



**GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY**

**BID DOCUMENT**

**REQUEST FOR PROPOSAL FOR DEVELOPMENT OF WEB  
BASED APPLICATION SOFTWARE FOR ISSUE OF LAND SALE  
PERMISSION AND LAND USE CERTIFICATE.**



GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY  
STATFED BUILDING, BHANGAGARH, GUWAHATI-781005

Website: [www.gmda.assam.gov.in](http://www.gmda.assam.gov.in)  
E-mail: [ceogmdaghy@gmail.com](mailto:ceogmdaghy@gmail.com)

Tel: 0361- 2529650,  
0361- 2529824  
Fax: 0361-2529991

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No.GMDA/GEN/93/2016/32

Date:- 30.01.2018

**Notice inviting Request for Proposal**

The Authority proposes to evolve a computerized solution for online submission and processing of application for Land Sale Permission and Land Use Certificate in GMDA in order to make the system transparent, speedy, hassle free and user friendly for the Citizens.

Interested Companies/firms experienced in similar work are hereby invited to submit their RFP (Separate Technical and Financial Bid) for **the same**.

**Bid document** may be seen and can only be downloaded from GMDA's website <http://www.gmda.assam.gov.in>. The bid document can be downloaded from 31.01.2018.

RFPs are to be submitted to reach office of the Guwahati Metropolitan Development Authority by 3.00 PM on 28.02.2018.

Sd/-

Chief Executive Officer,  
Guwahati Metropolitan Development Authority,  
Bhangagarh, Guwahati-781005.

Memo No.GMDA/GEN/93/2016/32-A

Date:- 30.01.2018

Copy to:-

1. The Director, Directorate of Information and Public Relation, Dispur, Guwahati-6 with a request to publish this notice in two leading local daily newspaper and in one national daily news paper.
2. Sri P. Saharia, JAA for publishing this notice in the website.

Sd/-

Chief Executive Officer,  
Guwahati Metropolitan Development Authority,  
Bhangagarh, Guwahati-781005.

# 1. IMPORTANT INFORMATION:

The schedule for the bidding process is highlighted below:

1	Name of work	:	1. Computerised solution for online submission and processing of application for land sale permission.
			2. Computerised solution for online submission and processing of application for land use certificates.
2	Nature of work	:	1. Submission of proposals for land sale permission online with scanned copies of all the required documents.
			2. Computerised approval management workflow procedure.
			3. Content and document management through a web based software and user access interface via browser.
			4. Reporting and Analytics functions.
3	Availability of detail terms and conditions	:	To be downloaded from 31.01.2018 onwards to 28.02.2018 from the website <a href="http://www.gmda.assam.gov.in">www.gmda.assam.gov.in</a> .
4	Last date of receiving query	:	To be received up to <b>12.02.2018</b> .
5	Last date of releasing explanation to queries receipt	:	To be posted in GMDA's website <a href="http://www.gmda.assam.gov.in">www.gmda.assam.gov.in</a> by 21.02.2018.
6	Last date and time for receipt of RFP (Technical + Financial)	:	Date: <b>28.02.2018</b> . Time: 3-00 P.M.
7	Date and time of opening of RFP-	:	
	(i) Technical	:	28.02.2018 at 3.30 PM.
	(ii) Financial	:	To be decided later.
8	Cost of RFP	:	Rs. 1000/- in the form of Demand Draft of scheduled bank in favour of Chief Executive Officer, GMDA payable at Guwahati.
9	Earnest money Deposit amount	:	2% of the bidding price in the form of Demand Draft of scheduled bank in favour of Chief Executive Officer, GMDA payable at Guwahati.
10	Place of opening	:	Office of the Chief Executive Officer, GMDA, GMCH Road, Bhangagarh, Guwahati-781005.
11	Officer inviting RFP	:	Chief Executive Officer, GMDA.

- 1.1 Sealed Bids in prescribed Form are invited for computerized solution for online submission and processing of application for land sale permission and land use certificate in Guwahati Metropolitan Development Authority (GMDA). The Bid will be submitted in sealed cover addressed to the Chief Executive Officer, GMDA duly superscribed with the name of work on or before 28.02.2018 till 3-00 p.m. The technical bids will be opened on 28.02.2018 at 3-30 p.m. at GMDA.
- 1.2 The cost of bid document is Rs. 1000/- only (non-refundable). The Bid document can be downloaded from the website <http://gmda.assam.gov.in> and DD of Rs. 1000/- in favor of the Chief Executive Officer, GMDA payable at Guwahati to be deposited along with the Technical Bid without which the bid will not be considered as valid bid.
- 1.3 The DD for Earnest money deposit of 2% of bidding price only shall be drawn on any scheduled bank in favor of the Chief Executive Officer GMDA & enclosed in Envelope No.1 without which the Bid will not be considered as valid Bid. The Bid offer shall be valid till 180 days from opening of financial bid. No interest will be payable on the amount of the EMD.
- 1.4 Performance guarantee @10% of the value of the Contract Price shall be deposited by the successful bidder in the form of bank draft or as bank guarantee which should be valid till the expiry of the one year from the date of launch of the software.
- 1.5 Eligibility Criteria:- The bidder or lead bidder in case of consortium should be a single business entity having average annual turnover of minimum Rs. 25 lakhs during the last three years ending 31-03-2017 and should have installed/commissioned similar application software in at least 3 (three) organization.
- 1.6 The bid shall be submitted in two envelopes as per details given in the RFP:-
  - a. 1st Envelope shall contain DD for EMD, DD for cost of Bid document, Qualification and Technical documents as specified in the Bid document, copy of the downloaded bid document with signature in each and every page.
  - b. 2nd Envelope containing price bid in form as at Appendix 1 duly completed as specified in the Bid document.
- 1.7 The sealed Bids shall be submitted either by registered post, in person or through reputed courier service agencies only. No Bids will be accepted beyond the last date & time for submission of bid. GMDA shall not be responsible for any postal delays.
- 1.8 At any time prior to the bid due date, GMDA may, for any reason, whether at its own initiative or in response to clarifications requested by any bidder, modify the Bid document by the issuance of Addendum.
- 1.9 The solution shall be implemented at GMDA office. It is not mandatory for GMDA to award the work of all such items for which rates have been sought. GMDA may at its discretion award work only for some of the items/ in parts. The scope of work shall be considered / finalized accordingly for the awarded work.  
The Chief Executive Officer, GMDA reserves the right to accept or reject any bid without assigning any reason.

