedule of opening by reading preformatted CAD drawings.
5	Auto-generation of plot area & plot area calculation for cross verification with system entered value by triangulation
6	Should enable auto hatching of particular objects as per development control rules.
7	Should enable auto detection of side margins and verification of coverage area.
8	Should enable auto-generation of failed entity report and marking the same on the drawing.
9	Plotting of drawing submitted by Architect and processed through software in non-editable format
10	Should enable verifications according to project type- building permission or sub-division amalgamation.
11	Auto-Generation of FSI & Built-up area Table: Should automatically insert FSI & Built-up Area Tables with per floor detail for each Building. Same way inserts FSI & Built-up Area Table for whole Project.
12	Verification with Actual Coverage Area: Should verify Built up Area (Max. Coverage area) Proposed by auto punching of each Floor plan automatically.
13	Checking Double Ht. & Verification of Chowk: Should be able to checks Double Ht. of each Terrace. It verifies each Chowk for its clear Ht. by auto punching of each floor Plan automatically.
14	Generation of Scrutiny Reports: It should generate the various scrutiny reports dynamically based on the DC Rules described by the respective Authority. Generated report shows the Failed/Passed Items with their rules in a very user friendly Viewable/Printable format. Reports can also be generated in local regional language. Customization of Reports can be made using user defined templates. Software reads the building entities from drawings, geometrically map each & every entity by corresponding with complex & interlinked rules. After scanning and saving the drawing, scrutiny reports are generated where all failed and passed rules are displayed with required/permmissible values with proposed values so that architect can easily correct them.
15	Should enable assessment of floor space index violation.
16	The system must provide for proper user authentication and access control mechanisms so as to ensure that only authorized users can access relevant information.
17	The system must provide for all submissions to be acknowledged and site visit dates and further approval schedule is to be provided to the architects/ client instantly.
18	The system should automatically generate an SMS which is sent to the Architect and concerned Field staff if there are any cancellations of site visit, the system should intimate the key relevant people so as to avoid unnecessary wastage of time. Reasons for such cancellation should also be recorded in the system.

19	The system should generate MIS to be sent to higher authorities for approval and to make the approval status available online.
20	The client/ Architect should be able to review the status of approval online.
21	The acknowledgment letters, Building Commencement Certificate, deviation or the rejection letters etc. should be system generated.
22	System should generate automatically the fee memo/ demand notes based on the submitted Building plan. System should have necessary interfaces for Fee collection and receipt generation.
23	System should include process flow of Plinth and completion certificate approval system. This will include generation of approval / rejection letter, fee memo calculations.
24	The system should facilitate Change of Land Usage (CLU) functionality.
25	The system should be able to calculate the Property Tax for the properties that have been scrutinized.
Document Management	
1	Should enable submitting documents along with application.
2	Should enable associating metadata with documents.
3	Should enable storing documents in folder.
4	Should enable searching documents.
Approval workflow	
1	System should have inbuilt configurable workflow for automated routing of application data and documents in the approval process.
2	Workflow should enable approval steps such as review, approval, issuance of commencement certificate, etc.
3	Workflow should enable holding an application in its work queue seeking additional information from the applicant.
4	Workflow should provide the application status such as – under review, pending approval, approved, etc.
5	Workflow should displace all applications received in its work queue.
6	Workflow should enable associating notifications to its steps.
Monitoring, notifications and escalations	
1	The notification events should be connected to workflow steps, user action, and timeline. The notification engine will trigger automatic notifications to predefined users based on various events such as pending tasks - un-reviewed/ un-approved applications, approved, rejected, seeking additional information, incomplete application filing.
2	System will use different notifications for different events.
3	System should enable automatic and also manually initiated notifications.
4	Delivery of notification should be made through existing email system or using a SMS gateway or both.
5	Notification for escalation (mostly for the delay in completing a task) should be available.
6	Notification for reminders should be available.
7	System should maintain the list of User ID/ Email ID/ Mobile devise ID for sending notifications.
8	System should maintain the history of notification sent.
9	System should enable status of application through status check and reporting.
10	Every task performed by a user should be logged in the system.
Search	

1	System should enable search on multiple criteria such as application number, name of applicant, date of submission, application status, application type, previous applications, zone, etc. It should support search in Punjabi and English
2	System should enable searching html content and documents on number of metadata and support MS Office, PDF, AutoCAD, RTF, images & archives
3	Search across one or more collections and get federated search results.
4	Faceted Search for fast access to the right information.
5	Filter by file format, language, keywords and date.
6	Spelling Suggestions based on terms from each collection.
7	Auto Suggest and Typeahead Suggestions based on terms from each collection.
8	Automatic highlighting of user search query terms HTML and PDF documents.
9	Keyword-in-Context - search result description is displayed with content where the term occurs.
10	Simple and Advanced Query Syntax for your most basic to complex search requirements.
11	Should support Boolean AND, OR, NOT, Fuzzy, Wildcard, Proximity and custom field searches.
12	Sort - results can be sorted by date, relevance, alphabetically or any custom field in ascending or descending order.
13	Hit Highlighting - query terms are highlighted on search results.
14	Collections - users can search specific collections or across all collections.
15	Email Viewer - View/Export (PDF) your Outlook email messages in our web based viewer.
16	Email Alert - Setup keyword alerts for new content that is discovered.

Reporting

1	System should provide various reports to Department. External user should be able to view the application status using an application tracking number. Some other standard reports will include: The successful bidder shall be responsible for designing a detailed MIS showing status of all applications submitted. The MIS dashboard should be designed for following levels: a) ULB Level b) Cluster level c) District Level d) Division Level e) State Level
2	MIS dashboard shall display status of all files such as Application received, Approved, Rejected, In-process, Pending etc.

Mobile Application

1	Applicant should be able to select the registered architect
2	Applicant should be able to see the status of his/her file/application
3	Application should have built in news facility where department can publish the news/information to the citizens
4	The building inspector should be able to access the applications submitted by the architect
5	The building inspector should be able to capture the geo-tagged pictures of the site for verification purpose
6	Application should disable the access to the building inspector once the stipulated time of action by the Building Inspector is over
7	The application should have the facility for the users to submit their feedback
8	The application should be integrated with existing mobile application of ULB (if any) to facilitate payment property tax

Annexure 10: Manufacturer's Authorization Form

(This form has to be provided by the OEMs of the products proposed in their letter head)

<Location, Date>

To

Director,

Department of Local Government of Punjab

Subject: OEM Authorization Letter

Dear Sir:

Ref: Tender Number: _____ ("Implementation of Online Building Plan Management System for Punjab")

We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at (address of factory / facility) do hereby authorize M/s _____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation. We also hereby certify that the proposed products for this project are not end of life & we shall continue to support the supplied product till end of contract period of the SI.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the LGP may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to the LGP of the pending termination, in sufficient time to permit the LGP to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the LGP, the SRS, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.