Sd/-

Chief Executive Officer  
Guwahati Metropolitan Dev. Authority  
Bhangagarh, Guwahati-781005.

**NOTES:**

1. The submission of Bid shall be done in the manner prescribed by GMDA.
2. If contents of Envelope No.1 are not found as per the requirements of GMDA, Envelope No 2 will not be opened at all & the Bid shall be summarily rejected.
3. Bidder should sign each & every page of the Bid document.
4. Bidder should sign each & every correction/ deletion/ addition/ pasted slip.
5. The Bidder shall be bound to keep open the offer up to 180 days from the date of opening of the financial bid.
6. The acceptance of the Bid rests with the Competent Authority which does not bind itself to accept the lowest Bid & reserves the right to reject any or all Bids without assigning any reason there off.
7. The notes & conditions stipulated in this notice & elsewhere in the Bid shall form the part of the agreement and bidders are required to submit it with bid duly signed on each page.
8. GMDA may at its discretion, extend the time limit by extending the proposal due date.

**2. INSTRUCTIONS TO BIDDERS:**

<b>(A) GENERAL INSTRUCTIONS</b>		
	(i)	GMDA invites Proposals from interested and eligible parties for supply, customization and implementation of appropriate solution for land sale permission and land use certificate at GMDA
	(ii)	Each bidder shall submit a maximum of one (1) proposal for the Job, in response to this Bid. Any Bidder who submits more than one bid for the Project will be disqualified.
	(iii)	The bidder shall be responsible and shall pay for all the costs associated with the preparation of his bid and his Participation in the bidding process.
	(iv)	At any time prior to the bid due date, GMDA may, for any reason, whether at its own initiative or in response to clarifications requested by any bidder, modify the Bid document by the issuance of Addendum.
	(v)	Written copies of the Client response (including an explanation of the query but without identifying the source of inquiry) will be sent to all bidder at their email id's which are to be provided by the bidder.
	(vi)	The bid shall remain valid for a period of not less than 180 days from the date of opening of financial bid (proposal validity period). GMDA reserves the right to reject any bid, which does not meet this requirement.
	(vii)	Implementation of the software shall be done at GMDA office and the GMDA shall provide the adequate office space, necessary hardware, Internet connectivity, electricity at no extra cost.
	(xii)	Similarly, the training required for officials of GMDA shall also be provided as per the scope of this RFP.
	(xiii)	The bidder shall be entirely responsible for all taxes, duties, license fees, octroi, insurance against loss/damage etc. incurred until finalization of the project.
<b>(B) FORMATS AND SIGNING OF PROPOSAL:</b>		

	The bidder would provide all the information as per the Bid. GMDA will evaluate those bids that are received in the required format and are complete in all respects. Each bid shall comprise of the following:	
	<b>Envelope No.1</b>	
	a.	Covering letter of the Bidder
	b.	Details of Bidder
	c.	Qualification Criteria
	d.	Technical Criteria
	e.	Copy of the Bid document duly signed.
	f.	DD/BG for EMD & separate DD for cost of the Bid document.
	g.	Authorization letter of the signing of bid document.
	<b>Envelope No. 2</b>	
	a.	Financial offer for Supply, Customization and Implementation of software at GMDA ,post implementation support of one year and cost of Annual Maintenance Support Contract after the expiry of the defects liability period.
	b.	Further, it should be inclusive of correction/modification in the business process, rules etc.
	c.	Financial offer for providing sufficient manpower to assist and run the software at GMDA. The necessary hardware/ software, electricity and office space shall be provided by GMDA. The manpower shall be appointed at time of implementation of the basic software.
	<b>(C) SEALING AND MARKING OF BID</b>	
	(i)	The envelopes for each stage must be super-scribed with the following information:
	a.	Name and address of the Bidder.
	b.	Contact person and phone numbers.
	c.	Bid for the supplying and commissioning of Software Solution for land sale permission and land use certificate (Insert Bid number).
	d.	To be opened in the presence of the Bid evaluation committee only.
	(ii)	If the envelope is not sealed and marked as instructed above, GMDA assumes no responsibility for the misplacement or premature opening of the contents of the proposals submitted and such proposal, may, at the sole discretion of the GMDA, be rejected. All the envelopes shall be addressed to:
		Chief Executive Officer
		Guwahati Metropolitan Development Authority

		3 <sup>rd</sup> Floor, Statfed Building, GMDAH Road, Bhangagarh, Guwahati-781005, Kamrup (Metropolitan) District, Assam. Email: ceo_gmda@yahoo.com Website: www.gmda.assam.gov.in
(D)	<b>PROPOSAL DUE DATE:</b>	
	a.	Bid should be submitted on or before <b>15-00 hours</b> IST on 28.02.2018 in the manner and form as detailed in the Bid document. Bids submitted by facsimile transmission or email will not be accepted.
	b.	GMDA may, in exceptional cases and at its sole discretion, extend the above Bid due date by issuing an Addendum.
(E)	<b>OPENING OF PROPOSALS AND CLARIFICATION:</b>	
	a.	GMDA would open the Envelope no.1 of proposal on 28.02.2018 at <b>15-30 hours</b> IST for the purpose of evaluation.
	b.	The Envelope no.2 will be opened of such qualified bidders, later at a convenient date and time.
	c.	Chief Executive Officer, GMDA reserves the right to reject any bid not submitted on time and which does not contain the information/documents as set out in this Bid document.
	d.	To facilitate evaluation of bids, GMDA, at its sole discretion, may seek clarification in writing from any Bidder regarding the bid
(F)	<b>DISQUALIFICATION:</b>	
	The bid is liable to be disqualified if:	
	a.	Not submitted in accordance with this document.
	b.	During validity of the bid or its extended period, if any, the bidder increases his quoted prices.
	c.	The bidder qualifies the bid with his own conditions.
	d.	Bid received in incomplete form or not accompanied by Earnest Money Deposit (EMD) amount.
	e.	Bid received after due date and time.
	f.	Bid not accompanied by all requisite documents.
	g.	Bidder sub-contracts any part of the project to any of the parties having interest in the project.
	h.	Awardees of the contract qualify the letter of acceptance of the contract with his conditions.
	i.	Bidder fails to enter into a contract within 30 working days of the date of notice of the award of Bid or within such extended period, as may be specified by GMDA.

### 3. ELIGIBILITY CRITERIA:

- I. A Bidder may be a private entity in the form of a software company incorporated under Companies Act or any other equivalent law, registered partnership firm or registered sole proprietorship; or an educational or research institute/trust established under relevant Act. meeting the requirement of eligibility criteria.
- II. The Bidder shall comply with all of the eligibility criteria as listed below:

Sr. No.	Description
1	Experience in development at least 3 nos of computerized office automation system in Government or corporate . The value of each work must be more than Rs. 10 lakhs.
2	Qualifications and Competences of Human Resources in the field of Software Development.
3	The RFP entity shall have been established for at least 5 years.
4	The RFP entity shall have an <b>Average Annual Turnover</b> / Professional Income of INR 25 lakhs or any other equivalent currency during the immediate preceding three (3) financial years from related services.

- III. Any entity, which has earlier been barred by Govt. of Assam from participating in its projects, would not be eligible to submit an RFP.

### 4. BIDDING PROCESS:

- i) A single stage Quality and Cost Based Selection (QCBS), bidding process has been adopted for the selection of the bidder.
- ii) The Bidders are required to prepare and submit their proposal in accordance with the terms set forth in this RFP and other documents to be provided (collectively the "RFP Documents"), as modified, altered, amended and clarified from time to time.
- iii) The Bidders are required to submit their proposal through Technical Proposal (Envelope - 1) and Financial Proposal (Envelope - 2).
- iv) The statements and explanations contained in this RFP are intended to provide a broad understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the bidder set forth in the Agreement or the Client's rights to amend, alter, change, supplement or clarify the scope of work, to be awarded pursuant to this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the RFP Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Client.
- v) The Bidders are advised to examine the parameter and scope of work in detail, and to carry out, at their cost, such studies, investigation & analysis as may be required for submitting their respective Proposals for the Project.



- vi) The Proposal shall be valid for a period of not less than 180 days from the date of opening of financial proposal. The validity of Proposal may be extended by mutual consent of the respective Bidders and the Client.
- vii) The Proposals received pursuant to this RFP shall be evaluated in accordance with the terms set forth in this RFP and other documents to be provided (collectively the "RFP Documents"), as modified, altered, amended and clarified from time to time.
- viii) Those Firms/Companies who submit the Proposal, shall be called Bidders. The Proposal would form the basis of evaluation and selection of the Bidders. The Bidder selected by the Client following the evaluation procedure shall be called successful bidder. After selection a letter of award would be sent to the successful bidder and signing of the Service Agreement between the Client and the successful bidder for providing the Services as envisaged.
- ix) The Client shall endeavour to adhere to the schedule given in RFP. However, the Client may, in its sole discretion, extend the dates by issuing an Addendum.

#### **5. PREPARATION AND SUBMISSION OF PROPOSALS:**

- i. The Proposal as well as all related correspondence exchanged by the Bidder and the Client shall be written in English.
- ii. The Bidder shall provide all the information sought under this RFP. The Client will evaluate only those Proposals that are received in the required formats and complete in all respects.
- iii. The Proposal shall be typed or written in indelible ink and signed by the authorised signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initialled by the person signing the RFP.
- iv. The Bidder shall submit the Proposal in the specified formats and shall place the documents in separate envelopes, Technical Proposal (Envelope - 1) and Financial Proposal (Envelope - 2), as specified hereunder. These envelopes shall be sealed and marked as mentioned below.

#### **OTHER CONDITIONS:**

- i. Technical RFPs will be opened on the same day i.e. **28-02-2018 at 3-30 PM** at the Office of the Chief Executive Officer, GMDA in the presence of bidders or their authorized representative.
- ii. This document of detail terms of reference and other conditions will form a part of the proposal and should be submitted duly signed by the applicant on every page to be submitted with technical RFP. If however the submission date falls in unscheduled holiday, the same will be received and opened on the next working day as per time given for submission and opening.
- iii. An amount of Rs. 1000/- (Rupees One Thousand only) only in the form of bank draft in favour of Chief Executive Officer, GMDA has to be submitted

along with the technical RFP for acceptance of the RFP as the cost of the bid document.

- iv. RFP submitted through Email will not be accepted.
- v. Authority will not be responsible for any postal delay and RFP received after last date and time of submission through post will not be entertained.
- vi. Bidders may request a clarification regarding the RFP documents up to **12.02.2018**. Any request for clarification must be sent in writing by paper mail, facsimile, or electronic mail to the Client's address. The response of the Client will only be put on its website by **21.02.2018** if any.
- vii. At any time before the submission of Proposals, the Client may for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, modify the RFP documents by amendment. Any amendment shall only be issued in writing through addenda to be posted in client's website.

### 5.1 Technical Proposal:

The Technical Proposal (Envelope-1) shall contain following documents/information:

- i. Documents exhibiting the RFP entity's incorporation/ establishment date and/or the experience (in years) in providing the related services.
- ii. Documents exhibiting average Annual Turnover / Professional Income of INR 25.00 lakhs or any other equivalent currency during the immediate preceding three (3) financial years from related services.
- iii. Documents on Organization Profile, Past Experience, Projects (Completed/ Ongoing), and Details of Relevant Projects.
  - a) These shall include a brief description of the Bidders' organization, an outline of recent relevant experience, details of at least three projects corresponding to the eligibility criteria no. 1 and 2 as mentioned above in 3(ii).
  - b) Information should be provided only for those assignments for which the Bidder was legally contracted by the Client as sole implementer.
  - c) These projects, corresponding to the eligibility criteria no. 1 and 2 as mentioned above in 3(ii), shall be completed projects. **The certificates, recognizing the completion provided by the respective client shall be submitted along with the details of respective project.**
  - d) The Bidder shall be prepared to substantiate any other details of projects and experience if so requested by the Client.
- iv. The list of the proposed professional team members classified in groups of Key Professionals, Team Leader/Senior grade level(Computer professional with 10+ years of experience), at least 7nos of Software Programmer (Minimum 3years experience), and Other Staff along with self attested copy of their educational qualification, area/field of expertise, and years of professional experience. The list shall be followed by CVs of the professional staff signed by the staff themselves.

- v. Details of organization, experience and proposed deployment:
  - a. Organizational set-up of the agency.
  - b. Details of major works including the cost thereof executed by the Agency and Associates.
  - c. Details of similar major works including the cost thereof carried out earlier and in hand by the Agency.
  - d. Details of technical and other key personnel employed by the Agency.
  - e. Turn-over and balance sheet of the Agency for the last 3 years.**
  - f. Annual Income Tax return statement.
  - g. Name and experience of other consultants to be associated with the project with curricula vitae of key personnel.
  - h. The proposed schedule of the completion of the work with Bar Chart.
  - i. Information regarding any litigation, current or during the last five years, in which the Agency is involved, the parties concerned, and disputed amount.
- vi. Report on Proposed Approach, Methodology and Work Plan
  - a. A report describing the understanding of the project area, comments/suggestions on Scope of Work, proposed approach, methodology and work plan for performing the tasks/scope of work of the assignment. The report shall mainly cover methodology to be adopted.
  - b. The work plan to be adopted for carrying out the assignment shall be prepared. A work/Activity Schedule shall be prepared in form of a bar chart showing the timing proposed for various activities.
  - c. The estimated man-months required to carry out the assignment shall be presented.
- vii. The cost of bid document is Rs. 1000/- only. The Bid document can be downloaded from the website <http://gmda.assam.gov.in> and DD of Rs. 1000/- in favor of Chief Executive Officer, GMDA payable at Guwahati to be deposited along with the Bid.
- viii. The DD for Earnest money deposit of Rs. 2% of bidding price only shall be drawn on any scheduled bank in favor of Chief Executive Officer GMDA & enclosed in Envelope No.1 without which the Bid will not be considered as valid Bid. The Bid offer shall be valid till 180 days from opening of financial bid. No interest will be payable on the amount of the EMD.

## 5.2 Financial Proposal

The Financial Proposal (Envelope- 2) shall contain following documents/information:

- i) Financial proposal (**Annexure-1**).
- ii) The Bidders shall quote the lump sum fees for the proposed assignment in three part- fees for land sale permission module, fees for land use certificate module and fees for annual maintenance contract.
- iii) The fee quoted shall include all costs.
- iv) The Bidders, while preparing their financial proposal, shall take note that-

- a. The total lump sum figure quoted in Financial Proposal shall only be considered for the evaluation of the proposal.
- b. All payment shall be paid in Indian Rupees after the statutory deductions. All statutory taxes and other payments in connection with payment received or any services provided under this assignment except the service tax shall be borne by the successful bidder. However, where necessary, appropriate deduction at source will be made by the Client and necessary certificates will be issued to the Consultant.
- c. The rate quoted shall not be altered during the term of contract. Once proposal is accepted, the price variation if required due to unavoidable circumstances will be only at a mutually agreed format.

### 5.3 Submission of Proposals

- i. The Technical Proposal shall be placed in Envelope- 1, which shall be sealed and marked “ENVELOPE 1: TECHNICAL PROPOSAL”, followed by the name of the assignment.
- ii. The Financial Proposal shall be placed separately in Envelope- 2, which shall be sealed and marked “ENVELOPE 2: FINANCIAL PROPOSAL”, followed by the name of the assignment.
- iii. The Envelope-1 and Envelope-2 shall be placed into an outer envelope and sealed. This outer envelope shall be marked “PROPOSAL”, followed by the name of the assignment.
- iv. This shall be sent to the address mentioned below, and shall get delivered either personally or through India Post before 3.00 pm on Proposal Due Date.

Address:

Chief Executive Officer  
 Guwahati Metropolitan Development Authority  
 3<sup>rd</sup> Floor, Statfed Building,  
 GMDAH Road, Bhangagarh, Guwahati-781005,  
 Kamrup (Metropolitan) District, Assam.  
 Email: ceogmdaghy@gmail.com  
 Website: www.gmda.assam.gov.in

- v. The Client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for rejection of Proposal. Moreover, if the Financial Proposal is not submitted in a separate envelope sealed and marked as indicated above, the Proposal shall be declared non-responsive and hence rejected.
- vi. Any proposal received by the Client after the deadline for submission shall be not accepted and returned unopened.
- vii. The Client shall open the Main Envelope and the Envelope-1 (Technical Proposal) immediately after the Proposal Due Date. The Envelope-2 (Financial Proposal) shall remain sealed and securely stored.

## 6. EVALUATION OF PROPOSAL:

The evaluation of the Technical Proposal will be done by an Evaluation Committee set up by the Client. Evaluation shall be done in the following steps:

### A. Step-1: Evaluation to confirm “Eligibility” for the assignment as per the eligibility criteria mentioned above in Cl. 3.

- i. Eligibility of the firm will be ascertained on the basis of project documentation, experience certificates, proposed human resources, documents on firm’s establishment/incorporation year and financial turnover as stipulated hereinbefore. The Bidders failing to meet the criteria for eligibility will be declared non-responsive and ineligible for further process of evaluation.
- ii. The Evaluation Committee shall review the documents and based on the submission subsequent evaluation will take place.
- iii. The response of the Evaluation Committee should be ‘Yes’ to all parameters, failing which, the Bidder will be disqualified at this stage itself. Only those bidders who are declared eligible would be considered for further evaluation.

### B. Step-2: Evaluation of Technical Proposal- To Assign Technical Score.

- i. The evaluation committee shall assess the Technical Proposal and assign Technical Score as per the framework presented in following table.

SI No	Parameter	Scale		Marks
1	Turnover	25-40 lakhs	10	25
		40 - 60 lakhs	15	
		60-80 lakhs	20	
		80 lakhs and above	25	
2	Projects completed	If PO>=5	25	25
		If PO=4	20	
		If PO=3	15	
3	Proposed professional team	Team Leader	10	25
		Programmers	15	
4	Proposed approach, methodology and work plan	Proposed approach	5	25
		Methodology	10	
		Work Plan	10	

- ii. The evaluation of Technical Proposal is mark based system as per the criteria specified in table above. Each eligible proposal will be given a Technical Score (TS). The proposals securing minimum of **70 out of 100 Marks** shall be technically qualified bidders. They will be notified and invited for attending opening of financial proposal.
- iii. The proposals that does not respond to important aspects of the Terms of Reference or attains the Technical Score of less than **70 Marks out of 100**

**Marks** shall be rejected for further evaluation. These Bidders shall be considered ineligible for further process and their sealed cover containing Financial Proposal will be returned to the respective bidders unopened.

- iv. After the evaluation of Technical Proposal, the Client shall notify only those consultants whose proposals have been short listed for further evaluation of Financial Proposal, the date, time and place set for opening of Financial Proposals. The notification may be sent by registered letter, facsimile, or electronic mail.

**C. Step-3: Evaluation of Financial Proposal- To Assign Financial Score.**

- i. The financial proposal will be opened on the date, time and at place as intimated to the Bidders, in the presence of Bidder's representative who choose to attend.
- ii. The name of the Bidder, the Technical Score (TS), and the proposed financial fees quoted by the respective Bidder shall be read aloud and recorded when the Financial Proposals are opened. The Client shall prepare minutes of the financial bid opening.
- iii. The Evaluation Committee will determine whether the Financial Proposals are complete and correct; or if there are any computational errors, will correct the same. In case of mismatch between the amount quoted in figure and word then the amount quoted in word will prevail.
- iv. If the Evaluation Committee determines that cost indicated are inappropriately low, then it may take a view to declare the Financial Proposal non-responsive and may reject it.
- v. The Financial Proposal to be considered for evaluation shall include Service Tax, and all other taxes, duties, fees, levies and other charges under applicable law. This shall also be applied to foreign and non-permanent resident consultants.
- vi. The Financial Score(FS) of the lowest quoted financial bid will be considered as 100.
- vii. The formula for determining the 'Financial Score (FS)' is the following:-

$$FS = 100 \times LQFQ / F$$

In which

FS is the 'Financial Score' of the Proposal under consideration.

LQFQ is the "Lowest Qualified Financial Quote".

F is the "Financial Quote" of the Proposal under consideration.

The lowest qualified 'Financial Proposal' will attain 'Financial Score (FS)' of 100.

**D. Step-4: Assigning Combine Score and Ranking the Proposals.**

- i) All the Bidders that have been assigned Technical Score and Financial Score, will be now assigned Combined Score as per following formula.

$\text{Combined Score (CS)} = (0.8 \times \text{Technical Score}) + (0.2 \times \text{Financial Score})$

- ii) The Bidder achieving the highest Combined Score will be ranked first, and subsequently other Bidders will follow in descending order based on the Combined Score.
- iii) The firm achieving the highest Combined Score will be the selected bidder for this assignment.

## **7. NEGOTIATIONS**

- i) The firm achieving the highest Combined Score will be invited for negotiations. Prior to the expiration of period of validity of proposals, the Client shall notify the successful firm in writing through registered letter, facsimile or email and invite them to negotiate the contract. The date, time and address for negotiation shall be informed.
- ii) The invited firm will, as a pre-requisite for attending negotiations, confirm availability of all nominated experts/key personnel and satisfy other pre negotiation requirements as the Client may specify. The aim is to reach agreement on all points and initial the draft contract by the conclusion of negotiations. The representatives conducting negotiations on behalf of the Bidder must have written authority to negotiate and conclude the contract.
- iii) Negotiations will include a discussion of the Technical Proposal, the proposed approach and methodology, work plan, staffing and any suggestions made by the Consultant to improve the Terms of Reference. The Client and the Consultant will then work out final Terms of Reference, staffing schedule, work/activities schedule, staff-months, logistics, and reporting. The agreed work plan and final Terms of Reference will then be incorporated in the “Description of Services” and form part of the contract. Special attention will be paid to getting the most the firm can offer within the available budget and to clearly defining the inputs required from the Client to ensure satisfactory implementation of the Assignment. The client shall prepare minutes of negotiations, which will be signed by the Client and the bidder.

## **8. AWARD OF CONTRACT**

### **A. LETTER OF ACCEPTANCE:**

- a. After successful completion of the negotiations, a Letter of Acceptance of Bid will be issued to the successful Bidder by GMDA.

### **B. FORFEITURE OF EMD:**

- a. If the successful Bidder fails to act according to the Bid conditions or backs out after his Bid has been accepted, his EMD will be forfeited to GMDA.

### **C. SIGNING OF CONTRACT:**

- (i) The successful Bidder should execute an agreement for the fulfillment of the contract with GMDA at the time of execution within 10 days from the date of acceptance of the Bid. If the same is not executed within one week, the EMD of the Bidder will be forfeited and their Bid will be held as non-responsive.
- (ii) The expenses incidental to the execution of the agreement should be borne by the successful Bidder.
- (iii) The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of GMDA and GMDA also have the right to recover any consequential losses from the successful Bidder.

### **9. SCOPE OF WORK:**

#### **A. Project Description:-**

- I. Land Sale Permission: - GMDA has the mandate to issue permission for land sale in the Guwahati Metropolitan Area(GMA) for ensuring planned and controlled development. The citizens apply for land sale permission in specified format after obtaining permission from the office of the Deputy Commissioner. While applying for land sale permission, one has to submit required documents, affidavit etc. along with the application along with a processing fee. After receiving the application, a file is created. A Junior Engineer process the file, verifies all the documents, takes a report from the Mandal if required and forward the file to the Town Planner. The Town Planner goes through the file and send it to the Authority with a recommendation for either approval or rejection. If the file is approved then the applicant is informed to deposit the required fees. Once applicant makes the payment, NOC is issued to the applicant.
- II. Land use certificate: - As per the Master Plan, the GMA is divided into different land use zones. Citizens are eager to know about the permitted land use for their plot of land. This information is useful for the purpose of devising any development plan they have in their mind. The applicant has to apply giving details of the land like dag no, patta no, mouza etc. along with a requisite fees. Upon receiving the application, a file is created, a Junior Engineer/Town Planning Assistant locates the plot of land on the map, correlates the location with the Zoning Map of the Master Plan to identify the permitted land use. The Junior Engineer send the file to the Town Planner with the permitted land use information. The Town Planner scrutinize the report of the Junior Engineer and send the file for approval of the Land Use Certificate to the Authority.



**Task I: -Conduct Requirement Study and Prepare Software Requirement Specifications.**

- a. Study the existing system for above mentioned processes in GMDA.
- b. Preparation, submission and get approval of the System Requirement Study (SRS) of proposed solution for Automation of the Business Processes from GMDA.
- c. Suggest the hardware and software requirements for efficient functioning for the automated approval system.
- d. The Bidder will make an SRS and devise a system to incorporate best methods and practices along with the present pattern of flow of data and file to map the approval process.

**Task II: -Customization, Configuration, and Deployment of Automated Business Process System.**

It will be based on SRS and as per the business process system as explained in 9 A (Project Description).

**Task -III: Operation and Maintenance of Project and software application for a period of one year.**

**Deliverable (s):**

- Post implementation support for 1 year.
- Requisite Manpower support for successful operation of Project

**Scope of Work during post implementation period will be as follows.**

- a. Deployment of one software developer at GMDA for operation and maintenance of the system as and when required. Manpower engaged by the successful Bidder shall be at his cost, and shall ensure that provisions of relevant Acts are followed. In the event of failure to do so and as a result if GMDA has to bear any losses or cost or damages, the successful Bidder shall compensate GMDA in full.
- b. Training and hand holding to be given to all the Staff working for and related to online system, as may be decided by GMDA.
- c. Supporting in smooth functioning of the applications.
- d. Installation of all Technical upgrades and / or updates as and when released for the software till completion of one year, post implementation.
- e. Fixing of all the Bugs for efficient functioning of software.

#### Task IV: Document Management:-

The Document management should enable:

1. Submitting documents along with application.
2. Associating metadata with documents and legal issues.
3. Storing documents in folder.
4. Searching documents based on various metadata of the file.
5. Customized queries for retrieval and analysis of data.

#### Task V: Approval work flow:-

1. The System should have inbuilt configurable workflow for automated routing of application data and documents in the approval process.
2. Provide the application status such as - under review, pending approval, refused, approved etc.
3. Display all applications received in its work queue.
4. 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.
5. System should maintain the list of User ID/ Email ID/ Mobile device ID for sending notifications.
6. System should enable status of application through status check and reporting on line.
7. Every task performed by a user should be logged in the system.

#### Task VI: -Query operations:

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, contact no, dag no, patta no etc.
2. System should enable searching documents on number of metadata such as document type, application number, applicant name, date of submission, etc.

#### Task VII: Reporting:

System should provide various reports to GMDA staff. External user should be able to view the application status using an application tracking number. Some other standard reports will include,

- Proposals/Certificates approved

- Pending Proposals/Certificates
- Delayed approvals
- Revenue generated, etc. as per the GMDA requirement.

**Task VIII: -System Security:**

- a. To be able to Define Roles for all users in the work flow
- b. To be able to Define rights to application features for each of the roles
- c. To be able to provide log for Time and user stamping of each usage
- d. To be able to prevent unauthorized access to servers and network log should be maintained for all the Transactions handled
- e. To be able to provide an end-to-end security model that protects data.
- f. To be able to match with overall sensitivity of database & contents
- g. Audit trail will be monitored.
- h. Controls incorporated in to ensure that the databases are not tampered/ altered/ modified/ deleted, except updating the records
- i. Users should be allotted login user-id and password to fix up accountability for transactions carried out.
- j. System should support digital Signatures to make the document and certificates authentic**
- k. Various Database level Security provisions should be implemented.
- l. System should ensure security of Plans approved by the Authority, storing approved files ,storing approval information in database in secured manner
- m. Security system to prevent activities like hacking in the Database should be suggested.

**Task VIII:- Procurement of certification from STQC**

- a) The selected bidder will arrange to procure certification for this application software product from STQC with respect to Software Testing and Assessment, Software Process Assessment and Information Security Testing and Assessment.
- b) The bidder will have to bear the cost to be paid to STQC for the same.**

**10. Technical architecture of the System**

- i. Open source code and no encryption of software to be followed.
- ii. Backend should be one of leading and proven RDBMS.
- iii. Software should have its own MIS report generation.
- iv. The system should be able to create a comprehensive decision support system based on transaction date.
- v. The software shall be web based and mobile friendly.**

- vi. **The software will integrate payment gateway for receiving payment of fees etc.**
- vii. An On-line help module should be available which shall provide detailed help for each process/report of the Software Application or YouTube video tutorial.
- viii. Acknowledgment letters, approval letters, deviation or rejection letters be system generated.
- ix. The approval workflow should be as per the work flow being followed by GMDA's hierarchy and workflow rules.
- x. **The client will bear the cost of RDBMS and cost of hosting the application.**

## **11. TERMS AND CONDITIONS OF CONTRACT**

### **1. Security Deposit/ performance Guarantee.**

The successful bidder shall furnish Security Deposit @ 10% in the form of Demand Draft/Bank Guarantee, within ten days of the receipt of notification of award/Letter of intent from the Purchaser.

### **2. Liquidated Damages**

If the bidder fails to deliver any or all of the equipment or does not perform the Services within the time period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1.0 percent of the price of the undelivered stores at the stipulated rate for each week or part thereof during which the delivery of such stores may be delayed subject to a maximum limit of 10 percent of the stipulated price of the stores so undelivered. Such penalty is to be deducted always by the Purchaser from the bill of the firm or make purchase elsewhere on the account and risk of bidder. Once the maximum of the damages above is reached, the Purchaser may consider termination of the Contract. The condition of liquidated damages is applicable provided that the Software finally works and is of use to GMDA. In the eventuality that the Software is not capable of scrutinizing building plans as required by GMDA, then GMDA can terminate the contract at any stage and the termination payment shall be based on the last completed stage as per payment schedule given under payment terms. However, the performance security shall be forfeited.

### **3. Order Cancellation**

The Purchaser also reserves the right to cancel the order in the event of one or more of the following circumstances:

- a. Breach by the Bidders of any of the terms and conditions of the Bid.
- b. If the bidder goes into liquidation voluntarily or otherwise.
- c. If, in the opinion of the purchaser, at any stage, the Software being developed does not meet its requirements and is not likely to meet its requirements, the contract can be terminated on notice to be given by purchaser, However, all payments made/ payable till last completed stage shall be retained by the Software Developers, but the performance security shall be forfeited.

#### **4. Risk purchase**

Risk purchase at the cost of supplier will be made on the failure of the supplier to make supply as per terms and conditions mentioned in the Bid documents. The difference of excess in cost thus incurred will be recovered from the supplier in a suitable manner and even from his pending bills, earnest money or security whichever is available.

#### **5. Payment Terms:**

##### **Stage1: Software Development/ Implementation**

- a) Advance - 10% (against Bank Guarantee) shall be released after the successful bidder deposits the security amount.
- b) Preparation and sign off of SRS (Within 15 days) - 10%
- c) Deployment of application at site (This shall be within three months from the date of signing of SRS) 20%.

##### **Stage-II: Customization and Training**

- a) Customization / Implementation of software and functioning of the same on trial basis and receipt of certification from the STQC within six month from the date of signing of SRS. - 40%
- b) Training of the GMDA staff (within 15 days after trial run) - 10%

##### **Stage-II: Release Final Version**

- a) Release of final version with all incorporations- 10% (After six months of successful running of application, during which suitable modifications shall be done to customize the software.)

##### **General:**

- a) Performance guarantee shall be released after successful implementations of software for one year i.e. end of system support period.
- b) The Service Provider shall be responsible for the costs towards travel/stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the contract.
- c) The earnest money 2% will be released after submission of Performance Guarantee.

#### **6. Performance Guarantee / Security Deposit**

Performance Guarantee (as per the format prescribed by the purchaser) for an amount equivalent to 10% of total contract amount shall be valid from date of start of the project and up to successful implementation of Software for one year warranty period i.e. end of system support period. This should be submitted within ten days of receipt of notification of award / letter of intent (LOI) from purchaser. The proceeds of the performance guarantee shall be payable to the purchaser as

compensation for any loss / penalties / liquidated damages resulting from the bidder's failure to complete his obligations under the contract. The performance guarantee will be discharged by the purchaser and returned to the bidder not later than 30 days following the date of completion of the bidder's performance obligations, including any warranty obligations under the Contract.

**7. THE BID SECURITY/ EMD MAY BE FORFEITED:**

1. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
2. In the case of a successful bidder, if he fails within the specified time limit to:
  - a. Sign the Agreement or,
  - b. Furnish the required Bank Guarantee.

**8. Indemnity**

Bidder shall indemnify, protect and save the Purchaser against all claims, losses, costs damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respects of all the hardware and software supplied by him.

**9. Resolution of Disputes**

The Purchaser and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Purchaser and the bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration. All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to the Chief Executive Officer, GMDA. The Arbitration and Conciliation Act, 1996, shall apply to the arbitration proceedings and the venue of the arbitration shall be Guwahati.

**10. Force Majeure**

If either party is unable to perform any of its obligations under this Agreement because of circumstances beyond the reasonable control of the party, such as an act of God, fire, casualty, flood, war, strike, lock out, failure of public utilities, injunction or any act, exercise, assertion or requirement of any governmental authority, epidemic, destruction of production facilities, insurrection, inability to obtain labour, materials, equipment, transportation or energy sufficient to meet needs (a "Force Majeure Event") the party who has been so affected shall immediately give notice to the other party and shall do everything reasonably practicable to resume performance, except that Company shall not be excused in any event from its payment obligation. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended for the period of such Force Majeure Event. If the period of non performance exceeds sixty (60) days from the receipt of notice of the Force Majeure Event, the party whose ability to perform has not been so affected may give written notice to terminate this agreement.

11. Time period for the assignment is **7 months** from the date of signing of agreement.

**12. Legal Jurisdiction**

All legal disputes are subject to the jurisdiction of Guwahati Court only.

## TENDER OFFER FORM (TOF)

Date:

Tender Reference No.:

To:

The Chief Executive Officer,  
Guwahati Metropolitan Development Authority,  
Bhangagarh, Guwahati-5.

Subject:-

Dear Sir,

I / We have examined the tender documents including all annexure and appendices, the receipt of which is hereby duly acknowledged. I / we, the undersigned, offer to supply and deliver \_\_\_\_\_(Description of goods and Services) in conformity with the said tender documents. I / We undertake, if my / our tender offer is accepted, to commence delivery within \_\_\_\_\_ (Number) days and to complete delivery of all the items and perform incidental and supervisory services as specified in the Contract within \_\_\_\_\_ (Number) days calculated from the date of receipt of your Notification of Award / Letter of Intent.

If my / our tender offer is accepted we will obtain the guarantee of bank for a sum of \_\_\_\_\_% of the Contract price fixed for software for the due performance of the Contract. We agree to abide by this tender offer till ...../2018 and this shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this tender offer, together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any offer you may receive. Furthermore I / We certify that we have not made any correction /addition / omission/modification in the tender document which was downloaded from your website. If any change is observed, our tender may be summarily rejected.

Dated this \_\_\_\_ day of 2018.

Signature:

(In the Capacity of :)

Duly authorized to sign the tender offer for and on behalf of

## DETAILS OF FINANCIAL PROPOSAL

Having gone through this RFP document and the General and Special Conditions of contract and having fully understood the scope of work for the Project as set out in this RFP, we are pleased to inform that we would charge fee of

1. Rs- \_\_\_\_\_ /- (Rs \_\_\_\_\_ only) for  
online land sale permission.

2. Rs- \_\_\_\_\_ /- (Rs \_\_\_\_\_ only) for  
online land use certificate.

3. Rs- \_\_\_\_\_ /- (Rs \_\_\_\_\_ only)

for Annual Maintenance Support Contract for both the module which may start after the expiry of the one year successful implementation of the software.

The rates are inclusive of all taxes and expenses of travel, documentation, communication, local office expenses, operation and maintenance, salaries of technical staff etc. incurred by the Bidders for carrying out the Scope of Work specified in the RFP document excluding applicable Service Tax.  
(Service Tax will be paid as per the prevailing rate)

Yours faithfully,

Signature \_\_\_\_\_  
Full Name \_\_\_\_\_  
Designation \_\_\_\_\_  
Address \_\_\_\_\_  
(Authorised Signatory)



## DETAILS OF EMD

Date:

Tender Reference No.:

To:

The Chief Executive Officer,  
Guwahati Metropolitan Development Authority,  
Bhangagarh, Guwahati-5.

Sub:-

Dear Sir,

Following are details of EMD and my / our certificate. EARNEST MONEY DEPOSIT Demand Draft/ Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_/\_\_\_\_/\_\_\_\_ from the BANK BRANCH in respect of the sum of Rs. (in figures).....& (in words) .....is forwarded herewith, representing the earnest money, full value of which is to be absolutely forfeited to GMDA should I /We do not deposit the full amount of security deposit specified in the above memorandum, in accordance with Clause of the Contract Conditions; otherwise the said earnest money shall be refunded to us.

We understand that you are not bound to accept the lowest or any offer you may receive. Furthermore I / We certify that we have not made any correction /addition /omission modification in the tender document which was downloaded from your website. If any change is observed, our tender may be summarily rejected.

Dated this \_\_\_\_ day of 2018.

Signature:

(In the Capacity of :)

Duly authorized to sign the tender offer for and on behalf of

## PERFORMANCE BANK GUARANTEE

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
[Name of Employer]  
[Address of Employer]

WHEREAS \_\_\_\_\_ [ name and address of Contractor]  
(hereinafter called "the Contractor") has undertaken, in pursuance of Contract No.  
\_\_\_\_\_ dated \_\_\_\_\_ to execute \_\_\_\_\_ [ name of  
Contract and brief description of works] (hereinafter called "the Contractor").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligation in accordance with the Contract;

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you on behalf of the Contractor, up to a total of \_\_\_\_\_  
[amount of guarantee]\* \_\_\_\_\_ (in words), such sum being payable in the types and proportions of currencies in which the Contract price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of \_\_\_\_\_ amount of guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessary of your demanding the said debt from the contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or of the works to be performed there under or of any of the Contract documents which may be made between your and the Contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until 28 days from the date of expiry of the Defect Liability Period.

Signature and Seal of the guarantor \_\_\_\_\_  
Name of Bank \_\_\_\_\_  
Address \_\_\_\_\_  
Date \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\*An amount shall be inserted by the Guarantor, representing the percentage of Contract Price specified in the Contract including additional security for unbalanced Bids, if any and denominated in Indian Rupees.